



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	234	196	83%
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 Nail Technology and Beauty Services/ Therapy courses. The response rate was almost 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.

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

NAHB has consistently improved as a Provider of Hair, Beauty, Make-Up and Nail Technology 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 higher industry engagement.

Section 3 Improvement actions

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

NAHB has planned to increase its industry engagement by inviting more industry experts to engage with students and trainers and conduct workshops for hair colors, techniques and hair and beauty products.

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

NAHB endeavours to monitor the corrective actions by seeking regular feedback from all the stakeholders involved in training and delivery (students, trainers, industry experts). NAHB has set up surveys on survey monkey to evaluate overall operations at NAHB. Also NAHB incorporates unit evaluation survey upon completion of unit of competency. Regular internal audits to monitor the effectiveness of the continuous improvement.