

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@education.vic.gov.au
Subject: Quality Indicators

RTO details			
RTO trading or legal name	Mountain District Learning Centre		
RTO number	3969		
Contact name	Janet Claringbold		
Telephone	03 9758 7859	Mobile	
Date	30/06/2026		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	150	0
Total number of surveys received	81	0
Response rate (per cent)	54%	0

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

MDLC's results have improved since the last survey with the overall satisfaction rating increasing from 90.2% to 96.1%. This result shows that MDLC's learning environment is excellent and the work we are doing in supporting vulnerable learners is positive and effective.

Unsurprisingly the highest percentage result (96.4%) is for Effective Support which shows how measures put in place to support learners are valued and appreciated. We provide support through our skilled and experienced trainers and through our method of training delivery, which is flexible, tailored to learner need and effective in producing positive outcomes. This is combined with an effective and caring management team and dedicated youth workers for our youth education programs.

After experiencing a drop in results in 2024, largely due to influences out of our control, MDLC has doubled efforts to ensure a stable, safe and positive learning environment for learners which is consistent with trends over recent years.

MDLC prioritises a supportive work environment for our managers, trainers and support staff and values a collaborative working environment. Staff commitment in an environment of comparatively lower wages is a testament to their dedication.

MDLC will continue to put the learners at the centre of our endeavours and continue to provide accessible, supportive and effective learning programs for the community.

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

N/A

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

As MDLC delivers predominantly foundation education, employers are not relevant for survey data.

Declaration

RTO details

RTO Name

Mountain District Learning Centre

I confirm that the above RTO:

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

Name of Principal Executive Officer (PEO)



Full name	Janet Claringbold
Date	30 / 6 / 2026
Signature	