

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: 3952 Merinda Park Learning and Community Centre

TELEPHONE contact name and number:

DATE: 28/6/2015

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	121	38
Total number of surveys received	72	16
Response rate (per cent)	59%	42%

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

Most answers by both the Learner and the Employer were in the Agree and Strongly agree sections which indicates that overall the Centre is performing satisfactorily for the Cohort we are engaging with and that the employers are also satisfied. The comments regarding the trainer were excellent, they felt they were approachable, highly qualified and also supportive in the classroom. There was one comment about the receptionist and her approach to students so we have done a half day training session for all administration satisfaction on "Customer service and first point of contact" with an external trainer.

These surveys do not provide sufficient information for there to be a lot of action taken from the answers given and therefore we conduct further surveys using the ACFE Student Satisfaction Survey as a base and have added some questions that the students need to answer with a written answer and not just a tick.

The Employer surveys resulted in a lot of answers being left blank and as these are anonymous it is difficult to do any follow up after receiving the survey forms back.

The feedback we collect elsewhere gives us more data to work on assess any need for improvement and also students are asked to complete their name as a option so we are able to follow up on any answers that we feel require further investigation.

We also conducted a survey for those students who went through a full RPL process for a qualification last year. As the students were assessed in the workplace. The survey indicated that overall again students were most satisfied with the outcomes.

One student did comment that they do not like the marking system of "Competent or NYC". Unfortunately this is the marking system and we do expect staff to have a marking grading system as well for a Certificate 3 course. In diploma we do have a marking guide to provide % marks and HD, D etc so that the results can be used for University entrance.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.
<p>Again the employer surveys came back with very little to indicate that there was a need for any improvement based on the AQTF survey. We actually speak directly with employers when assessing students on practical placement and are able to obtain much better information that can be used for continuous improvement if any. In general the standard of our delivery and training of students is held in high regard but the employers who take on our students for practical placement.</p>
If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.
<p>Have reported on both.</p>

Declaration

I confirm that (RTO Name):Merinda Park Learning and Community Centre

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) Jan Gilchrist

Signature of PEO 

Date:....28 /...6...../2015