



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21863	Modern Communications Australia Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	120	103	85.83
Employer satisfaction	0	0	0

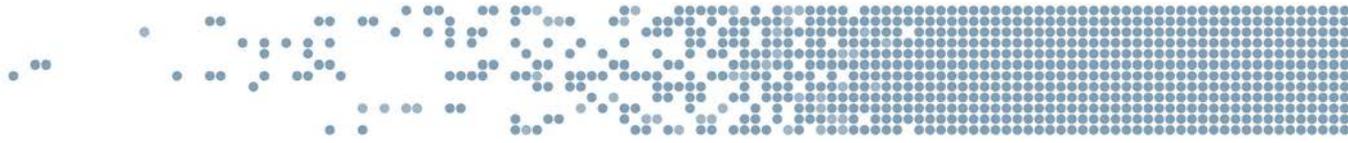
Trends of response statistics:

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

The 2018 student cohort generally comprises of students studying hairdressing and English language studies. The majority of our students are migrants from Middle Eastern countries like Iraq and Syria who are seeking to improve their English as they work towards to acclimatising to their new adopted country.

As MCA did not conduct any traineeship or apprenticeship programs in 2018, no employer satisfaction surveys can be administered.

In line with previous years, the learner engagement surveys were distributed to the students to complete when they have completed their course or when they have to decide to discontinue their studies with MCA. The response rate of 85% is a marginal improvement over the response rate in 2017 due to a higher number of students completed their studies in 2018.



Section 2 Survey information feedback

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

The expected responses from the hairdressing student cohorts were that they really enjoyed the practical component of their course and having the opportunity to practice in a salon setting very conducive to their learning process. As for the English language cohort, they found the class handouts with links to online resources have aided in their learning process. Also, the information sessions on varying topics such as relationships and welfare services have also proven to be popular amongst the students.

The unexpected findings from the English language students were their requests for trainers to incorporate more interactive games and activities into their classes and they requested for more out-of-class educational excursions be organised. For the Hairdressing cohort, there were no unexpected findings.

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

The survey feedback collected has shown that MCA has met the focus of last year's findings which highlighted the need to make community services information more accessible to the students by the means of information sessions as well as handouts to our English language cohort providing them with additional online resources that they can access and use to practice as part of their out-of-class study routines.

Section 3 Improvement actions

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

In response to the findings, we have also reflected to our trainers to make their classes more interactive and to use different media such as YouTube videos and card games to make learning more fun for the students.

We have started to introduce initiatives to improve students engagement, such as providing free WiFi services to our students to enable them access to online resources and organise more cultural days gatherings as well as educational excursions.

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

In order to monitor the effectiveness of the initiatives, MCA will continue to use in-house surveys administered on a more regular basis as well as using a register to record any formal or informal discussions between students and trainers.