



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3923	Macquarie Commercial College Ltd

Course Code	Course Name
RII30813	Certificate III Civil Construction Plant Operation
RII30913	Certificate III Civil Construction General
TAE40110	Certificate IV Training and Assessing
FNS40611	Certificate IV Accounting
FNS40211	Certificate IV Bookkeeping

	Surveys issued (SI)	Surveys Received (SR)	% response rates = SR x100 / SI
Learner engagement	60	48	80%
Employer Satisfaction	5	3	60%



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Section 1 Survey response rates

Trends of response statistics:

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

This survey was distributed to 60 students enrolled in MCC courses once received they were collected and collated into a spreadsheet.

We have 80% response rates due to our students being in classroom training, and face to face, onsite training and also distance learning. Employers have a 80% response rates due to our strong working relationship with their apprentices and management.

We found our Civil Construction cohort consists of:

- 94.4% males and 5.6% females
- 68.89% RII30813 Civil Construction Plant Operation
- 31.11% RII30913 Civil Construction General
- Average age 32.78 years old



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Section 2 Survey information feedback

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

The findings of the surveys were in line with our expectations. There were no adverse ratings or comments and were consistent between the various cohorts across all qualification groups.

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

Learner Questionnaires:

Feedback from the surveys is very positive in regards to our organisations' performance with approximately 35.89% of student responses in the 'Strongly Agreed' category and 61.39% in the 'Agreed' category. We also had 1.89% and 0.89% of responses were in the 'Disagree' or 'Strongly Disagree' categories respectively.

The responses in the Disagree and Strongly Disagree categories were mostly in the Learner Engagement Domain, specifically, "I looked for my own resources to help me learn" and "I pushed myself to understand things I found confusing".

Where completed, there were no negative issues identified in the written comments sections of the surveys - 'Best Aspects of the Training' or 'Most in Need of Improvement'. Most of the comments expressed the students'.

Also, there were no identifiable issues or relationships where students completed the learner demographics and training characteristics sections of the survey.

Employer Questionnaire:

Feedback from the 3 surveys received were also very positive with ratings shared between the strongly agree category and the Agree category. Written comments made were mostly in regards to the improvement observed in the skill levels of staff participating in the training.

Overall, survey feedback was very positive. We will continue our efforts to build on the satisfaction levels even further.



Section 3 Improvement actions

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

The issues that have been outlined above only relate to a relatively small number of students that find it difficult to self-motivate (or possibly feel they have to rate themselves poorly for these questions). Never-the-less, we will continue to implement and focus more strongly on the following:

1. Identify students that may lack confidence in their ability to self-motivate and research during the enrolment and induction processes
2. Discuss the above issues with students at pre course inductions and reinforce the importance of their full commitment to ensure they gain the most benefit from the course and provide advice on how to address any concerns
3. Discuss issues with trainers at staff meetings and gain their continued commitment to assist students as much as possible

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

Effectiveness of the above actions will be monitored by the following:

- Scrutinise the internal midcourse student surveys (that are conducted in addition to the Quality Indicators surveys that are completed at the end of each course) to identify and address students with these issues
- Discuss and request feedback from trainers at monthly staff meetings regarding their experiences with improvement actions