Quality Indicators Analysis 2015

(Data collected from 01 January 2014 to 31 December 2014)

Section 1 Completion Report

With reference to the student's management reports:

	Data from Jobready
Students enrolled in 2014	327
Students completed in 2014	186
Students withdrawn in 2014	69
Students yet to be completed	72

Section 2 Learner Questionnaire

The Learner Questionnaire (LQ) is designed for online or paper administration in less than 15 minutes to currently enrolled learners. The same LQ form is used for learners enrolled in all forms of training, including apprenticeships and traineeships.

The LQ is designed to measure several areas of education and training, including four broad domains and 10 summary scales. Note that these areas relate to learning and education rather than to any specific training focus or context.

Domain	Scale	Scale description
Training Quality	Trainer Quality	competence and effectiveness of trainers and teachers
	Overall Satisfaction	overall satisfaction with the education and training
	Effective Assessment	appropriateness and effectiveness of assessment
	Clear Expectations	clarity of training plan and approach
	Learning Stimulation	extent to which training stimulated people to learn
Work Readiness	Training Relevance	relevance of the training for work
	Competency Development	assessment of competencies developed in the training
Training Conditions	Training Resources	quality and appropriateness of learning resources
	Effective Support	support provided to help people learn
Learner Engagement	Active Learning	participation in active learning linked with high-quality outcomes

The LQ contains 35 items that provide measurement of these areas. Response to each of these items is provided on a four-point response scale ranging from 'strongly disagree' to 'strongly agree'.

What we do to ensure that the learners are engaged?

1. The management of Melbourne Institute of Nails & Beauty values the quality indicators surveys as they help us with continuous improvements under the point of view of Marketing. They must be reliable and in order to do so we must stress on the fact that more students participate to the survey, better output results are achieved.
2. The trainers must give the surveys to the students half way into the course.
3. The trainer must collect the survey and transmit them to the student's office for imputing into SMART.
4. Input into SMART is done once a month. Group surveys are 3 for 2012 and 4 for 2013 and so on.
5. Once a year a SMART report is generated, lodge with the competent authority and published on the website.

Section 3 The Employer Survey

The Employer Questionnaire (EQ) is designed for online, paper or phone administration in less than 10 minutes to employers of currently enrolled learners. The same EQ form can be used for employers of learners enrolled in all forms of nationally recognised study and training provided by RTOs, including apprenticeships and traineeships.

The EQ is designed to measure several areas of education and training, including three broad domains and seven summary scales. Note that these areas relate to learning and education in general rather than to any specific training or employment focus or context.

Domain	Scale	Scale description
Training Quality	Trainer Quality	competence and effectiveness of trainers and teachers
	Overall Satisfaction	overall satisfaction with the education and training
	Effective Assessment	appropriateness and effectiveness of assessment
Work Readiness	Training Relevance	relevance of the training for work
	Competency Development	assessment of competencies developed in the training
Training Conditions	Training Resources	quality and appropriateness of learning resources
	Effective Support	support provided to help people learn

The EQ contains 30 items that provide measurement of these areas. Response to each of these items is provided on a four-point response scale ranging from 'strongly disagree' to 'strongly agree'.

Domain	Scale	Label	Item
Training Quality	Trainer Quality	LQ1	Trainers encouraged learners to ask questions.
		LQ2	Trainers made the subject as interesting as possible.
		LQ3	Trainers had an excellent knowledge of the subject content.
		LQ4	Trainers explained things clearly.
	Overall Satisfaction	LQ5	Overall, I am satisfied with the training.
		LQ6	I would recommend the training to others.
		LQ7	I would recommend the training organisation to others.
	Effective Assessment	LQ8	I received useful feedback on my assessments.
		LQ9	Assessments were based on realistic activities.
		LQ10	The way I was assessed was a fair test of my skills and knowledge.
		LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.
	Clear Expectations	LQ12	It was always easy to know the standards expected.
		LQ13	I usually had a clear idea of what was expected of me.
		LQ14	Trainers made it clear right from the start what they expected from me.
	Learning Stimulation	LQ15	I was given enough material to keep up my interest.
		LQ16	The amount of work I had to do was reasonable.
		LQ17	The training was at the right level of difficulty for me.
Work Readiness	Training Relevance	LQ18	The training focused on relevant skills.
		LQ19	The training prepared me well for work.
		LQ20	The training had a good mix of theory and practice.
	Competency Development	LQ21	I developed the skills expected from this training.
		LQ22	I learned to work with people.
		LQ23	I identified ways to build on my current knowledge and skills.
		LQ24	I developed the knowledge expected from this training.
		LQ25	I learned to plan and manage my work.
Training Conditions	Training Resources	LQ26	Training resources were available when I needed them.
		LQ27	The training used up-to-date equipment, facilities and materials.
		LQ28	Training facilities and materials were in good condition.
	Effective Support	LQ29	Training organisation staff respected my background and needs.
		LQ30	The training was flexible enough to meet my needs.
		LQ31	The training organisation had a range of services to support learners.
Learner Engagement	Active Learning	LQ32	I set high standards for myself in this training.
		LQ33	I pushed myself to understand things I found confusing.
		LQ34	I looked for my own resources to help me learn.
		LQ35	I approached trainers if I needed help.

The following are the areas to focus for continuous improvement
- **Respondent report**: Need to increase the learner participation to the survey especially in the short courses
- Number of valid responses: The students did not miss many questions.

Domain	Scale	Label	Item
Training Quality	Trainer Quality	LQ1	Very good: Average score of 77% of learners believe that the trainers encourage learners and explained subject matter clearly.
		LQ2	
		LQ3	
		LQ4	
	Overall Satisfaction	LQ5	Good: Average score of 74.3% of learners was satisfied with the training and would recommend our organisation to others.
		LQ6	
		LQ7	
	Effective Assessment	LQ8	Good: Average score of 75% of learners believe that assessments were realistic, fair and appropriate to the skills and knowledge of what they learnt.
		LQ9	
		LQ10	
		LQ11	
	Clear Expectations	LQ12	Good: Average score of 75% of learners had a clear understanding of what was expected of them throughout the course.
		LQ13	
		LQ14	
	Learning Stimulation	LQ15	Good: Average score of 74.2% of learners believe that they were given sufficient materials and reasonable amount of work at the right level.
		LQ16	
		LQ17	
Work Readiness	Training Relevance	LQ18	Good: Average score of 74% of learners thought that the training prepared them for industry and the training had the right mix of theory and practical.
		LQ19	
		LQ20	
	Competency Development	LQ21	Good: Average score of 73.5% of learners believe that the training gave them the knowledge to work and build on their skills and knowledge.
		LQ22	
		LQ23	
		LQ24	
		LQ25	
Training Conditions	Training Resources	LQ26	Good: Average score of 72.7% of learners believe that the training facilities and materials as well as the equipment were in very good condition.
		LQ27	
		LQ28	
	Effective Support	LQ29	Good: Average score of 75.6% of learners believe that the staff was flexible, respected students background and that the organisation have additional support service for students.
		LQ30	
		LQ31	
Learner Engagement	Active Learning	LQ32	Good: Average score of 74.3% of learners believe that they set high standards for them to learn and understand.
		LQ33	
		LQ34	
		LQ35	

Overall Average Score: 74%

Section 4 Employer Questionnaire

Domain	Sub	Label	Item
Training Quality	Trainer Quality	EQ19	Trainers were effective in their teaching.
		EQ17	Trainers had good knowledge and experience of the industry.
		EQ21	Trainers were able to relate material to the workplace.
	Overall Satisfaction	EQ12	Overall, we are satisfied with the training.
		EQ14	We would recommend the training to others.
		EQ13	We would recommend the training organisation to others.
	Effective Assessment	EQ18	Assessments were based on realistic activities.
		EQ16	The way employees were assessed was a fair test of their skills and knowledge.
		EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.
		EQ4	Assessment was at an appropriate standard.
Work Readiness	Training Relevance	EQ9	The training focused on relevant skills.
		EQ27	The training prepared employees well for work.
		EQ22	The training had a good mix of theory and practice.
		EQ20	The training was an effective investment.
		EQ6	The training reflected current practice.
		EQ11	The training was effectively integrated into our organisation.
	Competency Development	EQ10	Our employees gained the skills they needed from this training.
		EQ24	The training has helped our employees work with people.
		EQ26	The training helped employees identify how to build on their current knowledge and skills.
		EQ28	Our employees gained the knowledge they needed from this training.
		EQ29	The training prepared our employees for the demands of work.
Training Conditions	Training Resources	EQ1	The training used up-to-date equipment, facilities and materials.
		EQ5	The training resources were appropriate for learner needs.
		EQ25	Training resources and equipment were in good condition.
	Effective Support	EQ23	The training organisation acted on feedback from employers.
		EQ7	The training organisation developed customised programs.
		EQ3	The training organisation was flexible enough to meet our needs.
		EQ2	The training organisation dealt satisfactorily with any issues or complaints.
		EQ8	The training organisation provided good support for workplace training and assessment.
		EQ30	The training organisation clearly explained what was expected from employers.

Domain	Scale	Label	Item
Training Quality	Trainer Quality	EQ19	Very good: Average score of 88.9% of employers believe trainers have good knowledge and are effective in teaching and relating material to the workplace.
		EQ17	
		EQ21	
	Overall Satisfaction	EQ12	Fair: Average score of 61% of employers believe trainers were satisfied with the training and would recommend the organisation to others.
		EQ14	
		EQ13	
	Effective Assessment	EQ18	Very good: Average score of 77.8% of employers believe trainers are giving appropriate Recognition of existing skills and knowledge.
		EQ16	
		EQ15	
		EQ4	
Work Readiness	Training Relevance	EQ9	Good: Average score of 75% of employers believe trainers focused on relevant skills and reflected on current practice.
		EQ27	
		EQ22	
		EQ20	
		EQ6	
		EQ11	
	Competency Development	EQ10	Good: Average score of 70% of employers believe the trainers have gained the skills and knowledge they needed for the training.
		EQ24	
		EQ26	
		EQ28	
		EQ29	
Training Conditions	Training Resources	EQ1	Very good: Average score of 77.8% of employers believe the training facilities, equipment and materials were in good condition and resources were appropriate.
		EQ5	
		EQ25	
	Effective Support	EQ23	Very good: Average score of 77.8% of employers believe the training organisation provided good support for workplace training and assessment.
		EQ7	
		EQ3	
		EQ2	
		EQ8	
		EQ30	

The survey is not effective being given at work experience.
The survey in fact aims to target employers who have worked with the RTO as apprentices.
Maybe it must be explained better that not all the answer must be given, especially in the event the survey is not relevant for the training situation. In other word the survey appears to be targeting situation such as traineeship or apprenticeship.

Section 5 Comparison

| Scale	LEARNER QUESTIONAIRE										EMPLOYER QUESTIONAIRE									
	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014	2010	2011	2012	2013	2014
	Average score					Average variation					Average score					Average variation				
Trainer Quality	82.6	89	80.3	77.9	77.1	14.5	13	14.7	13.8	18.7	77.8	80.6	83.1	75.8	88.9	38.5	16.5	17.3	22.8	15.7
Effective Assessment	81.6	85.5	79.9	76.1	75	13.7	13.6	13.8	14	17.5	66.7	70.8	82.8	77.2	75	0	10.9	14.1	20.4	11.8
Clear Expectations	81	86	79.3	75.7	75.1	17.5	14.3	17.9	14.5	17.8										
Learning Stimulation	84.3	83.6	81.8	74.7	74.2	14.3	15	15.2	16.3	19.2										
Training Relevance	82.9	81.9	82.3	76.4	74.1	14.3	14	14.4	13.5	19.5	84.7	64.6	82.1	76	75	9.8	14.2	13.3	21.1	19.6
Competency Development	79.7	80	78.2	77.7	73.5	14.1	14.4	14.4	13.1	19.3	84.4	76.7	84.4	77.8	70	6.3	10.1	14.1	20.9	23.6
Training Resources	83.8	84.2	81.3	77.4	72.7	13.9	15	13.9	16.1	18.8	74.1	79.2	84.7	76.1	77.8	12.8	12.5	15	20.3	31.4
Effective Support	79.6	85.4	76.8	77.4	75.6	17.5	11.7	17.1	14.5	18.2	83.3	72.9	84.1	76.7	77.8	0	14.1	15.5	22	23.6
Active Learning	69.4	76.5	67.4	77	74.3	13.2	20.6	12.6	14.4	17.1										
Overall Satisfaction	85.6	84.2	82.8	77.1	74.3	12.5	14	13.6	14.9	21.9	92.6	79.2	83.8	74.8	61.1	12.8	18.2	14.6	22.4	7.9
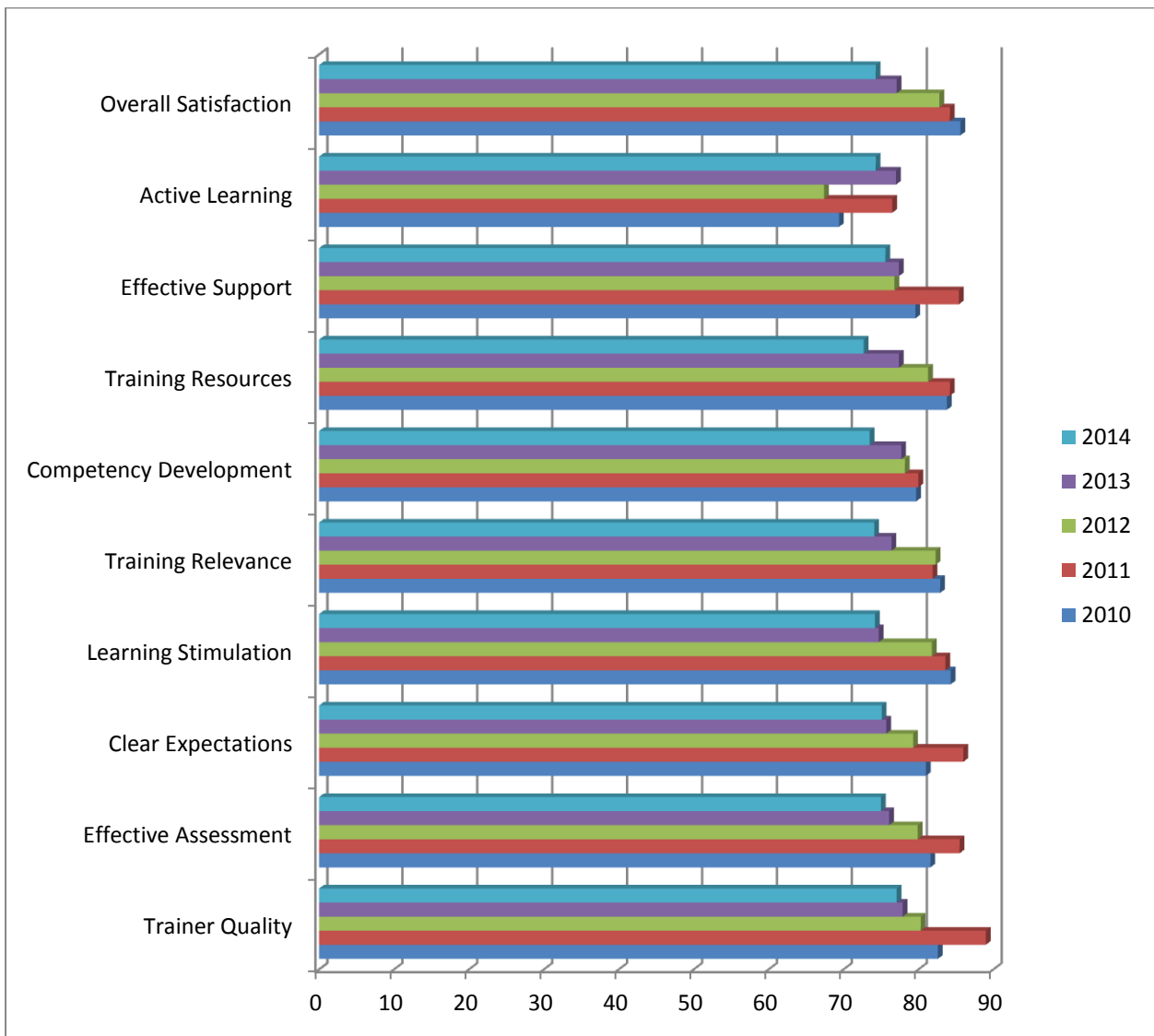
There are no immediate risks.

Employer Questionnaire
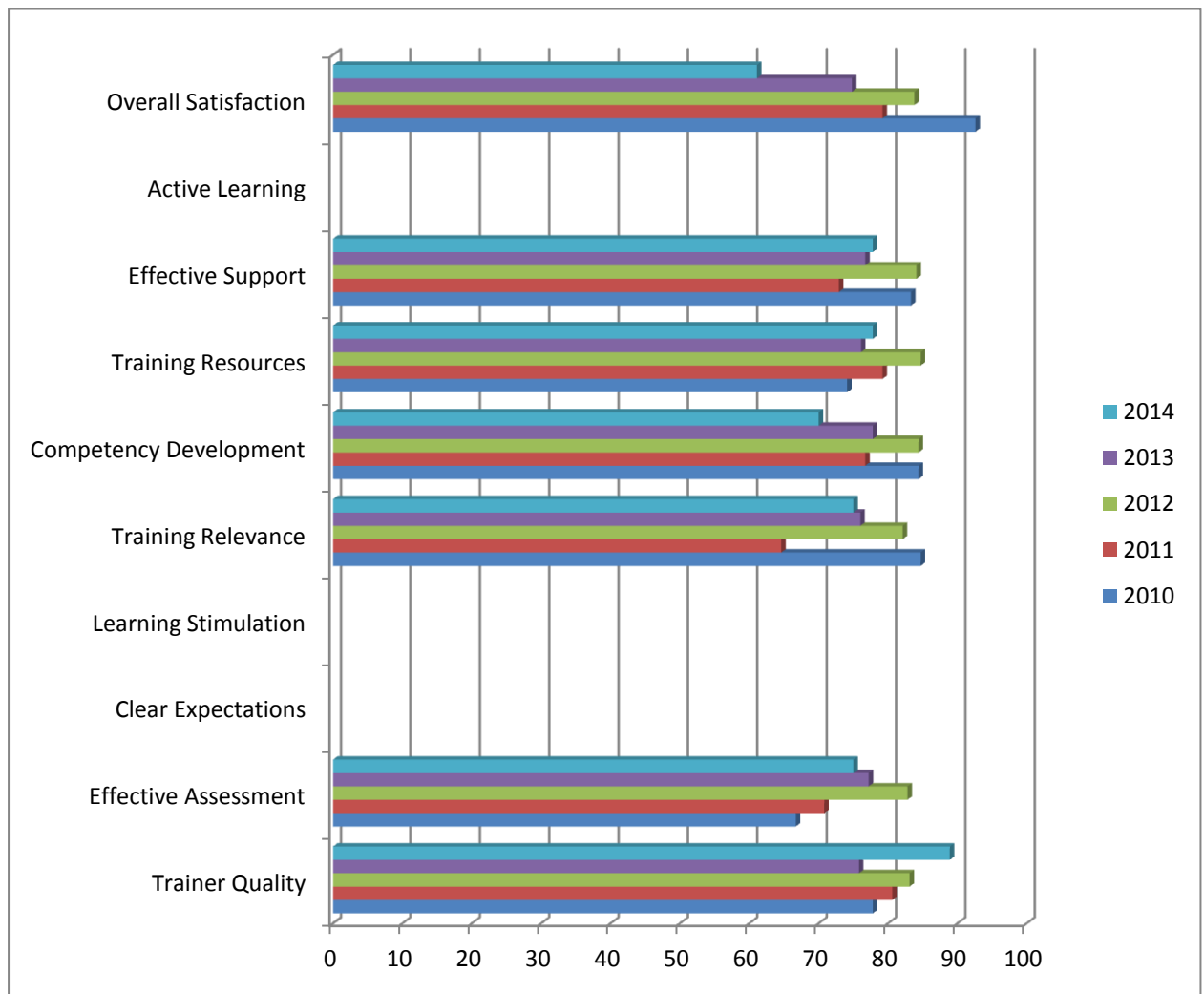
There are no immediate risks.

Recommendation for continuous improvements:

- Establish relationships with more employers/salon owners to accept more students for work experience.
- Re-instate work experience as a compulsory unit to complete the course
- Teachers need to be more proactive, frequently review course materials/assessments and are required to make recommendations for improvements
- Implement more use of visual resources
- Implement the online support tool such as Student Portal, which has been already launched early this year.