



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name |
|---------|--|
| 6859 | Milcom Communications Pty Ltd T/A Milcom Institute |

Section 1 Survey response rates

| | Surveys issued (SI) | Surveys received (SR) | % response rates = $SR * 100 / SI$ |
|-----------------------|---------------------|-----------------------|---------------------------------------|
| Learner engagement | 416 | 349 | = 83.89% |
| Employer satisfaction | 10 | 5 | = 50% |

Trends of response statistics:

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

As we are collecting the hard copy feedback during the face to face training the response rate is high. We could assure a response rate of more than 90% of the students during the period. This report is analysed with the random sample of 25% of the total survey collected from three states Victoria, Queensland and New South Wales. 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, skills sets clusters from the Certificate III in Telecommunications training package.



Section 2 Survey information feedback

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

In the random sampling majority of the students are satisfied with the training and marked agree and strongly agree in the feedback form.

Most of them highlighted practical training as the best aspect of the training and experienced trainers.

Some students requested for hands on experience in the field which is not a part of the qualification.

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.

Only few students for less than 2% of the response received complained about limited practical equipment..

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

Milcom as a training institute is delivering quality industry recognised training which in turn helps our students to go out in the market to perform their jobs successfully. Also this can be confirmed with the number of courses each student prefers to do from us. The training, training materials and trainers have received compliments. 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?

Ensuring enough tools and testers are supplied in the class for the students to conduct practicals as per their desired way. As a procedure MILCOM will check number of equipments according to the propotion of the students and if required will procure the same.

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

Monitor future feedbacks from our students to keep an eye out for any negative feedback about lack of tools and resources to conduct practicals.