2013 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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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>213</td>
<td>153</td>
<td>72</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>Not Applicable (as Monarch Institute Pty Ltd does not provide training to employees)</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 analysis of Learner surveys revealed the following:

- Accounting, Bookkeeping and Financial Planning qualifications had very similar response rates.
- The response rates were relatively high because our student management system incorporates the student survey after the final assessments and we encourage our students to complete the survey.
- The survey responses in comparison to last were similar.

2. Survey information feedback

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

Expected feedback, the learners provided the following feedback:

- The learners rated us highly for the support provided for both our self paced/online and face to face/workshop modes of delivery and assessment.
- They valued the comprehensive feedback given to them during the assessment and assessment marking process.

Unexpected feedback, the learner provided the following feedback:

- More case studies could be included to further support the self paced/online and face to
face/workshop modes of delivery and assessment.

- More support staff to deal with the growth the RTO is facing in the past 12 months.

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

Our staff, trainer/assessor and management discussions about the survey responses has highlighted the following:

- Our training content could include more case studies to further support our current training and assessment content.
- We should engage more support trainers/assessors to cope with the growth of our RTO which has taken place within last 12 months.
- Overall the feedback demonstrates that we are performing in line with our standards of high performance, which is to obtain high learner satisfaction levels and provide an exceptional learning experience to our learners.

3. Improvement actions

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

Monarch Institute has implemented the following improvement actions:

- We have been progressively improving our training and assessment content to include more case studies as suggested by learners.
- Making adjustments to our assessments to better align with the newly included case studies, to ensure consistency.
- We have engaged the services of additional support trainer/assessors and hired additional staff to cope with the growth our RTO is facing to allow us to maintain and improve the levels of support provided to learners.
- We are now offering study days and workshops for all cohorts of students to provide them more support. Information about these study days and workshops is being provided to both current and prospective students to help them make use of this additional support mechanism we have added.

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

Monarch Institute has implemented the following processes in place:

- Support trainers/assessors are now collecting ongoing feedback from learners about the changes we have implemented.
- Trainer/Assessors now have follow up and feedback spreadsheets which monitor and record support and feedback from students in planned internals (weekly and fortnightly).
- We have conducted and have organised future planning days to allow our management team, trainers/assessors and administrative to discuss, implement and monitor improvements being made within by our RTO operations.