

RTO Information

This report presents summary information about the Registered Training Organisation

Name	HRD Integrated Services PL trustee for Nankervis Family Trust
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City/town/suburb	Geelong
State	VIC
Post code	3220
NTIS number	22116

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	77	83.1	14.6	1	88.9	0.0
Effective Assessment	75	80.0	13.7	1	100.0	0.0
Clear Expectations	77	78.9	14.4			
Learning Stimulation	77	77.6	14.0			
Training Relevance	77	78.6	14.3	1	77.8	0.0
Competency Development	77	79.6	13.3	1	66.7	0.0
Training Resources	77	78.8	15.8	1	100.0	0.0
Effective Support	77	79.2	13.9	1	94.4	0.0
Active Learning	77	78.8	13.5			
Overall Satisfaction	77	80.7	15.7	1	77.8	0.0

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			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	74	0.0	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	71	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	33	44	77	0
LQ2	Trainers made the subject as interesting as possible.	0	3	38	36	74	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	30	46	76	0
LQ4	Trainers explained things clearly.	0	0	47	30	77	0
LQ5	Overall, I am satisfied with the training.	0	3	42	32	74	0
LQ6	I would recommend the training to others.	0	1	40	36	76	0
LQ7	I would recommend the training organisation to others.	0	1	42	34	76	0
LQ8	I received useful feedback on my assessments.	0	2	38	34	72	3
LQ9	Assessments were based on realistic activities.	0	1	51	23	74	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	1	36	35	71	5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	44	32	76	1
LQ12	It was always easy to know the standards expected.	1	0	56	20	76	0
LQ13	I usually had a clear idea of what was expected of me.	0	1	48	28	76	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	37	40	77	0
LQ15	I was given enough material to keep up my interest.	0	1	46	30	76	0
LQ16	The amount of work I had to do was reasonable.	0	2	49	25	74	1
LQ17	The training was at the right level of difficulty for me.	0	0	53	24	77	0
LQ18	The training focused on relevant skills.	0	0	46	31	77	0
LQ19	The training prepared me well for work.	0	2	46	29	75	0
LQ20	The training had a good mix of theory and practice.	0	6	40	31	71	0
LQ21	I developed the skills expected from this training.	0	0	40	37	77	0
LQ22	I learned to work with people.	0	2	47	28	75	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	41	36	77	0
LQ24	I developed the knowledge expected from this training.	0	0	45	32	77	0
LQ25	I learned to plan and manage my work.	0	3	53	21	74	0
LQ26	Training resources were available when I needed them.	0	3	44	30	74	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	4	41	32	73	0
LQ28	Training facilities and materials were in good condition.	0	3	42	32	74	0
LQ29	Training organisation staff respected my background and needs.	0	0	44	33	77	0
LQ30	The training was flexible enough to meet my needs.	0	1	41	35	76	0
LQ31	The training organisation had a range of services to support learners.	0	5	47	25	72	0
LQ32	I set high standards for myself in this training.	0	1	36	39	75	1
LQ33	I pushed myself to understand things I found confusing.	0	4	44	29	73	0
LQ34	I looked for my own resources to help me learn.	0	4	51	21	72	1
LQ35	I approached trainers if I needed help.	0	2	41	34	75	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	42.9	57.2	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	3.9	49.4	46.8	96.1	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	1.3	39.0	59.8	98.7	0.0
LQ4	Trainers explained things clearly.	0.0	0.0	61.0	39.0	100.0	0.0
LQ5	Overall, I am satisfied with the training.	0.0	3.9	54.6	41.6	96.1	0.0
LQ6	I would recommend the training to others.	0.0	1.3	52.0	46.8	98.7	0.0
LQ7	I would recommend the training organisation to others.	0.0	1.3	54.6	44.2	98.7	0.0
LQ8	I received useful feedback on my assessments.	0.0	2.7	51.4	46.0	97.3	3.9
LQ9	Assessments were based on realistic activities.	0.0	1.3	68.0	30.7	98.7	2.6
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	1.4	50.0	48.6	98.6	6.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	57.9	42.1	100.0	1.3
LQ12	It was always easy to know the standards expected.	1.3	0.0	72.7	26.0	98.7	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	1.3	62.3	36.4	98.7	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	48.1	52.0	100.0	0.0
LQ15	I was given enough material to keep up my interest.	0.0	1.3	59.8	39.0	98.7	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	2.6	64.5	32.9	97.4	1.3
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	68.8	31.2	100.0	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	59.8	40.3	100.0	0.0
LQ19	The training prepared me well for work.	0.0	2.6	59.8	37.7	97.4	0.0
LQ20	The training had a good mix of theory and practice.	0.0	7.8	52.0	40.3	92.2	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	52.0	48.1	100.0	0.0
LQ22	I learned to work with people.	0.0	2.6	61.0	36.4	97.4	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	53.3	46.8	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	58.5	41.6	100.0	0.0
LQ25	I learned to plan and manage my work.	0.0	3.9	68.8	27.3	96.1	0.0
LQ26	Training resources were available when I needed them.	0.0	3.9	57.2	39.0	96.1	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	5.2	53.3	41.6	94.8	0.0
LQ28	Training facilities and materials were in good condition.	0.0	3.9	54.6	41.6	96.1	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	57.2	42.9	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	1.3	53.3	45.5	98.7	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	6.5	61.0	32.5	93.5	0.0
LQ32	I set high standards for myself in this training.	0.0	1.3	47.4	51.3	98.7	1.3
LQ33	I pushed myself to understand things I found confusing.	0.0	5.2	57.2	37.7	94.8	0.0
LQ34	I looked for my own resources to help me learn.	0.0	5.3	67.1	27.6	94.7	1.3
LQ35	I approached trainers if I needed help.	0.0	2.6	53.3	44.2	97.4	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	85.7	16.6
LQ2	81.0	19.1
LQ3	86.1	17.4
LQ4	79.7	16.4
LQ5	79.2	18.8
LQ6	81.8	17.6
LQ7	81.0	17.5
LQ8	81.1	18.4
LQ9	76.4	16.2
LQ10	82.4	17.7
LQ11	80.7	16.6
LQ12	74.5	17.0
LQ13	78.4	16.9
LQ14	84.0	16.8
LQ15	79.2	17.1
LQ16	76.8	17.2
LQ17	77.1	15.5
LQ18	80.1	16.5
LQ19	78.4	17.7
LQ20	77.5	20.5
LQ21	82.7	16.8
LQ22	77.9	17.6
LQ23	82.3	16.7
LQ24	80.5	16.5
LQ25	74.5	17.0
LQ26	78.4	18.5
LQ27	78.8	19.4
LQ28	79.2	18.8
LQ29	81.0	16.6
LQ30	81.4	17.5
LQ31	75.3	19.0
LQ32	83.3	17.6
LQ33	77.5	19.1
LQ34	74.1	17.7
LQ35	80.5	18.2

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	1	1	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	1	1	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	1	1	0
EQ4	Assessment was at an appropriate standard.	0	0	0	1	1	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	1	1	0
EQ6	The training reflected current practice.	0	0	0	1	1	0
EQ7	The training organisation developed customised programs.	0	0	0	1	1	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	1	1	0
EQ9	The training focused on relevant skills.	0	0	1	0	1	0
EQ10	Our employees gained the skills they needed from this training.	0	0	1	0	1	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	1	1	0
EQ12	Overall, we are satisfied with the training.	0	0	1	0	1	0
EQ13	We would recommend the training organisation to others.	0	0	0	1	1	0
EQ14	We would recommend the training to others.	0	0	1	0	1	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	1	1	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	1	1	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	1	1	0
EQ18	Assessments were based on realistic activities.	0	0	0	1	1	0
EQ19	Trainers were effective in their teaching.	0	0	1	0	1	0
EQ20	The training was an effective investment.	0	0	1	0	1	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	1	1	0
EQ22	The training had a good mix of theory and practice.	0	0	1	0	1	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	1	1	0
EQ24	The training has helped our employees work with people.	0	0	1	0	1	0
EQ25	Training resources and equipment were in good condition.	0	0	0	1	1	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	1	0	1	0
EQ27	The training prepared employees well for work.	0	0	1	0	1	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	1	0	1	0
EQ29	The training prepared our employees for the demands of work.	0	0	1	0	1	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	1	0	1	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	100.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	0.0	100.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	0.0	100.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	0.0	100.0	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	0.0	100.0	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	100.0	0.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	0.0	100.0	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	0.0	100.0	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	100.0	0.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	0.0	100.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	0.0	100.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	0.0	100.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	0.0	100.0	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	100.0	0.0	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	100.0	0.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	0.0	100.0	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	100.0	0.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	0.0	100.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	100.0	0.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	0.0	100.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	100.0	0.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	100.0	0.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	100.0	0.0	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	100.0	0.0	100.0	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	100.0	0.0
EQ4	Assessment was at an appropriate standard.	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	100.0	0.0
EQ6	The training reflected current practice.	100.0	0.0
EQ7	The training organisation developed customised programs.	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	100.0	0.0
EQ9	The training focused on relevant skills.	66.7	0.0
EQ10	Our employees gained the skills they needed from this training.	66.7	0.0
EQ11	The training was effectively integrated into our organisation.	100.0	0.0
EQ12	Overall, we are satisfied with the training.	66.7	0.0
EQ13	We would recommend the training organisation to others.	100.0	0.0
EQ14	We would recommend the training to others.	66.7	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	100.0	0.0
EQ18	Assessments were based on realistic activities.	100.0	0.0
EQ19	Trainers were effective in their teaching.	66.7	0.0
EQ20	The training was an effective investment.	66.7	0.0
EQ21	Trainers were able to relate material to the workplace.	100.0	0.0
EQ22	The training had a good mix of theory and practice.	66.7	0.0
EQ23	The training organisation acted on feedback from employers.	100.0	0.0
EQ24	The training has helped our employees work with people.	66.7	0.0
EQ25	Training resources and equipment were in good condition.	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	66.7	0.0
EQ27	The training prepared employees well for work.	66.7	0.0
EQ28	Our employees gained the knowledge they needed from this training.	66.7	0.0
EQ29	The training prepared our employees for the demands of work.	66.7	0.0
EQ30	The training organisation clearly explained what was expected from employers.	66.7	0.0

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	77	83.1	14.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	91.1	10.7
	Certificate IV	38	80.0	14.7
	Certificate level unknown			
	Diploma	9	80.6	14.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	79.2	17.7
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	98.6	3.4
	Do not know			
	Total	71	84.2	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	83.1	14.6
Field of education	Natural and physical sciences			
	Information technology	5	96.7	7.5
	Engineering and related technologies	39	86.5	13.7
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	77.3	14.2
	Total	74	83.3	14.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	66.7	0.0
	February	4	97.9	4.2
	March	11	81.1	12.4
	April			
	May	1	66.7	0.0
	June	9	77.8	16.7
	July	3	61.1	4.8
	August	4	89.6	15.8
	September	5	88.3	12.6
	October	6	86.1	13.6
	November	8	89.6	11.6
	December	13	90.4	11.7
	Do not know			
	Training start year	2011		
2010		7	78.6	15.1
2009		24	90.6	10.8
2008		30	78.1	14.1
2007		4	89.6	15.8
2006		3	88.9	19.2
2005				
2004				
2003		1	100.0	0.0
2002				
2001		1	100.0	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	47	80.3
	Not apprenticeship or traineeship	29	87.4	13.5
Recognition of prior learning	Recognition of prior learning	11	84.1	17.3
	No recognition of prior learning	62	83.3	14.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	95.8	5.9
	Male	75	82.8	14.6
	Total	77	83.1	14.6
Learner age	Under 15			
	15 to 19	4	68.7	14.2
	20 to 24	46	81.0	14.5
	25 to 34	19	89.0	12.1
	35 to 44	5	88.3	13.9
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	83.1	14.6
Aboriginal or Torres Strait Islander origin	No	75	83.2	14.7
	Yes, Aboriginal	2	79.2	5.9
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	83.1	14.6
Home language	English	64	82.7	14.4
	Language other than English	13	85.3	15.6
	Total	77	83.1	14.6
Permanent residency or citizenship	Australian	71	83.0	14.7
	Not Australian	5	83.3	15.6
	Total	76	83.0	14.6
Disability status	Disability identified	4	87.5	16.0
	No disability identified	72	82.8	14.6
	Total	76	83.0	14.6
Groups	1	16	79.7	13.3
	47	11	69.7	13.6
	56	4	79.2	16.0
	77	7	89.3	15.7
	81	5	81.7	14.9
	86	6	91.7	9.1
	90	18	91.2	12.3
	124	10	81.7	12.3
	Total	77	83.1	14.6

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	75	80.0	13.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	84.5	12.0
	Certificate IV	36	78.2	14.4
	Certificate level unknown			
	Diploma	9	79.6	14.5
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	79.2	17.7
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	91.2	9.2
	Do not know			
	Total	69	81.0	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	75	80.0	13.7
Field of education	Natural and physical sciences			
	Information technology	5	96.7	7.5
	Engineering and related technologies	39	82.7	12.7
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	50.0	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	27	75.3	12.5
	Total	72	80.4	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	75.0	0.0
	February	4	93.1	8.3
	March	10	74.2	8.3
	April			
	May	1	66.7	0.0
	June	9	73.1	13.0
	July	2	66.7	0.0
	August	4	87.5	16.0
	September	5	88.3	12.6
	October	6	83.3	13.9
	November	8	86.8	15.1
	December	13	85.3	12.8
	Do not know			
	Training start year	2011		
2010		7	78.6	12.6
2009		24	86.2	12.6
2008		28	76.2	12.8
2007		4	83.3	13.6
2006		3	88.9	19.2
2005				
2004				
2003		1	91.7	0.0
2002				
2001		1	88.9	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	45	77.5
	Not apprenticeship or traineeship	29	83.2	13.1
Recognition of prior learning	Recognition of prior learning	11	81.8	14.8
	No recognition of prior learning	60	80.0	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	73	79.5	13.5
	Total	75	80.0	13.7
Learner age	Under 15			
	15 to 19	4	66.7	6.8
	20 to 24	44	79.4	14.5
	25 to 34	19	80.7	11.3
	35 to 44	5	90.0	10.9
	45 to 54	3	86.1	17.3
	55 to 64			
	65 or over			
	Total	75	80.0	13.7
Aboriginal or Torres Strait Islander origin	No	73	80.1	13.9
	Yes, Aboriginal	2	75.0	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	75	80.0	13.7
Home language	English	62	79.4	13.7
	Language other than English	13	82.9	14.1
	Total	75	80.0	13.7
Permanent residency or citizenship	Australian	69	79.9	13.8
	Not Australian	5	77.2	10.8
	Total	74	79.7	13.6
Disability status	Disability identified	4	85.4	14.2
	No disability identified	70	79.4	13.6
	Total	74	79.7	13.6
Groups	1	16	78.6	13.6
	47	9	63.9	5.9
	56	4	79.2	16.0
	77	7	86.9	15.1
	81	5	80.0	15.1
	86	6	86.1	11.4
	90	18	84.3	11.9
	124	10	80.8	13.1
	Total	75	80.0	13.7

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.9	14.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	81.2	13.9
	Certificate IV	38	77.5	15.8
	Certificate level unknown			
	Diploma	9	80.2	13.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	77.8	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	90.7	8.4
	Do not know			
	Total	71	79.8	14.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.9	14.4
Field of education	Natural and physical sciences			
	Information technology	5	95.6	9.9
	Engineering and related technologies	39	81.8	13.1
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	72.4	13.8
	Total	74	78.8	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	70.4	6.4
	February	4	97.2	5.6
	March	11	73.7	9.0
	April			
	May	1	66.7	0.0
	June	9	70.4	18.4
	July	3	66.7	0.0
	August	4	88.9	15.7
	September	5	82.2	12.7
	October	6	85.2	13.5
	November	8	86.1	16.5
	December	13	82.9	11.7
	Do not know			
	Training start year	2011		
2010		7	77.8	12.8
2009		24	83.8	12.7
2008		30	74.8	15.1
2007		4	86.1	16.7
2006		3	88.9	19.2
2005				
2004				
2003		1	88.9	0.0
2002				
2001		1	88.9	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	47	76.6
	Not apprenticeship or traineeship	29	82.0	12.7
Recognition of prior learning	Recognition of prior learning	11	75.8	19.1
	No recognition of prior learning	62	79.7	13.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	75	78.4	14.1
	Total	77	78.9	14.4
Learner age	Under 15			
	15 to 19	4	58.3	16.7
	20 to 24	46	78.7	14.0
	25 to 34	19	82.5	11.3
	35 to 44	5	82.2	16.9
	45 to 54	3	81.5	17.0
	55 to 64			
	65 or over			
	Total	77	78.9	14.4
Aboriginal or Torres Strait Islander origin	No	75	79.3	14.4
	Yes, Aboriginal	2	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	78.9	14.4
Home language	English	64	78.5	14.4
	Language other than English	13	81.2	14.6
	Total	77	78.9	14.4
Permanent residency or citizenship	Australian	71	79.0	14.6
	Not Australian	5	73.3	6.1
	Total	76	78.7	14.3
Disability status	Disability identified	4	77.8	15.7
	No disability identified	72	78.7	14.3
	Total	76	78.7	14.3
Groups	1	16	79.9	14.2
	47	11	65.7	12.6
	56	4	77.8	15.7
	77	7	87.3	16.3
	81	5	82.2	12.7
	86	6	79.6	13.0
	90	18	83.3	12.2
	124	10	76.7	14.3
	Total	77	78.9	14.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	77.6	14.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	79.2	13.4
	Certificate IV	38	76.6	13.9
	Certificate level unknown			
	Diploma	9	71.6	12.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	94.4	7.9
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	88.9	14.1
	Do not know			
	Total	71	78.1	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	77.6	14.0
Field of education	Natural and physical sciences			
	Information technology	5	93.3	14.9
	Engineering and related technologies	39	79.8	14.6
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	73.2	11.3
	Total	74	77.9	14.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	77.8	19.2
	February	4	91.7	16.7
	March	11	73.7	11.4
	April			
	May	1	66.7	0.0
	June	9	75.3	12.1
	July	3	66.7	0.0
	August	4	77.8	15.7
	September	5	77.8	17.6
	October	6	81.5	13.5
	November	8	79.2	18.2
	December	13	83.8	13.3
	Do not know			
Training start year	2011			
	2010	7	79.4	16.3
	2009	24	79.6	14.2
	2008	30	75.2	12.6
	2007	4	80.6	14.0
	2006	3	85.2	25.7
	2005			
	2004			
	2003	1	100.0	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	47	74.9	13.2
	Not apprenticeship or traineeship	29	81.2	14.3
Recognition of prior learning	Recognition of prior learning	11	75.8	13.0
	No recognition of prior learning	62	78.1	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	75	77.0	13.7
	Total	77	77.6	14.0
Learner age	Under 15			
	15 to 19	4	66.7	0.0
	20 to 24	46	78.7	14.8
	25 to 34	19	76.6	13.3
	35 to 44	5	73.3	6.1
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	77.6	14.0
Aboriginal or Torres Strait Islander origin	No	75	77.6	14.2
	Yes, Aboriginal	2	77.8	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	77.6	14.0
Home language	English	64	76.2	13.3
	Language other than English	13	84.6	16.1
	Total	77	77.6	14.0
Permanent residency or citizenship	Australian	71	77.2	13.9
	Not Australian	5	80.0	14.5
	Total	76	77.3	13.9
Disability status	Disability identified	4	77.8	15.7
	No disability identified	72	77.3	13.9
	Total	76	77.3	13.9
Groups	1	16	78.5	13.7
	47	11	66.7	0.0
	56	4	77.8	15.7
	77	7	82.5	18.0
	81	5	66.7	7.9
	86	6	81.5	15.2
	90	18	82.7	14.4
	124	10	78.9	14.3
	Total	77	77.6	14.0

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.6	14.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	86.1	13.8
	Certificate IV	38	77.8	13.9
	Certificate level unknown			
	Diploma	9	71.6	12.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	66.7	15.7
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	88.9	14.1
	Do not know			
	Total	71	79.5	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.6	14.3
Field of education	Natural and physical sciences			
	Information technology	5	93.3	14.9
	Engineering and related technologies	39	81.2	14.5
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	55.6	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	73.9	11.6
	Total	74	78.8	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	70.4	6.4
	February	4	88.9	9.1
	March	11	69.7	7.2
	April			
	May	1	66.7	0.0
	June	9	84.0	15.8
	July	3	70.4	6.4
	August	4	91.7	16.7
	September	5	73.3	9.9
	October	6	83.3	13.6
	November	8	83.3	18.8
	December	13	82.9	14.8
	Do not know			
Training start year	2011			
	2010	7	73.0	12.6
	2009	24	82.9	15.4
	2008	30	77.8	13.0
	2007	4	83.3	14.3
	2006	3	85.2	25.7
	2005			
	2004			
	2003	1	77.8	0.0
	2002			
	2001	1	88.9	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	47	77.1	13.6
	Not apprenticeship or traineeship	29	80.5	15.0
Recognition of prior learning	Recognition of prior learning	11	79.8	13.0
	No recognition of prior learning	62	78.5	14.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	75	78.1	14.0
	Total	77	78.6	14.3
Learner age	Under 15			
	15 to 19	4	69.4	10.6
	20 to 24	46	78.5	14.5
	25 to 34	19	77.8	13.9
	35 to 44	5	84.4	12.7
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	78.6	14.3
Aboriginal or Torres Strait Islander origin	No	75	79.0	14.3
	Yes, Aboriginal	2	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	78.6	14.3
Home language	English	64	78.0	13.8
	Language other than English	13	82.1	16.7
	Total	77	78.6	14.3
Permanent residency or citizenship	Australian	71	78.4	14.0
	Not Australian	5	77.8	17.6
	Total	76	78.4	14.2
Disability status	Disability identified	4	88.9	9.1
	No disability identified	72	77.8	14.2
	Total	76	78.4	14.2
Groups	1	16	78.5	13.1
	47	11	71.7	11.5
	56	4	72.2	6.4
	77	7	82.5	19.1
	81	5	71.1	16.9
	86	6	87.0	13.0
	90	18	83.3	14.9
	124	10	76.7	13.3
	Total	77	78.6	14.3

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	79.6	13.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	82.9	15.4
	Certificate IV	38	79.1	13.8
	Certificate level unknown			
	Diploma	9	76.3	11.1
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	70.0	4.7
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	85.6	9.8
	Do not know			
	Total	71	79.9	13.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	79.6	13.3
Field of education	Natural and physical sciences			
	Information technology	5	96.0	8.9
	Engineering and related technologies	39	81.2	13.4
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	76.6	11.4
	Total	74	80.2	13.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	80.0	6.7
	February	4	83.3	11.5
	March	11	73.9	9.6
	April			
	May	1	66.7	0.0
	June	9	79.3	16.5
	July	3	71.1	7.7
	August	4	88.3	14.8
	September	5	84.0	13.0
	October	6	86.7	12.6
	November	8	86.7	15.5
	December	13	81.5	11.9
	Do not know			
	Training start year	2011		
2010		7	76.2	10.8
2009		24	84.2	11.9
2008		30	78.4	13.4
2007		4	83.3	13.9
2006		3	86.7	23.1
2005				
2004				
2003		1	86.7	0.0
2002				
2001		1	86.7	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	47	77.7
	Not apprenticeship or traineeship	29	81.8	12.5
Recognition of prior learning	Recognition of prior learning	11	78.2	13.7
	No recognition of prior learning	62	80.1	13.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	96.7	4.7
	Male	75	79.1	13.1
	Total	77	79.6	13.3
Learner age	Under 15			
	15 to 19	4	70.0	6.7
	20 to 24	46	80.6	14.0
	25 to 34	19	76.8	11.6
	35 to 44	5	82.7	8.9
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	79.6	13.3
Aboriginal or Torres Strait Islander origin	No	75	79.8	13.3
	Yes, Aboriginal	2	70.0	4.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	79.6	13.3
Home language	English	64	79.0	13.2
	Language other than English	13	82.6	13.8
	Total	77	79.6	13.3
Permanent residency or citizenship	Australian	71	79.4	13.2
	Not Australian	5	77.3	13.8
	Total	76	79.3	13.1
Disability status	Disability identified	4	85.0	13.7
	No disability identified	72	79.0	13.1
	Total	76	79.3	13.1
Groups	1	16	79.6	14.5
	47	11	70.9	8.6
	56	4	70.0	6.7
	77	7	85.7	17.0
	81	5	81.3	11.9
	86	6	80.0	18.4
	90	18	83.7	11.3
	124	10	80.0	12.6
	Total	77	79.6	13.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.8	15.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	86.1	12.5
	Certificate IV	38	76.3	16.6
	Certificate level unknown			
	Diploma	9	75.3	15.5
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	72.2	23.6
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	88.9	14.1
	Do not know			
	Total	71	79.3	16.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.8	15.8
Field of education	Natural and physical sciences			
	Information technology	5	93.3	14.9
	Engineering and related technologies	39	80.3	16.6
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	44.4	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	75.1	12.5
	Total	74	78.7	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	77.8	19.2
	February	4	94.4	6.4
	March	11	75.8	13.9
	April			
	May	1	66.7	0.0
	June	9	80.2	13.4
	July	3	66.7	0.0
	August	4	86.1	16.7
	September	5	82.2	12.7
	October	6	70.4	15.2
	November	8	79.2	24.8
	December	13	82.1	14.0
	Do not know			
	Training start year	2011		
2010		7	77.8	15.7
2009		24	82.4	14.3
2008		30	75.9	14.0
2007		4	86.1	14.0
2006		3	77.8	38.5
2005				
2004				
2003		1	100.0	0.0
2002				
2001		1	100.0	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	47	75.9
	Not apprenticeship or traineeship	29	82.8	15.6
Recognition of prior learning	Recognition of prior learning	11	80.8	13.2
	No recognition of prior learning	62	78.1	16.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	75	78.2	15.7
	Total	77	78.8	15.8
Learner age	Under 15			
	15 to 19	4	75.0	16.7
	20 to 24	46	78.3	17.0
	25 to 34	19	79.5	14.0
	35 to 44	5	80.0	14.5
	45 to 54	3	85.2	17.0
	55 to 64			
	65 or over			
	Total	77	78.8	15.8
Aboriginal or Torres Strait Islander origin	No	75	78.8	15.9
	Yes, Aboriginal	2	77.8	15.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	78.8	15.8
Home language	English	64	77.4	15.5
	Language other than English	13	85.5	16.6
	Total	77	78.8	15.8
Permanent residency or citizenship	Australian	71	78.4	15.7
	Not Australian	5	80.0	18.3
	Total	76	78.5	15.7
Disability status	Disability identified	4	83.3	11.1
	No disability identified	72	78.2	16.0
	Total	76	78.5	15.7
Groups	1	16	75.0	15.4
	47	11	71.7	14.4
	56	4	77.8	15.7
	77	7	82.5	24.7
	81	5	73.3	16.9
	86	6	87.0	8.4
	90	18	85.2	15.2
	124	10	76.7	12.2
	Total	77	78.8	15.8

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	79.2	13.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	85.4	13.3
	Certificate IV	38	76.9	14.5
	Certificate level unknown			
	Diploma	9	80.2	13.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	77.8	15.7
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	87.0	10.9
	Do not know			
	Total	71	80.1	14.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	79.2	13.9
Field of education	Natural and physical sciences			
	Information technology	5	93.3	14.9
	Engineering and related technologies	39	81.5	13.8
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	73.9	11.6
	Total	74	79.1	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	74.1	12.8
	February	4	83.3	6.4
	March	11	73.7	9.0
	April			
	May	1	66.7	0.0
	June	9	79.0	18.8
	July	3	66.7	0.0
	August	4	88.9	15.7
	September	5	84.4	12.7
	October	6	79.6	16.4
	November	8	80.6	17.6
	December	13	85.5	11.5
	Do not know			
	Training start year	2011		
2010		7	74.6	10.6
2009		24	84.7	12.2
2008		30	75.9	14.3
2007		4	83.3	11.1
2006		3	85.2	25.7
2005				
2004				
2003		1	88.9	0.0
2002				
2001		1	88.9	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	47	77.1
	Not apprenticeship or traineeship	29	82.0	13.1
Recognition of prior learning	Recognition of prior learning	11	83.8	16.0
	No recognition of prior learning	62	78.9	13.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	83.3	7.9
	Male	75	79.1	14.0
	Total	77	79.2	13.9
Learner age	Under 15			
	15 to 19	4	66.7	9.1
	20 to 24	46	78.0	14.1
	25 to 34	19	80.7	11.6
	35 to 44	5	88.9	13.6
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	79.2	13.9
Aboriginal or Torres Strait Islander origin	No	75	79.1	14.0
	Yes, Aboriginal	2	83.3	7.9
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	79.2	13.9
Home language	English	64	79.0	14.2
	Language other than English	13	80.3	13.0
	Total	77	79.2	13.9
Permanent residency or citizenship	Australian	71	78.9	13.8
	Not Australian	5	80.0	14.5
	Total	76	78.9	13.8
Disability status	Disability identified	4	83.3	19.2
	No disability identified	72	78.7	13.5
	Total	76	78.9	13.8
Groups	1	16	79.2	15.1
	47	11	66.7	7.0
	56	4	77.8	12.8
	77	7	85.7	16.6
	81	5	82.2	14.9
	86	6	85.2	13.5
	90	18	83.3	12.8
	124	10	76.7	12.2
	Total	77	79.2	13.9

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.8	13.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	83.9	13.8
	Certificate IV	38	77.2	13.9
	Certificate level unknown			
	Diploma	9	81.5	11.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	70.8	5.9
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	86.1	8.6
	Do not know			
	Total	71	79.8	13.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	78.8	13.5
Field of education	Natural and physical sciences			
	Information technology	5	93.3	10.9
	Engineering and related technologies	39	80.6	14.2
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	55.6	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	75.7	10.9
	Total	74	79.2	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	80.6	4.8
	February	4	81.2	8.0
	March	11	73.5	12.3
	April			
	May	1	66.7	0.0
	June	9	77.8	15.0
	July	3	73.1	5.8
	August	4	89.6	15.8
	September	5	83.3	13.2
	October	6	79.2	17.3
	November	8	85.4	13.9
	December	13	82.1	14.0
	Do not know			
	Training start year	2011		
2010		7	76.2	8.9
2009		24	84.7	12.7
2008		30	77.3	13.8
2007		4	70.8	4.8
2006		3	83.3	22.0
2005				
2004				
2003		1	100.0	0.0
2002				
2001		1	83.3	0.0
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	47	76.8
	Not apprenticeship or traineeship	29	81.3	12.7
Recognition of prior learning	Recognition of prior learning	11	81.8	12.8
	No recognition of prior learning	62	78.4	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	95.8	5.9
	Male	75	78.3	13.3
	Total	77	78.8	13.5
Learner age	Under 15			
	15 to 19	4	70.8	4.8
	20 to 24	46	77.0	14.9
	25 to 34	19	80.7	9.6
	35 to 44	5	88.3	4.6
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	78.8	13.5
Aboriginal or Torres Strait Islander origin	No	75	79.2	13.4
	Yes, Aboriginal	2	62.5	5.9
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	78.8	13.5
Home language	English	64	78.8	13.0
	Language other than English	13	78.8	16.2
	Total	77	78.8	13.5
Permanent residency or citizenship	Australian	71	79.3	13.2
	Not Australian	5	66.7	10.2
	Total	76	78.5	13.3
Disability status	Disability identified	4	93.7	8.0
	No disability identified	72	77.7	13.1
	Total	76	78.5	13.3
Groups	1	16	75.5	15.4
	47	11	73.5	12.7
	56	4	79.2	14.4
	77	7	82.1	16.3
	81	5	83.3	10.2
	86	6	86.1	13.6
	90	18	80.6	13.1
	124	10	77.5	11.1
	Total	77	78.8	13.5

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	80.7	15.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	16	86.1	14.3
	Certificate IV	38	78.4	15.5
	Certificate level unknown			
	Diploma	9	75.3	17.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	2	83.3	23.6
	VET Graduate Certificate or Diploma			
	Other qualification or training	6	94.4	9.3
	Do not know			
	Total	71	81.2	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	77	80.7	15.7
Field of education	Natural and physical sciences			
	Information technology	5	93.3	14.9
	Engineering and related technologies	39	84.3	15.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	55.6	0.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	29	75.5	14.7
	Total	74	81.1	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	77.8	11.1
	February	4	88.9	9.1
	March	11	78.8	13.6
	April			
	May	1	66.7	0.0
	June	9	79.0	16.1
	July	3	63.0	6.4
	August	4	91.7	16.7
	September	5	86.7	12.2
	October	6	79.6	19.1
	November	8	79.2	19.2
	December	13	88.9	14.3
	Do not know			
Training start year	2011			
	2010	7	76.2	10.0
	2009	24	85.6	16.2
	2008	30	77.0	15.4
	2007	4	86.1	10.6
	2006	3	92.6	12.8
	2005			
	2004			
	2003	1	100.0	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	47	78.5	15.1
	Not apprenticeship or traineeship	29	83.5	16.2
Recognition of prior learning	Recognition of prior learning	11	80.8	16.5
	No recognition of prior learning	62	81.0	15.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	88.9	0.0
	Male	75	80.4	15.8
	Total	77	80.7	15.7
Learner age	Under 15			
	15 to 19	4	66.7	0.0
	20 to 24	46	79.2	15.3
	25 to 34	19	84.8	16.2
	35 to 44	5	84.4	16.9
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	77	80.7	15.7
Aboriginal or Torres Strait Islander origin	No	75	80.7	15.7
	Yes, Aboriginal	2	77.8	15.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	77	80.7	15.7
Home language	English	64	80.2	15.9
	Language other than English	13	82.9	14.8
	Total	77	80.7	15.7
Permanent residency or citizenship	Australian	71	80.4	15.5
	Not Australian	5	80.0	18.3
	Total	76	80.4	15.6
Disability status	Disability identified	4	80.6	16.7
	No disability identified	72	80.4	15.7
	Total	76	80.4	15.6
Groups	1	16	75.7	15.8
	47	11	69.7	13.2
	56	4	77.8	12.8
	77	7	88.9	11.1
	81	5	73.3	21.7
	86	6	87.0	16.4
	90	18	87.7	14.2
	124	10	83.3	13.1
	Total	77	80.7	15.7

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	79.7	13.3	88.9	0.0
Effective Assessment	78.6	13.6	100.0	0.0
Clear Expectations	79.9	14.2		
Learning Stimulation	78.5	13.7		
Training Relevance	78.5	13.1	77.8	0.0
Competency Development	79.6	14.5	66.7	0.0
Training Resources	75.0	15.4	100.0	0.0
Effective Support	79.2	15.1	94.4	0.0
Active Learning	75.5	15.4		
Overall Satisfaction	75.7	15.8	77.8	0.0

Group 47

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	69.7	13.6		
Effective Assessment	63.9	5.9		
Clear Expectations	65.7	12.6		
Learning Stimulation	66.7	0.0		
Training Relevance	71.7	11.5		
Competency Development	70.9	8.6		
Training Resources	71.7	14.4		
Effective Support	66.7	7.0		
Active Learning	73.5	12.7		
Overall Satisfaction	69.7	13.2		

Group 56

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	79.2	16.0		
Effective Assessment	79.2	16.0		
Clear Expectations	77.8	15.7		
Learning Stimulation	77.8	15.7		
Training Relevance	72.2	6.4		
Competency Development	70.0	6.7		
Training Resources	77.8	15.7		
Effective Support	77.8	12.8		
Active Learning	79.2	14.4		
Overall Satisfaction	77.8	12.8		

Group 77

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	89.3	15.7		
Effective Assessment	86.9	15.1		
Clear Expectations	87.3	16.3		
Learning Stimulation	82.5	18.0		
Training Relevance	82.5	19.1		
Competency Development	85.7	17.0		
Training Resources	82.5	24.7		
Effective Support	85.7	16.6		
Active Learning	82.1	16.3		
Overall Satisfaction	88.9	11.1		

Group 81

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	81.7	14.9		
Effective Assessment	80.0	15.1		
Clear Expectations	82.2	12.7		
Learning Stimulation	66.7	7.9		
Training Relevance	71.1	16.9		
Competency Development	81.3	11.9		
Training Resources	73.3	16.9		
Effective Support	82.2	14.9		
Active Learning	83.3	10.2		
Overall Satisfaction	73.3	21.7		

Group 86

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	91.7	9.1		
Effective Assessment	86.1	11.4		
Clear Expectations	79.6	13.0		
Learning Stimulation	81.5	15.2		
Training Relevance	87.0	13.0		
Competency Development	80.0	18.4		
Training Resources	87.0	8.4		
Effective Support	85.2	13.5		
Active Learning	86.1	13.6		
Overall Satisfaction	87.0	16.4		

Group 90

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	91.2	12.3		
Effective Assessment	84.3	11.9		
Clear Expectations	83.3	12.2		
Learning Stimulation	82.7	14.4		
Training Relevance	83.3	14.9		
Competency Development	83.7	11.3		
Training Resources	85.2	15.2		
Effective Support	83.3	12.8		
Active Learning	80.6	13.1		
Overall Satisfaction	87.7	14.2		

Group 124

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	81.7	12.3		
Effective Assessment	80.8	13.1		
Clear Expectations	76.7	14.3		
Learning Stimulation	78.9	14.3		
Training Relevance	76.7	13.3		
Competency Development	80.0	12.6		
Training Resources	76.7	12.2		
Effective Support	76.7	12.2		
Active Learning	77.5	11.1		
Overall Satisfaction	83.3	13.1		

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

4
A lot of relevant information regarding signalling
All
Being able to relate
Being able to interact as a group
Challenging
Everything
Field trips to bring theory into practice
Getting more knowledge
Going through the circuits and class discussion
Good environment, lots of time to think and ask questions
Great knowledge of subject from trainers
Hands on
Hands on experience
Hands on work
Hands on`
Improving of my time management skills with work duties and commitments
Knowledge learnt & knowledge of the trainers
Learning
Learning Software
Learning new ideas
Many
On site training
Open conversation about topic helped me understand
Opening up the computers
Prac
Prack
Practical
Practical
Practical
Practical knowledge
Practical work
Practical work
Talking
Teacher
The development of skills in such a specialised area

The development and understanding of the courses throughout the year helped in my current position
The presenter is expert
The standard was set to appropriate level
The vast range of topics covered
Trainers had good knowledge of subjects
Training
Training is related to on the job experiences
circuits
clarification of information
clear instruction, video clips, site inspection, good practical knowledge
field visits
going over circuits in class
good class atmosphere
good hand outs and references, trainers were very knowledgeable and approachable
good learning environment, friendly staff, flexible times for staff, field trips
practical/site visits
real practice

LQ needs improvement

All good - maybe some practice wiring
Available material on the maintenance side
Break in learning
Hands on practice, Knowledge of country train systems
I dont know
More hands on tasks if possible
More practical
More practical
More practical hands on
More practical hands on during school time to get most out of learning. More technical assignmant questions
More practical would assisst learning
More time
N/A
Nil
Nil
Nil
None
None
None
Nothing
Resources and equipment
Structure - More hands on
The equipment available and the organisation of tasks to be completed
Too much in a small time frame
Training centre at times too noisy for exam conditions
hands on faults
more in field experience, more on faults, more hands on
more interactive with learners
need more practical approach to the equipment
variation in lunch choices, If possible, multi media examples - video/pictures/etc

EQ best aspects

Excellent assistance when & where required with the organisation and provision of training. Very experienced and knowledgeable training organisation

EQ needs improvement

Nothing in particular

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	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

02 Mar 2011

RTO Information

NTIS number	22116
Name	HRD Integrated Services PL trustee for Nankervis Family Trust
Street Address	PO Box 2161
City/town/suburb	Geelong
State	VIC
Post code	3220

Learner and employer response

	Learners	Employers
Response count (number)	77	1
Population count (number)		
Response rate (per cent)		

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	79.7	17.7	85.6	16.8
Trainer Quality	83.1	14.6	88.9	0.0
Effective Assessment	80.0	13.7	100.0	0.0
Clear Expectations	78.9	14.4		
Learning Stimulation	77.6	14.0		
Training Relevance	78.6	14.3	77.8	0.0
Competency Development	79.6	13.3	66.7	0.0
Training Resources	78.8	15.8	100.0	0.0
Effective Support	79.2	13.9	94.4	0.0
Active Learning	78.8	13.5		
Overall Satisfaction	80.7	15.7	77.8	0.0

Survey contexts and use

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

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	