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**Section 1. Survey response rates**

**Student engagement**

**Surveys issued (SI)**

149

**Surveys received (SR)**

83

**Percent (%) response rate =  $SR*100/SI$**

55.70

**Employer satisfaction**

**Surveys issued (SI)**

29

**Surveys received (SR)**

16

**Percent (%) response rate =  $SR \times 100 / SI$** 

55.18

**Trends of response statistics**

Mechanical Institute of Training and Technology (MITT) has continued in 2023 with mostly onshore international students and there is an increase in number of completions and have very positive feedback in relation to the delivery of the course. The students have now returned to face to face for practical delivery but majority of theory component. 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 with the course delivery and their learning. 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 work based 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 live virtual classes and have recommenced the practical simulations 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 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. Students will also be involved in more practical activities to make the course delivery more interactive and engaging. In 2023, MITT has continued the delivery of majority of the theory component of its courses face-to-face and students have returned to classes for practical simulations. We have also moved to electronic learner resources and assessment tools through Moodle (LMS). 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 keeping in mind the safety of students. MITT 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.