

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	3044
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

Scale	Learners		
	Response count	Average score	Average variation
Trainer Quality	65	76.5	16.1
Effective Assessment	65	72.5	14.4
Clear Expectations	65	74.5	17.0
Learning Stimulation	65	68.5	19.0
Training Relevance	66	73.0	16.3
Competency Development	66	74.5	13.2
Training Resources	65	74.6	16.4
Effective Support	66	75.4	14.9
Active Learning	66	73.4	15.1
Overall Satisfaction	66	76.6	15.0

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	1	0.0
	Architecture and building	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0
	Health	0	0	0.0
	Education	232	51	22.0
	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	14	10	71.4
	Other	0	1	0.0
	TOTAL	246	63	25.6
Qualification level	Certificate I	65	10	15.4
	Certificate II	60	45	75.0
	Certificate III	33	11	33.3
	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	88	0	0.0
	Do not know	0	0	0.0
	Total	246	66	26.8

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	5	39	21	60	1
LQ2	Trainers made the subject as interesting as possible.	0	2	44	20	64	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	39	23	62	3
LQ4	Trainers explained things clearly.	1	3	36	24	60	2
LQ5	Overall, I am satisfied with the training.	0	3	38	23	61	2
LQ6	I would recommend the training to others.	0	1	43	20	63	2
LQ7	I would recommend the training organisation to others.	0	2	41	22	63	1
LQ8	I received useful feedback on my assessments.	0	4	46	13	59	3
LQ9	Assessments were based on realistic activities.	3	5	42	14	56	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	42	14	56	8
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	3	41	20	61	2
LQ12	It was always easy to know the standards expected.	3	6	41	15	56	1
LQ13	I usually had a clear idea of what was expected of me.	1	1	41	22	63	1
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	39	25	64	1
LQ15	I was given enough material to keep up my interest.	3	3	39	19	58	2
LQ16	The amount of work I had to do was reasonable.	1	3	45	14	59	3
LQ17	The training was at the right level of difficulty for me.	7	8	36	14	50	1
LQ18	The training focused on relevant skills.	2	4	44	13	57	3
LQ19	The training prepared me well for work.	2	4	36	24	60	0
LQ20	The training had a good mix of theory and practice.	0	3	42	20	62	1
LQ21	I developed the skills expected from this training.	0	1	44	19	63	2
LQ22	I learned to work with people.	1	2	40	21	61	2
LQ23	I identified ways to build on my current knowledge and skills.	1	3	45	15	60	2
LQ24	I developed the knowledge expected from this training.	0	1	48	17	65	0
LQ25	I learned to plan and manage my work.	0	3	44	17	61	2
LQ26	Training resources were available when I needed them.	3	3	38	20	58	2
LQ27	The training used up-to-date equipment, facilities and materials.	0	3	44	17	61	2
LQ28	Training facilities and materials were in good condition.	0	2	39	23	62	2
LQ29	Training organisation staff respected my background and needs.	0	2	37	26	63	1
LQ30	The training was flexible enough to meet my needs.	0	6	43	16	59	1
LQ31	The training organisation had a range of services to support learners.	0	3	41	21	62	1
LQ32	I set high standards for myself in this training.	3	1	40	21	61	1
LQ33	I pushed myself to understand things I found confusing.	1	6	45	14	59	0
LQ34	I looked for my own resources to help me learn.	0	5	41	18	59	2
LQ35	I approached trainers if I needed help.	0	2	40	23	63	1

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	7.7	60.0	32.3	92.3	1.5
LQ2	Trainers made the subject as interesting as possible.	0.0	3.0	66.7	30.3	97.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	1.6	61.9	36.5	98.4	4.6
LQ4	Trainers explained things clearly.	1.6	4.7	56.3	37.5	93.8	3.0
LQ5	Overall, I am satisfied with the training.	0.0	4.7	59.4	35.9	95.3	3.0
LQ6	I would recommend the training to others.	0.0	1.6	67.2	31.3	98.4	3.0
LQ7	I would recommend the training organisation to others.	0.0	3.1	63.1	33.9	96.9	1.5
LQ8	I received useful feedback on my assessments.	0.0	6.4	73.0	20.6	93.7	4.6
LQ9	Assessments were based on realistic activities.	4.7	7.8	65.6	21.9	87.5	3.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	3.5	72.4	24.1	96.6	12.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	4.7	64.1	31.3	95.3	3.0
LQ12	It was always easy to know the standards expected.	4.6	9.2	63.1	23.1	86.2	1.5
LQ13	I usually had a clear idea of what was expected of me.	1.5	1.5	63.1	33.9	96.9	1.5
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	1.5	60.0	38.5	98.5	1.5
LQ15	I was given enough material to keep up my interest.	4.7	4.7	60.9	29.7	90.6	3.0
LQ16	The amount of work I had to do was reasonable.	1.6	4.8	71.4	22.2	93.7	4.6
LQ17	The training was at the right level of difficulty for me.	10.8	12.3	55.4	21.5	76.9	1.5
LQ18	The training focused on relevant skills.	3.2	6.4	69.9	20.6	90.5	4.6
LQ19	The training prepared me well for work.	3.0	6.1	54.6	36.4	90.9	0.0
LQ20	The training had a good mix of theory and practice.	0.0	4.6	64.6	30.8	95.4	1.5
LQ21	I developed the skills expected from this training.	0.0	1.6	68.8	29.7	98.4	3.0
LQ22	I learned to work with people.	1.6	3.1	62.5	32.8	95.3	3.0
LQ23	I identified ways to build on my current knowledge and skills.	1.6	4.7	70.3	23.4	93.8	3.0
LQ24	I developed the knowledge expected from this training.	0.0	1.5	72.7	25.8	98.5	0.0
LQ25	I learned to plan and manage my work.	0.0	4.7	68.8	26.6	95.3	3.0
LQ26	Training resources were available when I needed them.	4.7	4.7	59.4	31.3	90.6	3.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	4.7	68.8	26.6	95.3	3.0
LQ28	Training facilities and materials were in good condition.	0.0	3.1	60.9	35.9	96.9	3.0
LQ29	Training organisation staff respected my background and needs.	0.0	3.1	56.9	40.0	96.9	1.5
LQ30	The training was flexible enough to meet my needs.	0.0	9.2	66.2	24.6	90.8	1.5
LQ31	The training organisation had a range of services to support learners.	0.0	4.6	63.1	32.3	95.4	1.5
LQ32	I set high standards for myself in this training.	4.6	1.5	61.5	32.3	93.9	1.5
LQ33	I pushed myself to understand things I found confusing.	1.5	9.1	68.2	21.2	89.4	0.0
LQ34	I looked for my own resources to help me learn.	0.0	7.8	64.1	28.1	92.2	3.0
LQ35	I approached trainers if I needed help.	0.0	3.1	61.5	35.4	96.9	1.5

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	74.9	19.6
LQ2	Trainers made the subject as interesting as possible.	75.8	17.1
LQ3	Trainers had an excellent knowledge of the subject content.	78.3	17.1
LQ4	Trainers explained things clearly.	76.6	21.1
LQ5	Overall, I am satisfied with the training.	77.1	18.7
LQ6	I would recommend the training to others.	76.6	16.5
LQ7	I would recommend the training organisation to others.	76.9	17.6
LQ8	I received useful feedback on my assessments.	71.4	16.8
LQ9	Assessments were based on realistic activities.	68.2	23.3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	73.6	16.2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	75.5	18.1
LQ12	It was always easy to know the standards expected.	68.2	23.9
LQ13	I usually had a clear idea of what was expected of me.	76.4	19.3
LQ14	Trainers made it clear right from the start what they expected from me.	79.0	17.2
LQ15	I was given enough material to keep up my interest.	71.9	23.9
LQ16	The amount of work I had to do was reasonable.	71.4	18.8
LQ17	The training was at the right level of difficulty for me.	62.6	29.2
LQ18	The training focused on relevant skills.	69.3	21.0
LQ19	The training prepared me well for work.	74.7	23.4
LQ20	The training had a good mix of theory and practice.	75.4	17.9
LQ21	I developed the skills expected from this training.	76.0	16.2
LQ22	I learned to work with people.	75.5	19.9
LQ23	I identified ways to build on my current knowledge and skills.	71.9	19.0
LQ24	I developed the knowledge expected from this training.	74.7	15.5
LQ25	I learned to plan and manage my work.	74.0	17.3
LQ26	Training resources were available when I needed them.	72.4	24.2
LQ27	The training used up-to-date equipment, facilities and materials.	74.0	17.3
LQ28	Training facilities and materials were in good condition.	77.6	17.9
LQ29	Training organisation staff respected my background and needs.	79.0	18.2
LQ30	The training was flexible enough to meet my needs.	71.8	18.8
LQ31	The training organisation had a range of services to support learners.	75.9	18.2
LQ32	I set high standards for myself in this training.	73.8	23.2
LQ33	I pushed myself to understand things I found confusing.	69.7	20.0
LQ34	I looked for my own resources to help me learn.	73.4	18.9
LQ35	I approached trainers if I needed help.	77.4	17.8

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	65	76.5	16.1
Qualification Level	Certificate I	10	78.3	15.3
	Certificate II	44	76.3	17.3
	Certificate III	11	75.8	12.6
	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	65	76.5	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	76.5	16.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	72.4	14.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	95.8	10.6
	Other	1	75.0	0.0
	Total	62	76.2	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	72.5	6.9
	February	18	82.4	17.4
	March	8	69.8	18.3
	April			
	May	2	87.5	17.7
	June	3	80.6	17.3
	July	3	58.3	8.3
	August	1	83.3	0.0
	September	3	77.8	21.0
	October	2	70.8	5.9
	November	2	79.2	29.5
	December			
	Do not know			
	Training start year	2016	29	82.2
2015		18	74.1	15.6
2014		3	72.2	9.6
2013		6	60.6	7.1
2012		1	66.7	0.0
2011		2	70.8	5.9
2010		2	50.0	11.8
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	85.0
	Not apprenticeship or traineeship	50	74.8	15.7
Recognition of prior learning	Recognition of prior learning	16	68.6	12.5
	No recognition of prior learning	37	79.5	17.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	48	76.0	17.0
	Male	17	77.9	13.8
	Total	65	76.5	16.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	74.3	15.7
	35 to 44	22	77.9	15.5
	45 to 54	20	78.7	17.4
	55 to 64	9	70.4	14.5
	65 or over	1	100.0	0.0
	Total	64	76.8	16.1
Aboriginal or Torres Strait Islander origin	No	63	76.0	16.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	76.0	16.1
Home language	English	10	79.2	16.8
	Language other than English	55	76.0	16.1
	Total	65	76.5	16.1
Permanent residency or citizenship	Australian	58	75.5	15.4
	Not Australian	2	87.5	17.7
	Total	60	75.9	15.5
Disability status	Disability identified	7	82.1	17.0
	No disability identified	53	76.4	15.9
	Total	60	77.0	16.0
Groups	1	65	76.5	16.1
	Total	65	76.5	16.1

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	72.5	14.4
Qualification Level	Certificate I	10	71.7	11.2
	Certificate II	44	74.0	16.1
	Certificate III	11	67.4	6.9
	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	65	72.5	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	72.5	14.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	69.9	12.9
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	89.2	13.1
	Other	1	58.3	0.0
	Total	62	72.8	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	71.1	7.8
	February	18	76.9	18.2
	March	8	64.6	12.4
	April			
	May	2	75.0	11.8
	June	3	66.7	8.3
	July	3	72.2	25.5
	August	1	77.8	0.0
	September	3	88.9	11.1
	October	2	66.7	0.0
	November	2	66.7	11.8
	December			
	Do not know			
	Training start year	2016	29	76.7
2015		18	74.7	12.1
2014		3	64.8	14.0
2013		6	58.3	10.5
2012		1	66.7	0.0
2011		2	58.3	11.8
2010		2	50.0	11.8
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	77.5
	Not apprenticeship or traineeship	50	72.3	15.0
Recognition of prior learning	Recognition of prior learning	16	63.5	10.0
	No recognition of prior learning	37	76.1	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	48	71.9	15.0
	Male	17	74.2	12.7
	Total	65	72.5	14.4
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	68.1	13.2
	35 to 44	22	73.5	13.1
	45 to 54	20	75.1	13.4
	55 to 64	9	64.2	14.7
	65 or over	1	100.0	0.0
	Total	64	72.1	14.1
Aboriginal or Torres Strait Islander origin	No	63	72.7	14.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	72.7	14.5
Home language	English	10	76.7	15.1
	Language other than English	55	71.8	14.2
	Total	65	72.5	14.4
Permanent residency or citizenship	Australian	58	71.3	13.6
	Not Australian	2	79.2	29.5
	Total	60	71.6	14.0
Disability status	Disability identified	7	73.8	17.0
	No disability identified	53	72.1	14.3
	Total	60	72.3	14.5
Groups	1	65	72.5	14.4
	Total	65	72.5	14.4

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	74.5	17.0
Qualification Level	Certificate I	10	78.9	13.3
	Certificate II	44	75.8	18.6
	Certificate III	11	65.7	9.2
	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	65	74.5	17.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	74.5	17.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	72.0	16.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	91.1	11.5
	Other	1	55.6	0.0
	Total	62	74.7	17.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	72.2	16.8
	February	18	78.4	17.2
	March	8	65.3	21.8
	April			
	May	2	77.8	0.0
	June	3	70.4	6.4
	July	3	66.7	22.2
	August	1	66.7	0.0
	September	3	96.3	6.4
	October	2	66.7	0.0
	November	2	72.2	23.6
	December			
	Do not know			
	Training start year	2016	29	78.5
2015		18	74.7	15.6
2014		3	66.7	0.0
2013		6	55.6	14.1
2012		1	66.7	0.0
2011		2	72.2	7.9
2010		2	61.1	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	78.9
	Not apprenticeship or traineeship	50	74.4	17.9
Recognition of prior learning	Recognition of prior learning	16	65.3	8.0
	No recognition of prior learning	37	76.9	17.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	48	74.1	16.6
	Male	17	75.8	18.5
	Total	65	74.5	17.0
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	68.5	16.3
	35 to 44	22	75.3	16.1
	45 to 54	20	77.8	16.9
	55 to 64	9	69.1	19.1
	65 or over	1	100.0	0.0
	Total	64	74.3	17.0
Aboriginal or Torres Strait Islander origin	No	63	74.6	17.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	74.6	17.2
Home language	English	10	77.8	15.7
	Language other than English	55	73.9	17.3
	Total	65	74.5	17.0
Permanent residency or citizenship	Australian	58	73.9	16.2
	Not Australian	2	77.8	31.4
	Total	60	74.1	16.5
Disability status	Disability identified	7	77.8	18.1
	No disability identified	53	74.6	16.8
	Total	60	75.0	16.8
Groups	1	65	74.5	17.0
	Total	65	74.5	17.0

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	68.5	19.0
Qualification Level	Certificate I	10	78.9	13.3
	Certificate II	44	67.4	21.1
	Certificate III	11	63.6	10.1
	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	65	68.5	19.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	68.5	19.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	66.2	18.2
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	83.3	19.8
	Other	1	44.4	0.0
	Total	62	68.6	19.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	68.9	10.2
	February	18	74.1	20.9
	March	8	55.6	20.6
	April			
	May	2	72.2	7.9
	June	3	66.7	11.1
	July	3	55.6	29.4
	August	1	66.7	0.0
	September	3	92.6	12.8
	October	2	44.4	15.7
	November	2	61.1	23.6
	December			
	Do not know			
	Training start year	2016	29	73.2
2015		18	68.5	21.0
2014		3	66.7	0.0
2013		6	53.7	16.4
2012		1	55.6	0.0
2011		2	44.4	31.4
2010		2	55.6	15.7
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	68.9
	Not apprenticeship or traineeship	50	69.8	19.2
Recognition of prior learning	Recognition of prior learning	16	55.6	14.6
	No recognition of prior learning	37	72.7	18.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	48	67.6	20.0
	Male	17	71.2	16.2
	Total	65	68.5	19.0
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	60.2	16.7
	35 to 44	22	67.2	17.3
	45 to 54	20	75.0	20.0
	55 to 64	9	66.7	22.9
	65 or over	1	77.8	0.0
	Total	64	68.4	19.1
Aboriginal or Torres Strait Islander origin	No	63	68.4	19.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	68.4	19.3
Home language	English	10	70.0	18.9
	Language other than English	55	68.3	19.2
	Total	65	68.5	19.0
Permanent residency or citizenship	Australian	58	68.6	17.9
	Not Australian	2	72.2	39.3
	Total	60	68.7	18.4
Disability status	Disability identified	7	69.8	26.2
	No disability identified	53	68.8	17.4
	Total	60	68.9	18.4
Groups	1	65	68.5	19.0
	Total	65	68.5	19.0

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	73.0	16.3
Qualification Level	Certificate I	10	73.3	10.7
	Certificate II	45	73.7	17.6
	Certificate III	11	69.7	15.8
	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	66	73.0	16.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	73.0	16.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	55.6	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	69.8	14.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	90.0	14.3
	Other	1	44.4	0.0
	Total	63	72.4	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	65.6	14.3
	February	18	79.6	16.7
	March	8	69.4	12.9
	April			
	May	2	72.2	7.9
	June	3	85.2	17.0
	July	3	61.1	20.0
	August	1	77.8	0.0
	September	4	73.6	38.3
	October	2	66.7	0.0
	November	2	75.0	11.8
	December			
	Do not know			
	Training start year	2016	29	75.5
2015		19	73.4	19.7
2014		3	66.7	11.1
2013		6	68.5	8.4
2012		1	77.8	0.0
2011		2	61.1	7.9
2010		2	66.7	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	77.8
	Not apprenticeship or traineeship	51	71.6	16.8
Recognition of prior learning	Recognition of prior learning	16	69.4	11.1
	No recognition of prior learning	37	74.5	16.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	49	73.1	17.4
	Male	17	72.5	13.1
	Total	66	73.0	16.3
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	72.2	15.4
	35 to 44	22	73.7	13.1
	45 to 54	20	74.7	17.8
	55 to 64	10	65.0	20.0
	65 or over	1	100.0	0.0
	Total	65	72.8	16.4
Aboriginal or Torres Strait Islander origin	No	64	72.7	16.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	72.7	16.5
Home language	English	10	73.9	15.3
	Language other than English	56	72.8	16.6
	Total	66	73.0	16.3
Permanent residency or citizenship	Australian	59	72.9	15.6
	Not Australian	2	72.2	39.3
	Total	61	72.9	16.1
Disability status	Disability identified	7	74.6	13.9
	No disability identified	54	73.1	16.5
	Total	61	73.3	16.2
Groups	1	66	73.0	16.3
	Total	66	73.0	16.3

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	74.5	13.2
Qualification Level	Certificate I	10	76.2	12.6
	Certificate II	45	75.2	13.5
	Certificate III	11	69.7	12.8
	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	66	74.5	13.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	74.5	13.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	53.3	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	71.6	10.8
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	89.3	12.3
	Other	1	60.0	0.0
	Total	63	74.0	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	68.3	8.2
	February	18	78.1	16.0
	March	8	69.2	7.1
	April			
	May	2	73.3	9.4
	June	3	88.9	10.2
	July	3	71.1	7.7
	August	1	80.0	0.0
	September	4	83.9	10.8
	October	2	70.0	4.7
	November	2	73.3	9.4
	December			
	Do not know			
	Training start year	2016	29	76.0
2015		19	76.3	10.4
2014		3	71.1	7.7
2013		6	61.1	10.7
2012		1	66.7	0.0
2011		2	73.3	9.4
2010		2	66.7	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	76.7
	Not apprenticeship or traineeship	51	73.6	13.6
Recognition of prior learning	Recognition of prior learning	16	67.9	11.7
	No recognition of prior learning	37	76.4	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	49	75.1	13.6
	Male	17	72.6	12.1
	Total	66	74.5	13.2
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	72.8	13.8
	35 to 44	22	73.1	13.1
	45 to 54	20	77.6	15.2
	55 to 64	10	70.8	7.4
	65 or over	1	93.3	0.0
	Total	65	74.4	13.3
Aboriginal or Torres Strait Islander origin	No	64	74.2	13.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	74.2	13.3
Home language	English	10	76.0	11.8
	Language other than English	56	74.2	13.5
	Total	66	74.5	13.2
Permanent residency or citizenship	Australian	59	73.7	12.7
	Not Australian	2	80.0	28.3
	Total	61	73.9	13.0
Disability status	Disability identified	7	73.3	13.3
	No disability identified	54	74.5	13.3
	Total	61	74.3	13.2
Groups	1	66	74.5	13.2
	Total	66	74.5	13.2

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	74.6	16.4
Qualification Level	Certificate I	9	77.8	14.7
	Certificate II	45	75.9	17.0
	Certificate III	11	66.7	14.1
	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	65	74.6	16.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	74.6	16.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	55.6	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	50	72.3	14.3
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	92.2	13.9
	Other	1	33.3	0.0
	Total	62	74.6	16.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	74.4	10.5
	February	18	79.0	18.6
	March	8	62.5	15.6
	April			
	May	2	83.3	7.9
	June	3	70.4	6.4
	July	3	63.0	23.1
	August	1	83.3	0.0
	September	4	83.3	14.3
	October	2	66.7	0.0
	November	2	83.3	23.6
	December			
	Do not know			
	Training start year	2016	29	78.2
2015		18	74.7	16.1
2014		3	68.5	14.0
2013		6	59.3	9.1
2012		1	66.7	0.0
2011		2	66.7	15.7
2010		2	66.7	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	81.1
	Not apprenticeship or traineeship	51	74.2	16.5
Recognition of prior learning	Recognition of prior learning	16	66.7	9.9
	No recognition of prior learning	37	77.9	17.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	49	74.8	16.3
	Male	16	74.0	17.3
	Total	65	74.6	16.4
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	69.4	15.1
	35 to 44	21	75.1	17.9
	45 to 54	20	77.5	16.8
	55 to 64	10	70.0	12.9
	65 or over	1	100.0	0.0
	Total	64	74.4	16.5
Aboriginal or Torres Strait Islander origin	No	63	74.6	16.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	74.6	16.6
Home language	English	10	73.3	19.7
	Language other than English	55	74.8	16.0
	Total	65	74.6	16.4
Permanent residency or citizenship	Australian	58	74.0	14.5
	Not Australian	2	66.7	47.1
	Total	60	73.8	15.6
Disability status	Disability identified	7	76.2	17.5
	No disability identified	53	74.7	16.3
	Total	60	74.9	16.3
Groups	1	65	74.6	16.4
	Total	65	74.6	16.4

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	75.4	14.9
Qualification Level	Certificate I	10	76.7	14.3
	Certificate II	45	76.0	16.2
	Certificate III	11	71.7	9.1
	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	66	75.4	14.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	75.4	14.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	72.3	13.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	91.1	13.7
	Other	1	66.7	0.0
	Total	63	75.1	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	74.4	11.8
	February	18	79.0	17.8
	March	8	69.4	12.9
	April			
	May	2	72.2	7.9
	June	3	81.5	12.8
	July	3	70.4	6.4
	August	1	55.6	0.0
	September	4	80.6	14.0
	October	2	77.8	0.0
	November	2	77.8	31.4
	December			
	Do not know			
	Training start year	2016	29	79.7
2015		19	76.6	12.2
2014		3	63.0	6.4
2013		6	61.1	11.7
2012		1	66.7	0.0
2011		2	66.7	0.0
2010		2	50.0	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	76.7
	Not apprenticeship or traineeship	51	74.9	15.0
Recognition of prior learning	Recognition of prior learning	16	67.4	11.1
	No recognition of prior learning	37	78.1	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	49	75.1	15.3
	Male	17	76.5	14.1
	Total	66	75.4	14.9
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	74.1	14.5
	35 to 44	22	75.3	14.5
	45 to 54	20	77.8	15.7
	55 to 64	10	70.0	14.9
	65 or over	1	100.0	0.0
	Total	65	75.4	15.0
Aboriginal or Torres Strait Islander origin	No	64	75.5	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	75.5	14.8
Home language	English	10	76.7	14.3
	Language other than English	56	75.2	15.1
	Total	66	75.4	14.9
Permanent residency or citizenship	Australian	59	74.0	14.2
	Not Australian	2	83.3	23.6
	Total	61	74.3	14.4
Disability status	Disability identified	7	79.4	16.3
	No disability identified	54	74.9	15.0
	Total	61	75.4	15.1
Groups	1	66	75.4	14.9
	Total	66	75.4	14.9

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	73.4	15.1
Qualification Level	Certificate I	10	72.2	15.0
	Certificate II	45	75.5	16.1
	Certificate III	11	65.9	7.9
	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	66	73.4	15.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	73.4	15.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	71.1	14.9
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	87.8	11.0
	Other	1	75.0	0.0
	Total	63	73.7	15.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	75.0	15.7
	February	18	76.9	16.3
	March	8	67.7	7.0
	April			
	May	2	75.0	0.0
	June	3	66.7	8.3
	July	3	72.2	17.3
	August	1	66.7	0.0
	September	4	80.6	19.6
	October	2	58.3	11.8
	November	2	79.2	17.7
	December			
	Do not know			
Training start year	2016	29	77.9	15.1
	2015	19	73.4	12.9
	2014	3	63.9	4.8
	2013	6	56.9	13.4
	2012	1	66.7	0.0
	2011	2	62.5	17.7
	2010	2	62.5	5.9
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	10	76.1	9.2
	Not apprenticeship or traineeship	51	73.9	16.3
Recognition of prior learning	Recognition of prior learning	16	62.3	11.1
	No recognition of prior learning	37	76.7	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	49	72.8	15.7
	Male	17	75.2	13.5
	Total	66	73.4	15.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	68.5	13.1
	35 to 44	22	72.0	16.5
	45 to 54	20	77.5	14.1
	55 to 64	10	70.6	15.1
	65 or over	1	91.7	0.0
	Total	65	73.1	15.1
Aboriginal or Torres Strait Islander origin	No	64	73.6	15.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	73.6	15.3
Home language	English	10	77.5	9.7
	Language other than English	56	72.7	15.9
	Total	66	73.4	15.1
Permanent residency or citizenship	Australian	59	71.7	14.4
	Not Australian	2	87.5	17.7
	Total	61	72.2	14.7
Disability status	Disability identified	7	70.2	17.3
	No disability identified	54	73.5	15.3
	Total	61	73.1	15.5
Groups	1	66	73.4	15.1
	Total	66	73.4	15.1

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	76.6	15.0
Qualification Level	Certificate I	10	72.8	14.9
	Certificate II	45	77.4	15.6
	Certificate III	11	76.8	12.6
	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	66	76.6	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	66	76.6	15.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	51	72.1	12.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	10	95.6	10.7
	Other	1	88.9	0.0
	Total	63	76.0	14.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	10	72.2	9.4
	February	18	82.4	17.7
	March	8	75.0	16.5
	April			
	May	2	77.8	15.7
	June	3	85.2	17.0
	July	3	66.7	11.1
	August	1	66.7	0.0
	September	4	80.6	14.0
	October	2	77.8	15.7
	November	2	77.8	15.7
	December			
	Do not know			
	Training start year	2016	29	81.0
2015		19	78.7	13.4
2014		3	63.0	6.4
2013		6	64.8	4.5
2012		1	66.7	0.0
2011		2	66.7	0.0
2010		2	55.6	15.7
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	10	84.4
	Not apprenticeship or traineeship	51	74.8	14.0
Recognition of prior learning	Recognition of prior learning	16	69.8	13.8
	No recognition of prior learning	37	79.3	14.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	49	76.6	14.6
	Male	17	76.5	16.5
	Total	66	76.6	15.0
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	12	76.4	17.4
	35 to 44	22	77.0	16.3
	45 to 54	20	77.8	14.0
	55 to 64	10	71.1	10.7
	65 or over	1	100.0	0.0
	Total	65	76.6	15.1
Aboriginal or Torres Strait Islander origin	No	64	76.4	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	76.4	14.8
Home language	English	10	83.3	14.1
	Language other than English	56	75.4	14.9
	Total	66	76.6	15.0
Permanent residency or citizenship	Australian	59	75.0	14.5
	Not Australian	2	94.4	7.9
	Total	61	75.6	14.7
Disability status	Disability identified	7	79.4	16.3
	No disability identified	54	75.9	15.0
	Total	61	76.3	15.1
Groups	1	66	76.6	15.0
	Total	66	76.6	15.0

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

Grammar
I learned to work with people, I improved my spoken and written English
I like beacuse i get to speak and need everyday
I like beacuse i learning English. and English is my second language
I like beacuse its close to my home and use a lot of English
I like because I learn speaking everyday
I like because i read, write everyday
I like class room because all friends and my teacher is very nice
I like communicating and computer class on thursdays
I like everything, I learn a lot of things
I like read story and speak to the people in my class
I like reading and listening in class to my Teacher
I like reading stories
I like talking and reading
I like talking and writting English everyday
I like talking and writting English everyday
I like the time 9 am, i like reading when i come to class
I like to learn english and speaking with my teacher Lia Everyday
I like to learn gramar
I like to learn read and speak
I like to listen to the teacher and speak to my friends
I like to read books everyday
I like to speak a lot with my teacher Lia
I like to write, talk and read
Listening
Listening
Listening
Listening
Listening and reading
Listening and speaking
Listening and speaking
Listening and speaking
Listening and understanding
Listening and understanding
Listening, speaking and conversations
Teacher have passion teaching to all the student

every topic was finished and completed and that is important to be
i am learning good writing and good with my friends
i developed so many knowledge and skill the teaching had a good work theory and practices, i learned to plan and manage my work
learning new concepts that can be used in this profession
listening and casual conversations
more and more listening
my teacher always happy and she is wonderful teacher i ever had
my teacher help me too much to develop my knowledge in english also helps me to adjustment in this country
speaking, writing and listening
the best aspects can help me to learn English quickly
the best aspects of the training were writing and talking
the class had diverse students so lots of different learning style, the teacher is highly efficient at managing the diverse class
the experience trainers (teacher) meeting people in a good environment
the hours in the course are not that long
the training had a good mix theory and practice
the training is helpful, everything clear and help is available when i need help
the working with a diverse mix of different cultures and ethnicity with a knowledgeable teacher
this course help me to my knowledge
writing and listening to the news
writing and reading

LQ needs improvement

Communication
Communication
Grammar and writing paragraphs
I improve my speaking
I like talk for the news
I like to learn more grammr and listen CD
I need improvement new words
I need learn English more listening skills and reading skills
I need more oppportunity to talk and conversation
I need to improve my spelling and reading
I need to improvement new words
I wan to improve speaking and listening to understand poeple more
I would learn listenign and talking to people
Listening and speaking skills
Listening skills, numeracy skills and speaking skills
Listening skills, spelling, speaking and reading
Listening, reading and speaking
Listening, reading, spelling and numeracy
Listening, spelling and reading skills
Listening, spelling, reading, speaking and numeracy skills
Listening, spelling, reading, speaking and numeracy skills
Reading
Speaking
Speaking
Speaking
Speaking
Speaking and writting
Speaking skills and listening skills
Spelling words
all
all aspect in the training is very satisfactory
correct the biggest mistake that i made in spoken or written English
gramar and vocabulary
i need more listening and writting
i recommened that students need to come to school in time
i want to practice more math
improve speaking, writing and listening
listening and more talking
listening skills and numeracy
more homework on dectection
nothing
reading the news
spelling and speaking skills
the training use old resources

to come to school on time and to improve skill

write, reading and speaking

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

29 Jun 2016

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)	66	0
Population count (number)	246	
Response rate (per cent)	26.8	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	74.0	19.8		
Trainer Quality	76.5	16.1		
Effective Assessment	72.5	14.4		
Clear Expectations	74.5	17.0		
Learning Stimulation	68.5	19.0		
Training Relevance	73.0	16.3		
Competency Development	74.5	13.2		
Training Resources	74.6	16.4		
Effective Support	75.4	14.9		
Active Learning	73.4	15.1		
Overall Satisfaction	76.6	15.0		

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	