

EXTRACT FROM ASQA WEB FORM

Student engagement and employer satisfaction surveys

RTO number

41577

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Section 1. Survey response rates

Student engagement

Surveys issued (SI)

158

Surveys received (SR)

84

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

53.16

Employer satisfaction

Surveys issued (SI)

32

Surveys received (SR)

18

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

56.25

Trends of response statistics

In 2024, the Mechanical Institute of Training and Technology (MITT) has continued to deliver training primarily to onshore international students. The institute has experienced an increase in student completions, reflecting strong course engagement and academic success. Feedback received from students across multiple qualification levels—including Certificate III, Certificate IV, and Diploma programs—has been overwhelmingly positive, particularly in relation to the quality of course delivery and trainer support.

As students have transitioned back to on-campus learning, practical components are now being delivered face-to-face, ensuring hands-on experience with equipment and real-world applications. This approach has been well received, as evidenced by the broad range of positive responses collected through feedback mechanisms. The diversity of student voices

represented in the feedback highlights MITT's commitment to maintaining high standards of education and continuously improving the student experience.

Maximum 4000 characters, including spaces.

To include:

which student/employer cohorts provided high/low response rates

how did response rates compare with the previous years (if applicable).

Section 2. Survey information feedback

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

As anticipated, students have expressed a high level of satisfaction with both the delivery of their courses and the overall learning experience at the Mechanical Institute of Training and Technology (MITT). The institute remains committed to maintaining and exceeding these expectations in the future by continuously enhancing the quality of its training programs and support services.

According to recent student survey results, the overall performance of MITT's programs has been positively rated, with many students reporting that the courses have enabled them to achieve their intended learning outcomes. Particularly noteworthy is the positive feedback received for work-based training programs, where students acknowledged that the courses are well-structured, thoughtfully planned, and delivered over a timeframe that allows for effective assimilation of knowledge and skills.

The delivery model adopted by MITT continues to support flexibility and accessibility. Most students have engaged with the theoretical components of their training via live virtual classes on Zoom, allowing them to participate in real-time discussions and receive immediate trainer support. In parallel, practical components have resumed in a face-to-face setting, providing students with essential hands-on experience in simulated workplace environments. This blended approach has proven to be both effective and well received, contributing to students' overall satisfaction and successful course completions.

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

The survey feedback has indicated that the existing processes and procedures implemented by the Mechanical Institute of Training and Technology (MITT) are effectively supporting the current cohort of students. This positive outcome suggests that the operational framework in place is functioning efficiently and meeting the needs of both students and staff.

Furthermore, MITT has demonstrated its capacity for sustainable growth by successfully recruiting qualified trainers, assessors, and support personnel who are well-aligned with the institute's educational standards and student-focused approach. The calibre of staff and the timely deployment of resources have played a key role in maintaining the quality of training delivery, even as student numbers have increased. This strategic expansion has ensured that MITT continues to deliver high-quality education and training outcomes while scaling operations responsibly and effectively.

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Section 3. Improvement actions

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

While the survey results have been largely positive, MITT recognises that there is always room for continuous improvement. In response, course coordinators will work closely with trainers to ensure they are equipped to provide tailored support to students who may require additional assistance throughout their learning journey. MITT is also taking proactive steps to enhance student engagement by increasing the incorporation of practical activities within the curriculum. These activities are designed to make the delivery more interactive, hands-on, and aligned with real-world applications.

Throughout 2023, MITT has maintained face-to-face delivery for the majority of theoretical components, while practical simulations have resumed on campus, allowing students to gain essential skills in a controlled and supportive environment. In a move to modernise and improve accessibility, MITT has transitioned to electronic learner resources and assessment tools through its Learning Management System (Moodle). This digital platform enables students to more easily access learning materials, submit assessments, and stay connected with course content.

While face-to-face classes remain the primary mode of delivery, MITT continues to offer live virtual sessions where appropriate, particularly to accommodate safety considerations and student preferences. These flexible delivery options ensure continuity of learning while prioritising student wellbeing.

In addition, MITT is taking strategic actions to strengthen its marketing and student engagement processes. By enhancing transparency and ensuring accurate, comprehensive information is provided, MITT aims to support prospective students in making well-informed decisions about their education and career pathways.

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

The effectiveness of these initiatives will be closely monitored through a structured framework of regular staff meetings, student feedback sessions, and ongoing evaluation mechanisms. Course coordinators, trainers, and administrative teams will collaborate to review progress, identify areas for improvement, and implement timely adjustments to ensure continuous enhancement of training delivery. Additionally, MITT will utilise student satisfaction surveys, trainer performance reviews, and data analytics from the Learning Management System (Moodle) to gather actionable insights. These measures will support a culture of continuous improvement, allowing MITT to maintain high standards of education and respond proactively to the evolving needs of its students.