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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<tr>
<td>22530</td>
<td>Monarch Institute Pty Ltd</td>
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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>
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</thead>
<tbody>
<tr>
<td>Learner engagement</td>
<td>510</td>
<td>315</td>
<td>62</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>Not applicable</td>
<td>Not Applicable</td>
<td>Not Applicable</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)

The Diploma of Financial Planning students made up 60% of the respondents whilst the Advanced Diploma of Financial Planning students made up about 12% of the respondents. The remaining 28% of the respondents were students from Accounting and Bookkeeping qualifications.

Last year the proportion of respondents were more equal. We attribute this to the increased number of accountants who are required by ASIC to complete the Diploma of Financial Planning by July 2016 if they wish to set up self-managed superannuation funds and give advice.

We did not have any students doing our courses as part of an employment arrangement so we do not have any data from employers.
Section 2  Survey information feedback

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

Because we speak with so many of our students throughout their course of study, there were no unexpected findings. We knew that for the accounting and bookkeeping students with no background in accounting that the course content was very challenging so we created a series of videos to provide another avenue for learning.

We also knew from the many conversations with financial planning students (both Diploma and Advanced Diploma) that they really liked the practical nature of the financial planning courses and this was verified in the surveys. Students as they did last year commented on the comprehensive feedback they were given when assessments were submitted.

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

The survey responses show us that our organisation is performing in line with our standards of a high performance training organisation. We have implemented a number of changes as a direct result of student feedback and this is consistent with our goal of trying to provide each and every Monarch student with an exceptional experience.

We have added discussion forums in all courses, videos and weekly webinars which are recorded for those students who are unable to attend the live webinar. We have also streamlined the trainer support function to ensure that all requests for assistance are dealt with within a few hours.

Section 3  Improvement actions

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

We have developed an alternative computerised accounting assessment which uses XERO so students who prefer to experience XERO rather then MYOB will have a choice. We have split the multiple choice sets of questions in the financial planning courses (approx 100 per set) into smaller sets (4 x 25 per set) so students can attempt these assessments as they progress through a given module rather than completing them all at the end of a module. We have developed instructional videos and now run weekly live and recorded webinars.

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

In addition to the surveys students complete, our trainers speak to students regularly. Each Monday, we meet with our trainers either face-to-face or by phone and talk about the previous week’s training and student queries. We can gauge quite well what, if any issues have arisen for students and also what things students are responding well to. After a student completes a course with Monarch, the administrative team provide a 6 week follow up phone call and obtain feedback this way as well. The post course follow up phone calls are documented and any changes required are entered into our continuous improvement register to be actioned.