

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Moe Life Skills Community Centre
Street Address	2a High Street
City/town/suburb	Moe
State	VIC
Post code	3825
NTIS number	20146

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			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	20	93.7	12.1			
Effective Assessment	20	90.3	9.5			
Clear Expectations	20	90.6	11.6			
Learning Stimulation	20	86.7	13.3			
Training Relevance	20	87.2	15.0			
Competency Development	20	86.0	13.0			
Training Resources	20	93.3	10.4			
Effective Support	20	89.4	12.7			
Active Learning	20	88.1	11.8			
Overall Satisfaction	20	93.3	11.1			

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			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences						
	Information technology						
	Engineering and related technologies						
	Architecture and building						
	Agriculture, environmental and related studies						
	Health						
	Education						
	Management and commerce						
	Society and culture						
	Creative arts						
	Food, hospitality and personal services						
	Other						
	TOTAL		0	20	0.0	0	0
Qualification level	Certificate I						
	Certificate II						
	Certificate III						
	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		0	20	0.0		

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	4	16	20	0
LQ2	Trainers made the subject as interesting as possible.	0	0	3	17	20	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	5	15	20	0
LQ4	Trainers explained things clearly.	0	0	3	17	20	0
LQ5	Overall, I am satisfied with the training.	0	0	7	13	20	0
LQ6	I would recommend the training to others.	0	0	2	18	20	0
LQ7	I would recommend the training organisation to others.	0	0	3	17	20	0
LQ8	I received useful feedback on my assessments.	0	0	5	15	20	0
LQ9	Assessments were based on realistic activities.	0	0	5	15	20	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	6	14	20	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	7	12	19	1
LQ12	It was always easy to know the standards expected.	0	0	8	12	20	0
LQ13	I usually had a clear idea of what was expected of me.	0	0	4	16	20	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	5	15	20	0
LQ15	I was given enough material to keep up my interest.	0	0	5	15	20	0
LQ16	The amount of work I had to do was reasonable.	0	1	7	12	19	0
LQ17	The training was at the right level of difficulty for me.	0	0	10	10	20	0
LQ18	The training focused on relevant skills.	0	0	6	14	20	0
LQ19	The training prepared me well for work.	0	0	6	14	20	0
LQ20	The training had a good mix of theory and practice.	1	1	6	12	18	0
LQ21	I developed the skills expected from this training.	0	0	8	12	20	0
LQ22	I learned to work with people.	0	1	7	12	19	0
LQ23	I identified ways to build on my current knowledge and skills.	0	1	9	10	19	0
LQ24	I developed the knowledge expected from this training.	0	0	5	15	20	0
LQ25	I learned to plan and manage my work.	0	0	9	11	20	0
LQ26	Training resources were available when I needed them.	0	0	6	14	20	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	4	16	20	0
LQ28	Training facilities and materials were in good condition.	0	0	2	18	20	0
LQ29	Training organisation staff respected my background and needs.	1	0	3	16	19	0
LQ30	The training was flexible enough to meet my needs.	0	0	6	14	20	0
LQ31	The training organisation had a range of services to support learners.	0	0	7	13	20	0
LQ32	I set high standards for myself in this training.	0	0	5	12	17	3
LQ33	I pushed myself to understand things I found confusing.	0	0	10	10	20	0
LQ34	I looked for my own resources to help me learn.	0	0	6	10	16	4
LQ35	I approached trainers if I needed help.	0	0	4	16	20	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	20.0	80.0	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	15.0	85.0	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	25.0	75.0	100.0	0.0
LQ4	Trainers explained things clearly.	0.0	0.0	15.0	85.0	100.0	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.0	35.0	65.0	100.0	0.0
LQ6	I would recommend the training to others.	0.0	0.0	10.0	90.0	100.0	0.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	15.0	85.0	100.0	0.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	25.0	75.0	100.0	0.0
LQ9	Assessments were based on realistic activities.	0.0	0.0	25.0	75.0	100.0	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	30.0	70.0	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	36.9	63.2	100.0	5.0
LQ12	It was always easy to know the standards expected.	0.0	0.0	40.0	60.0	100.0	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	20.0	80.0	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	25.0	75.0	100.0	0.0
LQ15	I was given enough material to keep up my interest.	0.0	0.0	25.0	75.0	100.0	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	5.0	35.0	60.0	95.0	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	50.0	50.0	100.0	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	30.0	70.0	100.0	0.0
LQ19	The training prepared me well for work.	0.0	0.0	30.0	70.0	100.0	0.0
LQ20	The training had a good mix of theory and practice.	5.0	5.0	30.0	60.0	90.0	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	40.0	60.0	100.0	0.0
LQ22	I learned to work with people.	0.0	5.0	35.0	60.0	95.0	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	5.0	45.0	50.0	95.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	25.0	75.0	100.0	0.0
LQ25	I learned to plan and manage my work.	0.0	0.0	45.0	55.0	100.0	0.0
LQ26	Training resources were available when I needed them.	0.0	0.0	30.0	70.0	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	20.0	80.0	100.0	0.0
LQ28	Training facilities and materials were in good condition.	0.0	0.0	10.0	90.0	100.0	0.0
LQ29	Training organisation staff respected my background and needs.	5.0	0.0	15.0	80.0	95.0	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	30.0	70.0	100.0	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	35.0	65.0	100.0	0.0
LQ32	I set high standards for myself in this training.	0.0	0.0	29.4	70.6	100.0	15.0
LQ33	I pushed myself to understand things I found confusing.	0.0	0.0	50.0	50.0	100.0	0.0
LQ34	I looked for my own resources to help me learn.	0.0	0.0	37.5	62.5	100.0	20.0
LQ35	I approached trainers if I needed help.	0.0	0.0	20.0	80.0	100.0	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	93.3	13.7
LQ2	95.0	12.2
LQ3	91.7	14.8
LQ4	95.0	12.2
LQ5	88.3	16.3
LQ6	96.7	10.3
LQ7	95.0	12.2
LQ8	91.7	14.8
LQ9	91.7	14.8
LQ10	90.0	15.7
LQ11	87.7	16.5
LQ12	86.7	16.8
LQ13	93.3	13.7
LQ14	91.7	14.8
LQ15	91.7	14.8
LQ16	85.0	20.2
LQ17	83.3	17.1
LQ18	90.0	15.7
LQ19	90.0	15.7
LQ20	81.7	27.5
LQ21	86.7	16.8
LQ22	85.0	20.2
LQ23	81.7	20.2
LQ24	91.7	14.8
LQ25	85.0	17.0
LQ26	90.0	15.7
LQ27	93.3	13.7
LQ28	96.7	10.3
LQ29	90.0	24.4
LQ30	90.0	15.7
LQ31	88.3	16.3
LQ32	90.2	15.7
LQ33	83.3	17.1
LQ34	87.5	16.7
LQ35	93.3	13.7

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	0	0	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	0	0	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	0	0	0
EQ4	Assessment was at an appropriate standard.	0	0	0	0	0	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	0	0	0
EQ6	The training reflected current practice.	0	0	0	0	0	0
EQ7	The training organisation developed customised programs.	0	0	0	0	0	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	0	0	0
EQ9	The training focused on relevant skills.	0	0	0	0	0	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	0	0	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	0	0	0
EQ12	Overall, we are satisfied with the training.	0	0	0	0	0	0
EQ13	We would recommend the training organisation to others.	0	0	0	0	0	0
EQ14	We would recommend the training to others.	0	0	0	0	0	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	0	0	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	0	0	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	0	0	0
EQ18	Assessments were based on realistic activities.	0	0	0	0	0	0
EQ19	Trainers were effective in their teaching.	0	0	0	0	0	0
EQ20	The training was an effective investment.	0	0	0	0	0	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	0	0	0
EQ22	The training had a good mix of theory and practice.	0	0	0	0	0	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	0	0	0
EQ24	The training has helped our employees work with people.	0	0	0	0	0	0
EQ25	Training resources and equipment were in good condition.	0	0	0	0	0	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	0	0	0
EQ27	The training prepared employees well for work.	0	0	0	0	0	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	0	0	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	0	0	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	0	0	0

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	0	0	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	0	0	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	0	0	0
EQ4	Assessment was at an appropriate standard.	0	0	0	0	0	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	0	0	0
EQ6	The training reflected current practice.	0	0	0	0	0	0
EQ7	The training organisation developed customised programs.	0	0	0	0	0	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	0	0	0
EQ9	The training focused on relevant skills.	0	0	0	0	0	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	0	0	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	0	0	0
EQ12	Overall, we are satisfied with the training.	0	0	0	0	0	0
EQ13	We would recommend the training organisation to others.	0	0	0	0	0	0
EQ14	We would recommend the training to others.	0	0	0	0	0	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	0	0	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	0	0	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	0	0	0
EQ18	Assessments were based on realistic activities.	0	0	0	0	0	0
EQ19	Trainers were effective in their teaching.	0	0	0	0	0	0
EQ20	The training was an effective investment.	0	0	0	0	0	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	0	0	0
EQ22	The training had a good mix of theory and practice.	0	0	0	0	0	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	0	0	0
EQ24	The training has helped our employees work with people.	0	0	0	0	0	0
EQ25	Training resources and equipment were in good condition.	0	0	0	0	0	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	0	0	0
EQ27	The training prepared employees well for work.	0	0	0	0	0	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	0	0	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	0	0	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	0	0	0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.		
EQ2	The training organisation dealt satisfactorily with any issues or complaints.		
EQ3	The training organisation was flexible enough to meet our needs.		
EQ4	Assessment was at an appropriate standard.		
EQ5	The training resources were appropriate for learner needs.		
EQ6	The training reflected current practice.		
EQ7	The training organisation developed customised programs.		
EQ8	The training organisation provided good support for workplace training and assessment.		
EQ9	The training focused on relevant skills.		
EQ10	Our employees gained the skills they needed from this training.		
EQ11	The training was effectively integrated into our organisation.		
EQ12	Overall, we are satisfied with the training.		
EQ13	We would recommend the training organisation to others.		
EQ14	We would recommend the training to others.		
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.		
EQ16	The way employees were assessed was a fair test of their skills and knowledge.		
EQ17	Trainers had good knowledge and experience of the industry.		
EQ18	Assessments were based on realistic activities.		
EQ19	Trainers were effective in their teaching.		
EQ20	The training was an effective investment.		
EQ21	Trainers were able to relate material to the workplace.		
EQ22	The training had a good mix of theory and practice.		
EQ23	The training organisation acted on feedback from employers.		
EQ24	The training has helped our employees work with people.		
EQ25	Training resources and equipment were in good condition.		
EQ26	The training helped employees identify how to build on their current knowledge and skills.		
EQ27	The training prepared employees well for work.		
EQ28	Our employees gained the knowledge they needed from this training.		
EQ29	The training prepared our employees for the demands of work.		
EQ30	The training organisation clearly explained what was expected from employers.		

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	20	93.7	12.1
Qualification Level	Certificate I	20	93.7	12.1
	Certificate II			
	Certificate III			
	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	20	93.7	12.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	93.7	12.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	93.7	12.1
	Total	20	93.7	12.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	91.7	13.9
	February	6	98.6	3.4
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2017			
	2016	20	93.7	12.1
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	93.7	12.1
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	93.7	12.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	92.4	13.2
	Male	9	95.4	11.1
	Total	20	93.7	12.1
Learner age	Under 15			
	15 to 19			
	20 to 24	6	100.0	0.0
	25 to 34	10	94.2	10.4
	35 to 44	4	83.3	19.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	93.7	12.1
Aboriginal or Torres Strait Islander origin	No	19	93.4	12.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	93.4	12.3
Home language	English	15	94.4	11.6
	Language other than English	5	91.7	14.4
	Total	20	93.7	12.1
Permanent residency or citizenship	Australian	20	93.7	12.1
	Not Australian			
	Total	20	93.7	12.1
Disability status	Disability identified	20	93.7	12.1
	No disability identified			
	Total	20	93.7	12.1
Groups	1	6	86.1	15.5
	2	6	98.6	3.4
	3	8	95.8	11.8
	Total	20	93.7	12.1

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	90.3	9.5
Qualification Level	Certificate I	20	90.3	9.5
	Certificate II			
	Certificate III			
	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	20	90.3	9.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	90.3	9.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	90.3	9.5
	Total	20	90.3	9.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	91.7	10.8
	February	6	87.0	4.2
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		20	90.3	9.5
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	90.3	9.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	90.3	9.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	92.9	8.3
	Male	9	87.0	10.3
	Total	20	90.3	9.5
Learner age	Under 15			
	15 to 19			
	20 to 24	6	91.7	7.5
	25 to 34	10	91.4	6.9
	35 to 44	4	85.4	17.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	90.3	9.5
Aboriginal or Torres Strait Islander origin	No	19	89.8	9.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	89.8	9.4
Home language	English	15	91.1	10.7
	Language other than English	5	87.8	4.2
	Total	20	90.3	9.5
Permanent residency or citizenship	Australian	20	90.3	9.5
	Not Australian			
	Total	20	90.3	9.5
Disability status	Disability identified	20	90.3	9.5
	No disability identified			
	Total	20	90.3	9.5
Groups	1	6	86.1	11.4
	2	6	87.0	4.2
	3	8	95.8	8.9
	Total	20	90.3	9.5

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	90.6	11.6
Qualification Level	Certificate I	20	90.6	11.6
	Certificate II			
	Certificate III			
	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	20	90.6	11.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	90.6	11.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	90.6	11.6
	Total	20	90.6	11.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	92.1	12.7
	February	6	87.0	8.4
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2017			
	2016	20	90.6	11.6
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	90.6	11.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	90.6	11.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	91.9	12.3
	Male	9	88.9	11.1
	Total	20	90.6	11.6
Learner age	Under 15			
	15 to 19			
	20 to 24	6	92.6	9.1
	25 to 34	10	92.2	9.1
	35 to 44	4	83.3	19.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	90.6	11.6
Aboriginal or Torres Strait Islander origin	No	19	90.1	11.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	90.1	11.7
Home language	English	15	91.9	12.2
	Language other than English	5	86.7	9.3
	Total	20	90.6	11.6
Permanent residency or citizenship	Australian	20	90.6	11.6
	Not Australian			
	Total	20	90.6	11.6
Disability status	Disability identified	20	90.6	11.6
	No disability identified			
	Total	20	90.6	11.6
Groups	1	6	87.0	13.0
	2	6	87.0	8.4
	3	8	95.8	11.8
	Total	20	90.6	11.6

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	86.7	13.3
Qualification Level	Certificate I	20	86.7	13.3
	Certificate II			
	Certificate III			
	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	20	86.7	13.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	86.7	13.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	86.7	13.3
	Total	20	86.7	13.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	88.9	13.1
	February	6	81.5	13.5
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2017			
	2016	20	86.7	13.3
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	86.7	13.3
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	86.7	13.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	92.9	11.4
	Male	9	79.0	11.7
	Total	20	86.7	13.3
Learner age	Under 15			
	15 to 19			
	20 to 24	6	90.7	13.0
	25 to 34	10	87.8	12.2
	35 to 44	4	77.8	15.7
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	86.7	13.3
Aboriginal or Torres Strait Islander origin	No	19	86.0	13.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	86.0	13.3
Home language	English	15	88.9	12.6
	Language other than English	5	80.0	14.5
	Total	20	86.7	13.3
Permanent residency or citizenship	Australian	20	86.7	13.3
	Not Australian			
	Total	20	86.7	13.3
Disability status	Disability identified	20	86.7	13.3
	No disability identified			
	Total	20	86.7	13.3
Groups	1	6	83.3	11.7
	2	6	81.5	13.5
	3	8	93.1	13.2
	Total	20	86.7	13.3

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	87.2	15.0
Qualification Level	Certificate I	20	87.2	15.0
	Certificate II			
	Certificate III			
	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	20	87.2	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	87.2	15.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	87.2	15.0
	Total	20	87.2	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	84.9	17.2
	February	6	92.6	5.7
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2017			
	2016	20	87.2	15.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	87.2	15.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	87.2	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	86.9	17.1
	Male	9	87.7	13.0
	Total	20	87.2	15.0
Learner age	Under 15			
	15 to 19			
	20 to 24	6	87.0	16.4
	25 to 34	10	88.9	13.9
	35 to 44	4	83.3	19.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	87.2	15.0
Aboriginal or Torres Strait Islander origin	No	19	86.5	15.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	86.5	15.1
Home language	English	15	85.9	16.5
	Language other than English	5	91.1	9.3
	Total	20	87.2	15.0
Permanent residency or citizenship	Australian	20	87.2	15.0
	Not Australian			
	Total	20	87.2	15.0
Disability status	Disability identified	20	87.2	15.0
	No disability identified			
	Total	20	87.2	15.0
Groups	1	6	70.4	11.5
	2	6	92.6	5.7
	3	8	95.8	11.8
	Total	20	87.2	15.0

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	86.0	13.0
Qualification Level	Certificate I	20	86.0	13.0
	Certificate II			
	Certificate III			
	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	20	86.0	13.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	86.0	13.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	86.0	13.0
	Total	20	86.0	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	87.6	14.3
	February	6	82.2	9.1
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		20	86.0	13.0
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	86.0	13.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	86.0	13.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	88.5	12.3
	Male	9	83.0	13.8
	Total	20	86.0	13.0
Learner age	Under 15			
	15 to 19			
	20 to 24	6	87.8	12.2
	25 to 34	10	86.0	11.9
	35 to 44	4	83.3	19.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	86.0	13.0
Aboriginal or Torres Strait Islander origin	No	19	85.3	12.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	85.3	12.9
Home language	English	15	88.0	13.6
	Language other than English	5	80.0	9.4
	Total	20	86.0	13.0
Permanent residency or citizenship	Australian	20	86.0	13.0
	Not Australian			
	Total	20	86.0	13.0
Disability status	Disability identified	20	86.0	13.0
	No disability identified			
	Total	20	86.0	13.0
Groups	1	6	76.7	9.2
	2	6	82.2	9.1
	3	8	95.8	11.8
	Total	20	86.0	13.0

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	93.3	10.4
Qualification Level	Certificate I	20	93.3	10.4
	Certificate II			
	Certificate III			
	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	20	93.3	10.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	93.3	10.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	93.3	10.4
	Total	20	93.3	10.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	95.2	10.4
	February	6	88.9	9.9
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2017			
	2016	20	93.3	10.4
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	93.3	10.4
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	93.3	10.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	96.0	9.0
	Male	9	90.1	11.7
	Total	20	93.3	10.4
Learner age	Under 15			
	15 to 19			
	20 to 24	6	96.3	9.1
	25 to 34	10	92.2	9.1
	35 to 44	4	91.7	16.7
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	93.3	10.4
Aboriginal or Torres Strait Islander origin	No	19	93.0	10.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	93.0	10.6
Home language	English	15	97.0	8.9
	Language other than English	5	82.2	6.1
	Total	20	93.3	10.4
Permanent residency or citizenship	Australian	20	93.3	10.4
	Not Australian			
	Total	20	93.3	10.4
Disability status	Disability identified	20	93.3	10.4
	No disability identified			
	Total	20	93.3	10.4
Groups	1	6	88.9	14.1
	2	6	88.9	9.9
	3	8	100.0	0.0
	Total	20	93.3	10.4

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	89.4	12.7
Qualification Level	Certificate I	20	89.4	12.7
	Certificate II			
	Certificate III			
	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	20	89.4	12.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	89.4	12.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	89.4	12.7
	Total	20	89.4	12.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	90.5	13.0
	February	6	87.0	13.0
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		20	89.4	12.7
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	89.4	12.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	89.4	12.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	91.9	12.3
	Male	9	86.4	13.4
	Total	20	89.4	12.7
Learner age	Under 15			
	15 to 19			
	20 to 24	6	90.7	13.0
	25 to 34	10	91.1	12.6
	35 to 44	4	83.3	14.3
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	89.4	12.7
Aboriginal or Torres Strait Islander origin	No	19	88.9	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	88.9	12.8
Home language	English	15	91.1	12.7
	Language other than English	5	84.4	12.7
	Total	20	89.4	12.7
Permanent residency or citizenship	Australian	20	89.4	12.7
	Not Australian			
	Total	20	89.4	12.7
Disability status	Disability identified	20	89.4	12.7
	No disability identified			
	Total	20	89.4	12.7
Groups	1	6	83.3	15.3
	2	6	87.0	13.0
	3	8	95.8	8.3
	Total	20	89.4	12.7

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	88.1	11.8
Qualification Level	Certificate I	20	88.1	11.8
	Certificate II			
	Certificate III			
	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	20	88.1	11.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	88.1	11.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	88.1	11.8
	Total	20	88.1	11.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	90.5	11.7
	February	6	82.4	10.8
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		20	88.1	11.8
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	88.1	11.8
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	88.1	11.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	92.4	10.2
	Male	9	82.7	11.9
	Total	20	88.1	11.8
Learner age	Under 15			
	15 to 19			
	20 to 24	6	90.7	10.3
	25 to 34	10	89.2	11.8
	35 to 44	4	81.2	14.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	88.1	11.8
Aboriginal or Torres Strait Islander origin	No	19	87.4	11.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	87.4	11.8
Home language	English	15	89.1	11.9
	Language other than English	5	85.0	12.4
	Total	20	88.1	11.8
Permanent residency or citizenship	Australian	20	88.1	11.8
	Not Australian			
	Total	20	88.1	11.8
Disability status	Disability identified	20	88.1	11.8
	No disability identified			
	Total	20	88.1	11.8
Groups	1	6	84.7	12.3
	2	6	82.4	10.8
	3	8	94.8	9.9
	Total	20	88.1	11.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	93.3	11.1
Qualification Level	Certificate I	20	93.3	11.1
	Certificate II			
	Certificate III			
	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	20	93.3	11.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	20	93.3	11.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	20	93.3	11.1
	Total	20	93.3	11.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	92.1	11.9
	February	6	96.3	9.1
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		20	93.3	11.1
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	20	93.3	11.1
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	20	93.3	11.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	93.9	10.4
	Male	9	92.6	12.4
	Total	20	93.3	11.1
Learner age	Under 15			
	15 to 19			
	20 to 24	6	96.3	9.1
	25 to 34	10	95.6	5.7
	35 to 44	4	83.3	19.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	20	93.3	11.1
Aboriginal or Torres Strait Islander origin	No	19	93.0	11.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	19	93.0	11.2
Home language	English	15	93.3	11.7
	Language other than English	5	93.3	9.9
	Total	20	93.3	11.1
Permanent residency or citizenship	Australian	20	93.3	11.1
	Not Australian			
	Total	20	93.3	11.1
Disability status	Disability identified	20	93.3	11.1
	No disability identified			
	Total	20	93.3	11.1
Groups	1	6	87.0	10.9
	2	6	96.3	9.1
	3	8	95.8	11.8
	Total	20	93.3	11.1

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Group Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	86.1	15.5		
Effective Assessment	86.1	11.4		
Clear Expectations	87.0	13.0		
Learning Stimulation	83.3	11.7		
Training Relevance	70.4	11.5		
Competency Development	76.7	9.2		
Training Resources	88.9	14.1		
Effective Support	83.3	15.3		
Active Learning	84.7	12.3		
Overall Satisfaction	87.0	10.9		

Group 2

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	98.6	3.4		
Effective Assessment	87.0	4.2		
Clear Expectations	87.0	8.4		
Learning Stimulation	81.5	13.5		
Training Relevance	92.6	5.7		
Competency Development	82.2	9.1		
Training Resources	88.9	9.9		
Effective Support	87.0	13.0		
Active Learning	82.4	10.8		
Overall Satisfaction	96.3	9.1		

Group 3

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	95.8	11.8		
Effective Assessment	95.8	8.9		
Clear Expectations	95.8	11.8		
Learning Stimulation	93.1	13.2		
Training Relevance	95.8	11.8		
Competency Development	95.8	11.8		
Training Resources	100.0	0.0		
Effective Support	95.8	8.3		
Active Learning	94.8	9.9		
Overall Satisfaction	95.8	11.8		

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

Board games
Games
I enjoyed the course
Learning things we did not know
The graduation
Travelling on public transport
chance to learn
doing the training
enjoyed the writing
games
good trainer
improving my writing
increased my self esteem
learning how to do skype
learning money
liked the assigment
the trainer helped me
train travel
video clips
working with others

LQ needs improvement

Do it on two days
Nil
This questionairre
get more people involved
helping more people
more ideas
more skills
nothing
nothing
nothing
nothing
nothing
our neat writing, working with others
work hard

EQ best aspects

EQ needs improvement

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	1
Cost of direct expenses of learner survey	
Problems encountered during learner survey	All students have an intellectual disability, the questions in the learner survey are difficult to understand, the answers are difficult (could be Yes, No or Dont Know)
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	We do not have any employer survey as do not have any on the job, apprentice, traineeship, or work placements for our courses

Registering body report

22 Mar 2017

RTO Information

NTIS number	20146
Name	Moe Life Skills Community Centre
Street Address	2a High Street
City/town/suburb	Moe
State	VIC
Post code	3825

Learner and employer response

	Learners	Employers
Response count (number)	20	0
Population count (number)		
Response rate (per cent)		

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	89.8	16.4		
Trainer Quality	93.7	12.1		
Effective Assessment	90.3	9.5		
Clear Expectations	90.6	11.6		
Learning Stimulation	86.7	13.3		
Training Relevance	87.2	15.0		
Competency Development	86.0	13.0		
Training Resources	93.3	10.4		
Effective Support	89.4	12.7		
Active Learning	88.1	11.8		
Overall Satisfaction	93.3	11.1		

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	All students have an intellectual disability, they all said they had troubles in understanding and answering questions.
Main ways data has been used for continuous improvement	A review of training to continue to include working in groups, computer work and role plays. Review and re-wording of our internal student feedback