



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	789	78.90
Employer satisfaction	650	526	80.92

Trends of response statistics:

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

A sample of Employers, Apprentices & Trainees in Warehousing, Building & Construction, Landscape Construction, Engineering, Automotive, Business & Retail Industries were surveyed. Response rates were slightly down on the previous years. High response rates were received from the Building & Construction, Landscape Construction & Automotive Industries. Response rates from the Engineering, Business & Retail Industries were slightly down on last years. These results may be contributed to an increase in our Building & Construction, Landscape Construction & Automotive enrolment numbers during 2019. Enrolments in Engineering, Business & Retail once again declined on the previous years. Surveys were conducted during December, January & February.



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 Apprentices, Trainees and Employers surveyed. Overall results of the survey were up on 2019. We have continued to focus heavily on Industry Consultation, Training Consultant Industry Currency and Professional Development 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 2019 Student Survey results showed the following results for Apprentices & Trainees enrolled with Murray Mallee Training Company Ltd during 2019.

88.7% of Apprentices/Trainees surveyed were satisfied with Murray Mallee Training Company Ltd.

91.9% of Apprentices/Trainees surveyed would recommend MMTC Ltd as a Training Provider.

91.4% of Apprentices/Trainees surveyed reported that they achieved their main reason for doing the training.

85.8% of Apprentices/Trainees reported that they were satisfied with the trainers/teachers for their course understanding of their learning needs.

86.1% of Apprentices/Trainees reported a positive perception of the assessment process.

86.1% of Apprentices/Trainees reported that they were satisfied that the assessment was 'clearly outlined to them'

86.1% of Apprentices/Trainees reported that they were satisfied that the training contributed to an improvement in their career outlook.

91.4% of Apprentices/Trainees achieved their main reason for training.

89.5% of Apprentices/Trainees found the training relevant to their job.

The 2019 Employer Survey results showed the following:

91.8% of employers with apprentices or trainees who undertook or completed training were satisfied with Murray Mallee Training Company Ltd.

90.8% of employers with apprentices or trainees who undertook or completed training reported an improvement in their job and technical skills.

92.2% 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. Our Training and Assessment Strategies are reviewed 6 monthly to ensure they reflect any changes in the delivery of our RTO Services. Training Consultants all have 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.

With the current COVID-19 Pandemic all Training Consultants have undergone Infection Control Training through the Department of Health. Training included strategies to reduce the risk of transmission, maintaining hand hygiene and regular cleaning, maintaining as much physical distancing as possible and asking Apprentices/Trainees to stay home and get tested if they have any symptoms of the virus, even if they are mild. MMTC Ltd has also implemented a COVID-19 Safe Work Plan. A copy of this has been provided to all Training Consultants.

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.