



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3930	Milneworth Pty Ltd (trading as Marjorie Milner College)

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	175	156	89.1
Employer satisfaction	60	40	66.7

Trends of response statistics:

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

The overall response rates from students has been very consistent over the last five years of undertaking quality indicator reporting. Overall satisfaction has also been consistent over this time with 85% satisfaction in 2011, 86% in 2012, 87% in 2013 and 86% in 2014. The overall satisfaction for 2015 was 85%, a minor decrease again from the overall satisfaction in 2014.

As in previous years, the College has found it very difficult to get employers to complete satisfaction surveys. Most employers respond that they are too busy to fill one out. As such, there was a minor decrease in the percentage of surveys responded to in 2015 even though the same number of surveys (60) were issued.



Section 2 Survey information feedback

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

The survey findings for 2015 have been quite consistent with the scores from previous years with only a slight decrease in percentages compared with 2014 results (which was not significant).

It was anticipated that there would be a marked increase in student satisfaction given the upgrades to the facilities in two of the departments in 2015 however as the facilities are still relatively new, the positive response from this upgrade may become more apparent in the 2016 survey results.

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

The feedback from the 2015 surveys showed that overall both learners and employers were pleased with the quality of the training provided by Marjorie Milner College. The surveys also indicated that employers and learners were impressed by the support provided by both training and administrative staff throughout the year. Many employers expressly commented on the communication that was provided by the College on their apprentices progress and attendance levels.

Such feedback endorses the quality assurance approach used at the College. MMC endeavours to continually improve its services and is committed to providing excellent training with relevant industry experience and development.

Feedback from students highlighted that they were happy with their training and very motivated to complete their qualification as they could see it would help them within their industry. There was some feedback from students that gave areas for constructive improvement. This was mainly within the floristry department where students suggested that there should be more flower stock.

Section 3 Improvement actions

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

In response to the feedback received from students it was felt by the trainers that the flower stocks supplied to students were more than adequate for what students should need to complete practical activities associated with their qualification. Trainers decided that students may need explanations as to how to use flower stock differently as often within the industry it will be that a florist must work with depleted stocks and still produce beautiful arrangements. As one student acknowledged in the surveys, "the practicalities in floristry are that you have to at times learn to work with less." The ordering of flowers changes depending on the seasonality of stock and trainers within the department decide on when it is appropriate to order more flowers. If voluminous feedback is received from students on flower stocks in future it will be reassessed with a view to implementing a procedure to order more throughout the week.

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



This matter will be reassessed through future survey results which will be monitored to assess whether the explanations have helped to change the students' attitude on flower stocks or whether a mid-week procedure needs to be implemented.

Marjorie Milner College will further encourage learners and employers to complete surveys, stressing the importance of the feedback received to the continual update and improvement of the services provided to learners and employers.