

1. EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: Mansfield Adult Continuing Education (MACE) 3928

TELEPHONE contact name and number: Kevin Vivian 03 5775 2077 **DATE:** 20/07/2016

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	52	0
Total number of surveys received	7	0
Response rate (per cent)	13.8%	0

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

All data which indicated MACE needs to consider modification to processes, provide professional development or other guidance or improve delivery have been included on the continuous improvement register and dealt with as part of the process.

Survey results have been used to assess the quality and effectiveness of MACE's accredited courses through the level of satisfaction with the trainer, facilities and resources indicated by students and how well the course met their expectations.

The feedback from students is being considered in the development of assessment activities and format of assessment where there is an indication that either the students were less than "very satisfied" with the quality and format of the training material or they did not consider training relevant to work or provided them with the skills they required for work.

Trainers are provided with feedback on their training and where learners identify room for improvement in delivery or subject knowledge opportunities for professional development or additional training is communicated.

Where learners identify they are less than satisfied with the facilities or training support provided senior MACE staff address and rectify

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

No Employers involved in 2015 with MACE training

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

In the surveyed year MACE had only one employer of learners enrolled in nationally recognised training and determined that the employer satisfaction survey would not be conducted

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) Kevin Vivian

Signature of PEO



Date: 27/ 06/2016