Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>3930</td>
<td>Milneworth Pty Ltd (trading as Marjorie Milner College)</td>
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</tbody>
</table>

**Section 1  Survey response rates**

<table>
<thead>
<tr>
<th>survey type</th>
<th>surveys issued (SI)</th>
<th>surveys received (SR)</th>
<th>response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>250</td>
<td>239</td>
<td>95.6%</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>60</td>
<td>45</td>
<td>75.0%</td>
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**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 four years of undertaking quality indicator reporting. Overall satisfaction has also been consistent over this time with 85% satisfaction in 2011, 86% in 2012, and 87% in 2013. The overall satisfaction for 2014 was 86%, a minor decrease from the overall satisfaction in 2013.

In previous years the College has found it difficult to ensure employers complete satisfaction surveys with the major response being they are too busy. As such, there was a minor decrease in surveys issued in 2014 (60) in comparison to 2013 (100). Of the surveys issued however there was an increase in the percentage of employers who completed the surveys compared with previous years.

This increased response from employer’s may be in response to the promotion of the survey system. Currently a link to the survey system is included in emails, letters, student reports and other additional correspondence with employers. Additionally, employers are directed to the MMC website where a direct link can be found to the survey system.
Section 2  Survey information feedback

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

The findings from the survey feedback in 2014 have been slightly unexpected in that all scores have decreased from previous years. This is likely a result of the decreased number of learner surveys collected in the 2014 year as compared to previous years.

The College anticipated that there would be an increase in the satisfaction of students towards their training resources and training relevance given the renovations to the facilities at the College however this was not shown in the results for 2014. As the facilities were still relatively new in 2014, the positive response from this upgrade may become more apparent in the 2015 survey results.

More feedback was received from the Hairdressing and Beauty Therapy departments than in previous years however there was still a lack of focused feedback from both areas. As such, these groups may need a more targeted promotion of the survey system and the benefits of providing the College with descriptive feedback.

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

The feedback from the 2014 surveys showed that 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.

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.

There was some constructive feedback given by students in their written comments, indicating that they would benefit from clearer directions on what is expected of them.

Section 3  Improvement actions

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

Changes that are recommended to further improve MMC’s services and training is to review the instructions that are given to students when they are first inducted to the College. The feedback indicated that students would benefit from clearer directions and therefore it is expected that providing clearer information when learners commence their training will clarify what they are required to do whilst studying at the College.

The pre-enrolment handbook was assessed to be an appropriate tool to provide this information as it is used at inductions. Updates to its content and structure have been made as a corrective measure in response to the survey feedback. It has been changed to more clearly outline the expectations of learners when they are at the College and in class. It is hoped that this clarity will act to prevent future confusion of the College’s expectations.
How will/do you monitor the effectiveness of these actions?

The effectiveness of changing the pre-enrolment handbook will be monitored through use of the quality assurance register. As with all changes, an opportunity for improvement form will be lodged to indicate the changes made and outline the additional actions that need to be taken when monitoring the change.

Additionally, future survey results will be monitored to assess whether the changes have made a marked improvement in clarifying expectations of learners.

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.