

**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:** 6419 Wingate Avenue Community Centre

**TELEPHONE:** Tracy McIver 9376 5244

**DATE:** 26 June 2017

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	90	
Total number of surveys received	73	
Response rate (per cent)	81%	

### Summary of Continuous Improvement

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

Wingate Avenue Community Centre delivers Certificates in Spoken and Written English. Surveys were issued to students in Certificate I, II and III in Spoken and Written English. These students have the literacy ability to read and understand the surveys. Wingate students do not complete work placements as part of their study so therefore there are no employers to survey.

The results of the surveys provided the following findings:

- The majority of students answered in the 'strongly agreed' category in their responses to the surveys.
- The average scores reflected an overall satisfaction percentage of 81.7% in all areas.
- The lowest average score was in the area of learning stimulation (73.7%).
- Wingate performed highly (over 78%) in areas of Trainer quality, Effective assessment, Effective support, Training relevance and Overall Satisfaction.

These surveys demonstrate that Wingate is performing well overall. Student satisfaction is over 74% in all areas of the survey. As indicated by the results students value our trainers, who were rated well in trainer quality, effective support and effective assessment. Wingate continues to look for new ways to stimulate and engage students in their learning. The areas of learning stimulation and active learning were rated at an average of 75%. Wingate addresses learning stimulation and active learning by increasing classroom resources each year. During 2017 literacy activities will be developed and placed on iPads apps, teachers continue to engaging students in excursions and incursions, and a hands on approach through learning English while cooking program is being implemented. In addition, the student reading library has been well received by students and Wingate continues to upgrade computer and ipad equipment. The pre-training review, enrolment and induction process has been improved to ensure students have clear expectations about the course they are applying for and the expectations of attendance and assessment are thoroughly explained. This assists the student to understand Wingate's expectations regarding their studies, the level of commitment expected by the student, in addition to the support available to them in times of need.

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

We currently do not have employers to survey due to the nature of our courses.

Students do not do work placements as part of Certificates in Spoken and Written English.

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

We have not reported on employer satisfaction as we currently deliver foundation level english to students from non-English speaking backgrounds and students are not required to engage with employers as part of their studies.

#### Declaration

I confirm that (RTO Name):

- 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): Jan Thorpe

Signature of PEO:



Date: 27 / 06 / 2017