

### **Explanatory Notes: Learner Engagement and Employer Satisfaction Surveys**

These indicators are based on a survey target population of 8,037 students and 531 employers. This sample represents 49.5% of this organisation's nationally recognised training delivery in the 2015 calendar year. The students and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines.

# Registering body report

24 June 2016

## RTO Information

NTIS number	3075
Name	Melbourne Polytechnic
Street Address	77 St Georges Road
City/town/suburb	Preston
State	VIC
Post code	3072

## Learner and employer response

	Learners	Employers
Response count (number)	2215	208
Population count (number)	8037	531
Response rate (per cent)	27.6	39.2

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	73.3	14.2	67.1	11.6
Trainer Quality	76.3	16.9	68.4	13.3
Effective Assessment	72.9	16.4	67.3	12.2
Clear Expectations	71.8	17.4		
Learning Stimulation	71.1	16.8		
Training Relevance	71.9	18.3	67.9	12.3
Competency Development	74.7	15.0	64.9	14.3
Training Resources	68.7	19.4	68.4	10.9
Effective Support	74.1	16.4	66.6	13.0
Active Learning	75.5	14.1		
Overall Satisfaction	73.4	20.6	69.6	15.3

## Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	A full census survey of learners was undertaken (during a specific 2 month time window) and a sample of employers were surveyed. Learner survey was administered using our internal survey tool via the student portal; employer survey was conducted via email and phone.
Main ways data has been used for continuous improvement	<p>The survey results have been analysed and have highlighted the following:</p> <ul style="list-style-type: none"> <li>• continued strong learner results across the institute for <i>Trainer Quality</i> but weaker results in <i>Training Resources</i> compared to the previous year (2014).</li> <li>• excellent learner results for <i>Trainer Quality, Training Relevance</i> and <i>Competency Development</i> within the School of Health and Education</li> <li>• slightly improved learner results compared to last year for three of the six schools; slightly weaker results for two schools and a statistically significant deterioration in the School of Engineering, Design &amp; Construction across most areas but in particular <i>Training Relevance</i> and <i>Training Resources</i></li> <li>• slightly improved employer results compared to last year within the School of Food Plant &amp; Animal Industries and slightly weaker results in the School of Engineering, Design &amp; Construction particularly in <i>Competency Development</i></li> <li>• a deterioration in both learners' and employers' overall satisfaction at the institute level in 2015 compared to 2014</li> </ul> <p>The detailed course results will now be considered alongside other key performance metrics as part of a wider course review process and action plans will be developed to improve course outcomes for students. Progress against these action plans will be monitored at regular management meetings.</p>