

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@edumail.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 97587859	Mobile	
Date	27/07/2023		

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	180	N/A
Total number of surveys received	108	N/A
Response rate (per cent)	60%	N/A

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

Data is used to identify areas that need improvement. MDLC's survey results are excellent, showing the high quality of our education programs and their ability to meet the needs of people who have been disadvantaged in education in the past.

Our student co-hort in the survey period include disengaged youth, adult learners who have low levels of literacy and migrants learning English. Catering for these learners adds an element of complexity when delivering training. Clearly MDLC has developed a high level of expertise that is above the average for training organisations and meeting the needs of disadvantaged learners in our community.

MDLC's overall satisfaction rating is 97.45% which is above average and shows how highly regarded our education programs are. This is an additional improvement from 2021 (91.30%).

Results for Trainer Quality are outstanding at 98.09% satisfaction rating (up from 95.58% in 2021), showing the Trainers at MDLC have built up significant expertise in our community education setting with our vulnerable learners.

The dedication of our trainers and support staff shows in the satisfaction rating for Effective Support being at an all-time high result of 97.45%. 98.08% of our learners would recommend MDLC to others.

Significant improvements have been made in the satisfaction results for Clear Expectations, improving from 88.97% in 2021 to 97.15% in 2022; in Learning Stimulation, improving from 84.67% in 2021 to 95.53% in 2022; and in Relevance improving from 77.9% in 2021 to 93.81% in 2022.

Effective Assessment satisfaction results remained steady with a slight improvement from 2021 (95%) to 96.39% in 2022.

As would be anticipated with disengaged and vulnerable learners, scores are lowest for Active Learning, however the percentage has again increased from 2021 results (85.64%) to 88.16% in 2022. This is the only category that received a satisfaction level below 90%.

MDLC will continue to seek to improve the delivery of our education programs to a level of excellence in order to provide a targeted and effective response to learners who seek us out and who benefit from a community based approach to education. Our strength lies in our ability to be responsive, flexible, respectful and attuned to the diverse needs of disadvantaged members of the community.

Our capacity to improve further depends on adequate funding and sufficient space to accommodate the demand for continuing education at MDLC.

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 mostly 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	27 / 07 / 20 23
Signature	