



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21834	Menzies Institute of Technology

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	52	40	77%
Employer satisfaction	8	4	50%

Trends of response statistics:

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

Overall we have received a good response from all the cohorts.

Compared to the last year, we have fewer student numbers and the response rate is the same as last year.

The employer response rate is similar compared to the last year.



Section 2 Survey information feedback

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

Expected finding - Students are happy with our training, trainers and assessors and learning and assessment resources.

Unexpected finding - Small numbers of students felt that training resources need some improvements.

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

Overall, students are satisfied with the Menzies training and assessment including but not limited to trainers and assessors, learning and assessment material, course structure and support services.

More than 80% of students are satisfied with our training and happy to recommend us as a quality training provider.

Section 3 Improvement actions

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

We will review our training resources every six months to make sure they meet the students, training package and industry requirements.

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

We are continually collecting feedback from students, trainers, staff and the relevant industry to improve and maintain our processes and training resources. The compliance manager will review the resources every six months for all the training products to make sure we have enough resources according to the student numbers.