



Australian Government  
Australian Skills Quality Authority



**Marjorie Milner College**  
Excellence in Education Since 1946

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## Quality Indicator Annual Summary Report 2013

### Learner engagement and employer satisfaction surveys

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

#### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	286	279	97.5%
Employer satisfaction	100	67	67%

#### 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 past few years. The satisfaction rate from 2012 was 86% and 85% from 2011. This year's overall satisfaction was 87%, showing again another minor increase over previous years in overall satisfaction.

Although it is always difficult to ensure employers fill in surveys (they are very busy within their own businesses) this year there was an increase in surveys completed by employers as well as an increase in surveys issued to employers over the previous year.

Marjorie Milner College works diligently to receive surveys from employers as their feedback is valuable to improvements made at the college and to the overall satisfaction of students. A link to our online survey system is included in emails, letters, student reports and any additional correspondence with employers. Physical copies of surveys are sent with sign-off letters to employers to give feedback on the employers experience with Marjorie Milner College.

An included employer comment highlights our efforts in this area:

*James has asked me to fill in this online survey every year!!!. Probably nobody will read this but Marjorie Milner college is great. Floristry is very, very lucky to have them. We now only hire staff trained at MMC. Our apprentice is going very well.*

A high number of employers from Tasmania have provided positive feedback about Marjorie Milner College delivering Floristry training in Tasmania and about the professionalism of the College.



## 2. Survey information feedback

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

On the whole there have been no largely unexpected changes in survey responses compared to previous years. In the 2013 year, the College has undergone some changes, with the shift of the Hairdressing campus to head office and renovations to the floristry department area. The latter is expected to result in positive feedback in the next summary report for 2014 when students have had more time to settle in to the facilities.

It was expected that there would be increased feedback from the hairdressing area due to the change of campus, however there was a lack of specific feedback from this area, in addition to the beauty therapy area. This has highlighted that more directed surveys may be necessary for these groups in 2014 to receive more in-depth views from these students.

As is always expected, we had a small number of requests from employers to increase the amount of practical work completed at the College. These requests indicate to us that the competency based training model may need to be explained to employers and learners in more detail to assure them of the reasons behind the balance of theory and practical currently maintained at the College.

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

Overall the feedback from surveys showed that learners and employers find Marjorie Milner College a welcoming and professional environment with knowledgeable and supportive trainers. Both learners and employers noted that the training at MMC is relevant to industry and provides realistic industry experiences in the classroom.

These reviews validate the continuous improvement approach utilised at the College. Marjorie Milner strives for excellence and professionalism. The survey results reflect these goals and the aims of providing relevant industry experience and industry development.

Little negative feedback was received from students, and the aspects that were indicated to need improvement have been noted and entered for improvement. In general, students and employers were very satisfied and spoke highly of many aspects of the College.



### 3. Improvement actions

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

Recommendations for improvements taken from the surveys include reviewing when floristry materials are delivered to ensure all students have the same opportunity to work with fresh flowers. Additionally, the feedback from the surveys indicates that trainers need to spend more time with students when doing demonstrations for the first time.

The corrective actions that have been taken in response to this feedback is to review when the floristry materials are delivered and to investigate options for splitting delivery days.

Preventative actions have been implemented in response to the feedback regarding the first-time demonstrations. All trainers have been informed of this need for clarity in first-time practical demonstrations and that they need to allocate more time to these students when doing first-time practicals.

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

The effectiveness of the above corrective actions is monitored through use of the continuous improvement register. Further to this, both improvements will be noted as significant areas to target if they are identified in future surveys.

Marjorie Milner College surveys students throughout the year and includes surveys in every students' practical assessment booklet. These surveys are continually used to inform management of areas that can be improved and to provide feedback on changes implemented throughout the year.

To further add to the pool of survey data, Marjorie Milner College has identified that surveys need to be conducted with withdrawing students as these may give further insights as to aspects that can be improved by Marjorie Milner College.

The friendly and professional environment maintained at the College has been successful in encouraging students to give feedback on the current processes at Marjorie Milner College. MMC endeavours to ensure student wellbeing and engagement is sustained to continue the open communication and contact currently occurring at the College.



## Survey Management, Analysis and Reporting Tool (SMART Overview)

### Registering body report

17 Apr 2014

#### RTO Information

NTIS number	3930
Name	James Milner
Street Address	401 Canterbury Road
City/town/suburb	Surrey Hills
State	VIC
Post code	3127

#### Learner and employer response

	Learners	Employers
Response count (number)	286	67
Population count (number)		
Response rate (per cent)		

#### Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	83.1	18.0	92.1	14.9
Trainer Quality	87.2	13.3	93.5	12.1
Effective Assessment	82.4	15.2	91.0	14.0
Clear Expectations	79.6	16.1		
Learning Stimulation	80.2	15.1		
Training Relevance	84.5	14.7	91.4	14.1
Competency Development	83.1	13.8	90.7	15.5
Training Resources	80.4	15.5	91.3	14.9
Effective Support	83.1	15.0	92.9	12.4
Active Learning	81.8	13.6		
Overall Satisfaction	87.3	14.5	93.7	13.6

#### Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	Some students do not read the questions properly. All students are given access to the online system at any point during their studies. Most students will only fill in the surveys when requested at the College.
Main ways data has been used for continuous improvement	Review at staff meetings and changes documented. MMCollege finds the LQ, EQ best aspects and LQ, EQ needs improvement to be vital to continuous improvement.