

# 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](mailto: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		
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Date	16/6/2023		

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	136	10
Total number of surveys received	108	5
Response rate (per cent)	80	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

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Upon evaluation of data for Learners Engagement gathered from students enrolled into the Certificate III in Beauty Therapy, Certificate III in Nail Technology and Diploma of Beauty courses as well as additional data including short courses:

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

When reviewing the feedback collected on Learners' Engagement it was found that overall this year there was a higher degree of satisfaction across all of the courses delivered by Casey College and approximately 93% of all students indicated 'Agree and Strongly Agree' on their questionnaires and surveys. The students were overall happy with the training delivery that Casey College of Beauty Therapy provided.

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 trainers + prac
- Trainers Co workers
- The information and materials given to us by teachers to help success
- Well explained
- The support and help that was given when needed
- Theory and prac well explained
- Very informative and helpful
- Learning the proper procedure on use of products and tips and tricks
- Hands on training
- All of it
- Working on each other and then models. Having the time to do assignments in class time too
- The trainers – they are very good at providing multiple different ways for the students to understand the information given.
- Very interesting and made it fun for us
- Learned a lot of different techniques
- I like doing prac
- So far I love the training

In the feedback and surveys collected some of the students indicated that the Best Aspects of the training included: helpful trainers, practical hands on training, ability to work on live models, excursions and incursions, great equipment and 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 more additional information as Casey College provides most of the materials for the students to undertake their learning successfully.

Throughout the feedback collected there are always some students that indicate the need for improvement in minor areas when responding to the question 'What aspects of training were the most in need of improvement'. Some of the negative feedback included:

Some of the responses included:

Remembering all the theory

Nothing

Working online and exams

Everything has been awesome so far nothing needed

Don't enjoy exams

Assignments and Exams

Theory

How I study

I want free kits

Casey College of Beauty Therapy continues to work on increasing learner engagement and providing student satisfaction to enable the students to have a great learning experience through review and implementation a variety of methods in order to increase learner engagement and provide ways to enhance student satisfaction and learning experience by:

Ensuring that if there are further lockdowns the students are able to continue to be engaged and gain knowledge by continuing with studies via a remote learning program. Casey College of Beauty Therapy has implemented a robust and structured remote learning program to ensure that students are able to continue studies without being disadvantaged by Casey College of Beauty Therapy.

The College always examines ways to increase learner engagement and provide ways to enhance student satisfaction and learning experience by:

- Undertaking a further review student study techniques (by handout, presentation and online) to ensure that students gain the most out of their time;
- Ensuring 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);
- Reviewing 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;
- Reviewing students Resource Kits and ensure that more kits are available for practical session (if required), and;

In addition feedback was sought from trainers that indicated that their peers had great industry experience and knowledge and that Casey College of Beauty Therapy. Over 50% 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.

During the review of the regular feedback from trainers it was found that the trainers were happy with the College resourced for both the trainers and students 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 development 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 on a regular basis.

From the discussions held with employers the College received an indication that the students continued to show improvement in current industry standards.

Current trends continue to be in make-up, waxing and lash extensions and the currently added new accredited unit from the new Training Package for Volume Lash extensions as well as the evolution and a greater variety of dermal types of products and services on offer in the beauty industry.

This year Casey College of Beauty Therapy found that only a portion of the Employers returned the surveys and their responses included that they were either too busy or didn't have time to complete them.

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 continues to work on implementing the new beauty trends that become available in the industry to ensure that it is always thoroughly covered in the course (i.e. in lash extensions, 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 eyelash extensions, new nail techniques and products, tanning, make-up, facials 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 and the new Advanced Diploma of Skin Therapy will provide further opportunities for Casey College of Beauty Therapy in the future to enable our students to upskill and expand their knowledge in the industry as well as their employment prospects. Some exiting new accredited units have now become available in the updated SHB Training package such as Volume Lashes and Casey College of Beauty Therapy has already receive positive feedback regarding this from the learners.

**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

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	16_ / _06 _ / 2023 _ _
Signature	