



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3732	Indie Education

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	718	293	41%
Employer satisfaction	NA	NA	NA

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

In 2024, the percentage of student surveys completed by Indie Learners remained consistent with the previous calendar year, indicating stable engagement levels across the cohort.

Learner satisfaction showed a notable improvement, with over 90% of respondents agreeing or strongly agreeing with most survey statements. The only exceptions were Question 6, "I set high standards for myself in this training," and Question 16, "I learned to work with people," both receiving 85% agreement. While slightly lower, these results still reflect a strong level of satisfaction and are consistent with the confidence-related challenges often observed within Indie's learner cohort. Overall, the feedback suggests that learners are highly satisfied with the qualifications, coursework, trainers, facilities, and support services provided by Indie.

Demographic data remained largely consistent with previous years. Learners aged 15 to 19 continued to represent the largest enrolment group, accounting for 86% of total enrolments. Female learners comprised 58% of the cohort, followed by males at 37%, with 5% unspecified. The proportion of learners identifying as Aboriginal remained steady at 13%, while less than 1% identified as Torres Strait Islander or both Aboriginal and Torres Strait Islander.

Additionally, 37% of learners reported having a disability, impairment, or long-term condition, mirroring the previous



year's figures.

In terms of course enrolments, the Certificate I in General Education for Adults (CGEA) remained the most popular qualification, representing 34% of total enrolments. This was followed by Certificate I CGEA Introductory at 23% and Certificate II CGEA at 18%. Vocational Education certificates accounted for between 2% and 16% of enrolments, reflecting a diverse but focused interest in foundational education pathways.



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

The 2024 AQTF survey results reflect a strong and consistent performance by Indie as an RTO. Survey participation remained stable compared to the previous year, indicating sustained engagement across the learner cohort. Satisfaction levels improved notably, with over 90% of learners agreeing or strongly agreeing with most survey statements. This suggests that Indie continues to deliver high-quality training experiences that meet learner expectations.

Top three (3) responses:

1. Supportive Trainers

The most frequently praised aspect was the strong support from coaches and trainers. Learners described them as kind, approachable, patient, and genuinely invested in their success. Many felt comfortable seeking help and appreciated the one-on-one support and encouragement they received.

2. Flexibility

Indie's flexible approach to learning was highly valued. Learners appreciated being able to work at their own pace, choose their attendance days, and manage their studies around personal responsibilities, including health and family commitments. This flexibility reduced stress and made learning more accessible.

3. Positive and Inclusive Learning Environment

The training environment was described as calm, welcoming, and inclusive. Learners felt respected, safe, and part of a community. The friendly atmosphere and sense of belonging helped many feel more confident and motivated.

What does the survey feedback tell you about your organisation's performance?

Feedback highlights several key strengths, including the supportive nature of coaches and trainers, flexible learning options, and a welcoming, inclusive environment. Learners also valued the practical relevance of the coursework and the availability of resources and help when needed. While a small number of learners identified areas for improvement—such as enhancing course clarity, expanding hands-on activities, and supporting foundational skills—the overall sentiment was overwhelmingly positive. These insights affirm Indie's commitment to learner-centered education and provide clear direction for continuous improvement in training delivery and engagement strategies.

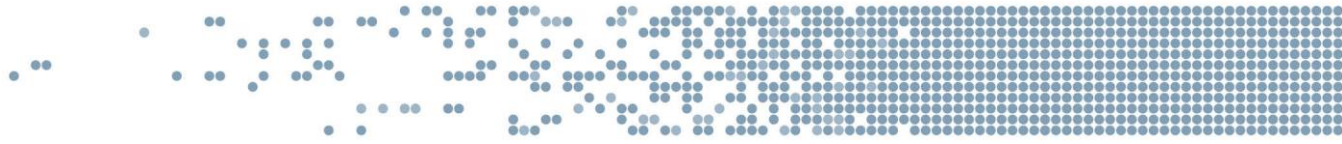
Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Review and refine course materials for clarity and relevance.

Enhance staff training in inclusive communication via professional development.

How will/do you monitor the effectiveness of these actions?



Learner feedback surveys, trainer observations of learner engagement and understanding during sessions.
Trainer engagement at professional development and observations to monitor trainer-learner interactions and classroom dynamics.