



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21851	Melbourne Institute of Nails and Beauty Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	273	213	78%
Employer satisfaction			

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

Highest response rate was received from students in Beauty, Hairdressing and Business. The response rate from students was generally the same as previous years.



## Section 2 Survey information feedback

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

There were no unexpected findings from the survey. There was improved training satisfaction and training relevant to knowledge and skills. Learners strongly agreed that training prepared them well for work. Findings in relations to online learning were expected as it was new to all of them learning online during lockdown. It was expected that the students in hair and beauty missed learning practical work in the classroom even though they enjoyed the trainers teaching online while in lockdown.

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

AEG has consistently improved as a Provider of Hair, Beauty, Make-Up, Nail Technology and business courses. This survey showed an improved student satisfaction with training facilities, resources and trainer support. The survey highlighted an area that can be explored further such as the online learning platform.

## Section 3 Improvement actions

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

AEG has planned to research online platforms (LMS) to improve its blended method of learning and implement a system to cater to all learner cohorts to add more video links for practical demonstrations online for hair and beauty.

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

AEG endeavours to monitor the corrective actions by seeking regular feedback from all the involved in training and delivery (students, trainers, management). AEG has set up surveys on Google Classroom to evaluate overall operations at AEG. Regular internal audits to monitor the effectiveness of the continuous improvement.