Australian Government
Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21863	Modern Communications Australia Pty Ltd ('MCA')

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	160	128	80
Employer satisfaction	0	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)

Based on student numbers, the 2016 hospitality cohort provided the highest response rate to the learner engagement survey as this is the cohort with the biggest intake. This is followed by the travel & tourism and the hairdressing cohorts respectively. Following on from 2015, there were no employer satisfaction surveys administered because MCA did not run any traineeship or apprenticeship programs in 2016.

In line with prior year, MCA continued to administer the learner engagement survey to students either at the point of exit in their course; at point of withdrawal or discontinuation of studies if the student did not intend to continue with the course or when students successfully completed their program. There was an approximate response rate of 80% which was slightly below compared to prior years, however, numerically there were more survey responses received.
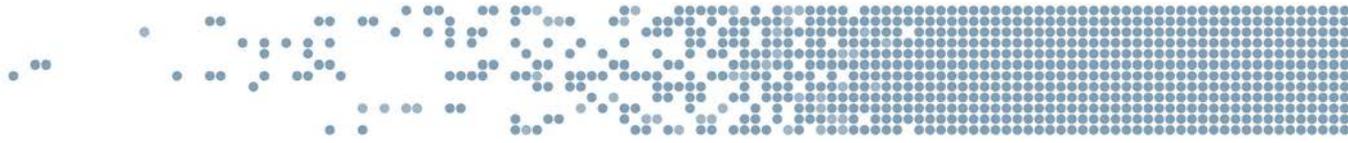
Section 2   Survey information feedback

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

Expected findings:

- There was good positive feedback received regarding the training provided by our trainers especially amongst the hospitality cohort with their practical components as the students were able to apply and practice their learnings in a practical environmentwhat they have learned.

- The students indicated very strong support for our use and provision of online learning materials. They were most supportive of the fact that our intranet learning web page for their courses contained useful links, was easy to use and accessible via both the smarthpone and computer with no cumbersome login processes. They were able to review materials and access same information that was also shown by our trainers in the classes at their own time to help with their learning and development.

Unexpected findings:

- Some students were irritated by the numerous surveys that were administered to them relating to their participation in the course programs.

A number of students have stated that they are experiencing survey fatigue as they felt they are being bombarded by too many surveys especially upon completion of studies. The students have reflected that the survey questions were generally similar and they found themselves to be less compelled to complete them especially the ones that were received after they have completed their studies. This was particularly true for students who undertook courses under the Victorian Training Guarantee program, upon completion students received two almost identical surveys from the Department of Education (Victoria) and Department of Education (Commonwealth) via NCVER.

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

The feedback received suggestions that our students are satisfied with the quality of trainining provided by our trainers and the training facilities provided to them. Many of them have indicated that the training they had undertaken supported their current career path and some students were able to use the qualification they have gained to progress onto a better job. Our organisation feels we are implementing and introducing the right level of use in technology with the learning and development process that is appropriate for our cohort of learners especially catering to the "learning on demand" and flexibility of learning that learners expect today in the age of technology.

Section 3   Improvement actions

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

Our survey process will be better explained to students as to why and how they will be administered so that there will be no surprises as well as informing them of the importance of their feedback and how it feeds to the continuous process.

We will review our in-house surveys to remove any duplicate/repetitive questions, possibly include shorter questions
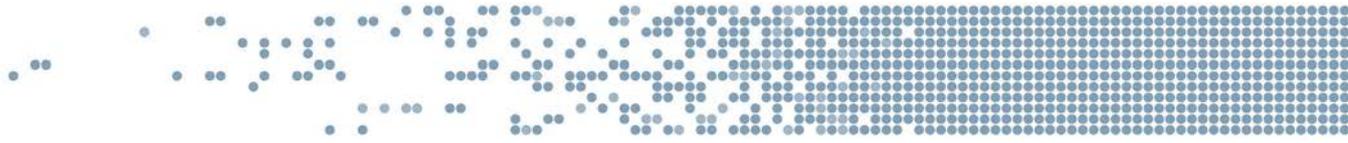
that are more to the point.

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

In accordance with MCA's continuous improvement policy and procedure, in-house surveys will continue to be used as the main tool to monitor the effectiveness and usefulness of the new language function. However, other avenues to collect meaningful feedback will be investigated as MCA wishes to avoid unreliable or inaccurate data collected due to respondent fatigue.