



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
6859	Milcom Communication Pty Ltd trading as Milcom Institute

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	250	201	80%
Employer satisfaction	10	3	30%

Trends of response statistics:

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

Most of our students completed individual units or unit clusters not the entire qualifications. The best responses came from the students completing the individual units or clusters from the Certificate III in Telecommunications training package. We had lower response from Western Australia. In the previous year, we had a training facility that was sub-standard, rectifying that we have a nice facility but unfortunately we are not able to recruit a good trainer to train there. We fly trainers from NSW and QLD to WA to ensure training is moved forward smoothly. The responses are better than last year. We are still rectifying this issue as it is ongoing.



Section 2 Survey information feedback

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

Students have responded that they are satisfied or very satisfied with the training in New South Wales, Victoria, Queensland and Western Australia. Though the score from Western Australia is still lower than usual mainly as we are not able to conduct training as frequently there. Our training facilities and trainers have always been complimented. Our trainers have been delivering to the best of their abilities hence they are well liked by our students.

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

The training, training materials and trainers have received compliments. We are still looking for a good trainer in Western Australia to be able to run more frequent classes. The training delivery was relevant to the student's jobs.

Section 3 Improvement actions

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

We have been looking for a permanent and more reliable trainer. This is still ongoing till this is not resolved, we will fly trainers from our other states to train in WA.

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

We will continue to seek feedback negative/positive from students who are undertaking our courses.