



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3821	National Food Institute Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	469	275	59%
Employer satisfaction	61	58	95%

#### Trends of response statistics:

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

NFI have had a reasonable response from our learners in 2017. There was an increase of 9% of responses when compared to 2016

Majority of our responses where from our Certificate II (51.8%) and Certificate III (44.2%) which is to be expected as these are NFI's largest cohorts.

NFI had a very good response from employers with a 7% increase in responses, compared to 2016. The number of responses from employees demonstrates our commitment to the industry and excellent relationships we have with employers.



## Section 2 Survey information feedback

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

#### Expected

The surveys finding conducted by National Food Institute from the proportion of surveys received from students indicated the following :- 83.7% indicated a positive perception of our trainer Quality.

National Food Institute works very closely with the industry and tailors programs to specific workplaces and the needs of learners and employers. This ensures that the training we provide is relevant and industry specific to maximise learners future job opportunites.

Our training and assessment material underwent a review based on 2016 QI results. This year 95.3% of students felt that the training that they received used up-to-date equipment, facilities and materials.

Unexpected - No unexpected results

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

The positive survey results shows that National Food Institute is continuing to provide excellent workplace training that is learner, employer and industry focused that is relevent and current.

## Section 3 Improvement actions

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

Although these results are positive, NFI will still continue to do internal Audits on our students experiances at regular intervals and provide feedback to the management team and our trainers

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

Continued positive outcomes from the surveys