

**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 03 9376 5244

**DATE:** 14 June 2019

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	80	
Total number of surveys received	67	
Response rate (per cent)	84%	

### Summary of Continuous Improvement

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

Wingate Avenue Community Centre delivery Certificates in EAL (Access). The data is based on a survey of 67 students who were enrolled in Certificate I, II and III in EAL (Access).

The survey results indicated that learners had a high level of satisfaction with the training they were receiving and this is indicated by the following:

- Over 80% of learners indicated that they agreed or strongly agreed that with 33 of 35 questions indicating an overall satisfaction with the training.
- 100% agreed that trainers encouraged learners to ask questions
- 100% said they approached trainers if they needed help
- 97% said they are satisfied with the training
- 97% said they had a clear idea of what was expected of them
- 95% said the trainers explained things clearly
- 95% said they developed the skills expected from this training
- 95% said that Wingate had a range of service to support learners
- 92% said the training had a good mix of theory and practice
- 92% said the training was flexible enough to meet their needs

A couple of areas were identified as requiring improvement. More than 20% of students answered that they disagreed with the following statements:

- "I set high standards for myself in this training"
- "The training prepared me well for work".

Based on these survey results Wingate has made the following improvements:

- Reviewed assessment tools and resources for the learning goals and planning unit for each level of EAL to include more information and assistance with developing learning strategies and goal setting
- Development of employment focused resources to ensure students are developing skills for work
- Continue to review assessment tools

- Wingate produced industry focused resources for students to learn about working in a number of different industries including Hospitality, Retail, Construction, and Beauty.

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

Wingate Avenue Community Centre does not do work placements as part of the Certificates in EAL (Access) so we have not surveyed employers

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

Students do not attend workplace training and students do not go directly into employment from foundation English so therefore no AQTF Employers Survey data is available.

#### **Declaration**

I confirm that Wingate Avenue Community Centre:

- 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) Gavin Kempin**

**Signature of PEO**



**Date: 17 / 06 / 2019**