

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		
	Response count	Average score	Average variation
Trainer Quality	6	91.7	12.9
Effective Assessment	6	95.8	10.2
Clear Expectations	6	88.9	17.2
Learning Stimulation	6	94.4	13.6
Training Relevance	6	88.9	17.2
Competency Development	6	100.0	0.0
Training Resources	6	83.3	40.8
Effective Support	6	77.8	27.2
Active Learning	6	79.2	10.2
Overall Satisfaction	6	94.4	13.6

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

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

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences	0	0	0.0
	Information technology	0	0	0.0
	Engineering and related technologies	0	0	0.0
	Architecture and building	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0
	Health	0	0	0.0
	Education	0	0	0.0
	Management and commerce	0	0	0.0
	Society and culture	0	0	0.0
	Creative arts	0	0	0.0
	Food, hospitality and personal services	0	0	0.0
	Other	6	6	100.0
	TOTAL	6	6	100.0
Qualification level	Certificate I	6	6	100.0
	Certificate II	0	0	0.0
	Certificate III	0	0	0.0
	Certificate IV	0	0	0.0
	Certificate level unknown	0	0	0.0
	Diploma	0	0	0.0
	Advanced diploma	0	0	0.0
	Associate degree	0	0	0.0
	Degree	0	0	0.0
	Short course or statement of attainment	0	0	0.0
	VET Graduate Certificate or Diploma	0	0	0.0
	Other qualification or training	0	0	0.0
	Do not know	0	0	0.0
	Total	6	6	100.0

Item Report

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

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

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

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

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

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

LQ response category numbers

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

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	0.0	100.0	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	16.7	0.0	0.0	83.3	83.3	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	0.0	100.0	100.0	0.0
LQ4	Trainers explained things clearly.	16.7	0.0	0.0	83.3	83.3	0.0
LQ5	Overall, I am satisfied with the training.	16.7	0.0	0.0	83.3	83.3	0.0
LQ6	I would recommend the training to others.	0.0	0.0	0.0	100.0	100.0	0.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	0.0	100.0	100.0	0.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	0.0	100.0	100.0	0.0
LQ9	Assessments were based on realistic activities.	0.0	0.0	0.0	100.0	100.0	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	0.0	100.0	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	16.7	0.0	0.0	83.3	83.3	0.0
LQ12	It was always easy to know the standards expected.	33.3	0.0	0.0	66.7	66.7	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	0.0	100.0	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	0.0	100.0	100.0	0.0
LQ15	I was given enough material to keep up my interest.	16.7	0.0	0.0	83.3	83.3	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	0.0	100.0	100.0	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	0.0	100.0	100.0	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	0.0	100.0	100.0	0.0
LQ19	The training prepared me well for work.	33.3	0.0	0.0	66.7	66.7	0.0
LQ20	The training had a good mix of theory and practice.	0.0	0.0	0.0	100.0	100.0	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	0.0	100.0	100.0	0.0
LQ22	I learned to work with people.	0.0	0.0	0.0	100.0	100.0	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	0.0	100.0	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	0.0	100.0	100.0	0.0
LQ25	I learned to plan and manage my work.	0.0	0.0	0.0	100.0	100.0	0.0
LQ26	Training resources were available when I needed them.	16.7	0.0	0.0	83.3	83.3	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	16.7	0.0	0.0	83.3	83.3	0.0
LQ28	Training facilities and materials were in good condition.	16.7	0.0	0.0	83.3	83.3	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	0.0	100.0	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	50.0	0.0	0.0	50.0	50.0	0.0
LQ31	The training organisation had a range of services to support learners.	16.7	0.0	0.0	83.3	83.3	0.0
LQ32	I set high standards for myself in this training.	0.0	0.0	0.0	100.0	100.0	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	0.0	0.0	100.0	100.0	0.0
LQ34	I looked for my own resources to help me learn.	66.7	0.0	0.0	33.3	33.3	0.0
LQ35	I approached trainers if I needed help.	16.7	0.0	0.0	83.3	83.3	0.0

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	83.3	40.8
LQ3	Trainers had an excellent knowledge of the subject content.	100.0	0.0
LQ4	Trainers explained things clearly.	83.3	40.8
LQ5	Overall, I am satisfied with the training.	83.3	40.8
LQ6	I would recommend the training to others.	100.0	0.0
LQ7	I would recommend the training organisation to others.	100.0	0.0
LQ8	I received useful feedback on my assessments.	100.0	0.0
LQ9	Assessments were based on realistic activities.	100.0	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	83.3	40.8
LQ12	It was always easy to know the standards expected.	66.7	51.6
LQ13	I usually had a clear idea of what was expected of me.	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	100.0	0.0
LQ15	I was given enough material to keep up my interest.	83.3	40.8
LQ16	The amount of work I had to do was reasonable.	100.0	0.0
LQ17	The training was at the right level of difficulty for me.	100.0	0.0
LQ18	The training focused on relevant skills.	100.0	0.0
LQ19	The training prepared me well for work.	66.7	51.6
LQ20	The training had a good mix of theory and practice.	100.0	0.0
LQ21	I developed the skills expected from this training.	100.0	0.0
LQ22	I learned to work with people.	100.0	0.0
LQ23	I identified ways to build on my current knowledge and skills.	100.0	0.0
LQ24	I developed the knowledge expected from this training.	100.0	0.0
LQ25	I learned to plan and manage my work.	100.0	0.0
LQ26	Training resources were available when I needed them.	83.3	40.8
LQ27	The training used up-to-date equipment, facilities and materials.	83.3	40.8
LQ28	Training facilities and materials were in good condition.	83.3	40.8
LQ29	Training organisation staff respected my background and needs.	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	50.0	54.8
LQ31	The training organisation had a range of services to support learners.	83.3	40.8
LQ32	I set high standards for myself in this training.	100.0	0.0
LQ33	I pushed myself to understand things I found confusing.	100.0	0.0
LQ34	I looked for my own resources to help me learn.	33.3	51.6
LQ35	I approached trainers if I needed help.	83.3	40.8

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	6	91.7	12.9
Qualification Level	Certificate I	6	91.7	12.9
	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	6	91.7	12.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	91.7	12.9
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	6	91.7	12.9
	Total	6	91.7	12.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	87.5	14.4
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	87.5	17.7
	2013	4	93.7	12.5
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	91.7	12.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	91.7	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	75.0	0.0
	Male	4	100.0	0.0
	Total	6	91.7	12.9
Learner age	Under 15			
	15 to 19	1	75.0	0.0
	20 to 24	2	100.0	0.0
	25 to 34	2	87.5	17.7
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	91.7	12.9
Aboriginal or Torres Strait Islander origin	No	6	91.7	12.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	91.7	12.9
Home language	English	5	95.0	11.2
	Language other than English	1	75.0	0.0
	Total	6	91.7	12.9
Permanent residency or citizenship	Australian	6	91.7	12.9
	Not Australian			
	Total	6	91.7	12.9
Disability status	Disability identified	6	91.7	12.9
	No disability identified			
	Total	6	91.7	12.9
Groups	1	6	91.7	12.9
	Total	6	91.7	12.9

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	95.8	10.2
Qualification Level	Certificate I	6	95.8	10.2
	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	6	95.8	10.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	95.8	10.2
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	6	95.8	10.2
	Total	6	95.8	10.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	93.7	12.5
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	87.5	17.7
	2013	4	100.0	0.0
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	95.8	10.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	95.8	10.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	87.5	17.7
	Male	4	100.0	0.0
	Total	6	95.8	10.2
Learner age	Under 15			
	15 to 19	1	75.0	0.0
	20 to 24	2	100.0	0.0
	25 to 34	2	100.0	0.0
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	95.8	10.2
Aboriginal or Torres Strait Islander origin	No	6	95.8	10.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	95.8	10.2
Home language	English	5	95.0	11.2
	Language other than English	1	100.0	0.0
	Total	6	95.8	10.2
Permanent residency or citizenship	Australian	6	95.8	10.2
	Not Australian			
	Total	6	95.8	10.2
Disability status	Disability identified	6	95.8	10.2
	No disability identified			
	Total	6	95.8	10.2
Groups	1	6	95.8	10.2
	Total	6	95.8	10.2

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	88.9	17.2
Qualification Level	Certificate I	6	88.9	17.2
	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	6	88.9	17.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	88.9	17.2
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	6	88.9	17.2
	Total	6	88.9	17.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	83.3	19.2
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	100.0	0.0
	2013	4	83.3	19.2
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	88.9	17.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	88.9	17.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	83.3	23.6
	Male	4	91.7	16.7
	Total	6	88.9	17.2
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	2	83.3	23.6
	25 to 34	2	83.3	23.6
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	88.9	17.2
Aboriginal or Torres Strait Islander origin	No	6	88.9	17.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	88.9	17.2
Home language	English	5	93.3	14.9
	Language other than English	1	66.7	0.0
	Total	6	88.9	17.2
Permanent residency or citizenship	Australian	6	88.9	17.2
	Not Australian			
	Total	6	88.9	17.2
Disability status	Disability identified	6	88.9	17.2
	No disability identified			
	Total	6	88.9	17.2
Groups	1	6	88.9	17.2
	Total	6	88.9	17.2

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	94.4	13.6
Qualification Level	Certificate I	6	94.4	13.6
	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	6	94.4	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	94.4	13.6
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	6	94.4	13.6
	Total	6	94.4	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	91.7	16.7
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
	Training start year	2015		
2014		2	83.3	23.6
2013		4	100.0	0.0
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	6	94.4	13.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	94.4	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	83.3	23.6
	Male	4	100.0	0.0
	Total	6	94.4	13.6
Learner age	Under 15			
	15 to 19	1	66.7	0.0
	20 to 24	2	100.0	0.0
	25 to 34	2	100.0	0.0
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	94.4	13.6
Aboriginal or Torres Strait Islander origin	No	6	94.4	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	94.4	13.6
Home language	English	5	93.3	14.9
	Language other than English	1	100.0	0.0
	Total	6	94.4	13.6
Permanent residency or citizenship	Australian	6	94.4	13.6
	Not Australian			
	Total	6	94.4	13.6
Disability status	Disability identified	6	94.4	13.6
	No disability identified			
	Total	6	94.4	13.6
Groups	1	6	94.4	13.6
	Total	6	94.4	13.6

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	88.9	17.2
Qualification Level	Certificate I	6	88.9	17.2
	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	6	88.9	17.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	88.9	17.2
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	6	88.9	17.2
	Total	6	88.9	17.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	91.7	16.7
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	100.0	0.0
	2013	4	83.3	19.2
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	88.9	17.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	88.9	17.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	4	83.3	19.2
	Total	6	88.9	17.2
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	2	83.3	23.6
	25 to 34	2	83.3	23.6
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	88.9	17.2
Aboriginal or Torres Strait Islander origin	No	6	88.9	17.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	88.9	17.2
Home language	English	5	86.7	18.3
	Language other than English	1	100.0	0.0
	Total	6	88.9	17.2
Permanent residency or citizenship	Australian	6	88.9	17.2
	Not Australian			
	Total	6	88.9	17.2
Disability status	Disability identified	6	88.9	17.2
	No disability identified			
	Total	6	88.9	17.2
Groups	1	6	88.9	17.2
	Total	6	88.9	17.2

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	100.0	0.0
Qualification Level	Certificate I	6	100.0	0.0
	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	6	100.0	0.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	100.0	0.0
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	6	100.0	0.0
	Total	6	100.0	0.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	100.0	0.0
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	100.0	0.0
	2013	4	100.0	0.0
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	100.0	0.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	100.0	0.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	4	100.0	0.0
	Total	6	100.0	0.0
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	2	100.0	0.0
	25 to 34	2	100.0	0.0
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	100.0	0.0
Aboriginal or Torres Strait Islander origin	No	6	100.0	0.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
Total	6	100.0	0.0	
Home language	English	5	100.0	0.0
	Language other than English	1	100.0	0.0
	Total	6	100.0	0.0
Permanent residency or citizenship	Australian	6	100.0	0.0
	Not Australian			
	Total	6	100.0	0.0
Disability status	Disability identified	6	100.0	0.0
	No disability identified			
	Total	6	100.0	0.0
Groups	1	6	100.0	0.0
	Total	6	100.0	0.0

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	83.3	40.8
Qualification Level	Certificate I	6	83.3	40.8
	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	6	83.3	40.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	83.3	40.8
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	6	83.3	40.8
	Total	6	83.3	40.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	75.0	50.0
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	50.0	70.7
	2013	4	100.0	0.0
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	83.3	40.8
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	83.3	40.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	50.0	70.7
	Male	4	100.0	0.0
	Total	6	83.3	40.8
Learner age	Under 15			
	15 to 19	1	0.0	0.0
	20 to 24	2	100.0	0.0
	25 to 34	2	100.0	0.0
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	83.3	40.8
Aboriginal or Torres Strait Islander origin	No	6	83.3	40.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
Total	6	83.3	40.8	
Home language	English	5	80.0	44.7
	Language other than English	1	100.0	0.0
	Total	6	83.3	40.8
Permanent residency or citizenship	Australian	6	83.3	40.8
	Not Australian			
	Total	6	83.3	40.8
Disability status	Disability identified	6	83.3	40.8
	No disability identified			
	Total	6	83.3	40.8
Groups	1	6	83.3	40.8
	Total	6	83.3	40.8

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	77.8	27.2
Qualification Level	Certificate I	6	77.8	27.2
	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	6	77.8	27.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	77.8	27.2
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	6	77.8	27.2
	Total	6	77.8	27.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	75.0	31.9
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	66.7	47.1
	2013	4	83.3	19.2
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	77.8	27.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	77.8	27.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	66.7	47.1
	Male	4	83.3	19.2
	Total	6	77.8	27.2
Learner age	Under 15			
	15 to 19	1	33.3	0.0
	20 to 24	2	83.3	23.6
	25 to 34	2	83.3	23.6
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	77.8	27.2
Aboriginal or Torres Strait Islander origin	No	6	77.8	27.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	77.8	27.2
Home language	English	5	73.3	27.9
	Language other than English	1	100.0	0.0
	Total	6	77.8	27.2
Permanent residency or citizenship	Australian	6	77.8	27.2
	Not Australian			
	Total	6	77.8	27.2
Disability status	Disability identified	6	77.8	27.2
	No disability identified			
	Total	6	77.8	27.2
Groups	1	6	77.8	27.2
	Total	6	77.8	27.2

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	79.2	10.2
Qualification Level	Certificate I	6	79.2	10.2
	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	6	79.2	10.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	79.2	10.2
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	6	79.2	10.2
	Total	6	79.2	10.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	81.2	12.5
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	75.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	75.0	0.0
	2013	4	81.2	12.5
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	79.2	10.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	79.2	10.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	75.0	0.0
	Male	4	81.2	12.5
	Total	6	79.2	10.2
Learner age	Under 15			
	15 to 19	1	75.0	0.0
	20 to 24	2	87.5	17.7
	25 to 34	2	75.0	0.0
	35 to 44	1	75.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	79.2	10.2
Aboriginal or Torres Strait Islander origin	No	6	79.2	10.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	79.2	10.2
Home language	English	5	80.0	11.2
	Language other than English	1	75.0	0.0
	Total	6	79.2	10.2
Permanent residency or citizenship	Australian	6	79.2	10.2
	Not Australian			
	Total	6	79.2	10.2
Disability status	Disability identified	6	79.2	10.2
	No disability identified			
	Total	6	79.2	10.2
Groups	1	6	79.2	10.2
	Total	6	79.2	10.2

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	94.4	13.6
Qualification Level	Certificate I	6	94.4	13.6
	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	6	94.4	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	6	94.4	13.6
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	6	94.4	13.6
	Total	6	94.4	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	4	91.7	16.7
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October	2	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2015			
	2014	2	100.0	0.0
	2013	4	91.7	16.7
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	6	94.4	13.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	6	94.4	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	83.3	23.6
	Male	4	100.0	0.0
	Total	6	94.4	13.6
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	2	100.0	0.0
	25 to 34	2	83.3	23.6
	35 to 44	1	100.0	0.0
	45 to 54			
	55 to 64			
	65 or over			
	Total	6	94.4	13.6
Aboriginal or Torres Strait Islander origin	No	6	94.4	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	6	94.4	13.6
Home language	English	5	100.0	0.0
	Language other than English	1	66.7	0.0
	Total	6	94.4	13.6
Permanent residency or citizenship	Australian	6	94.4	13.6
	Not Australian			
	Total	6	94.4	13.6
Disability status	Disability identified	6	94.4	13.6
	No disability identified			
	Total	6	94.4	13.6
Groups	1	6	94.4	13.6
	Total	6	94.4	13.6

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	91.7	12.9		
Effective Assessment	95.8	10.2		
Clear Expectations	88.9	17.2		
Learning Stimulation	94.4	13.6		
Training Relevance	88.9	17.2		
Competency Development	100.0	0.0		
Training Resources	83.3	40.8		
Effective Support	77.8	27.2		
Active Learning	79.2	10.2		
Overall Satisfaction	94.4	13.6		

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

Being with my friends, I love to work
Cleaning Moe Hope Church, I like the workbooks
Cleaning, computer work and training
Cleaning, computers
Footy tipping, Workbooks, using the whiteboard for discussions and group work
Workbooks, Footy Tipping

LQ needs improvement

I dont know
I need more help
Moe help
Need more help
Too much work

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

19 May 2015

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)	6	0
Population count (number)	6	
Response rate (per cent)	100.0	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	90.0	30.1		
Trainer Quality	91.7	12.9		
Effective Assessment	95.8	10.2		
Clear Expectations	88.9	17.2		
Learning Stimulation	94.4	13.6		
Training Relevance	88.9	17.2		
Competency Development	100.0	0.0		
Training Resources	83.3	40.8		
Effective Support	77.8	27.2		
Active Learning	79.2	10.2		
Overall Satisfaction	94.4	13.6		

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 student handouts has been planned (course handouts were too difficult to follow) Review and re-wording of our internal student feedback