



# 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	3014	1489	49.4%
Employer satisfaction	112	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 49.4% of the total student numbers. The highest 'strongly agree' score was reported in Trainer Knowledge. The overall satisfaction rate was 87.2%, compared to 87.1% last year (2019) which is a rise by .1% from last year. The majority of the responses were in the 'strongly agree' and 'agree' columns.

#### 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 rather than a formal documented process.



## 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 'The most satisfying aspect of the program was learning all the sections and going to do placement and my Trainer was fantastic and very supportive through the whole course', 'The tutor was very accommodating and was hands on ready to help with what's ever questions students have', 'That the teacher made it easy to understand the work and enjoyable', 'The complete professionalism of the organization', 'Completing placement with the knowledge I had learnt throughout the course and being able to put the knowledge into place at placement', 'The hands on aspects and observations. Also being able to apply my learnings at placement', 'Exceeded expectations', 'Yes. I had incredible support', 'very helpful especially during the pandemic'.

There has been an increase in Learner responses this year since using the online survey system, MADEC will continue to look at opportunities to provide additional paper based copies as part of our continuous 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 87.2%, 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 an 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 Internal Corrective/Preventative Action Systems. The Director - Training Services will monitor progress. The system also includes a validation process which ensures that corrective actions are effective.