Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

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<th>RTO No.</th>
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<td>6859</td>
<td>Milcom Communications Pty Ltd</td>
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Section 1  Survey response rates

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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates</th>
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<tbody>
<tr>
<td>Learner engagement</td>
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<td>Employer satisfaction</td>
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Trends of response statistics:
- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The surveyed Students conducted training under the Qualification Certificate III in Telecommunications. Our highest rating areas were in: the following questions:
- I approached trainers if I needed help.
- The training organisation had a range of services to support learners.
- I was given enough material to keep up my interest.
Although we scored well in area areas, our lowest scoring area were in the questions:
- Training facilities and materials were in good condition.
- I looked for my own resources to help me learn.
The responses were consistent for other survey.
Section 2  Survey information feedback

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

The expected responses mainly came in the opened ended responses, one such comment was “Course content was ok, but facilities were generally terrible” & “New site needed”

An unexpected response included in the open ended question section, which was “Separate sessions for experienced people needing to obtain qualification and those needing the skills initially”. This was unexpected at RPL/RCC is mention in classes and on our website and we conducted RPL classes but there was little interest form students and was unviable

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

The survey continued to show that Milcom is well placed in the Telecommunications field and the growing number of student also confirm this. The survey confirmed the need for Milcom to improve its facilities, which were cramped and need updating.

Section 3  Improvement actions

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

Milcom has employed a number of improvements based on this survey and previous surveys. Milcom has moved its Training locations in NSW, VIC and Queensland. Milcom in 2014-15. This move has improved access to parking for students, larger training rooms and, we also have built in NSW an all weather practical training area. This allows the students to practise their skills, such as pole training, telecommunications pit training regardless of the weather conditions.

This all weather training area is also being currently under construction in VIC and further plans include our Queensland Training Location.

Milcom has also improved its website for student to access course information, we have also increased our spread of office hours to enable to answer general questions concerning our courses.

We have also commenced a service where Employers can place a notice that they are recruiting staff in the Telecommunications field, this is proving popular with the students that are entering the workforce as new participants.

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

Milcom Communications is currently planning to send to each student an additional survey, to measure the satisfaction with these changes. The se survey will be complies into monthly figures to be discussed at the Managers Meetings.
Also Milcom is planning a twice a year a “Trade Night”, where we are organising for large Telecommunications Company, (eg NBN Co) to attend and discuss emerging trends and issues with contracting companies. At this Trade Nights, we will be conducting face to face surveys and online surveys to gauge what we doing well and areas for improvements.

These indicators are based on a survey of students, as a sample of this organisation's training delivery in the 2014 calendar year.