



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	2166	765	35.3%
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 35.3% of the total student numbers. The highest 'strongly agree' score was reported in Trainer Quality. The overall satisfaction rate was 88.5% compared to 87.2% last year (2020) which is a rise by 1.3%. The majority of the responses were in the 'strongly agree' and 'agree' columns.

RESULTS: Employer Survey

Due to zero responses received, the results 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: 'A very personable and knowledgeable trainer made for a fun experience', 'As I said, my trainer was lovely and supported my learning. I feel confident to build on my certificate and undertake further training

in a similar field through higher education. My trainer provided excellent feedback and encouragement to fulfil my potential.', 'Being able to practice with peers as it allows you to feel like you're treating an actual client', 'Engaging and interactive training which made me to better learn information', 'Very informative and encouraging learning environment'.

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 result rates at 88.5%, 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 online 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 our Internal Corrective/Preventative Action System. The Director - Training Services will monitor progress of these. The system also includes a validation process which ensures that corrective actions are effective.