Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>91088</td>
<td>Management Consultancy International Pty Ltd</td>
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Section 1  Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>920</td>
<td>226</td>
<td>24.5%</td>
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<tr>
<td>Employer satisfaction</td>
<td>18</td>
<td>11</td>
<td>61%</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Student response rates fell into two key categories. Those students that received training in a classroom setting with a professional trainer had a response rate of 28%, while those that undertook online qualifications had response rates of 22%. The discrepancy may be explained by the increased likelihood of students responding to surveys in-person compared to online. The employer survey were conducted mostly on employers related to classroom based students had a response rate of 61%.

This data is consistent with previous years, with a slight decrease of employer’s responses.
Section 2  Survey information feedback

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

Survey feedback was overwhelmingly positive, with an average overall learner satisfaction score of 74.1 and employer satisfaction score of 88 points. The satisfaction scores is in agreement with favourable statements about their course experience and also quality of the trainers and assessors. Consistent with past feedback, students were most satisfied with the quality of the trainers, support staff and training experience. The average score of Trainer Quality, Effective Assessment, Training Resources, Active Learning, Effective Support and Training Revelance is over 70 points which is above and beyond average satisfaction. The same trend was represented in the employer’s surveys, with almost all employers agreeing on high effectiveness of teaching and meeting learner expectations. When asked what aspects were most in need of improvement, there were a few suggestions that the time frames felt constrained and clearer expectation on their assessments. According to employers, the aspect of the training that was most in of improvement was providing further reading and information for students to refer at a later date.

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

The survey feedback overwhelmingly shows students and employers are satisfied with the delivery of MCI courses as stated above.

Section 3  Improvement actions

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

All training and assessment materials has been reviewed and updated to meet the lastest release of the Training Package. The assessment materials has been updated with clearer expectation and instruction for learner and assessors. To address the time frame contraint, the learner will be given additional time to complete or re-submit their assessments but will have to be approved by submitting an application for semester extension.

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

Our Continuous Improvement process ensures that learner and employer feedback is regularly recorded and reviewed in Continuous Improvement meetings. This information is critically analysed and modifications to the current course content and delivery are recommended. In collaboration with trainers, the changes are implemented within an appropriate timeframe. Modifications are also periodically reviewed against industry consultation feedback, to ensure they remain aligned to the learner outcomes that are in demand. Furthermore, MCI conducts periodic management review in accordnace with the ISO9001:2008 requirements. Customer satisfaction is on of the Management Consultancy Internationa KPI's and as such is systematically reviewed and acted upon.