



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	6689	2365	35%
Employer satisfaction	292	0	0%

Trends of response statistics:

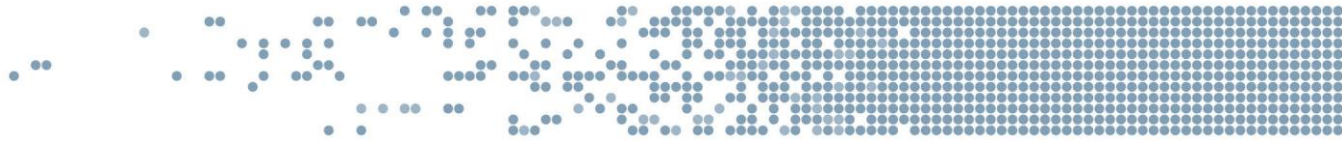
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

RESULTS: Learning Survey

Surveys were received from our target groups which included students from all qualifications listed on our Scope of Registration and represented 35% of the total student numbers. The highest average score was reported in Trainer Quality. The overall satisfaction rate has increased from 86% (2018) up to 87.1%.

RESULTS: Employer Survey

Due to zero responses received, the result have been analysed from verbal feedback and feedback from Industry Consultation, which has shown a high satisfaction rate. The low number identifies that industry representatives are more comfortable providing feedback face to face with trainers via Industry Consultation.



Section 2 Survey information feedback

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

Learning Satisfaction of Training Quality indicated a high level of satisfaction which is consistent with previous Quality Indicator Surveys. Unfortunately there continues to be a decline in completion of employer surveys.

Feedback from the learners include 'all good, such a great trainer' , 'such a knowledgeable trainer', 'very clear and engaging', 'love all the practical days', 'great referencess to real life situations', 'hands on training' 'love having lots of practice time'.

There has been a decrease in Learner responses this year since using the online survey system, MADEC will continue to look at oportunities to provide additional paper based copies as part of our continious improvement practices.

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

Students continue to be satisfied with the training provided by MADEC with the overall satisfaction results at 87.1%, these results support that the training provided by MADEC supports student, employer and industry needs.

Section 3 Improvement actions

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

The on-line survey did not appear to encourage employers to complete the survey, however there was in increase in industry consultation during this time. We will continue to implement a process where trainers provide both a hard copy survey and access to the online survey during their industry consultation visits.

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 out Intenal 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.