

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

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	72	79.9	13.1
Effective Assessment	72	69.9	8.7
Clear Expectations	72	71.0	9.4
Learning Stimulation	72	69.1	10.3
Training Relevance	72	68.4	11.8
Competency Development	73	70.8	7.7
Training Resources	72	76.7	13.7
Effective Support	73	76.0	11.6
Active Learning	72	69.2	10.8
Overall Satisfaction	73	77.6	13.5

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	4	20	500.0
	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	6	51	850.0
	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	1	0.0
	TOTAL	10	72	720.0
Qualification level	Certificate I	2	19	950.0
	Certificate II	4	33	825.0
	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	4	20	500.0
	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	10	72	720.0

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	44	27	71	2
LQ2	Trainers made the subject as interesting as possible.	0	2	42	27	69	2
LQ3	Trainers had an excellent knowledge of the subject content.	0	2	38	31	69	2
LQ4	Trainers explained things clearly.	0	1	37	34	71	1
LQ5	Overall, I am satisfied with the training.	0	3	52	17	69	1
LQ6	I would recommend the training to others.	0	1	41	30	71	1
LQ7	I would recommend the training organisation to others.	1	3	36	33	69	0
LQ8	I received useful feedback on my assessments.	0	2	56	12	68	3
LQ9	Assessments were based on realistic activities.	0	1	63	7	70	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	3	59	9	68	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	3	58	10	68	2
LQ12	It was always easy to know the standards expected.	0	2	57	10	67	4
LQ13	I usually had a clear idea of what was expected of me.	0	3	59	8	67	3
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	56	16	72	1
LQ15	I was given enough material to keep up my interest.	0	2	53	17	70	1
LQ16	The amount of work I had to do was reasonable.	0	3	59	8	67	3
LQ17	The training was at the right level of difficulty for me.	1	7	57	6	63	2
LQ18	The training focused on relevant skills.	1	0	60	11	71	1
LQ19	The training prepared me well for work.	2	5	52	7	59	7
LQ20	The training had a good mix of theory and practice.	1	3	58	9	67	2
LQ21	I developed the skills expected from this training.	1	1	60	10	70	1
LQ22	I learned to work with people.	0	3	50	19	69	1
LQ23	I identified ways to build on my current knowledge and skills.	0	3	60	9	69	1
LQ24	I developed the knowledge expected from this training.	0	1	60	12	72	0
LQ25	I learned to plan and manage my work.	0	3	59	7	66	4
LQ26	Training resources were available when I needed them.	0	4	48	19	67	2
LQ27	The training used up-to-date equipment, facilities and materials.	0	2	47	22	69	2
LQ28	Training facilities and materials were in good condition.	0	1	40	31	71	1
LQ29	Training organisation staff respected my background and needs.	1	0	46	25	71	1
LQ30	The training was flexible enough to meet my needs.	0	0	58	14	72	1
LQ31	The training organisation had a range of services to support learners.	0	1	45	25	70	2
LQ32	I set high standards for myself in this training.	1	9	55	7	62	1
LQ33	I pushed myself to understand things I found confusing.	3	2	58	8	66	2
LQ34	I looked for my own resources to help me learn.	1	6	57	8	65	1
LQ35	I approached trainers if I needed help.	0	2	42	28	70	1

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	62.0	38.0	100.0	2.7
LQ2	Trainers made the subject as interesting as possible.	0.0	2.8	59.2	38.0	97.2	2.7
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	2.8	53.5	43.7	97.2	2.7
LQ4	Trainers explained things clearly.	0.0	1.4	51.4	47.2	98.6	1.4
LQ5	Overall, I am satisfied with the training.	0.0	4.2	72.2	23.6	95.8	1.4
LQ6	I would recommend the training to others.	0.0	1.4	57.0	41.7	98.6	1.4
LQ7	I would recommend the training organisation to others.	1.4	4.1	49.3	45.2	94.5	0.0
LQ8	I received useful feedback on my assessments.	0.0	2.9	80.0	17.2	97.2	4.1
LQ9	Assessments were based on realistic activities.	0.0	1.4	88.7	9.9	98.6	2.7
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	4.2	83.1	12.7	95.8	2.7
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	4.2	81.7	14.1	95.8	2.7
LQ12	It was always easy to know the standards expected.	0.0	2.9	82.6	14.5	97.1	5.5
LQ13	I usually had a clear idea of what was expected of me.	0.0	4.3	84.3	11.4	95.7	4.1
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	77.8	22.2	100.0	1.4
LQ15	I was given enough material to keep up my interest.	0.0	2.8	73.6	23.6	97.2	1.4
LQ16	The amount of work I had to do was reasonable.	0.0	4.3	84.3	11.4	95.7	4.1
LQ17	The training was at the right level of difficulty for me.	1.4	9.9	80.3	8.5	88.7	2.7
LQ18	The training focused on relevant skills.	1.4	0.0	83.3	15.3	98.6	1.4
LQ19	The training prepared me well for work.	3.0	7.6	78.8	10.6	89.4	9.6
LQ20	The training had a good mix of theory and practice.	1.4	4.2	81.7	12.7	94.4	2.7
LQ21	I developed the skills expected from this training.	1.4	1.4	83.3	13.9	97.2	1.4
LQ22	I learned to work with people.	0.0	4.2	69.5	26.4	95.8	1.4
LQ23	I identified ways to build on my current knowledge and skills.	0.0	4.2	83.3	12.5	95.8	1.4
LQ24	I developed the knowledge expected from this training.	0.0	1.4	82.2	16.4	98.6	0.0
LQ25	I learned to plan and manage my work.	0.0	4.4	85.5	10.2	95.7	5.5
LQ26	Training resources were available when I needed them.	0.0	5.6	67.6	26.8	94.4	2.7
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	2.8	66.2	31.0	97.2	2.7
LQ28	Training facilities and materials were in good condition.	0.0	1.4	55.6	43.1	98.6	1.4
LQ29	Training organisation staff respected my background and needs.	1.4	0.0	63.9	34.7	98.6	1.4
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	80.6	19.5	100.0	1.4
LQ31	The training organisation had a range of services to support learners.	0.0	1.4	63.4	35.2	98.6	2.7
LQ32	I set high standards for myself in this training.	1.4	12.5	76.4	9.7	86.1	1.4
LQ33	I pushed myself to understand things I found confusing.	4.2	2.8	81.7	11.3	93.0	2.7
LQ34	I looked for my own resources to help me learn.	1.4	8.3	79.2	11.1	90.3	1.4
LQ35	I approached trainers if I needed help.	0.0	2.8	58.3	38.9	97.2	1.4

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	79.3	16.3
LQ2	Trainers made the subject as interesting as possible.	78.4	17.9
LQ3	Trainers had an excellent knowledge of the subject content.	80.3	18.3
LQ4	Trainers explained things clearly.	81.9	17.6
LQ5	Overall, I am satisfied with the training.	73.1	16.4
LQ6	I would recommend the training to others.	80.1	17.4
LQ7	I would recommend the training organisation to others.	79.5	21.2
LQ8	I received useful feedback on my assessments.	71.4	14.2
LQ9	Assessments were based on realistic activities.	69.5	10.9
LQ10	The way I was assessed was a fair test of my skills and knowledge.	69.5	13.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	70.0	14.0
LQ12	It was always easy to know the standards expected.	70.5	13.5
LQ13	I usually had a clear idea of what was expected of me.	69.0	13.1
LQ14	Trainers made it clear right from the start what they expected from me.	74.1	14.0
LQ15	I was given enough material to keep up my interest.	73.6	15.8
LQ16	The amount of work I had to do was reasonable.	69.0	13.1
LQ17	The training was at the right level of difficulty for me.	65.3	16.4
LQ18	The training focused on relevant skills.	70.8	14.7
LQ19	The training prepared me well for work.	65.7	18.5
LQ20	The training had a good mix of theory and practice.	68.5	15.8
LQ21	I developed the skills expected from this training.	69.9	15.0
LQ22	I learned to work with people.	74.1	17.0
LQ23	I identified ways to build on my current knowledge and skills.	69.4	13.4
LQ24	I developed the knowledge expected from this training.	71.7	13.2
LQ25	I learned to plan and manage my work.	68.6	12.6
LQ26	Training resources were available when I needed them.	73.7	17.7
LQ27	The training used up-to-date equipment, facilities and materials.	76.1	17.1
LQ28	Training facilities and materials were in good condition.	80.6	17.5
LQ29	Training organisation staff respected my background and needs.	77.3	18.4
LQ30	The training was flexible enough to meet my needs.	73.1	13.3
LQ31	The training organisation had a range of services to support learners.	77.9	16.9
LQ32	I set high standards for myself in this training.	64.8	17.6
LQ33	I pushed myself to understand things I found confusing.	66.7	18.7
LQ34	I looked for my own resources to help me learn.	66.7	16.8
LQ35	I approached trainers if I needed help.	78.7	18.0

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
Provider	Total	72	79.9	13.1
Qualification Level	Certificate I	18	74.7	11.3
	Certificate II	33	80.3	12.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	84.6	13.9
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	80.1	13.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	79.9	13.1
Field of education	Natural and physical sciences			
	Information technology	20	83.3	14.3
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	78.6	12.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	91.7	0.0
	Total	71	80.1	13.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	82.3	12.9
	March	4	72.9	18.5
	April	7	76.2	10.1
	May	2	87.5	17.7
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	75.0	16.1
2019		20	85.4	12.9
2018		15	76.9	11.0
2017		2	66.7	0.0
2016		18	80.1	11.5
2015				
2014				
2013		1	100.0	0.0
2012				
2011		1	100.0	0.0
2010		2	87.5	5.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	66.7	0.0
	Not apprenticeship or traineeship	66	80.9	13.1
Recognition of prior learning	Recognition of prior learning	5	73.3	14.9
	No recognition of prior learning	60	80.7	13.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	80.0	13.2
	Male	15	79.4	12.9
	Total	72	79.9	13.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	75.7	11.9
	35 to 44	6	77.8	6.8
	45 to 54	24	74.7	13.1
	55 to 64	17	80.9	13.7
	65 or over	20	87.5	11.3
	Total	71	80.1	13.1
Aboriginal or Torres Strait Islander origin	No	67	80.9	13.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	80.9	13.0
Home language	English	15	87.2	13.3
	Language other than English	57	78.0	12.4
	Total	72	79.9	13.1
Permanent residency or citizenship	Australian	63	81.1	13.1
	Not Australian	6	73.6	11.1
	Total	69	80.5	13.1
Disability status	Disability identified	23	79.3	14.0
	No disability identified	44	81.3	12.8
	Total	67	80.6	13.2
Groups	1	72	79.9	13.1
	Total	72	79.9	13.1

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	69.9	8.7
Qualification Level	Certificate I	18	66.8	10.3
	Certificate II	33	69.9	7.5
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	72.9	8.5
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	70.0	8.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	69.9	8.7
Field of education	Natural and physical sciences			
	Information technology	20	71.7	7.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	68.9	8.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	91.7	0.0
	Total	71	70.0	8.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	70.6	9.1
	March	4	77.1	12.5
	April	7	64.3	4.1
	May	2	66.7	0.0
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	74.1	10.6
2019		20	73.7	9.1
2018		15	65.7	8.3
2017		2	66.7	0.0
2016		18	66.7	4.0
2015				
2014				
2013		1	66.7	0.0
2012				
2011		1	66.7	0.0
2010		2	87.5	5.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	66.7	0.0
	Not apprenticeship or traineeship	66	70.2	9.0
Recognition of prior learning	Recognition of prior learning	5	68.3	3.7
	No recognition of prior learning	60	70.6	9.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	70.2	9.2
	Male	15	68.9	6.7
	Total	72	69.9	8.7
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	64.6	4.2
	35 to 44	6	73.6	9.7
	45 to 54	24	67.8	7.9
	55 to 64	17	69.6	9.3
	65 or over	20	72.9	8.9
	Total	71	70.0	8.7
Aboriginal or Torres Strait Islander origin	No	67	70.2	8.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	70.2	8.9
Home language	English	15	72.8	9.2
	Language other than English	57	69.2	8.5
	Total	72	69.9	8.7
Permanent residency or citizenship	Australian	63	70.5	8.9
	Not Australian	6	65.3	6.3
	Total	69	70.1	8.8
Disability status	Disability identified	23	71.9	11.4
	No disability identified	44	69.5	7.2
	Total	67	70.3	8.8
Groups	1	72	69.9	8.7
	Total	72	69.9	8.7

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	71.0	9.4
Qualification Level	Certificate I	18	66.0	8.7
	Certificate II	33	72.1	8.4
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	73.9	10.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	71.0	9.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	71.0	9.4
Field of education	Natural and physical sciences			
	Information technology	20	73.9	10.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	70.0	9.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	66.7	0.0
	Total	71	71.0	9.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	71.6	10.1
	March	4	69.4	5.6
	April	7	69.8	10.6
	May	2	72.2	7.9
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	70.4	5.6
2019		20	72.8	10.5
2018		15	67.4	8.6
2017		2	66.7	0.0
2016		18	70.4	8.5
2015				
2014				
2013		1	66.7	0.0
2012				
2011		1	77.8	0.0
2010		2	94.4	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	66.7	0.0
	Not apprenticeship or traineeship	66	71.2	9.7
Recognition of prior learning	Recognition of prior learning	5	71.1	9.9
	No recognition of prior learning	60	70.7	9.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	71.7	10.0
	Male	15	68.1	5.7
	Total	72	71.0	9.4
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	62.5	8.3
	35 to 44	6	72.2	6.1
	45 to 54	24	69.2	9.8
	55 to 64	17	71.9	6.9
	65 or over	20	73.9	11.0
	Total	71	71.0	9.4
Aboriginal or Torres Strait Islander origin	No	67	71.3	9.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	71.3	9.7
Home language	English	15	74.1	13.1
	Language other than English	57	70.2	8.1
	Total	72	71.0	9.4
Permanent residency or citizenship	Australian	63	71.4	9.7
	Not Australian	6	68.5	8.4
	Total	69	71.2	9.5
Disability status	Disability identified	23	68.4	7.0
	No disability identified	44	72.9	10.3
	Total	67	71.3	9.5
Groups	1	72	71.0	9.4
	Total	72	71.0	9.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	69.1	10.3
Qualification Level	Certificate I	18	64.8	7.9
	Certificate II	33	68.7	10.2
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	73.9	11.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	69.2	10.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	69.1	10.3
Field of education	Natural and physical sciences			
	Information technology	20	72.2	9.2
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	67.3	9.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	100.0	0.0
	Total	71	69.2	10.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	70.1	10.0
	March	4	69.4	14.0
	April	7	61.9	14.1
	May	2	77.8	0.0
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	69.1	9.3
2019		20	71.7	11.7
2018		15	64.4	12.7
2017		2	66.7	0.0
2016		18	69.1	7.2
2015				
2014				
2013		1	77.8	0.0
2012				
2011		1	66.7	0.0
2010		2	83.3	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	55.6	19.2
	Not apprenticeship or traineeship	66	69.9	9.7
Recognition of prior learning	Recognition of prior learning	5	68.9	5.0
	No recognition of prior learning	60	69.6	11.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	69.4	11.2
	Male	15	68.1	5.7
	Total	72	69.1	10.3
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	61.1	11.1
	35 to 44	6	64.8	4.5
	45 to 54	24	69.4	8.8
	55 to 64	17	67.3	11.4
	65 or over	20	73.3	11.1
	Total	71	69.2	10.3
Aboriginal or Torres Strait Islander origin	No	67	69.3	10.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	69.3	10.6
Home language	English	15	71.1	11.7
	Language other than English	57	68.6	9.9
	Total	72	69.1	10.3
Permanent residency or citizenship	Australian	63	69.8	10.5
	Not Australian	6	63.0	9.1
	Total	69	69.2	10.5
Disability status	Disability identified	23	68.6	10.4
	No disability identified	44	69.7	10.8
	Total	67	69.3	10.6
Groups	1	72	69.1	10.3
	Total	72	69.1	10.3

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	68.4	11.8
Qualification Level	Certificate I	19	65.2	18.5
	Certificate II	32	70.1	9.1
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	68.9	6.8
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	68.5	11.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	68.4	11.8
Field of education	Natural and physical sciences			
	Information technology	20	69.4	6.1
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	68.3	13.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	55.6	0.0
	Total	71	68.5	11.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	51	67.9	12.5
	March	4	69.4	14.0
	April	8	70.8	10.2
	May	2	61.1	7.9
	June	1	88.9	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	70.4	11.1
2019		20	70.0	8.9
2018		15	69.3	6.9
2017		2	83.3	7.9
2016		18	63.6	18.2
2015				
2014				
2013		1	66.7	0.0
2012				
2011		1	66.7	0.0
2010		2	66.7	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	70.4	6.4
	Not apprenticeship or traineeship	66	68.3	12.2
Recognition of prior learning	Recognition of prior learning	5	73.3	9.9
	No recognition of prior learning	60	68.1	12.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	69.1	8.5
	Male	15	65.9	20.3
	Total	72	68.4	11.8
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	66.7	9.1
	35 to 44	6	74.1	9.1
	45 to 54	23	68.4	7.4
	55 to 64	18	67.3	19.6
	65 or over	20	68.3	8.3
	Total	71	68.5	11.9
Aboriginal or Torres Strait Islander origin	No	67	68.2	12.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	68.2	12.1
Home language	English	15	68.9	7.5
	Language other than English	57	68.3	12.8
	Total	72	68.4	11.8
Permanent residency or citizenship	Australian	63	67.8	12.2
	Not Australian	6	74.1	9.1
	Total	69	68.4	12.0
Disability status	Disability identified	24	66.9	15.9
	No disability identified	43	69.3	9.3
	Total	67	68.4	12.0
Groups	1	72	68.4	11.8
	Total	72	68.4	11.8

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	73	70.8	7.7
Qualification Level	Certificate I	19	69.6	8.4
	Certificate II	33	71.2	8.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	71.7	5.2
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	70.9	7.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	73	70.8	7.7
Field of education	Natural and physical sciences			
	Information technology	20	71.3	5.3
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	70.7	8.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	73.3	0.0
	Total	72	70.9	7.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	70.5	7.5
	March	4	73.3	7.7
	April	8	76.1	9.1
	May	2	60.0	9.4
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	71.1	7.5
2019		20	69.0	8.5
2018		15	71.2	8.3
2017		2	73.3	9.4
2016		19	71.7	7.9
2015				
2014				
2013		1	80.0	0.0
2012				
2011		1	66.7	0.0
2010		2	76.7	4.7
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	77.8	10.2
	Not apprenticeship or traineeship	67	70.5	7.6
Recognition of prior learning	Recognition of prior learning	5	70.7	6.0
	No recognition of prior learning	61	70.8	8.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	58	71.0	7.6
	Male	15	70.2	8.7
	Total	73	70.8	7.7
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	68.3	8.4
	35 to 44	6	71.1	5.4
	45 to 54	24	67.8	6.7
	55 to 64	18	73.5	10.2
	65 or over	20	72.3	6.2
	Total	72	70.8	7.8
Aboriginal or Torres Strait Islander origin	No	68	70.4	7.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	68	70.4	7.8
Home language	English	15	71.6	8.9
	Language other than English	58	70.6	7.5
	Total	73	70.8	7.7
Permanent residency or citizenship	Australian	64	71.1	7.8
	Not Australian	6	68.9	9.1
	Total	70	70.9	7.9
Disability status	Disability identified	24	71.5	7.9
	No disability identified	44	70.6	7.5
	Total	68	70.9	7.6
Groups	1	73	70.8	7.7
	Total	73	70.8	7.7

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	76.7	13.7
Qualification Level	Certificate I	18	70.4	12.6
	Certificate II	33	77.1	12.1
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	82.2	15.5
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	76.8	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	76.7	13.7
Field of education	Natural and physical sciences			
	Information technology	20	80.6	15.2
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	74.9	12.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	100.0	0.0
	Total	71	76.8	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	78.6	15.1
	March	4	69.4	10.6
	April	7	73.0	5.9
	May	2	83.3	7.9
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	67.9	10.3
2019		20	80.0	16.0
2018		15	76.3	13.8
2017		2	66.7	0.0
2016		18	75.9	10.3
2015				
2014				
2013		1	100.0	0.0
2012				
2011		1	100.0	0.0
2010		2	94.4	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	66.7	0.0
	Not apprenticeship or traineeship	66	77.3	14.0
Recognition of prior learning	Recognition of prior learning	5	73.3	14.9
	No recognition of prior learning	60	77.2	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	77.6	14.3
	Male	15	73.3	11.0
	Total	72	76.7	13.7
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	77.8	15.7
	35 to 44	6	75.9	8.4
	45 to 54	24	73.1	14.3
	55 to 64	17	71.9	10.5
	65 or over	20	84.4	14.1
	Total	71	76.5	13.7
Aboriginal or Torres Strait Islander origin	No	67	76.9	14.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	76.9	14.0
Home language	English	15	81.5	17.7
	Language other than English	57	75.4	12.4
	Total	72	76.7	13.7
Permanent residency or citizenship	Australian	63	78.5	13.4
	Not Australian	6	63.0	11.5
	Total	69	77.1	13.9
Disability status	Disability identified	23	72.5	13.8
	No disability identified	44	79.8	13.6
	Total	67	77.3	14.0
Groups	1	72	76.7	13.7
	Total	72	76.7	13.7

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	73	76.0	11.6
Qualification Level	Certificate I	19	73.1	10.7
	Certificate II	33	76.8	11.2
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	77.8	13.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	76.1	11.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	73	76.0	11.6
Field of education	Natural and physical sciences			
	Information technology	20	76.1	12.1
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	75.6	11.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	100.0	0.0
	Total	72	76.1	11.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	77.4	12.6
	March	4	75.0	5.6
	April	8	73.6	8.3
	May	2	83.3	7.9
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	74.1	11.1
2019		20	78.3	12.7
2018		15	74.8	6.6
2017		2	72.2	7.9
2016		19	75.4	13.6
2015				
2014				
2013		1	88.9	0.0
2012				
2011		1	88.9	0.0
2010		2	83.3	23.6
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	70.4	6.4
	Not apprenticeship or traineeship	67	76.5	11.8
Recognition of prior learning	Recognition of prior learning	5	73.3	9.9
	No recognition of prior learning	61	76.3	12.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	58	76.8	11.3
	Male	15	72.6	12.5
	Total	73	76.0	11.6
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	77.8	9.1
	35 to 44	6	77.8	7.0
	45 to 54	24	74.5	11.1
	55 to 64	18	72.8	12.2
	65 or over	20	80.0	12.8
	Total	72	76.1	11.6
Aboriginal or Torres Strait Islander origin	No	68	76.5	11.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	68	76.5	11.8
Home language	English	15	77.8	12.6
	Language other than English	58	75.5	11.4
	Total	73	76.0	11.6
Permanent residency or citizenship	Australian	64	76.7	12.0
	Not Australian	6	70.4	5.7
	Total	70	76.2	11.7
Disability status	Disability identified	24	74.1	11.2
	No disability identified	44	77.5	12.1
	Total	68	76.3	11.8
Groups	1	73	76.0	11.6
	Total	73	76.0	11.6

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	69.2	10.8
Qualification Level	Certificate I	19	64.0	13.9
	Certificate II	32	71.9	9.9
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	70.0	7.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	69.2	10.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	69.2	10.8
Field of education	Natural and physical sciences			
	Information technology	20	69.6	7.3
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	69.0	12.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	75.0	0.0
	Total	71	69.2	10.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	51	68.8	11.3
	March	4	70.8	14.4
	April	8	69.8	7.6
	May	2	79.2	5.9
	June	1	75.0	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	66.7	14.4
2019		20	70.4	6.3
2018		15	69.4	9.8
2017		2	75.0	0.0
2016		18	68.1	15.5
2015				
2014				
2013		1	75.0	0.0
2012				
2011		1	83.3	0.0
2010		2	66.7	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	75.0	8.3
	Not apprenticeship or traineeship	66	68.6	10.7
Recognition of prior learning	Recognition of prior learning	5	71.7	4.6
	No recognition of prior learning	60	68.9	11.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	57	70.3	9.0
	Male	15	65.0	15.5
	Total	72	69.2	10.8
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	68.7	4.2
	35 to 44	6	70.8	7.0
	45 to 54	23	68.1	9.9
	55 to 64	18	66.7	15.9
	65 or over	20	72.5	7.7
	Total	71	69.2	10.9
Aboriginal or Torres Strait Islander origin	No	67	69.2	11.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	67	69.2	11.1
Home language	English	15	70.0	8.2
	Language other than English	57	69.0	11.4
	Total	72	69.2	10.8
Permanent residency or citizenship	Australian	63	69.3	11.3
	Not Australian	6	69.4	8.6
	Total	69	69.3	11.0
Disability status	Disability identified	24	66.3	14.2
	No disability identified	43	70.7	8.8
	Total	67	69.2	11.1
Groups	1	72	69.2	10.8
	Total	72	69.2	10.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	73	77.6	13.5
Qualification Level	Certificate I	19	74.9	16.1
	Certificate II	33	77.1	12.7
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	20	81.7	12.1
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	77.8	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	73	77.6	13.5
Field of education	Natural and physical sciences			
	Information technology	20	80.6	12.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	76.5	14.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	1	88.9	0.0
	Total	72	77.8	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	52	78.6	13.2
	March	4	86.1	16.7
	April	8	76.4	17.3
	May	2	77.8	15.7
	June	1	66.7	0.0
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2021		
2020		9	79.0	15.2
2019		20	81.7	12.1
2018		15	77.8	13.3
2017		2	66.7	0.0
2016		19	73.7	14.9
2015				
2014				
2013		1	100.0	0.0
2012				
2011		1	88.9	0.0
2010		2	83.3	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	3	66.7	0.0
	Not apprenticeship or traineeship	67	78.1	13.8
Recognition of prior learning	Recognition of prior learning	5	71.1	16.9
	No recognition of prior learning	61	78.0	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	58	78.9	12.8
	Male	15	72.6	15.6
	Total	73	77.6	13.5
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	4	63.9	5.6
	35 to 44	6	75.9	10.9
	45 to 54	24	76.4	14.0
	55 to 64	18	77.8	15.7
	65 or over	20	82.8	11.1
	Total	72	77.8	13.6
Aboriginal or Torres Strait Islander origin	No	68	78.1	13.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	68	78.1	13.8
Home language	English	15	80.7	12.9
	Language other than English	58	76.8	13.7
	Total	73	77.6	13.5
Permanent residency or citizenship	Australian	64	78.3	13.9
	Not Australian	6	74.1	11.5
	Total	70	77.9	13.7
Disability status	Disability identified	24	76.4	13.6
	No disability identified	44	79.3	13.7
	Total	68	78.3	13.6
Groups	1	73	77.6	13.5
	Total	73	77.6	13.5

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	79.9	13.1		
Effective Assessment	69.9	8.7		
Clear Expectations	71.0	9.4		
Learning Stimulation	69.1	10.3		
Training Relevance	68.4	11.8		
Competency Development	70.8	7.7		
Training Resources	76.7	13.7		
Effective Support	76.0	11.6		
Active Learning	69.2	10.8		
Overall Satisfaction	77.6	13.5		

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

Being able to find my way around the computer
Conversation learning improving ourselves
Conversation, writing and social
Coversation
Everything
Getting all the help you need at all times
Give something to do teacher and friends
Happy with friends
I like to learn computer and meeting friend
It is speak, write, read.
Jenny
Keep my brian active
Learning and improving
Learning computer knowledge and skills
Learning new skills
Listening and writing reading and also spelling
Meeting others
My confident conversation teachers learning improving
People
Spelling, writing, reading and listening
Teacher
Teacher conversation Teacher style
Teachers good conversation learning improving social
Teachers, conversation learning improving comfortable cosy
Teaching style conversations
The size of the class which allows for one on one training covering all digital aspects
Understanding of subject teaching
Up to date news and information
certi
good environment, the teachers are fun
media
reading
school
teacher
teacher
teacher patience and skills

LQ needs improvement

All good
Come regularly
Come regularly more social
Computes more
I come regularly urn
I come regulary urn
I need understand more about listening
Improved my typing skills
Language too hard and don't understand
Learning new skills on computer
Longer time
More writing and speaking
Okay
Speaking
come regularly
everything is ok
internet
media
more classes come regularly
more communication skill
more ipad
most of it good
understand more technologies
writing

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.

Learner survey feedback	
Staff days spent managing learner survey	5
Cost of direct expenses of learner survey	1100
Problems encountered during learner survey	Students are studying English as a second language, hence they found it difficult to comprehend the questions posed because the language used in the surveys was beyond their skill set. Because of this there were only a small number of students who completed the survey and some of those who did were not able to complete it in full
Employer survey feedback	
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

20 May 2021

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)	73	0
Population count (number)	10	2
Response rate (per cent)	730.0	0.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	72.9	16.7		
Trainer Quality	79.9	13.1		
Effective Assessment	69.9	8.7		
Clear Expectations	71.0	9.4		
Learning Stimulation	69.1	10.3		
Training Relevance	68.4	11.8		
Competency Development	70.8	7.7		
Training Resources	76.7	13.7		
Effective Support	76.0	11.6		
Active Learning	69.2	10.8		
Overall Satisfaction	77.6	13.5		

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 a second 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.