



# 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	1000	829	82.9
Employer satisfaction	650	527	81.8

#### Trends of response statistics:

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

Employers/Students from the Warehousing, Automotive, Carpentry & Roof Tiling Industries provided the highest response rates. The lowest response rates were received from the Engineering, Business & Retail Sectors. Response rates were up slightly on 2016.



## 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 both the students and employers surveyed. We have continued to focus heavily on Industry Consultation and we believe this showed with the high satisfaction results achieved. Topics covered in the survey include, overall performance against quality and outcome performance measures, student experience, student outcomes, student preferences and employer feedback. The 2017 Student Survey results showed the following results for Students enrolled with Murray Mallee Training Company Ltd in 2017:

- 80.6% of students were satisfied with the training provided.
- 77.4% of students reported a positive perception of teaching.
- 87.2% of students reported that they were satisfied that the trainers/teachers for their course understood their learning needs.
- 72.2% of students reported a positive perception of the assessment process.
- 82.4% of students reported that they were satisfied that the assessment was 'clearly outlined to them'.
- 81.8% of students reported that they were satisfied that the training contributed to an improvement in their career outlook
- 80.2% of students achieved their main reason for training.
- 77.4% of students would recommend Murray Mallee Training Company Ltd.

The 2017 Employer Survey results showed the following:

- 91.8% of employers with apprentices or trainees who undertook or completed training were satisfied Murray Mallee Training Company Ltd.
- 91.3% of employers with apprentices or trainees who undertook or completed training reported an improvement in their job and technical skills.

### 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 Students and Employers.

## Section 3 Improvement actions

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

We review our learning resources and materials annually. Industry Validation Meetings are conducted on a quarterly basis where Assessment Tools are reviewed and updated where necessary. Our Training & Assessment



Strategies are reviewed 6 monthly to ensure they reflect any changes in the delivery of our RTO Services. Training Consultants have all upgraded their qualifications to the current qualification and are in the process of updating their TAE40110 to TAE40116. This will be completed by December, 2018. Trainer Skills Matrix's have been updated to reflect professional development activities and current industry competencies undertaken in 2017. RTO Policy & Procedure Manual has been reviewed and updated to reflect any changes in RTO Registration Requirements.

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

The effectiveness will be monitored through ongoing internal audits and learner and employer surveying. Industry Consultation also provides us with a very effective monitoring tool. Industry Engagement ensures that we are regularly consulting with industry to ensure that our training and assessment delivery is in line with industry requirements and standards.