



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	832	83.20
Employer satisfaction	650	528	81.23

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 Warehousing, Building & Construction, Landscape Construction & Roof Tiling Industries provided the highest response rates. The lowest response rates were received from the Automotive, Engineering, Business & Retail Sectors. This response rates compared to 2017 were slightly up in the Building Industries but were down in the Automotive/Engineering Industries. This could be attributed to the fact that our Building Industry enrolments have increased and our Automotive/Engineering Industries enrolments are down on 2017.



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 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 included overall performance against quality and outcome performance measures, student experience, student outcomes, student preferences and employer feedback.

The 2018 Student Survey results showed the following results for students enrolled with Murray Mallee Training Company Ltd during 2018.

78.5% of students were satisfied with Murray Mallee Training Company Ltd.

70.8% of students reported a positive perception of teaching.

77.3% of students reported that they were satisfied with the trainers/teachers for their course understanding of their learning needs.

70.3% of students reported a positive perception of the assessment process.

71.5% of students reported that they were satisfied that the assessment was 'clearly outlined to them'

78.2% of students reported that they were satisfied that the training contributed to an improvement in their career outlook.

77.4% of students achieved their main reason for training.

74.5% of students would recommend Murray Mallee Training Company Ltd.

The 2018 Employer Survey results showed the following:

90.8% of employers with apprentices or trainees who undertook or completed training were satisfied with Murray Mallee Training Company Ltd.

90.3% of employers with apprentices or trainees who undertook or completed training reported an improvement in their job and technical skills.

90.2% of employer would recommend Murray Mallee Training Company Ltd.

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 delivery and performance as an RTO delivering training and assessment services to employers, apprentices and trainees.

The survey results also confirm that the consultation with industry and employers has allowed us to improve our delivery of training and assessment services to suit not only industry requirements but the individual learning needs of apprentices and trainees.



Section 3 Improvement actions

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

We are continually reviewing our learning resources and materials. Industry Validation Meetings are conducted on a quarterly basis where assessment tools and resources are reviewed and updated where necessary. Out Training and Assessment Strategies are reviewed 6 monthly to ensure they reflect any changes in the delivery of our RTO Services. Training Consultants have all upgrade to TAE40116 and hold current qualifications in the industries they are training and assessing in. Professional Development and Current Industry Experience has been updated and is recorded on Form 699-Professional Development/Industry Currency Form. RTO Policy & Procedure Manual has been reviewed and updated to reflect any changes in RTO Regulation Requirements.

Industry Consultation is conducted throughout the year and is recorded on Form 697-Industry Engagement Tool. This enables us to keep up to date with Industry changes/requirements and adjust our training and assessment delivery to suit current and relevant industry needs.

We are continuously researching for the latest and highest quality learning & training materials to support our delivery. We either purchase these and supply direct or where copyright allows copy in-house. Our assessment materials are developed in-house and are subject to industry & internal validation before use & are regularly revisited to ensure currency.

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

The effectiveness will be monitored through ongoing internal audits, learner and employer surveying and Industry Consultation. Industry Consultation provides us with a very effective monitoring tool which ensures that our training and assessment delivery is in line with industry requirements and standards.