



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22172	Melbourne City Institute of Education

#### Section 1 Survey response rates

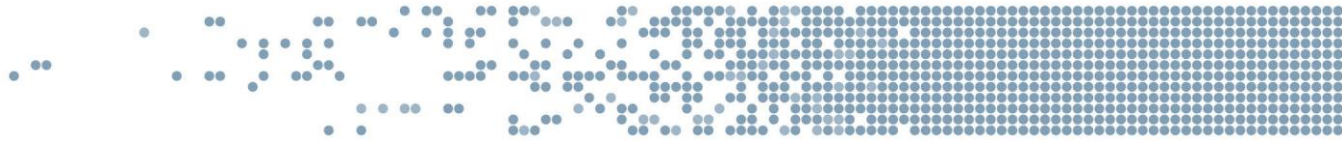
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	200	138	69%
Employer satisfaction	70	38	54%

#### Trends of response statistics:

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

The total response rate of 69% from the surveys issued this year aligns with the number of responses received in 2015 (68%), 2014 (56.5%). Survey issuance and participation are timetabled and monitored by the Director of Quality and Engagement. The Learner Engagement result for 2016 84.5% was an improvement on 2015 (83.7%) and 2014 (81.6%). In 2016 we continued to focus on student support strategies such as one on one trainer support, additional study time, "getting ready for work", the introduction of MCIE's Job Assist Program, guidance about appropriate behaviour in the workplace, assistance to prepare CVs, preparing for an interview and role-playing job interviews. Student wins continue to be celebrated and shared within our community via our Facebook Page, on our website and in MCIE's Industry Connections magazine.

Host employers participated in providing feedback to the 2016 distribution of the AQTF survey. The employer satisfaction rate of 81.9% reflects anecdotal evidence received during workplace visits, of employers expressing appreciation of MCIE student preparedness for work, use of initiative and appropriate attitude.



## Section 2 Survey information feedback

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

The most significant shift in results, 2015 to 2016, fall within Trainer Quality, the aspect achieving the highest Learner Engagement score 87.3%, an increase of 2%; which is at odds with an Employer Satisfaction decrease, from an exceptional 90.1% in 2015 to 81.3% in 2016. Regardless, MCIE has maintained an 81.3% level of employer satisfaction and believe the high level of Student and Employer satisfaction in Trainer Quality is consistent with our constant review of quality, liaison with trainers and refinement of resources used. The Overall Learner Satisfaction level of 84.5% reflects the student-centered focus of our service and the delivery of our courses.

At 80.1% Active Learning has improved by 1.4% on the results for 2015 which may be attributed to our strategy to improve student engagement and support. At the lower end of the scale, Learning Stimulation 77.9% and Training Resources 79.7% are focal areas for improvement in 2017. The work completed in the development of our assessment tools is showing an improvement in Effective Assessment which has steadily increased in the last couple of years from 79.3% in 2014 to 81.8% 2016 an increase of 2.5%.

At the lowest levels, Learning Stimulation 77.9% has marginally decreased by -0.8%. However, Training Resources even though one of the lowest scoring categories has provided a steadily increasing result and at 79.7% shows an increase of 0.9% on 2015 results. An anomaly in the figures is a 6.3% increase to 81.6% in Employer Satisfaction of Training Relevance compared with Learner Engagement data which shows Training Relevance at 83.1% (-2%). Comments provided by the respondents do not provide insights to illuminate the reasons for the disparity in the results.

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

Student Satisfaction at 84.5% continued to show improvement (0.8%) in 2016 and the Employer Satisfaction levels, although down on 2015, at 81.9%, provides a consistently high result.

In 2016 we continued to review and improve all aspects of our delivery and assessment strategies; pre-assessment preparation and proactive support of students to complete their courses.

In general, continuous improvement of all aspects of the business has led to improved Student Engagement levels in 2016. Although the overall results ratify our business and operational strategies, we recognise that there is always room for improvement and gather additional information from our internal surveys, across all areas of our operations, to identify other improvements for our service areas. We continue to work on closing the gaps and increasing the satisfaction levels of our students and employers.



### Section 3 Improvement actions

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

1. continue to invest in the development, contextualisation and modification of student assessments
2. invested in additional resources for simulated assessment environments in children's services and hospitality
3. MCIE has an ongoing resource upgrade and replacement plan and has purchased equipment to support students and trainer delivery
4. MCIE has set up a Job Assist program for our graduates

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

1. through proactively identifying students at risk and working with them to achieve positive outcomes
2. through validation and moderation activity
3. via student feedback and improved student completions
5. via employer and staff feedback
6. via internal audit processes