

June 28, 2017

Corporate Overview

Warner Institute has been a Registered Training Organisation since 2005. Our commitment to delivering high quality training is embodied in our 'Reason for being' which is to "empower employees to enjoy going to work and perform better; to develop and support employees to succeed." Our difference to other training providers is the inclusion of unique Whole Person Learning model that helps ensure what is learnt in each and every learning session is productively transitioned to back within the workplace as new behaviour – we call it learning that sticks!

Survey Overview

We reproduced both the Learner Survey and Employer Survey into individual web-based surveys utilising the online capability of surveymonkey.com

The respective surveys were then emailed to each learner and their employer participating in our programs during calendar year 2016.

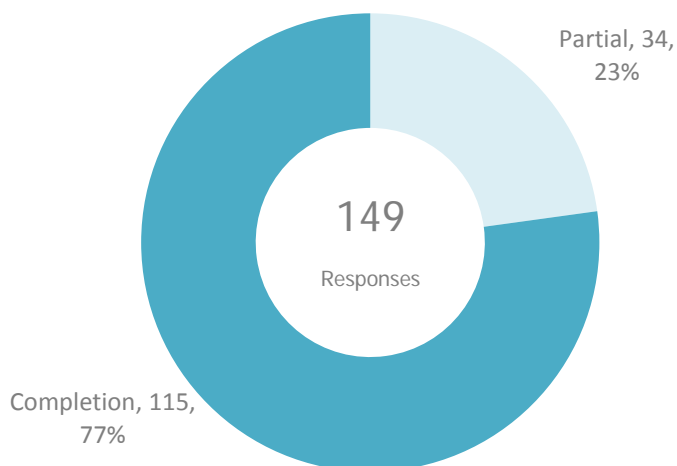
Data was collected so as to ensure that individual participant's responses could not be matched to their identities and therefore remained undisclosed and anonymous.

Please note that the definition 'Employer' used in this survey can include; employer, HR personnel, manager, supervisor and/or other training decision maker.

Survey Questionnaire: Timing & Dates

	Learner Survey	Employer Survey
Initial invitation to respond sent	May 5	May 5
Follow Up call to respond #1 sent	May 12	May 12
Follow Up call to respond #2 sent	May 19	May 19
Final call to respond sent	May 26	May 26
Close of Survey Date	May 31	May 31
No. of calendar days available to participate in survey	25 x days	25 x days

Learner Response



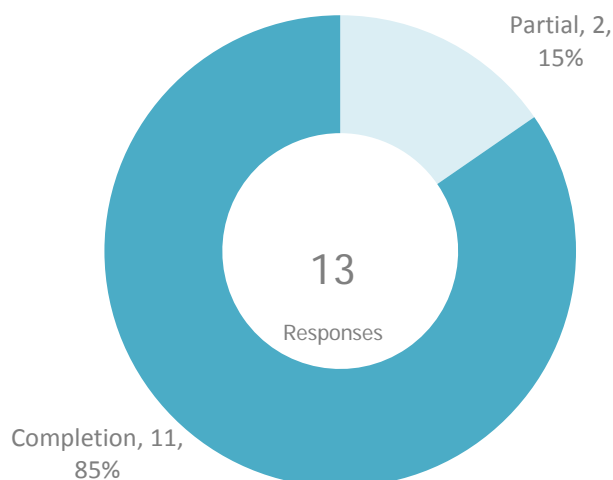
Summary of Response Rates: Learner Survey

	Invited	Responded to Survey	Completed Survey	Completed Response Rate %
Total Number of Responses	692*	149	115	16.6%

* 720 – 28 'bounced' = 692 x invitations were sent out by email to participate in survey

This response rate from learners is broadly consistent with that of previous years.

Employer Response



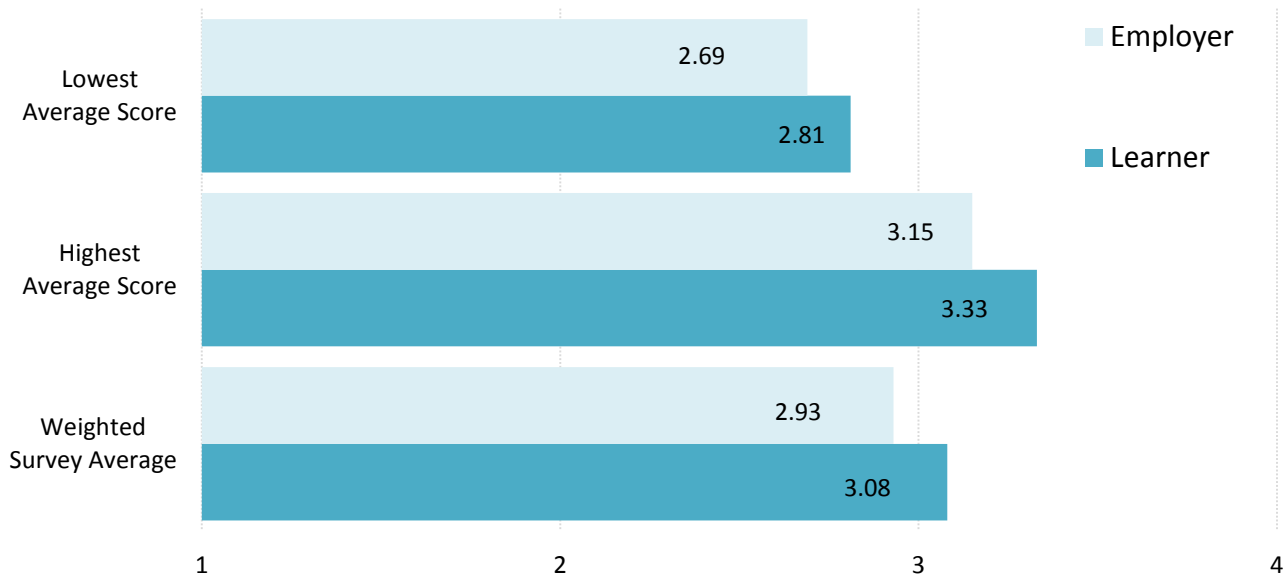
Summary of Response Rates: Employer Survey

	Invited	Responded to Survey	Completed Survey	Completed Response Rate %
Total Number of Responses	95*	13	11	11.6%

* 101 – 6 'bounced' = 95 x invitations were sent out by email to participate in survey

The response rate for the employer survey is disappointing and lower than the threshold to reasonably draw any conclusions from the results provided. We believe the low response rate could be due to 'survey fatigue' as a result of managers/supervisors of participants in our learning programs having previously been invited to complete online surveys from Warner Institute at least once, if not twice, during the previous twelve months as part of our internal quality control processes, in addition, they are also likely to have received online survey requests from a range of other suppliers and/or 'spam'.

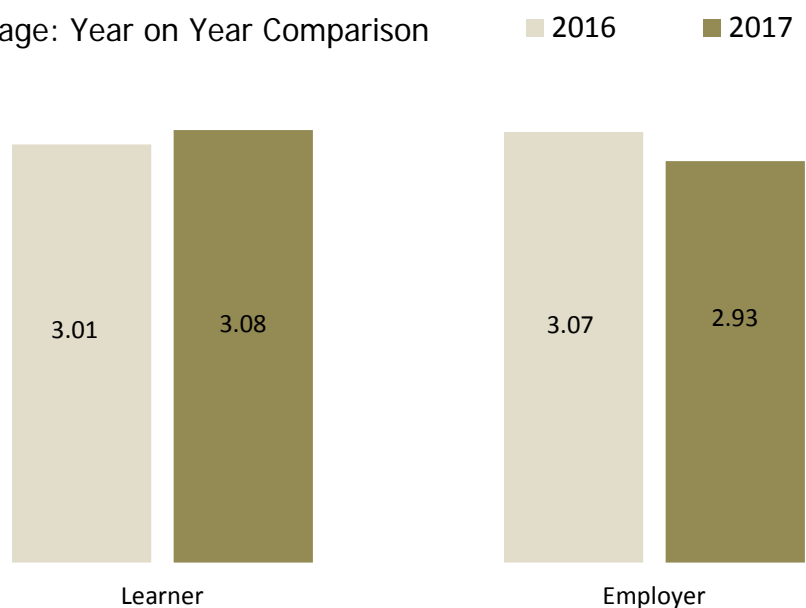
Summary of Survey Results



	Learner Survey	Employer Survey
Weighted Average Rating for overall survey (all Q's combined)	3.08	2.93
HIGHEST Average Rating for an individual question (Q. no.)	3.33 (q.27)	3.15 (q. 17 & 23)
LOWEST Average Rating for an individual question (Q. no.)	2.81 (q.18)	2.69 (q. 5 & 14)
Rating SPREAD between highest & lowest individual question	0.52	0.46

Rating Key: Strongly Disagree = 1, Disagree = 2, Agree = 3, Strongly Agree = 4.

Overall Survey Weighted Average: Year on Year Comparison



Summary of Employer Responses

Note: The small sample size hinders the ability to draw any reasonable or accurate conclusions from these scores as being representative of Warner institute's performance. A sample has however been included below;

Key areas that scored highly with Employers were;

- The training has helped our employees work with people = 3.15
- Training resources and equipment were in good condition = 3.15
- Trainers were effective in their teaching = 3.08
- Trainers had good knowledge and experience of the industry = 3.08
- Trainers were able to relate material to the workplace = 3.08
- The training organisation gave appropriate recognition of existing knowledge & skills = 3.08
- The training helped employees identify how to build on their current knowledge and skills = 3.08
- The training resources were appropriate for learner needs = 3.08
- The trainer focused on relevant skills = 3.00
- The employees gained the skills they needed from this training = 3.00
- The training used up-to-date equipment, facilities and materials = 3.00
- The way employees were assessed was a fair test of their skills and knowledge = 3.00

Employer responses to the questions; 'What were the best aspects of the training' and 'What aspects of the training were most in need of improvement' were more disparate and the small sample size hinders the ability to draw any reasonable or accurate conclusion from them. A sample has however been included below;

For 'What were the best aspects of the training'

- "A large % went into employment"
- "Practical exercise – animal handling"
- "Practical application and transfer of skills"
- "empowerment of staff – person centred learning"

. . . and for 'What aspects of the training were most in need of improvement'

- "Unaware of any"
- "Teach what is relevant and current in the work place please. The OH&S, a lot of it is not needed or relevant and time wasting excuse"
- "need to continue to use relevant and up to date examples of industry practice"

Summary of Learner Responses

Key areas that scored highly with Learners were;

- I approached trainers if I needed help = 3.33
- Trainers encouraged learners to ask questions = 3.31
- Trainers had an excellent knowledge of the subject content = 3.30
- I set high standards for myself in this training = 3.30
- Trainers made the subject as interesting as possible = 3.22
- I pushed myself to understand things I found confusing = 3.22
- The way I was assessed was a fair test of my skills and knowledge = 3.20
- Training organisation staff respected my background and needs = 3.20
- I looked for my own resources to help me learn = 3.15
- I received useful feedback on my assessments = 3.12
- The training was flexible enough to meet my needs = 3.13
- The training focused on relevant skills = 3.11
- I identified ways to build upon my current knowledge and skills = 3.10

Of the 126 responses to the question 'What were the best aspects of the training', 43 x responses (34%) specifically included positive mention of the trainers as the 'best aspect' –some examples have been included verbatim below;

- "The trainer shared her past experiences and knowledge"
- "The trainer was well equipped with knowledge and skills"
- "For me it was the actual trainers themselves..."
- "The trainers knowledge of the industry"
- "How the instructor presented herself, her teaching methods and the amount of hands on work"
- "The trainer was well equipped with knowledge and skills to make learning fun and appropriate to different learning levels."
- "(Program Manager name), she is both passionate and enthusiastic about teaching, education and the community service industry, this is what makes her a brilliant teacher. Learning that sticks? that's (Program Manager name), she is supportive, encouraging and always believed, because of her I was able to finish the course...."
- "My trainer, (Program Manager name), was very inclusive. I enjoyed being in such a small, participative group."
- "(Program Manager name) is absolutely fabulous"

The responses to the question 'What aspects of the training were most in need of improvement' were more diverse but the major themes most often expressed could be broadly categorised into 4 categories – these were;

- The amount of time required to complete assessment tasks and homework was often quoted as being difficult whilst also balancing the demands of full-time work,
- The desire for both a quicker turnaround times, and more feedback from trainers & assessors in regard to returning their completed assessment work.

Survey Results: Conclusion

Overall, and on every individual measure, the dominant result was a positive response in BOTH the Learner Survey and the Employer Survey.

In each instance, the response to the question was positive with either an "Agree" or "Strongly Agree" answer being the dominant response.

In NO INSTANCE, where if the metrics for the negative responses of "Disagree" and "Strongly Disagree" were combined, did a net negative score result, i.e. the positive 'agree' scores were the dominant positive response recorded for that question and outweighed the 'disagree' scores.

Summary of Continuous Improvement: Process

Performance data is formally collected by electronically surveying participants in all training programs at mid-program point.

In addition, data is collected for some qualifications upon the conclusion of the training program.

All participants are invited to give informal feedback at the end of each full day training session.

All Program Managers are invited to give written feedback at the conclusion of each full day training session.

A formal complaint handling and response process exists.

All continuous improvement matters are saved as they arise in a dedicated place on the company server. They are then addressed and subsequently monitored monthly at management meetings.

Additional qualitative data is collected from;

- Participants and employers at the graduation ceremonies at end of program. These graduations are attended by participants and/or their employers and family/friends.
- Employers through conversations and transactions conducted by our Partnership team. This data is collected and addressed at each weekly Operations meeting.
- Our Program Managers (Trainers & Assessors) after every session by our Education Manager.

Summary of Continuous Improvement: Learner Data

The following have been identified from the Learner Data as areas for continuous improvement and have begun to be implemented;

- Discuss the importance of Program Managers (Trainers & Assessors) 'providing feedback on assessments' and returning them back to participants will be further improved.
- Regular monthly meetings between the Program Managers (Trainers & Assessors) and the Education Manager to discuss any student specific issues are ongoing and a monthly W-Inst Staff email newsletter will be introduced as a further enhancement from July 1, 2017. This communication will include information regarding compliance changes, upcoming opportunities for professional development, etc.
- In 2016, we introduced Full Day Coaching Sessions into the delivery of our CHC programs. These Coaching days are scheduled at regular points throughout the program and were created to better support participants with individual coaching including simulated tasks, role-play assessments, subject matter revision, review and any required catch-up. These Coaching Sessions are in addition to the Classroom Training Days. The inclusion of dedicated Full Day Coaching Sessions are currently being expanded to be included within the delivery of all our nationally accredited program across 2017.
- Ongoing: Review of assessment materials within the classroom session with students to help ensure that they are clear on what is being asked of them prior to commencing work on their assessment tasks.

Summary of Continuous Improvement: Employer Data

The following have been identified as areas for continuous improvement and have begun to be implemented;

- Ongoing: Revisit the documentation setting out the RPL/RCC, Credit Transfer processes and ensure that it is clear and easy to understand.
- Ongoing: Continue the current process of Industry Consultations to ensure feedback from employers is sought, practical skills taught are relevant and up-to-date information is used to inform training sessions.

Explanatory Note

These indicators are based on a survey of 149 students and 13 employers.

This sample represents 21.5% per cent of this organisation's training delivery in the 2016 calendar year.

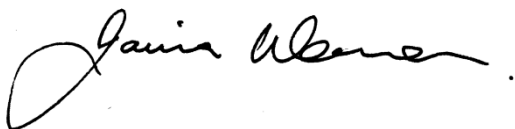
The students and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines.

Declaration

I confirm that Warner Group Pty Ltd Trading as Warner Institute (RTO NO. 21622)

- has collected, analysed and retained Quality Indicator data;
- has acted on data for the continuous improvement of training and assessment and client services;
and
- has retained Quality Indicator data as evidence of compliance.

Name of Managing Director: Jania Warner



Jania Warner,
Managing Director
Warner Group Pty Ltd
June 28, 2017