

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Angliss Neighbourhood House
Street Address	2/11 Vipont Street
City/town/suburb	Footscray
State	VIC
Post code	3011
NTIS number	6389

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	17	79.9	11.8			
Effective Assessment	17	67.2	3.6			
Clear Expectations	17	69.9	8.6			
Learning Stimulation	17	69.3	7.4			
Training Relevance	17	63.4	18.7			
Competency Development	18	71.6	8.1			
Training Resources	17	75.8	10.6			
Effective Support	18	75.3	14.0			
Active Learning	17	67.6	15.8			
Overall Satisfaction	18	74.1	15.2			

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	4	4	100.0	1	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	0	0	0.0	0	0	0.0
	Education	14	14	100.0	1	0	0.0
	Management and commerce	0	0	0.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	0	0	0.0	0	0	0.0
	TOTAL	18	18	100.0	2	0	0.0
	Qualification level	Certificate I	5	5	100.0		
Certificate II		9	9	100.0			
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		4	4	100.0			
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		18	18	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	10	7	17	1
LQ2	Trainers made the subject as interesting as possible.	0	0	12	4	16	2
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	4	11	15	2
LQ4	Trainers explained things clearly.	0	0	11	6	17	1
LQ5	Overall, I am satisfied with the training.	0	1	13	4	17	0
LQ6	I would recommend the training to others.	0	1	9	7	16	1
LQ7	I would recommend the training organisation to others.	1	2	9	6	15	0
LQ8	I received useful feedback on my assessments.	0	0	17	0	17	1
LQ9	Assessments were based on realistic activities.	0	0	16	1	17	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	16	1	17	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	15	0	15	2
LQ12	It was always easy to know the standards expected.	0	1	13	2	15	2
LQ13	I usually had a clear idea of what was expected of me.	0	0	15	1	16	2
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	14	3	17	1
LQ15	I was given enough material to keep up my interest.	0	0	15	2	17	1
LQ16	The amount of work I had to do was reasonable.	0	1	13	2	15	2
LQ17	The training was at the right level of difficulty for me.	0	1	13	2	15	2
LQ18	The training focused on relevant skills.	1	0	13	3	16	1
LQ19	The training prepared me well for work.	2	3	11	1	12	1
LQ20	The training had a good mix of theory and practice.	1	1	12	3	15	1
LQ21	I developed the skills expected from this training.	0	0	14	4	18	0
LQ22	I learned to work with people.	0	1	12	4	16	1
LQ23	I identified ways to build on my current knowledge and skills.	0	1	11	5	16	1
LQ24	I developed the knowledge expected from this training.	0	0	16	2	18	0
LQ25	I learned to plan and manage my work.	0	1	15	0	15	2
LQ26	Training resources were available when I needed them.	0	0	12	4	16	2
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	12	5	17	1
LQ28	Training facilities and materials were in good condition.	0	0	12	5	17	1
LQ29	Training organisation staff respected my background and needs.	1	0	8	8	16	1
LQ30	The training was flexible enough to meet my needs.	0	0	13	4	17	1
LQ31	The training organisation had a range of services to support learners.	0	0	12	4	16	2
LQ32	I set high standards for myself in this training.	1	4	11	1	12	1
LQ33	I pushed myself to understand things I found confusing.	1	0	14	2	16	1
LQ34	I looked for my own resources to help me learn.	1	1	14	1	15	1
LQ35	I approached trainers if I needed help.	0	0	8	9	17	1

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	58.8	41.2	100.0	5.6
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	75.0	25.0	100.0	11.1
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	6.3	25.0	68.8	93.8	11.1
LQ4	Trainers explained things clearly.	0.0	0.0	64.7	35.3	100.0	5.6
LQ5	Overall, I am satisfied with the training.	0.0	5.6	72.2	22.2	94.5	0.0
LQ6	I would recommend the training to others.	0.0	5.9	53.0	41.2	94.1	5.6
LQ7	I would recommend the training organisation to others.	5.6	11.1	50.0	33.3	83.3	0.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	100.0	0.0	100.0	5.6
LQ9	Assessments were based on realistic activities.	0.0	0.0	94.1	5.9	100.0	5.6
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	94.1	5.9	100.0	5.6
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	6.3	93.8	0.0	93.8	11.1
LQ12	It was always easy to know the standards expected.	0.0	6.3	81.3	12.5	93.8	11.1
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	93.8	6.3	100.0	11.1
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	82.4	17.7	100.0	5.6
LQ15	I was given enough material to keep up my interest.	0.0	0.0	88.2	11.8	100.0	5.6
LQ16	The amount of work I had to do was reasonable.	0.0	6.3	81.3	12.5	93.8	11.1
LQ17	The training was at the right level of difficulty for me.	0.0	6.3	81.3	12.5	93.8	11.1
LQ18	The training focused on relevant skills.	5.9	0.0	76.5	17.7	94.1	5.6
LQ19	The training prepared me well for work.	11.8	17.7	64.7	5.9	70.6	5.6
LQ20	The training had a good mix of theory and practice.	5.9	5.9	70.6	17.7	88.2	5.6
LQ21	I developed the skills expected from this training.	0.0	0.0	77.8	22.2	100.0	0.0
LQ22	I learned to work with people.	0.0	5.9	70.6	23.5	94.1	5.6
LQ23	I identified ways to build on my current knowledge and skills.	0.0	5.9	64.7	29.4	94.1	5.6
LQ24	I developed the knowledge expected from this training.	0.0	0.0	88.9	11.1	100.0	0.0
LQ25	I learned to plan and manage my work.	0.0	6.3	93.8	0.0	93.8	11.1
LQ26	Training resources were available when I needed them.	0.0	0.0	75.0	25.0	100.0	11.1
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	70.6	29.4	100.0	5.6
LQ28	Training facilities and materials were in good condition.	0.0	0.0	70.6	29.4	100.0	5.6
LQ29	Training organisation staff respected my background and needs.	5.9	0.0	47.1	47.1	94.1	5.6
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	76.5	23.5	100.0	5.6
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	75.0	25.0	100.0	11.1
LQ32	I set high standards for myself in this training.	5.9	23.5	64.7	5.9	70.6	5.6
LQ33	I pushed myself to understand things I found confusing.	5.9	0.0	82.4	11.8	94.1	5.6
LQ34	I looked for my own resources to help me learn.	5.9	5.9	82.4	5.9	88.2	5.6
LQ35	I approached trainers if I needed help.	0.0	0.0	47.1	53.0	100.0	5.6

LQ item averages and variations

Item	Average score	Average variation
LQ1	80.4	16.9
LQ2	75.0	14.9
LQ3	87.5	20.6
LQ4	78.4	16.4
LQ5	72.2	17.1
LQ6	78.4	20.2
LQ7	70.4	27.7
LQ8	66.7	0.0
LQ9	68.6	8.1
LQ10	68.6	8.1
LQ11	64.6	8.3
LQ12	68.7	14.8
LQ13	68.7	8.3
LQ14	72.5	13.1
LQ15	70.6	11.1
LQ16	68.7	14.8
LQ17	68.7	14.8
LQ18	68.6	22.0
LQ19	54.9	26.2
LQ20	66.7	23.6
LQ21	74.1	14.3
LQ22	72.5	17.6
LQ23	74.5	18.7
LQ24	70.4	10.8
LQ25	64.6	8.3
LQ26	75.0	14.9
LQ27	76.5	15.7
LQ28	76.5	15.7
LQ29	78.4	26.2
LQ30	74.5	14.6
LQ31	75.0	14.9
LQ32	56.9	22.9
LQ33	66.7	20.4
LQ34	62.7	20.0
LQ35	84.3	17.1

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	17	79.9	11.8
Qualification Level	Certificate I	4	70.8	4.8
	Certificate II	9	84.3	10.6
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	79.2	16.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	79.9	11.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	79.9	11.8
Field of education	Natural and physical sciences			
	Information technology	4	79.2	16.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	80.1	11.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	79.9	11.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	79.5	13.0
	March			
	April	3	83.3	8.3
	May	1	75.0	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	79.9	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	17	79.9	11.8
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	80.7	11.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	80.1	12.5
	Male	4	79.2	10.8
	Total	17	79.9	11.8
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	91.7	0.0
	35 to 44	1	83.3	0.0
	45 to 54	6	76.4	13.4
	55 to 64	4	75.0	11.8
	65 or over	5	85.0	10.9
	Total	17	79.9	11.8
Aboriginal or Torres Strait Islander origin	No	17	79.9	11.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	79.9	11.8
Home language	English	2	91.7	11.8
	Language other than English	15	78.3	11.3
	Total	17	79.9	11.8
Permanent residency or citizenship	Australian	17	79.9	11.8
	Not Australian			
	Total	17	79.9	11.8
Disability status	Disability identified	5	81.7	14.9
	No disability identified	12	79.2	11.0
	Total	17	79.9	11.8
Groups	1	17	79.9	11.8
	Total	17	79.9	11.8

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	67.2	3.6
Qualification Level	Certificate I	4	66.7	0.0
	Certificate II	9	67.6	5.0
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	67.2	3.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	67.2	3.6
Field of education	Natural and physical sciences			
	Information technology	4	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	67.3	4.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	67.2	3.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	67.9	3.1
	March			
	April	3	63.9	4.8
	May	1	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	67.2	3.6
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	17	67.2	3.6
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	67.2	3.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	67.3	4.1
	Male	4	66.7	0.0
	Total	17	67.2	3.6
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	75.0	0.0
	45 to 54	6	68.1	3.4
	55 to 64	4	64.6	4.2
	65 or over	5	66.7	0.0
	Total	17	67.2	3.6
Aboriginal or Torres Strait Islander origin	No	17	67.2	3.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	67.2	3.6
Home language	English	2	66.7	0.0
	Language other than English	15	67.2	3.8
	Total	17	67.2	3.6
Permanent residency or citizenship	Australian	17	67.2	3.6
	Not Australian			
	Total	17	67.2	3.6
Disability status	Disability identified	5	68.3	3.7
	No disability identified	12	66.7	3.6
	Total	17	67.2	3.6
Groups	1	17	67.2	3.6
	Total	17	67.2	3.6

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	69.9	8.6
Qualification Level	Certificate I	4	63.9	5.6
	Certificate II	9	72.8	9.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	69.4	5.6
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	69.9	8.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	69.9	8.6
Field of education	Natural and physical sciences			
	Information technology	4	69.4	5.6
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	70.1	9.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	69.9	8.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	70.1	7.0
	March			
	April	3	70.4	17.0
	May	1	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	69.9	8.6
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	17	69.9	8.6
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	70.1	8.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	70.9	9.7
	Male	4	66.7	0.0
	Total	17	69.9	8.6
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	77.8	0.0
	45 to 54	6	70.4	9.1
	55 to 64	4	72.2	11.1
	65 or over	5	66.7	7.9
	Total	17	69.9	8.6
Aboriginal or Torres Strait Islander origin	No	17	69.9	8.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	69.9	8.6
Home language	English	2	72.2	7.9
	Language other than English	15	69.6	8.9
	Total	17	69.9	8.6
Permanent residency or citizenship	Australian	17	69.9	8.6
	Not Australian			
	Total	17	69.9	8.6
Disability status	Disability identified	5	71.1	6.1
	No disability identified	12	69.4	9.6
	Total	17	69.9	8.6
Groups	1	17	69.9	8.6
	Total	17	69.9	8.6

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	69.3	7.4
Qualification Level	Certificate I	4	66.7	9.1
	Certificate II	9	71.6	8.1
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	69.3	7.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	69.3	7.4
Field of education	Natural and physical sciences			
	Information technology	4	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	70.1	8.3
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	69.3	7.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	68.4	7.7
	March			
	April	3	70.4	6.4
	May	1	77.8	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	69.3	7.4
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	17	69.3	7.4
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	69.4	7.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	70.1	8.3
	Male	4	66.7	0.0
	Total	17	69.3	7.4
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	66.7	0.0
	45 to 54	6	72.2	9.3
	55 to 64	4	66.7	9.1
	65 or over	5	68.9	5.0
	Total	17	69.3	7.4
Aboriginal or Torres Strait Islander origin	No	17	69.3	7.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	69.3	7.4
Home language	English	2	66.7	0.0
	Language other than English	15	69.6	7.8
	Total	17	69.3	7.4
Permanent residency or citizenship	Australian	17	69.3	7.4
	Not Australian			
	Total	17	69.3	7.4
Disability status	Disability identified	5	66.7	0.0
	No disability identified	12	70.4	8.6
	Total	17	69.3	7.4
Groups	1	17	69.3	7.4
	Total	17	69.3	7.4

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	63.4	18.7
Qualification Level	Certificate I	5	48.9	29.0
	Certificate II	8	70.8	10.2
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	63.4	18.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	63.4	18.7
Field of education	Natural and physical sciences			
	Information technology	4	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	62.4	21.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	63.4	18.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	12	61.1	20.4
	March			
	April	4	72.2	14.3
	May	1	55.6	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	63.4	18.7
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	17	63.4	18.7
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	63.2	19.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	67.5	10.6
	Male	4	50.0	33.3
	Total	17	63.4	18.7
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	77.8	0.0
	45 to 54	5	68.9	5.0
	55 to 64	5	55.6	34.2
	65 or over	5	62.2	6.1
	Total	17	63.4	18.7
Aboriginal or Torres Strait Islander origin	No	17	63.4	18.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	63.4	18.7
Home language	English	2	66.7	0.0
	Language other than English	15	63.0	20.0
	Total	17	63.4	18.7
Permanent residency or citizenship	Australian	17	63.4	18.7
	Not Australian			
	Total	17	63.4	18.7
Disability status	Disability identified	6	59.3	29.5
	No disability identified	11	65.7	10.5
	Total	17	63.4	18.7
Groups	1	17	63.4	18.7
	Total	17	63.4	18.7

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	18	71.6	8.1
Qualification Level	Certificate I	5	75.1	11.6
	Certificate II	9	70.4	7.5
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	70.0	3.8
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	18	71.6	8.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	18	71.6	8.1
Field of education	Natural and physical sciences			
	Information technology	4	70.0	3.8
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	14	72.1	9.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	18	71.6	8.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	70.8	7.5
	March			
	April	4	75.6	10.9
	May	1	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		18	71.6	8.1
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	18	71.6	8.1
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	17	71.9	8.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	14	71.1	8.0
	Male	4	73.3	9.4
	Total	18	71.6	8.1
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	66.7	0.0
	45 to 54	6	70.0	8.2
	55 to 64	5	77.8	10.7
	65 or over	5	69.3	3.7
	Total	18	71.6	8.1
Aboriginal or Torres Strait Islander origin	No	18	71.6	8.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	18	71.6	8.1
Home language	English	2	73.3	0.0
	Language other than English	16	71.4	8.6
	Total	18	71.6	8.1
Permanent residency or citizenship	Australian	18	71.6	8.1
	Not Australian			
	Total	18	71.6	8.1
Disability status	Disability identified	6	74.8	10.4
	No disability identified	12	70.0	6.7
	Total	18	71.6	8.1
Groups	1	18	71.6	8.1
	Total	18	71.6	8.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	75.8	10.6
Qualification Level	Certificate I	4	77.8	9.1
	Certificate II	9	79.0	11.7
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	75.8	10.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	75.8	10.6
Field of education	Natural and physical sciences			
	Information technology	4	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	78.6	10.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	75.8	10.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	74.4	11.5
	March			
	April	3	77.8	0.0
	May	1	88.9	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	75.8	10.6
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	17	75.8	10.6
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	76.4	10.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	77.8	11.1
	Male	4	69.4	5.6
	Total	17	75.8	10.6
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	77.8	0.0
	35 to 44	1	88.9	0.0
	45 to 54	6	72.2	9.3
	55 to 64	4	77.8	9.1
	65 or over	5	75.6	14.5
	Total	17	75.8	10.6
Aboriginal or Torres Strait Islander origin	No	17	75.8	10.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	75.8	10.6
Home language	English	2	66.7	0.0
	Language other than English	15	77.0	10.7
	Total	17	75.8	10.6
Permanent residency or citizenship	Australian	17	75.8	10.6
	Not Australian			
	Total	17	75.8	10.6
Disability status	Disability identified	5	73.3	9.9
	No disability identified	12	76.9	11.1
	Total	17	75.8	10.6
Groups	1	17	75.8	10.6
	Total	17	75.8	10.6

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	18	75.3	14.0
Qualification Level	Certificate I	5	68.9	16.5
	Certificate II	9	80.2	14.5
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	72.2	6.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	18	75.3	14.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	18	75.3	14.0
Field of education	Natural and physical sciences			
	Information technology	4	72.2	6.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	14	76.2	15.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	18	75.3	14.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	74.4	15.3
	March			
	April	4	75.0	10.6
	May	1	88.9	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		18	75.3	14.0
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	18	75.3	14.0
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	17	75.8	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	14	77.8	12.3
	Male	4	66.7	18.1
	Total	18	75.3	14.0
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	88.9	0.0
	35 to 44	1	77.8	0.0
	45 to 54	6	77.8	14.1
	55 to 64	5	66.7	15.7
	65 or over	5	77.8	13.6
	Total	18	75.3	14.0
Aboriginal or Torres Strait Islander origin	No	18	75.3	14.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	18	75.3	14.0
Home language	English	2	72.2	7.9
	Language other than English	16	75.7	14.8
	Total	18	75.3	14.0
Permanent residency or citizenship	Australian	18	75.3	14.0
	Not Australian			
	Total	18	75.3	14.0
Disability status	Disability identified	6	72.2	15.3
	No disability identified	12	76.9	13.8
	Total	18	75.3	14.0
Groups	1	18	75.3	14.0
	Total	18	75.3	14.0

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	67.6	15.8
Qualification Level	Certificate I	5	56.7	23.1
	Certificate II	8	72.9	11.6
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	70.8	4.8
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	17	67.6	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	17	67.6	15.8
Field of education	Natural and physical sciences			
	Information technology	4	70.8	4.8
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	13	66.7	18.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	17	67.6	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	12	67.4	19.0
	March			
	April	4	66.7	0.0
	May	1	75.0	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		17	67.6	15.8
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	17	67.6	15.8
Recognition of prior learning	Recognition of prior learning	1	66.7	0.0
	No recognition of prior learning	16	67.7	16.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	13	71.2	10.0
	Male	4	56.2	26.7
	Total	17	67.6	15.8
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	75.0	0.0
	45 to 54	5	73.3	14.9
	55 to 64	5	56.7	23.1
	65 or over	5	71.7	4.6
	Total	17	67.6	15.8
Aboriginal or Torres Strait Islander origin	No	17	67.6	15.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	17	67.6	15.8
Home language	English	2	75.0	0.0
	Language other than English	15	66.7	16.7
	Total	17	67.6	15.8
Permanent residency or citizenship	Australian	17	67.6	15.8
	Not Australian			
	Total	17	67.6	15.8
Disability status	Disability identified	6	61.1	22.2
	No disability identified	11	71.2	10.8
	Total	17	67.6	15.8
Groups	1	17	67.6	15.8
	Total	17	67.6	15.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	18	74.1	15.2
Qualification Level	Certificate I	5	80.0	24.1
	Certificate II	9	70.4	9.6
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	75.0	14.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	18	74.1	15.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	18	74.1	15.2
Field of education	Natural and physical sciences			
	Information technology	4	75.0	14.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	14	73.8	16.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	18	74.1	15.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	13	70.9	12.5
	March			
	April	4	86.1	21.0
	May	1	66.7	0.0
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2017		
2016		18	74.1	15.2
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	18	74.1	15.2
Recognition of prior learning	Recognition of prior learning	1	55.6	0.0
	No recognition of prior learning	17	75.2	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	14	77.0	14.8
	Male	4	63.9	14.0
	Total	18	74.1	15.2
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34	1	66.7	0.0
	35 to 44	1	66.7	0.0
	45 to 54	6	74.1	13.5
	55 to 64	5	71.1	23.0
	65 or over	5	80.0	12.2
	Total	18	74.1	15.2
Aboriginal or Torres Strait Islander origin	No	18	74.1	15.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	18	74.1	15.2
Home language	English	2	77.8	0.0
	Language other than English	16	73.6	16.2
	Total	18	74.1	15.2
Permanent residency or citizenship	Australian	18	74.1	15.2
	Not Australian			
	Total	18	74.1	15.2
Disability status	Disability identified	6	74.1	19.5
	No disability identified	12	74.1	13.7
	Total	18	74.1	15.2
Groups	1	18	74.1	15.2
	Total	18	74.1	15.2

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	79.9	11.8		
Effective Assessment	67.2	3.6		
Clear Expectations	69.9	8.6		
Learning Stimulation	69.3	7.4		
Training Relevance	63.4	18.7		
Competency Development	71.6	8.1		
Training Resources	75.8	10.6		
Effective Support	75.3	14.0		
Active Learning	67.6	15.8		
Overall Satisfaction	74.1	15.2		

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

Conversation learning improving ourselves
Conversation, writing and social
Everything
Give something to do teacher and friends
Happy with friends
I like to learn computer and meeting friend
Learning and improving
Listening and writing reading and also spelling
My confident conversation teachers learning improving
Spelling, writing, reading and listening
Teacher conversation Teacher style
Teachers good conversation learning improving social
Teachers, conversation learning improving comfortable cosy
Teaching style conversations
Understanding of subject teaching
good environment, the teachers are fun

LQ needs improvement

Come regularly
Come regularly more social
I come regularly urn
I come regulary urn
Language too hard and don't understand
Okay
come regularly
everything is ok
more classes come regularly

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	5
Cost of direct expenses of learner survey	1000
Problems encountered during learner survey	Students are studying English as a second language, hence they found it difficult to comprehend the questions posed because the language used in the surveys was beyond their skill set. Because of this there were only a small number of students who completed the survey and some of those who did were not able to complete it in full
Employer survey feedback	
Staff days spent managing employer survey	0
Cost of direct expenses of employer survey	0
Problems encountered during employer survey	Our students are self referrals or referred by other Community Houses. We are not involved in any referrals by employers, hence we did not complete these surveys."

Registering body report

07 Mar 2017

RTO Information

NTIS number	6389
Name	Angliss Neighbourhood House
Street Address	2/11 Vipont Street
City/town/suburb	Footscray
State	VIC
Post code	3011

Learner and employer response

	Learners	Employers
Response count (number)	18	0
Population count (number)	18	2
Response rate (per cent)	100.0	0.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	71.5	17.9		
Trainer Quality	79.9	11.8		
Effective Assessment	67.2	3.6		
Clear Expectations	69.9	8.6		
Learning Stimulation	69.3	7.4		
Training Relevance	63.4	18.7		
Competency Development	71.6	8.1		
Training Resources	75.8	10.6		
Effective Support	75.3	14.0		
Active Learning	67.6	15.8		
Overall Satisfaction	74.1	15.2		

Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	Students are studying English as a second language, hence may not have understood the questions posed and the resulting data could be a misrepresentation of the student body
Main ways data has been used for continuous improvement	Follow up feedback sessions are conducted in order to monitor students satisfaction for all programs and services. Maintenance of training and assesment delivery and review.