



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3957	MADEC Australia

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	1050	1050	100
Employer satisfaction	10	10	100

Trends of response statistics:

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

RESULTS: LEARNER SURVEY

Surveys were received from our target groups which included students from all courses listed on our Scope of Registration and represented 31% of total students numbers. The highest average score was reported in Trainer Quality and the lowest average score was reported in Active Learning. The overall satisfaction rate of 87.4 is an exceptional result and reflects a high level of learner satisfaction of MADEC Education and Training.

RESULTS: EMPLOYER SURVEY

The highest average score was reported in Training Resources and the lowest average score was reported in Effective Support. Due to the low number of responses these results have been analysed with feedback from Industry consultation which has shown a high satisfaction rate.



Section 2 Survey information feedback

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

Learner Satisfaction of Trainer Quality indicated a high level of satisfaction which is consistent with previous Quality Indicator surveys. However, employer Satisfaction of Trainer Quality indicated a lower average score than other scales. Feedback from a learner included: 'Learning new skills and knowledge of the industry' and 'I would recommend MADEC to others, the best thing about training was being able to learn new skills'. and from the employer: 'Our staff member is now confident and well prepared for the role'.

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

Students and Employers continue to be satisfied with the training provided by MADEC with the overall satisfaction results at 87.4 and 86.7 respectively. These results support that the training provided by MADEC support students, employers and industry needs.

Section 3 Improvement actions

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

Due to lack of completed surveys from Employers this year, we will implement a on-line survey for both Learners and Employers to support the provision of hard-copy surveys. A review of learner Active Learning and employer Effective Support results will be actioned.

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

MADEC has a certified ISO 9001:2015 Quality Management System. All nonconformity and corrective actions are raised through our internal Corrective/Preventative Action Systems. The National Training Manager will monitor progress. The system also includes a validation process which ensures that corrective actions are effective

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale scores
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparison can be made across scales, to previous reports, or between learners and employers.

Summary Statistics

Scale	Learners			Employers		
	Response Count	Average Score	Average Variation	Response Count	Average Score	Average Variation
Trainer Quality	1049	88.9	14.3	10	77.8	16.6
Effective Assessment	1047	85.3	14.9	10	78.3	14.3
Clear Expectations	1047	85.1	15.3			
Learning Stimulation	1047	83.6	15.7			
Training Relevance	1049	84.8	14.9	10	84.7	12.1
Competency Development	1049	84.3	14.3	10	84.0	13.0
Training Resources	1047	84.6	15.5	10	86.7	12.6
Effective Support	1046	85.6	15.0	10	77.7	13.5
Active Learning	1048	79.4	14.8			
Overall Satisfaction	1050	87.4	14.9	10	86.7	13.7