



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21524	Mint Training Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	400	310	77.5%
Employer satisfaction	25	20	80%

Trends of response statistics:

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

Learner Engagement All students were given a chance for completing the survey. However, Mint Training received the response back from 310 learners. Other 90 Learners either did not return back the completed survey or the surveys were left blank.

Employer Satisfaction Employers were requested to return the completed surveys. The common issues faced by Mint training was that many learners in our Hospitality courses for example Certificate III in Hospitality were self employed and felt that the Survey is too lengthy and some how irrelevant to them. The number of responses have increased but the response rate is still not satisfactory



Section 2 Survey information feedback

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

The survey shows a little increase in overall satisfaction which is not a significant increase. We had a combination of online and paper based surveys used in the past year and we wanted to try and implement the paper based survey with our students to see if this will increase the number of respondents but we found out that since we do the national surveys and the state based learner surveys as well that it is being too much for the students.

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

Mint Training wants the learner experience and satisfaction during their time with our institute to be a positive one. We have a increasingly high number of referrals in our short courses and the team at Mint Training ensures that feedback is gathered in a meaningful and timely manner.

Section 3 Improvement actions

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

Findings of both the surveys were reviewed with the senior management staff and trainers and assessors and administration. Training and Academics department have discussed the report findings and have suggested an improvement plan which includes steps as follows:

- Improvement in simulation based exercises for some courses on our scope
- improvement in student orientation and initial registration process to clear expectations from the course
- Using online survey system to increase number of respondents
- Aim to achieve the learner satisfaction survey during trainer visits/interactions with students to also increase the number of respondents for this survey

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

Effectiveness of our improvement actions will be monitored through

- Monthly Staff meetings
- Implementation of learner survey, *internal feedback forms used to get feedback from our stake holders for example unit completion survey.
- General feedback received from our Students and employers when interacting with our academic or administration department. Any concerns will be recorded properly in our relevant registers and actions will be