



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3974	MURRAY MALLEE TRAINING COMPANY LTD

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	800	748	93.5
Employer satisfaction	450	397	88.1

#### Trends of response statistics:

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

Survey results were consistent across all cohorts. Survey results were slightly higher than in 2015 surveys.



## Section 2 Survey information feedback

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

We expected to have high satisfaction rates as per other years and this was confirmed by the survey results. We have focused heavily on Industry Consultation in 2015 and we believe this showed with slightly higher satisfaction results by both Learners and Employers.

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

The survey results confirmed that there are high levels of satisfaction with our performance as an RTO in the delivery of training & assessment services from both Learners and Employers.

## Section 3 Improvement actions

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

We have reviewed in January, 2016 all our learning resources and Training & Assessment Strategies. Training Consultants have updated their Trainer Skills Matrix to reflect professional development activities and current industry competencies undertaken in 2016. RTO Policy & Procedure Manual has also been reviewed and updated to reflect the above.

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

The effectiveness will be monitored through ongoing internal audits and learner and employer surveying.