



Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

RTO details

RTO trading or legal name	Casey College of Beauty Therapy Pty Ltd		
RTO number	22236		
Contact name	Kim Lucas		
Telephone	1300 711 072	Mobile	0422 172 150
Date	24/6/2022		

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	150	10
Total number of surveys received	122	5
Response rate (per cent)	81	50

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement

Upon evaluation of data for Learners Engagement gathered from learners enrolled into the Certificate III, IV and Diploma of Beauty courses as well as additional data including short courses:

Eyelash Extensions
Make up
Manicure and Pedicure
Acrylic Nails and Gel Nails
Lash and Brow services
Waxing

Our findings indicated that overall there was a high degree of satisfaction across all of the courses delivered by Casey College as approximately 90% of all students indicated 'Agree and Strongly Agree' on their questionnaires and surveys. The students were overall happy with the way Casey College handled the extended lockdowns in 2021 as the College had already established a robust live learning sessions to continue engaging the students in training vi Zoom.

The students were also able to complete some of the theory online although they had to wait until we came back on campus to complete the practical component of the units. We have not had any Certificate III Hairdressing students enrolled in 2021.

Some of the comments that we received from the students on the surveys in relation to the question 'What were the best aspects of the training' included:

- Supportive teachers
- Prac work
- All was great!
- I love the amount of prac we get to do.
- Trainer is fantastic, knowledgeable and professional
- Hands on Training
- All of it
- The prac part and trying some products
- Demonstrations and extensive product knowledge
- Very interesting and made it fun for us
- Learned a lot of different techniques
- Trainer had in depth knowledge
- Theory and prac well explained
- Very informative and helpful
- Learning the proper procedure on use of products and tips and tricks

The comments received from some of the students for Best Aspects of the training indicated that the practical aspect, helpful trainers, excursions and incursions, equipment, materials and the amount of practical components of the course were the best aspects.

As always during the Quality indicator data evaluation there are a few students that indicated Disagree and this was indicated for the questions:

LQ16 – The amount of work for me was reasonable

LQ22 – I learned to work with people

LQ34 - I looked for my own resources to help me learn.

It is understandable that some of the students indicated that they did not use their own resources or source additional

information as Casey College provides most of the materials for the students to undertake their learning successfully.

Realistically there are always a small percentage of students in minor areas that indicate the need for improvement in response to the question 'What aspects of training were the most in need of improvement'. Some of the negative feedback regarding Theory was due to ongoing theory during the Melbourne Lockdown in 2021 as the college worked actively to keep the students engaged. For many of the students the duration of the qualification needed to be extended due to lockdowns in 2020 as well as 2021 as we were not able to deliver the practical training as well as assess the students for their practical components due to specific needs of machinery and to meet the Training Package requirements.

Some of the responses included:

Theory heavy

Catching COVID and I couldn't attend school

Course taking longer

Not enough practical during lockdown

Don't enjoy exams

Different trainers

More variety of products

Casey College is always working to increase learner engagement and provide student satisfaction and learning experience. Since June 2020 it has been difficult due to the extended Covid Lockdowns in both 2020 and 2021 to keep all the students engaged as the beauty qualifications are predominantly practical based. Some of the new students were very satisfied with being able to complete all of their theory as we kept them engaged through Google classroom, Zoom and online learning including many live sessions. Some students that only had Practical components to complete found it difficult to be engaged with theory whilst waiting to complete their practical. We also had many students ask to put their fees on hold and requesting to defer or withdraw due to financial difficulties and Covid affecting their lifestyle and incomes.

Casey College continues to review and implement a variety of methods in order to increase learner engagement and provide ways to enhance student satisfaction and learning experience by:

Ensuring that during lockdowns students continue to be engaged and gain knowledge by continuing with studies via a remote learning program.

Students that are able to practice at home but lacking products or materials are supplied with them via the Care Packs that Casey College distributed to the students at no additional cost to the students.

Changing and adjusting the timetables to ensure that students are able to recommence practical training post lockdowns as soon as possible.

Undertake a further review student study techniques (by handout, presentation and online) to ensure that students gain the most out of their time;

Ensure that Trainers are up to date in the industry as well as being able to support students remotely throughout the multiple lockdowns.

Continuous Professional Development with trainers to provide additional tools to assist in student support (feedback, support, guidance, and teamwork);

Review current structure(s) of courses and include new remote learning programs that can be implemented during the multiple and possible future lockdowns and to ensure adequate time for trainers to provide further feedback to students;

Introducing an introductory lesson on time management to students;

Review students Resource Kits and ensure that more kits are available for practical session (if required), and;

60% of trainers indicated that Professional Development for Industry Knowledge was the area that should be constantly improving due to the changes in the industry.

Trainers indicated that the standard of training was high and the facilities met their expectations and needs for teaching.

Regular feedback was also sought from trainers and this feedback indicated that their peers had current industry knowledge and that the College resourced the trainers and students very well and that these were ready and available when needed.

Casey College is always looking at ways to improve and this includes:

- Provide additional training for trainers with remote learning programs and face to face workshops
- Enhance trainer knowledge with online learning and other requirements to be able to train remotely when necessary
- Undertaking review or professional development for all trainers
- Continuing to provide an opportunity for some of the trainers to attend more workshops
- Identify and allocate trainers compulsory professional days

Please indicate the main ways that employer satisfaction data has been used for continuous improvement

Professional Development is continually implemented with the trainers and staff to ensure they are up to date with the trends and industry expectations. Casey College continues to maintain current links with relevant industry organisations and undertakes extensive industry consultation.

From the discussions held with employers the College received an indication that the students continued to show improvement in current industry standards but in 2021 once again the employers they were unable to have many students participate as the lockdown closed most of the Beauty Salons, spa and beauty related industries and this was for an extended period of time. Current trends continue to be in make-up, waxing and lash extensions as well as the evolution and a greater variety of dermal types of products and services on offer in the beauty industry.

It is common that not many of the Employers return the surveys and their responses included that they were either too busy or didn't have time to complete them. Throughout an extended period of time that businesses experienced lockdown made it more difficult for Employers to dedicate time in responding to the surveys sent out as some of the salons closed down permanently.

The Employers that completed the satisfaction surveys once again indicated that there was a high degree of satisfaction with the College (Agree and Strongly Agree) with no added comments. Overall satisfaction with the students was high.

The College works to implement the trends to ensure that it is always thoroughly covered in the course (i.e. in tanning, the current trend of new and changing products used, make up, new and improved products and techniques).

One of the main areas the College continues to closely monitor is current Industry trends in nails, tanning, make-up, eyelash extension and waxing where the areas of improvement included unit specific upskill knowledge.

Some of the employers continued to ask if there will be more accredited units to meet industry needs in trends such as Brow Lamination, Henna brows and other non-accredited units. There was also an increased in requests for more Dermal types of courses. Some of these units have now become available in the updated SHB Training package and Casey College is looking forward to delivering them.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason

Declaration

RTO details

RTO Name	Casey College of Beauty Therapy Pty Ltd
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I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services

- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)	
Full name	Kim Lucas
Date	24/06/2022
Signature	

