

## RTO Information

This report presents summary information about the Registered Training Organisation

Name	Angliss Neighbourhood House
Street Address	2/11 Vipont Street
City/town/suburb	Footscray
State	VIC
Post code	3011
NTIS number	6389

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT:** REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS

**FROM:** Angliss Neighbourhood House TOID 6389

**TELEPHONE** contact name and number: Meg Higgins 039687 9908 **DATE:**11/05/2018

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**Summary of Survey Responses**

<b>Learner and Employer Responses</b>	<b>Learners</b>	<b>Employers</b>
Total number of responses distributed	36	0
Total number of surveys received	33	0
Response rate (per cent)	92%	0

**Summary of Continuous Improvement**

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

Follow up feedback sessions are conducted in order to gauge student satisfaction with ANH programs and services, and to gather suggestions for further improvements.  
Maintaining quality practices in the design, delivery and review of training and assessment monitoring and reviewing training outcomes.  
Identifying areas for improvement and implementing continuous improvement processes to address identified issues or weaknesses.

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.

Our students are self-referrals or referred by other Community Houses. We are not involved in any referrals by employers, hence we did not complete these surveys.

### Declaration

I confirm that : Angliss Neighbourhood House

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

Name of Principal Executive Officer (PEO) Meg Higgins

Signature of PEO

A handwritten signature in black ink, appearing to read 'Meg Higgins', with a horizontal line extending to the right.

Date: 11/05/2018

# Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

## Summary statistics

Scale	Learners		
	Response count	Average score	Average variation
Trainer Quality	33	78.3	11.0
Effective Assessment	32	67.2	4.2
Clear Expectations	33	68.0	9.1
Learning Stimulation	33	71.4	9.2
Training Relevance	33	64.3	14.1
Competency Development	34	70.7	7.1
Training Resources	33	74.1	9.9
Effective Support	34	74.8	11.4
Active Learning	33	67.4	12.4
Overall Satisfaction	34	73.5	13.1

# Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences	0	0	0.0
	Information technology	6	10	166.7
	Engineering and related technologies	0	0	0.0
	Architecture and building	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0
	Health	0	0	0.0
	Education	10	24	240.0
	Management and commerce	0	0	0.0
	Society and culture	0	0	0.0
	Creative arts	0	0	0.0
	Food, hospitality and personal services	0	0	0.0
	Other	0	0	0.0
	TOTAL	16	34	212.5
Qualification level	Certificate I	4	9	225.0
	Certificate II	6	15	250.0
	Certificate III	0	0	0.0
	Certificate IV	0	0	0.0
	Certificate level unknown	0	0	0.0
	Diploma	0	0	0.0
	Advanced diploma	0	0	0.0
	Associate degree	0	0	0.0
	Degree	0	0	0.0
	Short course or statement of attainment	6	10	166.7
	VET Graduate Certificate or Diploma	0	0	0.0
	Other qualification or training	0	0	0.0
	Do not know	0	0	0.0
	Total	16	34	212.5

# Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.



## LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	23	10	33	1
LQ2	Trainers made the subject as interesting as possible.	0	0	22	10	32	2
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	14	17	31	2
LQ4	Trainers explained things clearly.	0	0	23	10	33	1
LQ5	Overall, I am satisfied with the training.	0	1	28	5	33	0
LQ6	I would recommend the training to others.	0	1	21	11	32	1
LQ7	I would recommend the training organisation to others.	1	3	19	11	30	0
LQ8	I received useful feedback on my assessments.	0	0	29	3	32	2
LQ9	Assessments were based on realistic activities.	0	1	30	1	31	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	29	1	30	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	30	1	31	2
LQ12	It was always easy to know the standards expected.	0	6	23	3	26	2
LQ13	I usually had a clear idea of what was expected of me.	0	1	29	2	31	2
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	27	6	33	1
LQ15	I was given enough material to keep up my interest.	0	0	28	5	33	1
LQ16	The amount of work I had to do was reasonable.	0	1	23	7	30	3
LQ17	The training was at the right level of difficulty for me.	0	2	25	5	30	2
LQ18	The training focused on relevant skills.	1	1	28	3	31	1
LQ19	The training prepared me well for work.	2	5	24	2	26	1
LQ20	The training had a good mix of theory and practice.	1	1	28	3	31	1
LQ21	I developed the skills expected from this training.	1	0	26	7	33	0
LQ22	I learned to work with people.	0	1	24	8	32	1
LQ23	I identified ways to build on my current knowledge and skills.	0	1	26	6	32	1
LQ24	I developed the knowledge expected from this training.	0	1	31	2	33	0
LQ25	I learned to plan and manage my work.	0	1	28	2	30	3
LQ26	Training resources were available when I needed them.	0	0	23	9	32	2
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	25	8	33	1
LQ28	Training facilities and materials were in good condition.	0	1	26	6	32	1
LQ29	Training organisation staff respected my background and needs.	1	0	19	13	32	1
LQ30	The training was flexible enough to meet my needs.	0	0	24	9	33	1
LQ31	The training organisation had a range of services to support learners.	0	0	26	5	31	3
LQ32	I set high standards for myself in this training.	1	6	24	2	26	1
LQ33	I pushed myself to understand things I found confusing.	1	1	28	3	31	1
LQ34	I looked for my own resources to help me learn.	1	3	27	2	29	1
LQ35	I approached trainers if I needed help.	0	1	19	13	32	1

## LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	69.7	30.3	100.0	3.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	68.8	31.3	100.0	5.9
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	3.1	43.8	53.1	96.9	5.9
LQ4	Trainers explained things clearly.	0.0	0.0	69.7	30.3	100.0	3.0
LQ5	Overall, I am satisfied with the training.	0.0	3.0	82.4	14.7	97.1	0.0
LQ6	I would recommend the training to others.	0.0	3.0	63.6	33.3	97.0	3.0
LQ7	I would recommend the training organisation to others.	3.0	8.8	55.9	32.4	88.2	0.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	90.6	9.4	100.0	5.9
LQ9	Assessments were based on realistic activities.	0.0	3.1	93.8	3.1	96.9	5.9
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	6.3	90.6	3.1	93.8	5.9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	3.1	93.8	3.1	96.9	5.9
LQ12	It was always easy to know the standards expected.	0.0	18.8	71.9	9.4	81.3	5.9
LQ13	I usually had a clear idea of what was expected of me.	0.0	3.1	90.6	6.3	96.9	5.9
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	81.8	18.2	100.0	3.0
LQ15	I was given enough material to keep up my interest.	0.0	0.0	84.9	15.2	100.0	3.0
LQ16	The amount of work I had to do was reasonable.	0.0	3.2	74.2	22.6	96.8	8.8
LQ17	The training was at the right level of difficulty for me.	0.0	6.3	78.1	15.6	93.8	5.9
LQ18	The training focused on relevant skills.	3.0	3.0	84.9	9.1	93.9	3.0
LQ19	The training prepared me well for work.	6.1	15.2	72.7	6.1	78.8	3.0
LQ20	The training had a good mix of theory and practice.	3.0	3.0	84.9	9.1	93.9	3.0
LQ21	I developed the skills expected from this training.	3.0	0.0	76.5	20.6	97.1	0.0
LQ22	I learned to work with people.	0.0	3.0	72.7	24.3	97.0	3.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	3.0	78.8	18.2	97.0	3.0
LQ24	I developed the knowledge expected from this training.	0.0	3.0	91.2	5.9	97.1	0.0
LQ25	I learned to plan and manage my work.	0.0	3.2	90.3	6.5	96.8	8.8
LQ26	Training resources were available when I needed them.	0.0	0.0	71.9	28.1	100.0	5.9
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	75.8	24.3	100.0	3.0
LQ28	Training facilities and materials were in good condition.	0.0	3.0	78.8	18.2	97.0	3.0
LQ29	Training organisation staff respected my background and needs.	3.0	0.0	57.6	39.4	97.0	3.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	72.7	27.3	100.0	3.0
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	83.9	16.1	100.0	8.8
LQ32	I set high standards for myself in this training.	3.0	18.2	72.7	6.1	78.8	3.0
LQ33	I pushed myself to understand things I found confusing.	3.0	3.0	84.9	9.1	93.9	3.0
LQ34	I looked for my own resources to help me learn.	3.0	9.1	81.8	6.1	87.9	3.0
LQ35	I approached trainers if I needed help.	0.0	3.0	57.6	39.4	97.0	3.0

## LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	76.8	15.6
LQ2	Trainers made the subject as interesting as possible.	77.1	15.7
LQ3	Trainers had an excellent knowledge of the subject content.	83.3	18.9
LQ4	Trainers explained things clearly.	76.8	15.6
LQ5	Overall, I am satisfied with the training.	70.6	13.6
LQ6	I would recommend the training to others.	76.8	17.6
LQ7	I would recommend the training organisation to others.	72.5	23.9
LQ8	I received useful feedback on my assessments.	69.8	9.9
LQ9	Assessments were based on realistic activities.	66.7	8.5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	65.6	10.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	66.7	8.5
LQ12	It was always easy to know the standards expected.	63.5	17.7
LQ13	I usually had a clear idea of what was expected of me.	67.7	10.3
LQ14	Trainers made it clear right from the start what they expected from me.	72.7	13.1
LQ15	I was given enough material to keep up my interest.	71.7	12.1
LQ16	The amount of work I had to do was reasonable.	73.1	15.9
LQ17	The training was at the right level of difficulty for me.	69.8	15.5
LQ18	The training focused on relevant skills.	66.7	16.7
LQ19	The training prepared me well for work.	59.6	21.7
LQ20	The training had a good mix of theory and practice.	66.7	16.7
LQ21	I developed the skills expected from this training.	71.6	18.6
LQ22	I learned to work with people.	73.7	16.2
LQ23	I identified ways to build on my current knowledge and skills.	71.7	14.7
LQ24	I developed the knowledge expected from this training.	67.6	10.0
LQ25	I learned to plan and manage my work.	67.7	10.5
LQ26	Training resources were available when I needed them.	76.0	15.2
LQ27	The training used up-to-date equipment, facilities and materials.	74.7	14.5
LQ28	Training facilities and materials were in good condition.	71.7	14.7
LQ29	Training organisation staff respected my background and needs.	77.8	21.5
LQ30	The training was flexible enough to meet my needs.	75.8	15.1
LQ31	The training organisation had a range of services to support learners.	72.0	12.5
LQ32	I set high standards for myself in this training.	60.6	19.5
LQ33	I pushed myself to understand things I found confusing.	66.7	16.7
LQ34	I looked for my own resources to help me learn.	63.6	17.4
LQ35	I approached trainers if I needed help.	78.8	18.3

# Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

## Trainer Quality

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	78.3	11.0
<b>Qualification Level</b>	<b>Certificate I</b>	8	70.8	4.5
	<b>Certificate II</b>	15	82.8	11.1
	<b>Certificate III</b>			
	<b>Certificate IV</b>			
	<b>Certificate level unknown</b>			
	<b>Diploma</b>			
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	10	77.5	11.8
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>			
	<b>Total</b>	33	78.3	11.0

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	78.3	11.0
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	77.5	11.8
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	23	78.6	10.9
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	33	78.3	11.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	78.2	11.9
	March	2	70.8	5.9
	April	5	78.3	9.5
	May	2	79.2	5.9
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	75.0	9.4
	2016	18	79.6	11.5
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	75.0	0.0
	Not apprenticeship or traineeship	32	78.4	11.2
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	32	78.6	11.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	79.7	11.3
	Male	8	74.0	9.4
	Total	33	78.3	11.0
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	79.2	17.7
	35 to 44	2	87.5	5.9
	45 to 54	12	75.0	11.8
	55 to 64	8	74.0	8.3
	65 or over	9	84.3	9.7
	Total	33	78.3	11.0
Aboriginal or Torres Strait Islander origin	No	33	78.3	11.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	33	78.3	11.0
Home language	English	4	87.5	10.8
	Language other than English	29	77.0	10.6
	Total	33	78.3	11.0
Permanent residency or citizenship	Australian	30	78.1	11.3
	Not Australian	3	80.6	9.6
	Total	33	78.3	11.0
Disability status	Disability identified	11	76.5	12.8
	No disability identified	22	79.2	10.2
	Total	33	78.3	11.0
Groups	1	33	78.3	11.0
	Total	33	78.3	11.0

# Effective Assessment

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	32	67.2	4.2
<b>Qualification Level</b>	Certificate I	8	65.6	2.9
	Certificate II	14	68.5	5.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	10	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	32	67.2	4.2



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	32	67.2	4.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	66.7	0.0
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	22	67.4	5.1
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	32	67.2	4.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	68.3	3.4
	March	1	66.7	0.0
	April	5	65.0	3.7
	May	2	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	11	68.2	3.4
	2016	18	67.1	3.5
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	75.0	0.0
	Not apprenticeship or traineeship	31	66.9	4.0
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	31	67.2	4.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	67.3	4.8
	Male	7	66.7	0.0
	Total	32	67.2	4.2
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	62.5	5.9
	35 to 44	2	66.7	11.8
	45 to 54	11	68.2	3.4
	55 to 64	8	65.6	2.9
	65 or over	9	68.5	3.7
	Total	32	67.2	4.2
Aboriginal or Torres Strait Islander origin	No	32	67.2	4.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	32	67.2	4.2
Home language	English	4	66.7	0.0
	Language other than English	28	67.3	4.5
	Total	32	67.2	4.2
Permanent residency or citizenship	Australian	29	67.2	4.4
	Not Australian	3	66.7	0.0
	Total	32	67.2	4.2
Disability status	Disability identified	10	66.7	3.9
	No disability identified	22	67.4	4.4
	Total	32	67.2	4.2
Groups	1	32	67.2	4.2
	Total	32	67.2	4.2

# Clear Expectations

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	68.0	9.1
<b>Qualification Level</b>	Certificate I	8	61.1	5.9
	Certificate II	15	69.6	9.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	10	71.1	7.8
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	33	68.0	9.1

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	68.0	9.1
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	71.1	7.8
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	23	66.7	9.5
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	33	68.0	9.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	68.3	7.3
	March	2	77.8	15.7
	April	5	66.7	13.6
	May	2	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	67.6	8.8
	2016	18	69.1	9.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	55.6	0.0
	Not apprenticeship or traineeship	32	68.4	9.0
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	32	68.1	9.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	68.9	10.1
	Male	8	65.3	3.9
	Total	33	68.0	9.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	61.1	7.9
	35 to 44	2	77.8	0.0
	45 to 54	12	67.6	7.4
	55 to 64	8	69.4	12.9
	65 or over	9	66.7	7.9
	Total	33	68.0	9.1
Aboriginal or Torres Strait Islander origin	No	33	68.0	9.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	33	68.0	9.1
Home language	English	4	72.2	6.4
	Language other than English	29	67.4	9.4
	Total	33	68.0	9.1
Permanent residency or citizenship	Australian	30	67.4	8.2
	Not Australian	3	74.1	17.0
	Total	33	68.0	9.1
Disability status	Disability identified	11	68.7	6.7
	No disability identified	22	67.7	10.2
	Total	33	68.0	9.1
Groups	1	33	68.0	9.1
	Total	33	68.0	9.1

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	71.4	9.2
<b>Qualification Level</b>	Certificate I	8	70.8	10.2
	Certificate II	15	74.8	9.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	10	66.7	5.2
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	33	71.4	9.2



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	71.4	9.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	66.7	5.2
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	23	73.4	9.9
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	33	71.4	9.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	70.4	9.5
	March	2	66.7	0.0
	April	5	71.1	6.1
	May	2	72.2	7.9
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	71.3	10.0
	2016	18	69.8	7.4
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	32	71.5	9.3
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	32	71.5	9.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	71.1	9.1
	Male	8	72.2	10.3
	Total	33	71.4	9.2
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	66.7	0.0
	35 to 44	2	77.8	15.7
	45 to 54	12	72.2	11.1
	55 to 64	8	70.8	10.2
	65 or over	9	70.4	5.6
	Total	33	71.4	9.2
Aboriginal or Torres Strait Islander origin	No	33	71.4	9.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	33	71.4	9.2
Home language	English	4	69.4	5.6
	Language other than English	29	71.6	9.7
	Total	33	71.4	9.2
Permanent residency or citizenship	Australian	30	71.1	9.5
	Not Australian	3	74.1	6.4
	Total	33	71.4	9.2
Disability status	Disability identified	11	69.7	10.1
	No disability identified	22	72.2	8.9
	Total	33	71.4	9.2
Groups	1	33	71.4	9.2
	Total	33	71.4	9.2

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	64.3	14.1
<b>Qualification Level</b>	<b>Certificate I</b>	9	58.0	23.4
	<b>Certificate II</b>	14	66.7	10.7
	<b>Certificate III</b>			
	<b>Certificate IV</b>			
	<b>Certificate level unknown</b>			
	<b>Diploma</b>			
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	10	66.7	0.0
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>			
	<b>Total</b>	33	64.3	14.1

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	64.3	14.1
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	66.7	0.0
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	23	63.3	16.9
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	33	64.3	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	20	63.3	15.8
	March	2	61.1	7.9
	April	6	72.2	11.7
	May	2	61.1	7.9
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	65.7	3.2
	2016	18	64.2	18.5
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	32	64.2	14.3
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	32	64.2	14.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	66.7	9.1
	Male	8	56.9	23.3
	Total	33	64.3	14.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	66.7	0.0
	35 to 44	2	61.1	23.6
	45 to 54	11	66.7	5.0
	55 to 64	9	61.7	25.5
	65 or over	9	64.2	4.9
	Total	33	64.3	14.1
Aboriginal or Torres Strait Islander origin	No	33	64.3	14.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	33	64.3	14.1
Home language	English	4	66.7	0.0
	Language other than English	29	64.0	15.0
	Total	33	64.3	14.1
Permanent residency or citizenship	Australian	30	63.7	14.6
	Not Australian	3	70.4	6.4
	Total	33	64.3	14.1
Disability status	Disability identified	12	60.2	20.9
	No disability identified	21	66.7	7.9
	Total	33	64.3	14.1
Groups	1	33	64.3	14.1
	Total	33	64.3	14.1

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	34	70.7	7.1
<b>Qualification Level</b>	Certificate I	9	72.1	10.3
	Certificate II	15	70.2	6.6
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	10	70.0	4.7
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	34	70.7	7.1



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	34	70.7	7.1
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	70.0	4.7
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	24	70.9	8.0
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	34	70.7	7.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	69.5	6.2
	March	2	73.3	9.4
	April	6	74.8	9.5
	May	2	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	68.3	4.1
	2016	19	72.0	8.1
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	33	70.8	7.2
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	33	70.8	7.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	70.9	7.3
	Male	8	70.0	7.1
	Total	34	70.7	7.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	63.3	4.7
	35 to 44	2	70.0	4.7
	45 to 54	12	69.4	6.6
	55 to 64	9	75.8	9.2
	65 or over	9	68.9	3.3
	Total	34	70.7	7.1
Aboriginal or Torres Strait Islander origin	No	34	70.7	7.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	34	70.7	7.1
Home language	English	4	71.7	3.3
	Language other than English	30	70.5	7.5
	Total	34	70.7	7.1
Permanent residency or citizenship	Australian	31	70.2	7.0
	Not Australian	3	75.6	7.7
	Total	34	70.7	7.1
Disability status	Disability identified	12	71.3	8.1
	No disability identified	22	70.3	6.7
	Total	34	70.7	7.1
Groups	1	34	70.7	7.1
	Total	34	70.7	7.1

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	74.1	9.9
<b>Qualification Level</b>	Certificate I	8	73.6	8.3
	Certificate II	15	78.5	10.7
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	10	67.8	6.3
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	33	74.1	9.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	74.1	9.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	67.8	6.3
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	23	76.8	10.0
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	33	74.1	9.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	73.5	10.8
	March	2	66.7	0.0
	April	5	73.3	6.1
	May	2	83.3	7.9
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	71.3	8.8
	2016	18	75.3	10.5
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	32	74.3	10.0
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	32	74.3	10.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	75.1	10.8
	Male	8	70.8	5.8
	Total	33	74.1	9.9
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	72.2	7.9
	35 to 44	2	83.3	7.9
	45 to 54	12	72.2	10.1
	55 to 64	8	73.6	8.3
	65 or over	9	75.3	12.1
	Total	33	74.1	9.9
Aboriginal or Torres Strait Islander origin	No	33	74.1	9.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	33	74.1	9.9
Home language	English	4	69.4	5.6
	Language other than English	29	74.7	10.2
	Total	33	74.1	9.9
Permanent residency or citizenship	Australian	30	74.4	10.2
	Not Australian	3	70.4	6.4
	Total	33	74.1	9.9
Disability status	Disability identified	11	70.7	9.0
	No disability identified	22	75.8	10.1
	Total	33	74.1	9.9
Groups	1	33	74.1	9.9
	Total	33	74.1	9.9

# Effective Support

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	34	74.8	11.4
<b>Qualification Level</b>	<b>Certificate I</b>	9	70.4	12.4
	<b>Certificate II</b>	15	77.8	12.6
	<b>Certificate III</b>			
	<b>Certificate IV</b>			
	<b>Certificate level unknown</b>			
	<b>Diploma</b>			
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	10	74.4	7.5
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>			
	<b>Total</b>	34	74.8	11.4



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	34	74.8	11.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	74.4	7.5
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	24	75.0	12.8
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	34	74.8	11.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	74.6	12.7
	March	2	72.2	7.9
	April	6	74.1	9.1
	May	2	83.3	7.9
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	74.1	7.2
	2016	19	75.4	13.6
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	77.8	0.0
	Not apprenticeship or traineeship	33	74.7	11.5
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	33	75.1	11.5

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	76.5	10.6
	Male	8	69.4	12.9
	Total	34	74.8	11.4
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	77.8	15.7
	35 to 44	2	72.2	7.9
	45 to 54	12	75.9	11.4
	55 to 64	9	70.4	12.4
	65 or over	9	77.8	11.1
	Total	34	74.8	11.4
Aboriginal or Torres Strait Islander origin	No	34	74.8	11.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	34	74.8	11.4
Home language	English	4	77.8	9.1
	Language other than English	30	74.4	11.7
	Total	34	74.8	11.4
Permanent residency or citizenship	Australian	31	74.2	11.6
	Not Australian	3	81.5	6.4
	Total	34	74.8	11.4
Disability status	Disability identified	12	70.4	10.9
	No disability identified	22	77.3	11.1
	Total	34	74.8	11.4
Groups	1	34	74.8	11.4
	Total	34	74.8	11.4

# Active Learning

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	67.4	12.4
<b>Qualification Level</b>	<b>Certificate I</b>	9	59.3	17.9
	<b>Certificate II</b>	14	72.6	9.5
	<b>Certificate III</b>			
	<b>Certificate IV</b>			
	<b>Certificate level unknown</b>			
	<b>Diploma</b>			
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	10	67.5	4.7
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>			
	<b>Total</b>	33	67.4	12.4

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	33	67.4	12.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	67.5	4.7
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	23	67.4	14.6
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	33	67.4	12.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	20	67.9	15.1
	March	2	62.5	5.9
	April	6	66.7	0.0
	May	2	70.8	5.9
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	67.4	6.6
	2016	18	67.6	15.4
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	75.0	0.0
	Not apprenticeship or traineeship	32	67.2	12.5
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	32	67.4	12.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	69.3	8.9
	Male	8	61.5	19.4
	Total	33	67.4	12.4
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	58.3	11.8
	35 to 44	2	75.0	0.0
	45 to 54	11	69.7	11.3
	55 to 64	9	61.1	17.7
	65 or over	9	71.3	4.4
	Total	33	67.4	12.4
Aboriginal or Torres Strait Islander origin	No	33	67.4	12.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	33	67.4	12.4
Home language	English	4	70.8	4.8
	Language other than English	29	67.0	13.1
	Total	33	67.4	12.4
Permanent residency or citizenship	Australian	30	67.5	13.0
	Not Australian	3	66.7	0.0
	Total	33	67.4	12.4
Disability status	Disability identified	12	63.2	16.1
	No disability identified	21	69.8	9.3
	Total	33	67.4	12.4
Groups	1	33	67.4	12.4
	Total	33	67.4	12.4

# Overall Satisfaction

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	34	73.5	13.1
<b>Qualification Level</b>	<b>Certificate I</b>	9	72.8	19.3
	<b>Certificate II</b>	15	72.6	10.2
	<b>Certificate III</b>			
	<b>Certificate IV</b>			
	<b>Certificate level unknown</b>			
	<b>Diploma</b>			
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	10	75.6	11.5
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>			
	<b>Total</b>	34	73.5	13.1



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	34	73.5	13.1
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	10	75.6	11.5
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>	24	72.7	13.9
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>			
	<b>Total</b>	34	73.5	13.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	21	72.5	12.0
	March	2	77.8	0.0
	April	6	79.6	19.1
	May	2	77.8	15.7
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2018			
	2017	12	75.9	10.4
	2016	19	73.7	14.9
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	88.9	0.0
	Not apprenticeship or traineeship	33	73.1	13.0
Recognition of prior learning	Recognition of prior learning	1	55.6	0.0
	No recognition of prior learning	33	74.1	12.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	75.6	13.3
	Male	8	66.7	10.3
	Total	34	73.5	13.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	2	61.1	7.9
	35 to 44	2	66.7	0.0
	45 to 54	12	73.1	11.1
	55 to 64	9	70.4	16.7
	65 or over	9	81.5	11.1
	Total	34	73.5	13.1
Aboriginal or Torres Strait Islander origin	No	34	73.5	13.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	34	73.5	13.1
Home language	English	4	77.8	9.1
	Language other than English	30	73.0	13.6
	Total	34	73.5	13.1
Permanent residency or citizenship	Australian	31	73.1	13.4
	Not Australian	3	77.8	11.1
	Total	34	73.5	13.1
Disability status	Disability identified	12	71.3	13.8
	No disability identified	22	74.7	12.9
	Total	34	73.5	13.1
Groups	1	34	73.5	13.1
	Total	34	73.5	13.1

# Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Group Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

## Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	78.3	11.0		
Effective Assessment	67.2	4.2		
Clear Expectations	68.0	9.1		
Learning Stimulation	71.4	9.2		
Training Relevance	64.3	14.1		
Competency Development	70.7	7.1		
Training Resources	74.1	9.9		
Effective Support	74.8	11.4		
Active Learning	67.4	12.4		
Overall Satisfaction	73.5	13.1		

# Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

## LQ best aspects

Conversation learning improving ourselves
Conversation, writing and social
Everything
Give something to do teacher and friends
Happy with friends
Helps me keep up with technology, keeps my brain active
I like to learn computer and meeting friend
I would like to improve my knowledge, I would like to improve my social group, I would like to gets me out pf the house
Improve my confidence, knowledge and social. Encouraged me to get out of the house
Improved my English, knowledge and my confidence. Also get me out of the house
Improved my confidence
Improved my knowledge and confidence
Improved my knowledge confidance social group encouraged me to learn, set me out of the house
Improved my knowledge, confidence
Improved my knowledge. Improved my confidence. Encouraged me to learn
Increase my confidence, keep my brain active, learning a new skill
Learning a new skill, keep brain active, I like learning
Learning and improving
Learning new skills, mixing with other people, being able to keep in touch with family
Listening and writing reading and also spelling
Meeting other. Learning a new skill - keep my brain active - Helps me keep up with technology get me out of the house
Meeting others, keeping up with technology
My confident conversation teachers learning improving
Spelling, writing, reading and listening
Teacher conversation Teacher style
Teachers good conversation learning improving social
Teachers, conversation learning improving comfortable cosy
Teaching style conversations
Understanding of subject teaching
good environment, the teachers are fun

## LQ needs improvement

Come regularly
Come regularly more social
I come regularly urn
I come regulary urn
Include more types of digital devices
Language too hard and don't understand
More digital devices, more mobile phone time, more ipad time
Need in improvement, include different of digital devices. Training on specific devices only
Need in improvement, include different types of digital devices, training on specific devices only
Okay
Understand more technologies. Include different types of digital device
Using more of the ipad, include different types of devices
come regularly
everything is ok
more classes come regularly

# Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

<b>Learner survey feedback</b>	
Staff days spent managing learner survey	5
Cost of direct expenses of learner survey	350
Problems encountered during learner survey	Students are studying English as an alternative language, hence they found it difficult to comprehend the questions posed because the language used in the surveys was beyond their skill set.
<b>Employer survey feedback</b>	
Staff days spent managing employer survey	0
Cost of direct expenses of employer survey	0
Problems encountered during employer survey	Our students are self referrals or referred by other Community Houses. We are not involved in any referrals by employers, hence we did not complete these surveys.

# Registering body report

09 May 2018

## RTO Information

NTIS number	6389
Name	Angliss Neighbourhood House
Street Address	2/11 Vipont Street
City/town/suburb	Footscray
State	VIC
Post code	3011

## Learner and employer response

	Learners	Employers
Response count (number)	34	0
Population count (number)	16	2
Response rate (per cent)	212.5	0.0

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	71.0	16.4		
Trainer Quality	78.3	11.0		
Effective Assessment	67.2	4.2		
Clear Expectations	68.0	9.1		
Learning Stimulation	71.4	9.2		
Training Relevance	64.3	14.1		
Competency Development	70.7	7.1		
Training Resources	74.1	9.9		
Effective Support	74.8	11.4		
Active Learning	67.4	12.4		
Overall Satisfaction	73.5	13.1		

## Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	Students are studying English as an alternative language, hence may not have understood the questions posed and the resulting data could be a misrepresentation of the student body
Main ways data has been used for continuous improvement	Follow up feedback sessions are conducted in order to monitor students satisfaction for all programs and services. Maintenance of training and assesment delivery and review.