

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Wingate Avenue Community Centre
Street Address	13a Wingate Avenue
City/town/suburb	Ascot Vale
State	VIC
Post code	3032
NTIS number	6419

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

	Learners		
Scale	Response count	Average score	Average variation
Trainer Quality	71	81.8	20.5
Effective Assessment	70	80.2	18.4
Clear Expectations	69	75.3	20.3
Learning Stimulation	72	73.7	19.6
Training Relevance	72	78.2	18.9
Competency Development	70	77.1	19.1
Training Resources	72	77.1	19.0
Effective Support	72	79.5	17.9
Active Learning	71	76.1	20.4
Overall Satisfaction	70	81.7	18.2

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	0	0	0.0
	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	73	73	100.0
	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	73	73	100.0
Qualification level	Certificate I	14	14	100.0
	Certificate II	49	44	89.8
	Certificate III	10	15	150.0
	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	0	0	0.0
	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	73	73	100.0

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.	2	4	24	41	65	2
LQ2	Trainers made the subject as interesting as possible.	1	3	27	34	61	8
LQ3	Trainers had an excellent knowledge of the subject content.	2	1	26	38	64	6
LQ4	Trainers explained things clearly.	2	3	26	39	65	3
LQ5	Overall, I am satisfied with the training.	1	2	29	37	66	4
LQ6	I would recommend the training to others.	1	4	31	31	62	6
LQ7	I would recommend the training organisation to others.	1	1	29	36	65	6
LQ8	I received useful feedback on my assessments.	1	3	28	36	64	5
LQ9	Assessments were based on realistic activities.	3	2	35	28	63	5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	2	4	24	38	62	5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	2	2	29	32	61	8
LQ12	It was always easy to know the standards expected.	2	12	32	18	50	9
LQ13	I usually had a clear idea of what was expected of me.	0	2	35	26	61	10
LQ14	Trainers made it clear right from the start what they expected from me.	2	2	26	34	60	9
LQ15	I was given enough material to keep up my interest.	2	4	28	31	59	8
LQ16	The amount of work I had to do was reasonable.	2	2	39	22	61	8
LQ17	The training was at the right level of difficulty for me.	2	5	46	15	61	5
LQ18	The training focused on relevant skills.	4	1	27	39	66	2
LQ19	The training prepared me well for work.	2	2	40	22	62	7
LQ20	The training had a good mix of theory and practice.	2	1	30	34	64	6
LQ21	I developed the skills expected from this training.	5	1	36	27	63	4
LQ22	I learned to work with people.	1	1	35	34	69	2
LQ23	I identified ways to build on my current knowledge and skills.	5	0	34	31	65	3
LQ24	I developed the knowledge expected from this training.	2	3	35	28	63	5
LQ25	I learned to plan and manage my work.	2	1	41	24	65	5
LQ26	Training resources were available when I needed them.	1	4	33	30	63	5
LQ27	The training used up-to-date equipment, facilities and materials.	1	6	37	26	63	3
LQ28	Training facilities and materials were in good condition.	1	4	33	26	59	9
LQ29	Training organisation staff respected my background and needs.	3	1	25	38	63	6
LQ30	The training was flexible enough to meet my needs.	1	3	34	27	61	8
LQ31	The training organisation had a range of services to support learners.	3	0	31	34	65	5
LQ32	I set high standards for myself in this training.	2	6	30	27	57	8
LQ33	I pushed myself to understand things I found confusing.	2	4	39	21	60	7
LQ34	I looked for my own resources to help me learn.	3	4	32	29	61	5
LQ35	I approached trainers if I needed help.	1	2	34	32	66	4

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	2.8	5.6	33.8	57.8	91.6	2.7
LQ2	Trainers made the subject as interesting as possible.	1.5	4.6	41.5	52.3	93.9	11.0
LQ3	Trainers had an excellent knowledge of the subject content.	3.0	1.5	38.8	56.7	95.5	8.2
LQ4	Trainers explained things clearly.	2.9	4.3	37.2	55.7	92.9	4.1
LQ5	Overall, I am satisfied with the training.	1.5	2.9	42.0	53.6	95.7	5.5
LQ6	I would recommend the training to others.	1.5	6.0	46.3	46.3	92.5	8.2
LQ7	I would recommend the training organisation to others.	1.5	1.5	43.3	53.7	97.0	8.2
LQ8	I received useful feedback on my assessments.	1.5	4.4	41.2	53.0	94.1	6.9
LQ9	Assessments were based on realistic activities.	4.4	3.0	51.5	41.2	92.7	6.9
LQ10	The way I was assessed was a fair test of my skills and knowledge.	3.0	5.9	35.3	55.9	91.2	6.9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	3.1	3.1	44.6	49.2	93.9	11.0
LQ12	It was always easy to know the standards expected.	3.1	18.8	50.0	28.1	78.1	12.3
LQ13	I usually had a clear idea of what was expected of me.	0.0	3.2	55.6	41.3	96.8	13.7
LQ14	Trainers made it clear right from the start what they expected from me.	3.1	3.1	40.6	53.1	93.8	12.3
LQ15	I was given enough material to keep up my interest.	3.1	6.2	43.1	47.7	90.8	11.0
LQ16	The amount of work I had to do was reasonable.	3.1	3.1	60.0	33.9	93.9	11.0
LQ17	The training was at the right level of difficulty for me.	3.0	7.4	67.7	22.1	89.7	6.9
LQ18	The training focused on relevant skills.	5.6	1.4	38.0	54.9	93.0	2.7
LQ19	The training prepared me well for work.	3.0	3.0	60.6	33.3	93.9	9.6
LQ20	The training had a good mix of theory and practice.	3.0	1.5	44.8	50.8	95.5	8.2
LQ21	I developed the skills expected from this training.	7.3	1.5	52.2	39.1	91.3	5.5
LQ22	I learned to work with people.	1.4	1.4	49.3	47.9	97.2	2.7
LQ23	I identified ways to build on my current knowledge and skills.	7.2	0.0	48.6	44.3	92.9	4.1
LQ24	I developed the knowledge expected from this training.	3.0	4.4	51.5	41.2	92.7	6.9
LQ25	I learned to plan and manage my work.	3.0	1.5	60.3	35.3	95.6	6.9
LQ26	Training resources were available when I needed them.	1.5	5.9	48.5	44.1	92.7	6.9
LQ27	The training used up-to-date equipment, facilities and materials.	1.4	8.6	52.9	37.2	90.0	4.1
LQ28	Training facilities and materials were in good condition.	1.6	6.3	51.6	40.6	92.2	12.3
LQ29	Training organisation staff respected my background and needs.	4.5	1.5	37.3	56.7	94.0	8.2
LQ30	The training was flexible enough to meet my needs.	1.5	4.6	52.3	41.5	93.9	11.0
LQ31	The training organisation had a range of services to support learners.	4.4	0.0	45.6	50.0	95.6	6.9
LQ32	I set high standards for myself in this training.	3.1	9.2	46.2	41.5	87.7	11.0
LQ33	I pushed myself to understand things I found confusing.	3.0	6.1	59.1	31.8	90.9	9.6
LQ34	I looked for my own resources to help me learn.	4.4	5.9	47.1	42.7	89.7	6.9
LQ35	I approached trainers if I needed help.	1.5	2.9	49.3	46.4	95.7	5.5

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	82.2	24.5
LQ2	Trainers made the subject as interesting as possible.	81.5	22.1
LQ3	Trainers had an excellent knowledge of the subject content.	83.1	22.8
LQ4	Trainers explained things clearly.	81.9	23.9
LQ5	Overall, I am satisfied with the training.	82.6	21.1
LQ6	I would recommend the training to others.	79.1	22.4
LQ7	I would recommend the training organisation to others.	83.1	20.4
LQ8	I received useful feedback on my assessments.	81.9	21.9
LQ9	Assessments were based on realistic activities.	76.5	24.5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	81.4	24.7
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	80.0	23.4
LQ12	It was always easy to know the standards expected.	67.7	25.9
LQ13	I usually had a clear idea of what was expected of me.	79.4	18.4
LQ14	Trainers made it clear right from the start what they expected from me.	81.2	23.7
LQ15	I was given enough material to keep up my interest.	78.5	24.6
LQ16	The amount of work I had to do was reasonable.	74.9	22.1
LQ17	The training was at the right level of difficulty for me.	69.6	21.3
LQ18	The training focused on relevant skills.	80.8	26.2
LQ19	The training prepared me well for work.	74.7	21.9
LQ20	The training had a good mix of theory and practice.	81.1	22.6
LQ21	I developed the skills expected from this training.	74.4	26.9
LQ22	I learned to work with people.	81.2	20.1
LQ23	I identified ways to build on my current knowledge and skills.	76.7	26.8
LQ24	I developed the knowledge expected from this training.	77.0	23.2
LQ25	I learned to plan and manage my work.	76.0	21.4
LQ26	Training resources were available when I needed them.	78.4	22.1
LQ27	The training used up-to-date equipment, facilities and materials.	75.2	22.5
LQ28	Training facilities and materials were in good condition.	77.1	22.1
LQ29	Training organisation staff respected my background and needs.	82.1	24.8
LQ30	The training was flexible enough to meet my needs.	77.9	21.5
LQ31	The training organisation had a range of services to support learners.	80.4	23.9
LQ32	I set high standards for myself in this training.	75.4	25.2
LQ33	I pushed myself to understand things I found confusing.	73.2	22.8
LQ34	I looked for my own resources to help me learn.	76.0	25.7
LQ35	I approached trainers if I needed help.	80.2	20.9

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	71	81.8	20.5
Qualification Level	Certificate I	14	97.8	6.2
	Certificate II	42	79.3	18.2
	Certificate III	15	73.9	27.4
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	81.8	20.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	71	81.8	20.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	71	81.8	20.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	71	81.8	20.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	17	77.6	26.5
	February	15	84.4	16.6
	March	4	64.6	45.3
	April	6	93.1	13.4
	May	2	62.5	5.9
	June	2	72.2	7.9
	July	5	76.7	9.1
	August	5	90.0	13.7
	September	3	94.4	4.8
	October	10	83.6	13.4
	November	2	91.7	0.0
	December			
	Do not know			
Training start year	2016	62	83.9	18.6
	2015	7	70.2	34.0
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	58.3	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	71	81.8	20.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	71	81.8	20.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	22	86.9	13.2
	Female	49	79.5	22.8
	Total	71	81.8	20.5
Learner age	Under 15			
	15 to 19			
	20 to 24	2	95.8	5.9
	25 to 34	8	87.5	13.4
	35 to 44	30	79.6	20.5
	45 to 54	16	77.6	28.5
	55 to 64	14	86.3	13.7
	65 or over	1	77.8	0.0
	Total	71	81.8	20.5
Aboriginal or Torres Strait Islander origin	No	71	81.8	20.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	71	81.8	20.5
Home language	English	1	0.0	0.0
	Language other than English	70	83.0	18.1
	Total	71	81.8	20.5
Permanent residency or citizenship	Australian	62	81.5	21.5
	Not Australian	9	84.3	12.8
	Total	71	81.8	20.5
Disability status	Disability identified	4	83.3	11.8
	No disability identified	67	81.7	21.0
	Total	71	81.8	20.5
Groups	1	71	81.8	20.5
	Total	71	81.8	20.5

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	70	80.2	18.4
Qualification Level	Certificate I	14	94.2	9.2
	Certificate II	41	79.1	15.6
	Certificate III	15	70.0	23.9
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	70	80.2	18.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	70	80.2	18.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	70	80.2	18.4
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	70	80.2	18.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	16	83.2	14.6
	February	15	83.3	14.4
	March	4	61.1	43.0
	April	6	79.2	14.7
	May	2	66.7	0.0
	June	2	37.5	5.9
	July	5	85.0	17.1
	August	5	83.3	11.8
	September	3	86.1	17.3
	October	10	83.1	13.4
	November	2	87.5	17.7
	December			
	Do not know			
Training start year				
	2016	62	83.1	19.2
	2015	6	73.6	11.1
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	70	80.2	18.4
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	70	80.2	18.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	22	79.8	12.0
	Female	48	80.4	20.8
	Total	70	80.2	18.4
Learner age	Under 15			
	15 to 19			
	20 to 24	2	95.8	5.9
	25 to 34	8	81.2	11.9
	35 to 44	30	78.3	23.3
	45 to 54	15	85.0	15.8
	55 to 64	14	77.2	11.7
	65 or over	1	66.7	0.0
	Total	70	80.2	18.4
Aboriginal or Torres Strait Islander origin	No	70	80.2	18.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	80.2	18.4
Home language	English	1	0.0	0.0
	Language other than English	69	81.4	15.7
	Total	70	80.2	18.4
Permanent residency or citizenship	Australian	61	79.7	18.9
	Not Australian	9	83.6	14.9
	Total	70	80.2	18.4
Disability status	Disability identified	4	68.7	4.2
	No disability identified	66	80.9	18.7
	Total	70	80.2	18.4
Groups	1	70	80.2	18.4
	Total	70	80.2	18.4

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	69	75.3	20.3
Qualification Level	Certificate I	13	94.4	7.9
	Certificate II	41	71.8	18.2
	Certificate III	15	68.1	23.7
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	69	75.3	20.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	69	75.3	20.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	69	75.3	20.3
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	69	75.3	20.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	16	74.0	25.4
	February	15	79.3	20.1
	March	4	59.7	33.1
	April	6	85.2	16.7
	May	2	66.7	0.0
	June	2	61.1	7.9
	July	4	72.2	28.0
	August	5	80.0	14.5
	September	3	83.3	16.7
	October	10	71.1	10.7
	November	2	83.3	7.9
	December			
	Do not know			
Training start year				
	2016	63	75.4	21.6
	2015	6	75.9	8.4
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	71	75.3	20.3
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	71	75.3	20.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	20	78.1	13.5
	Female	49	74.1	22.5
	Total	69	75.3	20.3
Learner age	Under 15			
	15 to 19			
	20 to 24	2	83.3	23.6
	25 to 34	8	79.9	12.6
	35 to 44	29	73.9	21.1
	45 to 54	14	78.6	21.1
	55 to 64	15	71.9	22.9
	65 or over	1	66.7	0.0
	Total	69	75.3	20.3
Aboriginal or Torres Strait Islander origin	No	69	75.3	20.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	69	75.3	20.3
Home language	English	1	11.1	0.0
	Language other than English	68	76.2	18.8
	Total	69	75.3	20.3
Permanent residency or citizenship	Australian	60	74.8	21.2
	Not Australian	9	78.4	12.6
	Total	69	75.3	20.3
Disability status	Disability identified	4	75.0	10.6
	No disability identified	65	75.3	20.8
	Total	69	75.3	20.3
Groups	1	69	75.3	20.3
	Total	69	75.3	20.3

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	73.7	19.6
Qualification Level	Certificate I	14	87.3	13.7
	Certificate II	43	71.4	18.6
	Certificate III	15	67.4	22.4
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	73.7	19.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	73.7	19.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	72	73.7	19.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	72	73.7	19.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	72.2	26.7
	February	15	72.6	13.8
	March	4	58.3	39.9
	April	5	80.0	14.5
	May	2	61.1	7.9
	June	2	66.7	15.7
	July	5	80.0	12.2
	August	6	83.3	11.7
	September	3	79.6	11.6
	October	10	74.4	16.6
	November	2	72.2	7.9
	December			
	Do not know			
Training start year	2016	63	73.4	20.4
	2015	7	73.0	15.5
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	55.6	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	72	73.7	19.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	72	73.7	19.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	21	75.7	12.0
	Female	51	72.9	22.1
	Total	72	73.7	19.6
Learner age	Under 15			
	15 to 19			
	20 to 24	2	83.3	23.6
	25 to 34	8	72.2	8.4
	35 to 44	29	71.6	21.1
	45 to 54	16	81.9	17.2
	55 to 64	15	68.5	20.8
	65 or over	2	72.2	39.3
	Total	72	73.7	19.6
Aboriginal or Torres Strait Islander origin	No	72	73.7	19.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	72	73.7	19.6
Home language	English	1	0.0	0.0
	Language other than English	71	74.7	17.7
	Total	72	73.7	19.6
Permanent residency or citizenship	Australian	63	73.3	20.5
	Not Australian	9	76.5	11.7
	Total	72	73.7	19.6
Disability status	Disability identified	4	69.4	5.6
	No disability identified	68	73.9	20.1
	Total	72	73.7	19.6
Groups	1	72	73.7	19.6
	Total	72	73.7	19.6

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	78.2	18.9
Qualification Level	Certificate I	14	86.9	7.4
	Certificate II	43	77.6	19.5
	Certificate III	15	71.9	22.6
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	78.2	18.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	78.2	18.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	72	78.2	18.9
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	72	78.2	18.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	72.5	22.1
	February	15	83.7	13.8
	March	4	61.1	43.0
	April	6	82.4	8.9
	May	2	66.7	0.0
	June	2	55.6	15.7
	July	5	86.7	14.5
	August	5	78.9	11.4
	September	3	88.9	11.1
	October	10	82.8	12.9
	November	2	83.3	23.6
	December			
	Do not know			
Training start year	2016	63	79.6	17.2
	2015	7	68.3	32.3
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	72	78.2	18.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	72	78.2	18.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	22	80.3	11.7
	Female	50	77.3	21.4
	Total	72	78.2	18.9
Learner age	Under 15			
	15 to 19			
	20 to 24	2	94.4	7.9
	25 to 34	8	81.2	14.2
	35 to 44	30	78.7	20.2
	45 to 54	16	76.0	25.2
	55 to 64	15	76.7	11.2
	65 or over	1	66.7	0.0
	Total	72	78.2	18.9
Aboriginal or Torres Strait Islander origin	No	72	78.2	18.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	72	78.2	18.9
Home language	English	1	0.0	0.0
	Language other than English	71	79.3	16.6
	Total	72	78.2	18.9
Permanent residency or citizenship	Australian	63	77.2	19.4
	Not Australian	9	85.2	13.6
	Total	72	78.2	18.9
Disability status	Disability identified	4	69.4	5.6
	No disability identified	68	78.8	19.3
	Total	72	78.2	18.9
Groups	1	72	78.2	18.9
	Total	72	78.2	18.9

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	70	77.1	19.1
Qualification Level	Certificate I	14	90.8	7.5
	Certificate II	41	75.6	18.9
	Certificate III	15	68.4	21.2
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	70	77.1	19.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	70	77.1	19.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	70	77.1	19.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	70	77.1	19.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	72.5	25.0
	February	15	81.3	14.1
	March	4	61.7	43.0
	April	6	80.0	13.3
	May	2	70.0	4.7
	June	2	63.3	14.1
	July	4	85.0	14.8
	August	5	81.3	8.7
	September	3	84.4	15.4
	October	9	82.0	9.5
	November	2	70.0	4.7
	December			
	Do not know			
Training start year	2016	62	78.2	17.6
	2015	7	64.8	30.0
	2014	1	80.0	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	70	77.1	19.1
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	70	77.1	19.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	21	81.3	12.4
	Female	49	75.3	21.2
	Total	70	77.1	19.1
Learner age	Under 15			
	15 to 19			
	20 to 24	2	93.3	0.0
	25 to 34	8	78.3	9.9
	35 to 44	30	75.6	20.8
	45 to 54	14	80.0	25.5
	55 to 64	15	74.5	13.8
	65 or over	1	77.8	0.0
	Total	70	77.1	19.1
Aboriginal or Torres Strait Islander origin	No	70	77.1	19.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	77.1	19.1
Home language	English	1	0.0	0.0
	Language other than English	69	78.2	16.8
	Total	70	77.1	19.1
Permanent residency or citizenship	Australian	61	76.6	20.1
	Not Australian	9	80.0	11.1
	Total	70	77.1	19.1
Disability status	Disability identified	4	71.7	6.4
	No disability identified	66	77.4	19.6
	Total	70	77.1	19.1
Groups	1	70	77.1	19.1
	Total	70	77.1	19.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	77.1	19.0
Qualification Level	Certificate I	14	96.0	5.5
	Certificate II	43	75.1	15.9
	Certificate III	15	65.2	23.0
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	77.1	19.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	77.1	19.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	72	77.1	19.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	72	77.1	19.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	17	81.7	19.6
	February	15	78.1	13.0
	March	4	52.8	35.6
	April	6	85.2	16.7
	May	2	66.7	0.0
	June	2	61.1	39.3
	July	5	71.1	20.2
	August	6	81.5	20.7
	September	3	81.5	6.4
	October	10	76.7	15.2
	November	2	77.8	15.7
	December			
	Do not know			
Training start year				
	2016	64	77.7	19.5
	2015	6	74.1	19.5
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	72	77.1	19.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	72	77.1	19.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	22	76.3	13.0
	Female	50	77.4	21.2
	Total	72	77.1	19.0
Learner age	Under 15			
	15 to 19			
	20 to 24	2	88.9	15.7
	25 to 34	8	73.6	10.2
	35 to 44	30	71.7	22.5
	45 to 54	15	83.0	18.2
	55 to 64	15	81.5	13.7
	65 or over	2	83.3	23.6
	Total	72	77.1	19.0
Aboriginal or Torres Strait Islander origin	No	72	77.1	19.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	72	77.1	19.0
Home language	English	1	0.0	0.0
	Language other than English	71	78.2	16.8
	Total	72	77.1	19.0
Permanent residency or citizenship	Australian	63	77.5	19.8
	Not Australian	9	74.1	12.4
	Total	72	77.1	19.0
Disability status	Disability identified	4	66.7	0.0
	No disability identified	68	77.7	19.4
	Total	72	77.1	19.0
Groups	1	72	77.1	19.0
	Total	72	77.1	19.0

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	79.5	17.9
Qualification Level	Certificate I	14	93.3	13.5
	Certificate II	43	76.9	13.8
	Certificate III	15	74.1	25.4
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	72	79.5	17.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	79.5	17.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	72	79.5	17.9
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	72	79.5	17.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	78.7	18.2
	February	15	83.7	13.8
	March	4	55.6	38.5
	April	6	90.7	13.0
	May	2	66.7	15.7
	June	2	66.7	0.0
	July	4	86.1	16.7
	August	6	79.6	13.0
	September	3	85.2	17.0
	October	10	78.3	16.2
	November	2	77.8	0.0
	December			
	Do not know			
Training start year	2016	63	79.9	18.4
	2015	7	75.4	13.6
	2014	1	77.8	0.0
	2013			
	2012			
	2011			
	2010	1	55.6	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	72	79.5	17.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	72	79.5	17.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	21	82.5	13.9
	Female	51	78.2	19.3
	Total	72	79.5	17.9
Learner age	Under 15			
	15 to 19			
	20 to 24	2	94.4	7.9
	25 to 34	8	81.9	11.8
	35 to 44	30	79.1	20.8
	45 to 54	15	83.3	16.4
	55 to 64	15	74.8	16.9
	65 or over	2	66.7	0.0
	Total	72	79.5	17.9
Aboriginal or Torres Strait Islander origin	No	72	79.5	17.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	72	79.5	17.9
Home language	English	1	0.0	0.0
	Language other than English	71	80.6	15.3
	Total	72	79.5	17.9
Permanent residency or citizenship	Australian	63	79.2	18.4
	Not Australian	9	81.5	14.7
	Total	72	79.5	17.9
Disability status	Disability identified	4	75.0	16.7
	No disability identified	68	79.7	18.1
	Total	72	79.5	17.9
Groups	1	72	79.5	17.9
	Total	72	79.5	17.9

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	71	76.1	20.4
Qualification Level	Certificate I	14	91.5	10.9
	Certificate II	42	75.4	19.8
	Certificate III	15	63.9	20.6
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	76.1	20.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	71	76.1	20.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	71	76.1	20.4
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	71	76.1	20.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	75.8	24.6
	February	15	78.3	18.6
	March	4	52.1	38.7
	April	6	83.3	13.9
	May	2	62.5	5.9
	June	2	54.2	5.9
	July	4	81.2	23.9
	August	5	75.0	10.2
	September	3	83.3	14.4
	October	10	83.3	10.0
	November	2	70.8	5.9
	December			
	Do not know			
Training start year				
	2016	62	77.1	19.2
	2015	7	64.3	29.9
	2014	1	75.0	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	71	76.1	20.4
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	71	76.1	20.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	21	78.8	13.5
	Female	50	75.0	22.7
	Total	71	76.1	20.4
Learner age	Under 15			
	15 to 19			
	20 to 24	2	95.8	5.9
	25 to 34	8	80.9	16.3
	35 to 44	30	75.0	21.9
	45 to 54	15	76.3	25.6
	55 to 64	15	72.6	14.4
	65 or over	1	83.3	0.0
	Total	71	76.1	20.4
Aboriginal or Torres Strait Islander origin	No	71	76.1	20.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	71	76.1	20.4
Home language	English	1	0.0	0.0
	Language other than English	70	77.2	18.3
	Total	71	76.1	20.4
Permanent residency or citizenship	Australian	62	75.4	20.8
	Not Australian	9	81.5	17.1
	Total	71	76.1	20.4
Disability status	Disability identified	4	60.4	8.0
	No disability identified	67	77.1	20.5
	Total	71	76.1	20.4
Groups	1	71	76.1	20.4
	Total	71	76.1	20.4

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	70	81.7	18.2
Qualification Level	Certificate I	14	92.9	11.2
	Certificate II	41	80.8	15.1
	Certificate III	15	73.7	25.9
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	70	81.7	18.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	70	81.7	18.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	70	81.7	18.2
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	70	81.7	18.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	17	86.3	13.9
	February	15	80.0	16.9
	March	4	69.4	47.5
	April	6	91.7	13.9
	May	2	66.7	0.0
	June	2	55.6	15.7
	July	4	80.6	19.0
	August	5	82.2	12.7
	September	3	85.2	12.8
	October	10	84.4	15.0
	November	2	72.2	7.9
	December			
	Do not know			
Training start year	2016	62	82.2	19.1
	2015	6	83.3	9.3
	2014	1	66.7	0.0
	2013			
	2012			
	2011			
	2010	1	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	70	81.7	18.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	70	81.7	18.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Male	21	81.7	13.7
	Female	49	81.6	20.0
	Total	70	81.7	18.2
Learner age	Under 15			
	15 to 19			
	20 to 24	2	88.9	15.7
	25 to 34	8	80.6	9.8
	35 to 44	30	78.1	23.1
	45 to 54	14	84.5	14.8
	55 to 64	15	84.4	13.8
	65 or over	1	100.0	0.0
	Total	70	81.7	18.2
Aboriginal or Torres Strait Islander origin	No	70	81.7	18.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	81.7	18.2
Home language	English	1	0.0	0.0
	Language other than English	69	82.9	15.4
	Total	70	81.7	18.2
Permanent residency or citizenship	Australian	61	82.1	18.8
	Not Australian	9	79.0	14.1
	Total	70	81.7	18.2
Disability status	Disability identified	4	75.0	16.7
	No disability identified	66	82.1	18.4
	Total	70	81.7	18.2
Groups	1	70	81.7	18.2
	Total	70	81.7	18.2

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

ALL PEOPLE IN THIS COMMUNITY HAVE TO RESPECT EACH OTHER
FANTASTIC TEACHERS, THE TRAINING WAS STRUCTURED WELL
FANTASTIC TEACHERS. THE TRAINING WAS STRUCTURED VERY WELL
FOR ME IS OPPORTUNITY BECAUSE I MEET PEOPLE AND LEARN ENGLISH AND COMPUTER
HAVE GOOD GRAMMAR IS GOOD SPEAKING
HELP ME GOOD GRAMMAR SPEAKING
HELP WITH MY DAILY SPEAKING AND IVE DEVELOP MORE CONFIDENT IN MYSELF
I DEVELOPED THE SKILLS EXPECTED FROM THIS TRAINING
I HAD A LOTS OF OPPORTUNITIES TO MEET OTHER PEOPLE, TALK, KNOW AUSTRALIAN CULTURE, TEACHERS TAUGHT US ENGLISH IS USEFUL FOR LIFE
I enjoy going to the library
IT'S HELPED ME WITH MY LEARNING DIFICULTIES
In my opinion the best aspect was the knowledge gave from the teacher with appropriate materials for learn class
Learning about communication, type, emails, letters, applying for jobs, interview skills.
TEACHERS ARE VERY ENCOURAGING
TEACHERS ARE VERY ENCOURAGING, VERY HELPFULTEACHERS
THE BEST ASPECTS TO SPEAK ENGLISH WITH GOOD GRAMMAR
THE TRAINING WAS STRUCTURED VERY WELL
THE TRAINING WAS STRUCTURED VERY WELL, VERY HELPFUL TEACHERS
THE TRAINING WAS STRUCUTRED VERY WELL, FANTASTIC TEACHERS
THE TRAINING WAS STRUCUTURED VERY WELL AND HELP
THERE IS A VARIETY OF ACTIVITES . THE TRAINING WAS STRUCTURED VERY WELL. FANTASTIC TEACHERS
THERE IS A VARIETY OF DIFFERENT ACTIVITES
THERE IS A VARIETY OF DIFFERENT ACTIVITES. FANTASTIC TEACHERS
THERE IS A VARIETY OF DIFFERENT ACTIVITES. TEACHERS ARE VERY ENCOURAGING
THERE IS A VARIETY OF DIFFERENT ACTIVITES. TEACHERS ARE VERY ENCOURAGING VERY HELPFUL TEACHERS
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THERE IS VRIETY OF DIFFERENT ACTIVITES
THIS IS A VARIETY OF DIFFERENT ACTIVITES, TEACHERS ARE VERY ENCOURAGING,VERY HELPFUL TEACHER
UNDERSTOOD GRAMMAR
UNDERSTOOD GRAMMAR
WORK WITH EACHOTHER AND VARIETY OF DIFFERENT ACTIVITES

amazing excursion to library, skills in conversation adn knowledge about job seeking in australia
developed the skills from the training
flexible hours,
going to the library
meeting different people from different parts of the world
the library excursion was interesting and very useful
there is a varity of different activites the training was strucsured very well. fantastic teachers.
trainers explained things clearly

LQ needs improvement

A COMPUTER OR A MACHINE CONDITION THEY DIDN'T WORK SOMETIMES
FANTASTIC TEACHER GOOD. THE TRAINING WAS STRUCTURED VERY WELL
FANTASTIC TEACHERS
I ASPECTS THE TRAINING HAVE DO BUILD A NEW COMMUNITY CENTRE
I WANT WINGATE HAVE THE BIGGEST CLASS ROOM. FIX FANS
LISTENING AND SPEAKING
LISTENING AND SPEAKING
MORE COMPUTERS. SMAL LIBRARY
MORE COMPUTUERS
MORE COMPUTURES
NOTHING MUCH AS THEY HAVE BEEN VERY HELPFUL. BUT THE ROOMS NEED ALOT OFWORK ON THEM
SPEAKING
TAKE OFF THE CARPET MORE ROOMS
TEACHERS ARE VER ENCOURAGING. FANTASTIC TEACHERS VERY HELPFUL TEACHERS
TEACHERS ARE VERY ENCOURAGING, VERY HELPFUL TEACHERS
TEACHERS ARE VERY ENCOURAGING, VERY HELPFUL TEACHERS.
TEACHERS ARE VERY ENCOURAGING, VERY HELPFUL TEACHERS. TEACHERS MAKE LEARNING ENGLISH INTRESTING AND FUN
TEACHERS MAKE LEARNING ENGLISH INTERESTING FUN
TEACHERS MAKE LEARNING ENGLISH INTERESTING FUN
THE COMMUNITY SHOULD HAVE SPACE FOR LUNCH OR SNACK
THE GRADE SHOULD BE FEWER
THE STUDENTS IN THE CLASS ARE TOO MUCH AND THE COMPUTERS ARE LESS
THE TRAINING WAS STRUCTURED VERY WELL AND GOOD TEACHERS
TO MUCH STUDENTS. TEACHERS MAKE LEARNING INTRESTING FUN
VERY HELPFUL TEACHERS
VERY HELPFUL TEACHERS
grammar
i am looking forward for more group activities that will enhance communcation skills
i need to learn in the one room and i need to have 1 modual not three in a term
if we have a permanant class room it would be a good idea
job, knowleges skills
printing material in site (classroom)
teacher's make learning english intresting and fun.
the classrooms were stuffy. more excursions will be helpful
the training were most need improvement in more activities outside class like excursions or exibitions
three moduals too much
well in my opinion listening/prohunciation skills (english)

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	3000
Problems encountered during learner survey	Getting information from a number of different management systems
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	We do not use employers for courses we provide. Foundation level English

Registering body report

22 Jun 2017

RTO Information

NTIS number	6419
Name	Wingate Avenue Community Centre
Street Address	13a Wingate Avenue
City/town/suburb	Ascot Vale
State	VIC
Post code	3044

Learner and employer response

	Learners	Employers
Response count (number)	73	0
Population count (number)	73	63
Response rate (per cent)	100.0	0.0

Learner and employer feedback

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
All scales	78.4	23.3		
Trainer Quality	81.8	20.5		
Effective Assessment	80.2	18.4		
Clear Expectations	75.3	20.3		
Learning Stimulation	73.7	19.6		
Training Relevance	78.2	18.9		
Competency Development	77.1	19.1		
Training Resources	77.1	19.0		
Effective Support	79.5	17.9		
Active Learning	76.1	20.4		
Overall Satisfaction	81.7	18.2		

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	
Main ways data has been used for continuous improvement	