



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3938	Mayfield Education Inc

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	250	83	32.8%
Employer satisfaction	3	0	0

Trends of response statistics:

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

Both Learner engagement and Employer satisfaction surveys were conducted to all graduates and student withdrawals in 2019. This includes students who commenced VET courses in 2017, 2018 and 2019 including those from Certificate III, IV and Diploma levels.

This year's Learner engagement survey response rate was lower than the previous year. All cohorts share similar response rate at 40 per cent or so, except for the Unit Enrolment Only group. Amongst 48 Unit Only enrolments in 2019, there were only 7 students responded to the survey invitation.



Section 2 Survey information feedback

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

Learners' satisfaction level remain high in all aspects, which is consistent to previous years. The overall satisfaction level is 84%. This includes training materials, training and assessment methods, trainers qualification, 98% students agreed the amount of work was reasonable, while 84% students believe the training prepared them well for work.

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

The survey outcome tells us the overall satisfaction remains at a consistently high level 70.30%.

Students are participating as active learners in all of the learning activities.

One of Mayfield's values is to work to the highest possible standards to achieve quality outcomes based on best practice. We find majority our graduates are job-ready after training.

Section 3 Improvement actions

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

A review of training equipment is ongoing noting that significant investment in equipment is ongoing and as required. Follow-up to obtain specific student feedback on equipment.

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

Monitoring is undertaken by the monthly Education Team Meetings and Quality & Performance Group. Course Coordinators meet weekly with Director Education and by weekly with the Compliance Officer and Validation Officer.