



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21080	Murray Human Services Inc.

Section 1 Survey response rates

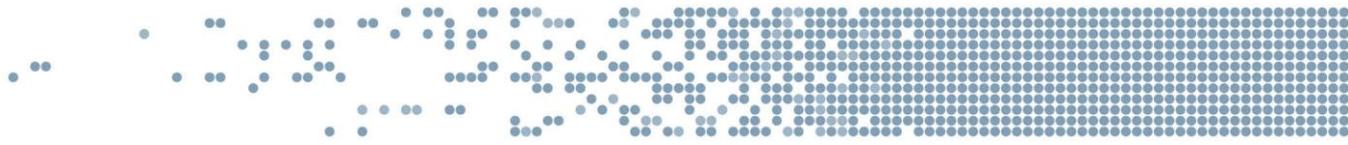
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	22	4	18%
Employer satisfaction	8	4	50%

Trends of response statistics:

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

Learners who engaged in Certificate IV and Diploma qualifications provided a higher response rate than lower AQF level certificates.

Response rates from both employers and learners was similar to previous years.



Section 2 Survey information feedback

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

Feedback collected throughout the year, from employers and learners, indicating general satisfaction with training delivery was supported by the survey feedback.

Offering self-paced learning enabled learners to engage in study while continuing with their current employment.

Training was structured to enable skills and knowledge to continually increase as learners progressed through their training.

There were no unexpected findings from the survey feedback.

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

The survey feedback indicated that learners were generally very satisfied with all aspects of their enrolment, including expectations of the outcomes of enrolment, flexibility of training, trainer support, resources and equipment used during training.

Employers were generally satisfied with the training their employees received and would recommend Murray Human Services to other employers.

Section 3 Improvement actions

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

Trainers are actively engaged with industry on a day to day basis, to ensure training delivered contains the most relevant and appropriate skills and knowledge.

Ongoing continuous improvement in all aspects of the training environment including enrolment, resources used for training and assessments and practical placement.

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

Engagement with employers to ensure relevance of training delivered.

Increase in the number of learners who continue to engage in their training until the completion of their enrolment.