

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	171	83	49%
Employer satisfaction	0	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)

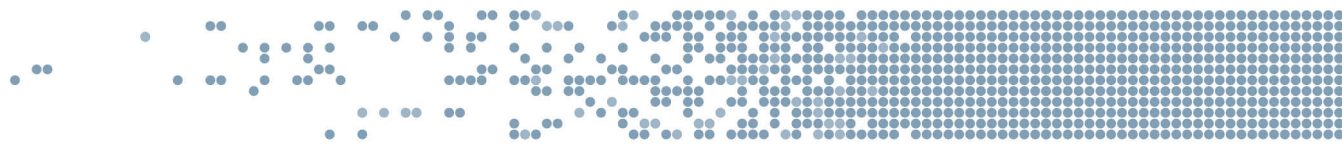
Learner engagement survey was conducted to all graduates and student withdrawals in 2020.

Employer satisfaction survey is not applicable, as there was no traineeship enrolment graduates in 2020.

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 the highest in history, which is 17 per cent higher than the previous year's response rate.

All cohorts had similar responses numbers which is consistent with the previous years trend. Certificate IV graduates had a slightly higher response rate this year.



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 73%. This includes training materials, training and assessment methods, trainers qualification, 93% students agreed the amount of work was reasonable, while 77% students believe the training prepared them well for work.

An increase of self-learning skill development in 2020 is identified at 92% high. This is a result of increasing online learning delivery mode due to the global COVID-19 pandemic.

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 73%.

Students are participating as active learners in all of the learning activities, despite of COVID-19 pandemic interruption.

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.