Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>6859</td>
<td>Milcom Communications Pty Ltd T/A Milcom Institute</td>
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</tbody>
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Section 1  Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>3503</td>
<td>792</td>
<td>22.60 %</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>150</td>
<td>12</td>
<td>12.5 %</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Until June 2018 we had the process of getting training feedback form duly filled from each individual learner at the end of each face to face training session. Since July 2018 we have implemented an online system to collect the learner feedback. The analysis was conducted based on the feedback collected from paper based surveys as well as the online surveys. The quantity of online feedback received was far less than the paper based collected feedback. This analysis is based on the total feedbacks (online and paper based) collected face to face at completion of training from each student in four states namely Victoria, Queensland, Western Australia and New South Wales.

The major cohort is from the intended learners who wish to enrol in the short course (Unit only or Cluster of Units), so majority of the surveys are from the students completing short courses.

As regards to response rate there is decline in learner feedback as a result of shift from collecting face to face to online system, however we observe improvement in employer feedback.
## Section 2  Survey information feedback

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

In the survey sample which was picked to conduct analysis on student's feedback, majority of student's feedback says they either agree or strongly agree with the quality, content and other training related contents and they gained the skills they were hoping to get out of their course.

Students have complimented the practicals involved, balance between practical and theory and the way trainers delivered the training. Students strongly agreed to the comprehensiveness of simulated environment and the training given in the class. Less than 1% have suggested to increase the practical time and improve test equipments being used for training.

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

Milcom Institute has been able to deliver quality training as per the expectations of Industry, employer's and student's. Positive feedback from and students and employers attests that Organisation is performing well in the right direction.

## Section 3  Improvement actions

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

Feedback is reviewed regularly and required improvement actions are prepared and implemented within timeframe provided and as agreed by CEO and compliance team.

One of the recent improvement is in regard to the equipments being used in the training and assessing (if even though few of these are being hired), trainers are required to test and be familiar with it a day before the practicals are supposed to start. This is done to ensure that test equipments are effective and efficient and working sufficiently well in advance. Trainer's were advised to stay linked to the subject contents and not sheer away.

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

Employer, learner and internal feedback from trainers at the end of each training provides the indication of the effectiveness of improvement actions that has been taken by Milcom Institute. We regularly monitor and evaluate the responses from employers and learners at regular intervals and improvement areas are paid speacial attention. All corrective actions are implmeneted and ensured that compliance is not affected.