



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22530	Monarch Institute Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1151	730	63%
Employer satisfaction	N/A		

Trends of response statistics:

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

Monarch Institute's survey respondents for 2016 were comprised of 63% Diploma of Financial Planning students, 12% Advanced Diploma of Financial Planning students, 23% from Certificate IV in Accounting or Bookkeeping and the remaining 2% of respondents studied a mixture of business and higher level accounting qualifications (Diploma and Advanced Diploma).

These results were similar to last year with Financial Planning courses attracting a slightly higher number of participants which can be attributed to the proposed changes to the industry. Many students are looking to take advantage of the current training available in order to prepare themselves for any upcoming legislative changes surrounding qualifications and experience. Low levels of feedback in business, management and Diploma level accounting is attributed to the recency of these course offers; the majority of enrolments will be continuing their training in 2017.

We did not have any students undertaking training as part of an employment arrangement, and consequently we did not issue any Employer feedback surveys.



Section 2 Survey information feedback

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

The survey feedback shows that students greatly value the ability to undertake online training as it provides the flexibility required to pursue their education and career goals while still managing their work and life commitments. Respondents were very satisfied with the quality of the training resources and frequently expressed their appreciation for the conciseness and relevance of their course materials and assessments.

A high volume of students surveyed complimented Monarch Institute's trainers, assessors and support staff for their fast response time for enquiries and their patience and detail when providing training or feedback. It was therefore unexpected that 12% of the online respondents were reluctant to ask questions when they initially encountered something unfamiliar and relied on the reminders provided by Monarch Institute to take advantage of the support options available. Following up on this feedback through the year it was identified that some students prefer to first attempt a question themselves and utilise trainer support only to understand mistakes. Monarch Institute introduced additional student support options -outlined below - to target the cohort of students with these study preferences.

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

The survey responses reflect Monarch Institute's commitment to providing a high level of student support and training that is responsive to industry needs. Over 98% of respondents were satisfied with the quality of training and the outcomes provided by their course and would recommend our organisation to others.

Monarch Institute will continue to undertake industry validation and respond to industry changes to ensure students remain satisfied with their qualification outcomes.

Section 3 Improvement actions

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

In response to feedback that suggested some students were more comfortable interacting with their peers when completing their course, Monarch Institute has introduced an additional student forum in the form of 'closed' Facebook groups moderated by our experienced trainers and assessors. Based on feedback obtained since their implementation these groups have proven to be a valued resource for students and have encouraged students to ask for assistance and share their training experiences.

Monarch Institute also made significant changes and additions to the Certificate IV in Accounting and Certificate IV in Bookkeeping course materials and assessments. Previously some students had expressed a desire for additional information on a particular topic but under the updated course structure students now have additional texts and training resources dedicated to each subject covered in Certificate IV Accounting/Bookkeeping.

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

At regular intervals during their course and upon completion of their qualification all students are invited to provide



formal and informal feedback on their experience before commencing training and while undertaking their studies. Where common areas of student concern or comment are identified internal processes and student resources are reviewed to address the causality. Monarch Institute's management team, training coordinators and support staff will continue to meet frequently to discuss student feedback, areas for improvement and the exploration of additional technologies and training resources.