Australian Government

Australian Skills Quality Authority

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22172	Melbourne City Institute of Education Pty. Ltd. as Trustee for MCIE Unit Trust

Section 1   Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	200	134	67
Employer satisfaction	25	20	80

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 2016 (69%), 2015 (68%) and 2014 (56.5%). Survey issuance and participation were timetabled and monitored by the Director of Studies.

The Learner Engagement result, 82% for 2017 was slightly down on the 2016 result of 84.5% and 2015 (83.7%). We have attributed this result in part, to a shift from a predominately domestic to an international student base.

In 2017, MCIE moved location from North Melbourne to Melbourne CBD, to facilitate ease of access for our students. MCIE is now an easy walk from Flinders Street and Southern Cross Stations.

Host employers have again participated in providing feedback to the 2017 distribution of the AQTF survey. The 2017 employer Overall Satisfaction rate shows an increase of 3.1% (to 85%) on the 2016 score (of 81.9%). This result is consistent with the anecdotal evidence our managers and assessors receive and report after assessment and consultation visits. Employers continue to express appreciation of MCIE student preparedness for work, their use of initiative and appropriate attitude to work.

Section 2   Survey information feedback

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

The Learner Engagement score of 86% is marginally down on last year (-1.3%). This was unexpected as we have always prided ourselves on the quality of our trainers. Learning Stimulation, 75%, and Training Resources, 78.9%, remain focal areas for improvement in 2018.

The increase in Employer Satisfaction is recognition of the excellent contribution of our Work-placement Coordinators and of our trainers in preparing our students for placement. MCIE believes the high level of Student and Employer satisfaction in the quality of our trainers is consistent with our student first focus and our approach to program quality review and student support programs.

Unexpectedly the score for Learning Stimulation in 2017 has decreased by 2.9% to 75%; this is at odds with the fact that trainers have greater access than ever before to a range of delivery tools and reflects an opportunity for trainer professional development. Training Resources have slipped back by 0.8% from 2016 (79.7) to 79.2% in 2017; this is despite a shift in Commercial Cookery programs to quality web-based learning resources, supported by printed texts for this student cohort.

An anomaly in the figures is the increase in Employer Satisfaction across all survey criteria, increases ranging between 2.5 and 6.1 percentage points, opposed to reductions in Learner Engagement scores between 0.1 and 2.9.

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

Employer Satisfaction levels show healthy increases. The results show a consistently high level of satisfaction for trainer quality. This is pleasing and demonstrates that MCIE's continuous improvement initiatives are having a positive impact.

In 2017 we continued to review and improve MCIE's training and assessment strategies; pre-assessment preparation and proactive support of students. Work completed to improve student support and job readiness appears to have lead to improved levels of employer satisfaction in 2017.

The results from Student Engagement data shows that there is always room for improvement and raising the levels of these key criteria are central to MCIE's continuous improvement initiatives in 2018. MCIE's goal is to always provide quality learning and assessment to its students. MCIE anticipates that the improvements made to processes in 2018 will reflect well and increase the satisfaction levels of our students and employers in 2018.

Section 3   Improvement actions

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

MCIE continues to focus on providing quality training and supporting our student's as they move through their learning journeys with us. MCIE is always seeking to improve what we do, and best practice for how we do it. MCIE strives to provide outstanding support to our students so that they are able to achieve work-study-life balance. To this end, MCIE continues to offer one-on-one trainer support (as necessary), tutorials, "getting ready for work" sessions, MCIE Job Assist Program, guidance about appropriate behaviour in the workplace, assistance to prepare

CVs, and interview preparation (including role-playing job interviews).

At the end of 2017, we began planning short, employability skills courses for Nannies and Child Care Cooks, to open up these work opportunities to our student cohort.

Student support services gained a system uplift with the introduction of an online request system early in 2107. Student wins continue to be celebrated and are shared within our community via our Facebook Page, on our website and in MCIE's Industry Connections magazine.

1.   Ongiong review and investment in the resources and assessment tools used in training and assessment
2.   MCIE has invested in new technology to support a wider range of delivery techniques
3.   Introduced a ticketing system to more effectively support student requests and issues
4.   Supporting students qualify for more job opportunities through relevant low cost employability programs
5.   MCIE's Job Assist program to support graduates gain work

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

MCIE has in place robust continuous improvement processes to enable us to monitor the effectiveness of our actions specifically:

1.   student progress monitoring processes
2.   pre-delivery validation of assessment tools and ongoing assessment validation judgements
3.   surveying students for feedback on each aspect of their learning journey
4.   improved student completion rates
5.   surveying employer and staff for their feedback
6.   internal audit processes