Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
</tr>
</thead>
<tbody>
<tr>
<td>21834</td>
<td>Menzies Institute of Technology</td>
</tr>
</tbody>
</table>

Section 1  Survey response rates

<table>
<thead>
<tr>
<th></th>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>455</td>
<td>181</td>
<td>40%</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>25</td>
<td>8</td>
<td>32%</td>
</tr>
</tbody>
</table>

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

- Highest response rate received was from HLT31812 Cert. III in Dental Assisting cohort
- Lowest response rate received was from FDF30710 Cert. III in Retail Baking cohort
- Compared to last year, the response rate had increased for the Learner Engagement surveys. This has been attributed to the fact that the surveys were conducted both paper based and online.
- The response rate for the Employer Satisfaction has decreased compared to last year. Last year, the surveys were conducted at the workplace and thus we were able to get a higher response. The surveys were issued out by email and conducted online. This may have attributed to the low response rate.
Section 2  Survey information feedback

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

Expected finding from the learner engagement survey was that the students were very satisfied with the standard of educational facilities and the level of practical/hands-on training that we were providing. As we are a Vocational Education Provider, the main focus of our training is to be hands-on and learning through experience.

Unexpected finding from the learner engagement survey was that students had some issues with the institute's services/amenities provided on campus (such as WiFi, kitchen area, common room area, library). This hadn't been picked up in the Institute's quarterly feedback surveys from students.

Expected findings from the employer satisfaction surveys was regarding the quality of the students/graduates from our Institute. However, there were also unexpected findings where some employers were not happy with the skill level of the students. As part of the new ASQA standards, the Institute will be continuously looking to improve its training and also ensure that the training/academic staff keep their vocational skills current and relevant.

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

We have found that our students are very satisfied with the training and hands-on/practical experiences. Also the students/graduates have had a positive experience in developing both their technical and personal skills. Compared to last year, we have been able to address the issues with training equipment/facilities with full time maintenance staff. Following from the institute's continuous improvement plan, we are looking to constantly meet the needs of industry through our training.

Section 3  Improvement actions

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

We have allocated a full time maintenance officer who will look after the institute's services/amenities on campus and reporting to breakdowns/maintenance as required. In addition, we have allocated more regular surveys with employers (formally and informally) to address the skills gap with current industry needs.

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

As part of the continuous improvement framework, we will carry out regular feedback sessions with students and employers (both formally and informally). The findings are to be discussed at the relevant meetings and allow us to determine whether other corrective actions need to be taken.