



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	150	122	81.3%
Employer satisfaction	50	31	62%

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 seven years of undertaking quality indicator reporting. Overall satisfaction has also been consistent over this time with a variation of 80% - 85% satisfaction. 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 from employers.



Section 2 Survey information feedback

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

The survey findings for 2018 have been quite consistent with the scores from previous years with only a slight decrease in percentages compared with 2017 results (which was not significant). It was anticipated that there would be a marked increase in student satisfaction given the upgrades to the facilities again in 2018. This was the last year of Beauty Therapy and this could have affected the responses but does not seem to indicate a change.

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

2018 surveys demonstrated that both learners and employers were pleased with the quality of the training delivered by Marjorie Milner College. Both employers and learners indicated that they felt supported both from a learning perspective as well as by the administrative aspect of Marjorie Milner College. Marjorie Milner prides itself on its ability to transparently communicate with employers and learners and the surveys have demonstrated an appreciation of this. By employing standards such as clear and frequent communication Marjorie Milner College is consistently able to monitor quality assurance throughout each teaching year. As always the organisation strives to improve where necessary to ensure industry and learner satisfaction. The trainers passion for their industries has promoted an environment that develops and fosters motivation for learners to complete their studies to gain the necessary skills to enter respectfully into their chosen fields. Additional quality assurance measures such as surveying has given Marjorie Milner College insights into the area of which learners feel improvements could be made. Most recently an area that was identified through the Hairdressing and Barbering Department was the desire for the college to arrange and or liaise with others to provide further opportunities for workshops and events to support students learning journey. The Beauty Department's Head retired and as such the decision was made to close the Beauty Department. Further, some floristry feedback indicated an possible improvement could be to upgrade to additional learner resources, a new book will be published in 2019 to further assist students learning here at Marjorie Milner College.

Section 3 Improvement actions

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

Previous survey responses identified students needs for a possible quieter area to be allocated within the college. This was to allow students a more conducive space for quiet study specifically for when they are completing some of their theory components. Upon this feedback being identified Marjorie Milner College designated an area or 'break out' room for the purposes mentioned above. This has been well received by students to date. Further to improve the colleges communication with both students and employers the college has adopted Axelerate as their new and improved Student Management System. This system allows for trainers and administration staff to communicate more effectively with employers and students by generating and providing progress reports, attendance break downs and more. This further enhances the college's objective to ensure clear and transparent communication. Not



only can the new Student Management System support such communication it also allows for those within the college to communicate amongst themselves in relation to the academic needs of individual students. A comprehensive flow of communication, student and trainer interactions and actions and employer communications are all logged into the system to ensure all elements of a students training is adequately and efficiently recorded.

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

Continued surveying of students will allow for Marjorie Milner College to monitor both their own and their employers levels of satisfaction. In relation to the new Student Management System the college will for a period of time more frequently than usual test and mark the effectiveness of the processes and procedures that are now in place via Axcelerate. When staff meetings are conducted the use and effectiveness of the system is questioned and any improvements are noted for management to implement where necessary and or possible. Once the system has been in place and functioning to the desired capacity within Marjorie Milner College a continual 'check in' on the effectiveness and productivity of the system will take place periodically.