



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
1340	iAscend Polytechnic Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	86	7	8%
Employer satisfaction	181	24	13%

#### Trends of response statistics:

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

Employer responses have improved over the last 2 years, though mentions of questions not relevant to their circumstances means the response rate is still low.

Student surveys continue to be low. Students do complete our internal surveys, however with the AQTF survey being voluntary and too long, most students won't complete it.



## Section 2 Survey information feedback

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

The students survey had 0 strongly disagree's and very minimal disagrees - most questions were 100% agree or strongly agree. All employer answered questions had over 90% agree or strongly agree response rate.

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

Comments such as great trainers, face to face classes, being organised, students being well prepared for placement and communicative were the main comments in regards to MCFE. This demonstrates that our care and support for our students, across the training and administration team. 2021 was a harder year with long and multiple lockdowns in Melbourne and MCFE ensured students were kept up to date and facilitated training still occurred during facilitator led Zoom sessions.

## Section 3 Improvement actions

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

One student mentioned Diploma placement hours being too much, however these are set by the qualification rules so nothing to action on that point. One student mentioned feeling very supported with learning and classes but could have had more support with assessments. An employer also mentioned that student kept asking about their assessment. MCFE offers one on one support bookings for all students, facilitated reflection classes as all locations and option to re-do any classes on the timetable, however we will review our process on ensuring students understand that these are available, such as sending out emails to students quarterly to remind them of the options available and putting a slide on session powerpoints.

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

By comparing next year's survey statistics to these current one.