

EMAIL RESPONSE:	To: vet.qi@edumail.vic.gov.au Subject: Quality Indicators
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**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: MURRAY ACE SWAN HILL INC.

CONTACT: Leanne Shannon Kelson, Centre Manager

TELEPHONE 03 5032 3719 **DATE:** 13/05/2015

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	180	20
Total number of surveys received	89	7
Response rate (per cent)	49%	35%

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p> <p>Analysis of the data indicates the following:</p> <p>1% of respondents are trainees or apprentices</p> <p>An average of 38.7% of respondents Agree with all the statements in the survey An Average of 58.16 % of respondents Strongly Agree with all the statements in the survey The highest Strongly Agree satisfaction levels were for: <i>Trainers made the subject as interesting as possible 70%</i> <i>I would recommend the training to others 64%</i> <i>Trainers encouraged learners to ask questions 66%</i></p> <p>38% agreed that they had a clear idea of what was expected 58% strongly agreed that they had a clear idea of what was expected.</p> <p>11% attended short courses 07% were enrolled at Certificate I 44% were enrolled at Certificate II level 32% were enrolled at certificate III level The remaining 6% did not identify a course level. This may indicate that they were enrolled in Pre-Accredited courses.</p> <p>47% were enrolled in Health/Community Services 7% were enrolled in Hospitality 7% Information and Digital Technology 9% were enrolled in Education (CGEA) 30% did not identify a field of education</p> <p>25% were male 75% were female</p> <p>The largest cohort 25 – 44 was years of age 2% identified as Aboriginal or Torres Strait Islander. 1% of students identified that they had a disability.</p>

Only 3.4% spoke a language other than English at home.
76% of clients were from Swan Hill and 24% from surrounding areas

Continuous Improvement

There were no major issues identified from the surveys.

Issues:

Not all students wish to complete a survey and will not make time to so.

Actions:

- Prepare an online version of the survey and work towards a higher completion rate for surveys.

Issues:

As a result of ongoing discussion with industry, trainers and students a new work placement booklet has been prepared to better record the skills and competencies achieved. It was also recognised that students require more practical knowledge before attending work placement and that these skills need to be assessed prior to placement.

Actions:

- Increase the number of practical assessments for each student prior to their eligibility for work placement.
- All students to use new workbook

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

20 Employer surveys were distributed and only 7 returned, a 35% return rate, an improvement of 7% from the previous year.

Of those that were returned the only issues identified for Murray ACE to related to preparing their employees for the demands of work and the use of up to date equipment. Both of these were in relation to the Aged Care course. Closer contact with the industry representatives has been initiated with our trainers meeting with two Aged care managers to discuss student preparedness and equipment available.

Issues:

Preparing students for the demands of work and updating our equipment.

Actions:

- The facilities are prepared for Murray ACE to use their equipment for training in lifting (this was the equipment in question)
- Students will undertake practical assessments in areas identified by the Aged Care facilities before being deemed prepared to undertake a work placement.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

Declaration

I confirm that Murray ACE Swan Hill Inc.

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services;
- and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Signature of PEODate:...../...../