



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
41577	Mechanical Institute of Training and Technology Pty Ltd

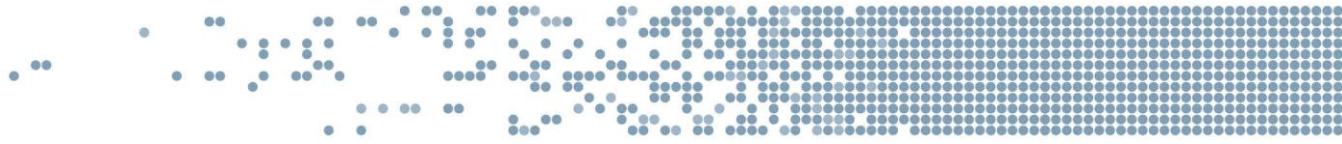
#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	117	89	76.06%
Employer satisfaction	19	15	78.94%

#### Trends of response statistics:

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

MITT has continued in 2021 with mostly onshore international students and there is an increase in number of completions and have a very positive feedback in relation to the delivery of the course despite many lockdowns during the year. The students have appreciated the fact that we have continued on the delivery during all the COVID restrictions. The students have now returned to face to face for practical delivery but majority of theory component still continues to be delivered through virtual platforms. The feedback responses range from various students from various course levels which includes Certificate III, Certificate IV and Diploma level.



## Section 2 Survey information feedback

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

As expected the students are quite satisfied MITT will continue to meet the expectations in the future. As per the survey results, the performance has indicated the overall satisfaction with MITT programs. The students have been able to achieve the desired outcomes from the courses and have also demonstrated satisfaction in the workbased delivered programs as the courses have been found to be well planned and are delivered over a reasonable length of time period. Most of the students have attended the theory component of their courses via zoom virtual classes and have recommenced the practicals through face to face delivery.

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

The survey feedback has reflected that the process and procedures which are in place are working for current number of students and MITT has been successful in hiring the appropriate trainers, assessors and other resources to justify the growth over this time period.

## Section 3 Improvement actions

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

Despite the fact that the surveys have provided a positive feedback, there is always some scope for improvement. The course coordinators will ensure that the trainers are capable of providing additional support to the students where required so that they do not feel overwhelmed by the online delivery. Students will also be involved in more practical activities to make the course delivery more interactive and engaging. In 2021, ETEA has continued the delivery of majority of the theory component of its courses virtually but students have returned to classes for practicals. We have also moved to electronic learner resources and assessment tools and is trying to move away from paper based resources. This will assist the students in navigation the resources easily. The classes however continue to be conducted face-to-face and some virtual face-to-face as required due to COVID-19 lockdowns. ETEA is also taking actions to make its marketing process more robust in order to ensure that the clients make the informed decisions.

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

The effectiveness of these actions will be monitored through regular meetings and continued feedback processes.