RTO Information

This report presents summary information about the Registered Training Organisation

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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	44	85.4	14.3	2	77.8	15.7
Effective Assessment	44	82.6	15.6	2	75.0	11.8
Clear Expectations	44	82.1	18.4			
Learning Stimulation	44	80.1	15.3			
Training Relevance	44	82.1	17.8	2	69.4	3.9
Competency Development	44	81.5	14.9	2	63.3	4.7
Training Resources	44	80.6	18.3	2	77.8	15.7
Effective Support	44	83.3	16.0	2	75.0	11.8
Active Learning	44	82.0	16.2			
Overall Satisfaction	44	84.3	20.1	2	66.7	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	0	0	0.0	0	0	0.0
	Information technology	0	2	0.0	0	0	0.0
	Engineering and related technologies	109	13	11.9	6	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	0	0	0.0	0	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	1	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	0	21	0.0	0	0	0.0
	TOTAL	109	37	33.9	6	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	0	3	0.0			
	Certificate IV	109	37	33.9			
	Certificate level unknown	0	0	0.0			
	Diploma	0	0	0.0			
	Advanced diploma	0	0	0.0			
	Associate degree	0	0	0.0			
	Degree	0	0	0.0			
	Short course or statement of attainment	0	0	0.0			
	VET Graduate Certificate or Diploma	0	0	0.0			
	Other qualification or training	0	0	0.0			
	Do not know	0	0	0.0			
	Total	109	40	36.7			

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 aaspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	18	26	44	1
LQ2	Trainers made the subject as interesting as possible.	0	0	22	22	44	1
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	17	27	44	1
LQ4	Trainers explained things clearly.	0	1	18	25	43	1
LQ5	Overall, I am satisfied with the training.	0	2	17	25	42	1
LQ6	I would recommend the training to others.	1	0	18	25	43	1
LQ7	I would recommend the training organisation to others.	2	0	14	28	42	1
LQ8	I received useful feedback on my assessments.	0	1	24	19	43	1
LQ9	Assessments were based on realistic activities.	0	1	22	20	42	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	1	17	25	42	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	20	23	43	1
LQ12	It was always easy to know the standards expected.	0	2	19	23	42	1
LQ13	I usually had a clear idea of what was expected of me.	0	3	19	22	41	1
LQ14	Trainers made it clear right from the start what they expected from me.	0	2	19	23	42	1
LQ15	I was given enough material to keep up my interest.	0	3	20	21	41	1
LQ16	The amount of work I had to do was reasonable.	0	0	25	19	44	1
LQ17	The training was at the right level of difficulty for me.	0	3	22	19	41	1
LQ18	The training focused on relevant skills.	1	0	16	27	43	1
LQ19	The training prepared me well for work.	1	2	22	19	41	1
LQ20	The training had a good mix of theory and practice.	0	2	19	23	42	1
LQ21	I developed the skills expected from this training.	0	1	23	20	43	1
LQ22	I learned to work with people.	0	0	25	19	44	1
LQ23	I identified ways to build on my current knowledge and skills.	0	0	24	20	44	1
LQ24	I developed the knowledge expected from this training.	0	1	23	20	43	1
LQ25	I learned to plan and manage my work.	0	1	21	22	43	1
LQ26	Training resources were available when I needed them.	0	1	20	23	43	1
LQ27	The training used up-to-date equipment, facilities and materials.	1	2	25	16	41	1
LQ28	Training facilities and materials were in good condition.	0	3	17	24	41	1
LQ29	Training organisation staff respected my background and needs.	1	0	16	27	43	1
LQ30	The training was flexible enough to meet my needs.	0	0	22	22	44	1
LQ31	The training organisation had a range of services to support learners.	0	2	21	21	42	1
LQ32	I set high standards for myself in this training.	0	1	24	19	43	1
LQ33	I pushed myself to understand things I found confusing.	1	0	18	25	43	1
LQ34	I looked for my own resources to help me learn.	1	3	17	23	40	1
LQ35	I approached trainers if I needed help.	0	1	20	23	43	1

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	40.9	59.1	100.0	2.2
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	50.0	50.0	100.0	2.2
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	38.6	61.4	100.0	2.2
LQ4	Trainers explained things clearly.	0.0	2.3	40.9	56.8	97.7	2.2
LQ5	Overall, I am satisfied with the training.	0.0	4.6	38.6	56.8	95.5	2.2
LQ6	I would recommend the training to others.	2.3	0.0	40.9	56.8	97.7	2.2
LQ7	I would recommend the training organisation to others.	4.6	0.0	31.8	63.6	95.5	2.2
LQ8	I received useful feedback on my assessments.	0.0	2.3	54.6	43.2	97.7	2.2
LQ9	Assessments were based on realistic activities.	0.0	2.3	51.2	46.5	97.7	4.5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	2.3	39.5	58.1	97.7	4.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	2.3	45.5	52.3	97.7	2.2
LQ12	It was always easy to know the standards expected.	0.0	4.6	43.2	52.3	95.5	2.2
LQ13	I usually had a clear idea of what was expected of me.	0.0	6.8	43.2	50.0	93.2	2.2
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	4.6	43.2	52.3	95.5	2.2
LQ15	I was given enough material to keep up my interest.	0.0	6.8	45.5	47.7	93.2	2.2
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	56.8	43.2	100.0	2.2
LQ17	The training was at the right level of difficulty for me.	0.0	6.8	50.0	43.2	93.2	2.2
LQ18	The training focused on relevant skills.	2.3	0.0	36.4	61.4	97.7	2.2
LQ19	The training prepared me well for work.	2.3	4.6	50.0	43.2	93.2	2.2
LQ20	The training had a good mix of theory and practice.	0.0	4.6	43.2	52.3	95.5	2.2
LQ21	I developed the skills expected from this training.	0.0	2.3	52.3	45.5	97.7	2.2
LQ22	I learned to work with people.	0.0	0.0	56.8	43.2	100.0	2.2
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	54.6	45.5	100.0	2.2
LQ24	I developed the knowledge expected from this training.	0.0	2.3	52.3	45.5	97.7	2.2
LQ25	I learned to plan and manage my work.	0.0	2.3	47.7	50.0	97.7	2.2
LQ26	Training resources were available when I needed them.	0.0	2.3	45.5	52.3	97.7	2.2
LQ27	The training used up-to-date equipment, facilities and materials.	2.3	4.6	56.8	36.4	93.2	2.2
LQ28	Training facilities and materials were in good condition.	0.0	6.8	38.6	54.6	93.2	2.2
LQ29	Training organisation staff respected my background and needs.	2.3	0.0	36.4	61.4	97.7	2.2
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	50.0	50.0	100.0	2.2
LQ31	The training organisation had a range of services to support learners.	0.0	4.6	47.7	47.7	95.5	2.2
LQ32	I set high standards for myself in this training.	0.0	2.3	54.6	43.2	97.7	2.2
LQ33	I pushed myself to understand things I found confusing.	2.3	0.0	40.9	56.8	97.7	2.2
LQ34	I looked for my own resources to help me learn.	2.3	6.8	38.6	52.3	90.9	2.2
LQ35	I approached trainers if I needed help.	0.0	2.3	45.5	52.3	97.7	2.2

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	86.4	16.6
LQ2	Trainers made the subject as interesting as possible.	83.3	16.9
LQ3	Trainers had an excellent knowledge of the subject content.	87.1	16.4
LQ4	Trainers explained things clearly.	84.8	18.3
LQ5	Overall, I am satisfied with the training.	84.1	19.7
LQ6	I would recommend the training to others.	84.1	20.9
LQ7	I would recommend the training organisation to others.	84.8	24.3
LQ8	I received useful feedback on my assessments.	80.3	18.1
LQ9	Assessments were based on realistic activities.	81.4	18.3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	85.3	18.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	83.3	18.3
LQ12	It was always easy to know the standards expected.	82.6	19.7
LQ13	I usually had a clear idea of what was expected of me.	81.1	20.8
LQ14	Trainers made it clear right from the start what they expected from me.	82.6	19.7
LQ15	I was given enough material to keep up my interest.	80.3	20.7
LQ16	The amount of work I had to do was reasonable.	81.1	16.7
LQ17	The training was at the right level of difficulty for me.	78.8	20.4
LQ18	The training focused on relevant skills.	85.6	20.8
LQ19	The training prepared me well for work.	78.0	22.7
LQ20	The training had a good mix of theory and practice.	82.6	19.7
LQ21	I developed the skills expected from this training.	81.1	18.2
LQ22	I learned to work with people.	81.1	16.7
LQ23	I identified ways to build on my current knowledge and skills.	81.8	16.8
LQ24	I developed the knowledge expected from this training.	81.1	18.2
LQ25	I learned to plan and manage my work.	82.6	18.3
LQ26	Training resources were available when I needed them.	83.3	18.3
LQ27	The training used up-to-date equipment, facilities and materials.	75.8	22.0
LQ28	Training facilities and materials were in good condition.	82.6	20.9
LQ29	Training organisation staff respected my background and needs.	85.6	20.8
LQ30	The training was flexible enough to meet my needs.	83.3	16.9
LQ31	The training organisation had a range of services to support learners.	81.1	19.6
LQ32	I set high standards for myself in this training.	80.3	18.1
LQ33	I pushed myself to understand things I found confusing.	84.1	20.9
LQ34	I looked for my own resources to help me learn.	80.3	24.2
LQ35	I approached trainers if I needed help.	83.3	18.3

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	1	1	2	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	1	1	2	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	1	1	2	0
EQ4	Assessment was at an appropriate standard.	0	0	2	0	2	0
EQ5	The training resources were appropriate for learner needs.	0	0	2	0	2	0
EQ6	The training reflected current practice.	0	0	2	0	2	0
EQ7	The training organisation developed customised programs.	0	0	1	1	2	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	2	0	2	0
EQ9	The training focused on relevant skills.	0	0	2	0	2	0
EQ10	Our employees gained the skills they needed from this training.	0	0	2	0	2	0
EQ11	The training was effectively integrated into our organisation.	0	0	1	1	2	0
EQ12	Overall, we are satisfied with the training.	0	0	2	0	2	0
EQ13	We would recommend the training organisation to others.	0	0	2	0	2	0
EQ14	We would recommend the training to others.	0	0	2	0	2	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	1	1	2	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	1	1	2	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	1	1	2	0
EQ18	Assessments were based on realistic activities.	0	0	2	0	2	0
EQ19	Trainers were effective in their teaching.	0	0	2	0	2	0
EQ20	The training was an effective investment.	0	0	2	0	2	0
EQ21	Trainers were able to relate material to the workplace.	0	0	1	1	2	0
EQ22	The training had a good mix of theory and practice.	0	0	2	0	2	0
EQ23	The training organisation acted on feedback from employers.	0	0	2	0	2	0
EQ24	The training has helped our employees work with people.	0	1	1	0	1	0
EQ25	Training resources and equipment were in good condition.	0	0	1	1	2	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	2	0	2	0
EQ27	The training prepared employees well for work.	0	0	2	0	2	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	2	0	2	0
EQ29	The training prepared our employees for the demands of work.	0	0	2	0	2	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	2	0	2	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	50.0	50.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	50.0	50.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	50.0	50.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	100.0	0.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	100.0	0.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	100.0	0.0	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	50.0	50.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	100.0	0.0	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	50.0	50.0	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	100.0	0.0	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	50.0	50.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	50.0	50.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	50.0	50.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	100.0	0.0	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	50.0	50.0	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	100.0	0.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	50.0	50.0	0.0	50.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	50.0	50.0	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.	83.3	23.6
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	83.3	23.6
EQ3	The training organisation was flexible enough to meet our needs.	83.3	23.6
EQ4	Assessment was at an appropriate standard.	66.7	0.0
EQ5	The training resources were appropriate for learner needs.	66.7	0.0
EQ6	The training reflected current practice.	66.7	0.0
EQ7	The training organisation developed customised programs.	83.3	23.6
EQ8	The training organisation provided good support for workplace training and assessment.	66.7	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.	83.3	23.6
EQ12	Overall, we are satisfied with the training.	66.7	0.0
EQ13	We would recommend the training organisation to others.	66.7	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.	83.3	23.6
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	83.3	23.6
EQ17	Trainers had good knowledge and experience of the industry.	83.3	23.6
EQ18	Assessments were based on realistic activities.	66.7	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.	83.3	23.6
EQ22	The training had a good mix of theory and practice.	66.7	0.0
EQ23	The training organisation acted on feedback from employers.	66.7	0.0
EQ24	The training has helped our employees work with people.	50.0	23.6
EQ25	Training resources and equipment were in good condition.	83.3	23.6
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**	44	85.4	14.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	3	86.1	4.8
	Certificate IV	37	86.5	14.7
	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	40	86.5	14.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	44	85.4	14.3
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	87.8	14.3
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	58.3	0.0
	Food, hospitality and personal services			
	Other	21	88.1	12.8
	Total	37	86.9	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	3	86.1	17.3
	March	4	93.7	12.5
	April	1	100.0	0.0
	May	1	75.0	0.0
	June	2	83.3	0.0
	July	1	83.3	0.0
	August			
	September	2	70.8	5.9
	October	3	72.2	17.3
	November	10	90.8	12.1
	December	9	81.5	16.0
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	11	88.6	12.5
	2010	7	76.2	13.1
	2009	15	86.7	15.0
	2008	2	100.0	0.0
	2007	1	83.3	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	24	85.1	14.1
	Not apprenticeship or traineeship	15	86.1	15.6
Recognition of prior learning	Recognition of prior learning	10	84.2	13.3
	No recognition of prior learning	29	85.9	15.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	2	100.0	0.0
	Male	39	85.3	14.4
	Total	41	86.0	14.4
Learner age	Under 15			
	15 to 19			
	20 to 24	11	83.3	12.9
	25 to 34	17	83.3	15.6
	35 to 44	9	88.9	15.0
	45 to 54	4	97.9	4.2
	55 to 64			
	65 or over			
	Total	41	86.0	14.4
Aboriginal or Torres Strait Islander origin	No	39	86.1	14.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	86.1	14.2
Home language	English	33	84.3	14.5
	Language other than English	6	90.3	13.4
	Total	39	85.3	14.4
Permanent residency or citizenship	Australian	39	85.3	14.4
	Not Australian			
	Total	39	85.3	14.4
Disability status	Disability identified	3	100.0	0.0
	No disability identified	34	83.1	14.1
	Total	37	84.5	14.3
Groups	1	44	85.4	14.3
	Total	44	85.4	14.3

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	82.6	15.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	3	77.8	12.7
	Certificate IV	37	83.9	15.8
	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	40	83.4	15.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	44	82.6	15.6
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	86.3	16.1
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	41.7	0.0
	Food, hospitality and personal services			
	Other	21	84.5	13.3
	Total	37	83.9	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	3	75.0	8.3
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	66.7	0.0
	June	2	70.8	5.9
	July	1	100.0	0.0
	August			
	September	2	83.3	23.6
	October	3	65.7	23.6
	November	10	88.3	12.5
	December	9	79.6	13.2
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	11	84.8	16.2
	2010	7	78.2	21.2
	2009	15	81.7	12.7
	2008	2	100.0	0.0
	2007	1	91.7	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	24	82.9	17.2
	Not apprenticeship or traineeship	15	82.8	14.2
Recognition of prior learning	Recognition of prior learning	10	87.5	14.8
	No recognition of prior learning	29	81.2	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	95.8	5.9
	Male	39	82.3	15.7
	Total	41	83.0	15.6
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	81.8	12.8
	25 to 34	17	80.2	18.5
	35 to 44	9	86.7	15.6
	45 to 54	4	89.6	8.0
	55 to 64			
	65 or over			
	Total	41	83.0	15.6
Aboriginal or Torres Strait Islander origin	**No**	39	83.3	15.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	83.3	15.7
Home language	**English**	33	81.5	16.1
	Language other than English	6	91.7	12.9
	Total	39	83.0	15.9
Permanent residency or citizenship	**Australian**	39	83.0	15.9
	Not Australian			
	Total	39	83.0	15.9
Disability status	**Disability identified**	3	94.4	4.8
	No disability identified	34	81.0	16.0
	Total	37	82.1	15.8
Groups	**1**	44	82.6	15.6
	Total	44	82.6	15.6

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	82.1	18.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	3	66.7	33.3
	Certificate IV	37	84.7	17.2
	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	40	83.3	18.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	44	82.1	18.4
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	88.9	15.7
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	33.3	0.0
	Food, hospitality and personal services			
	Other	21	83.6	18.8
	Total	37	84.1	19.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	3	74.1	6.4
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	77.8	0.0
	June	2	50.0	23.6
	July	1	100.0	0.0
	August			
	September	2	83.3	23.6
	October	3	66.7	33.3
	November	10	92.2	13.9
	December	9	77.8	14.7
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	11	82.8	22.4
	2010	7	79.4	25.2
	2009	15	81.5	14.9
	2008	2	100.0	0.0
	2007	1	100.0	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	24	82.4	21.2
	Not apprenticeship or traineeship	15	84.4	16.2
Recognition of prior learning	Recognition of prior learning	10	90.0	16.1
	No recognition of prior learning	29	80.8	19.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	39	82.1	18.8
	Total	41	82.9	18.8
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	79.8	21.0
	25 to 34	17	79.7	19.7
	35 to 44	9	88.9	16.7
	45 to 54	4	91.7	10.6
	55 to 64			
	65 or over			
	Total	41	82.9	18.8
Aboriginal or Torres Strait Islander origin	**No**	39	83.5	19.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	83.5	19.1
Home language	**English**	33	81.1	19.5
	Language other than English	6	94.4	13.6
	Total	39	83.2	19.2
Permanent residency or citizenship	**Australian**	39	83.2	19.2
	Not Australian			
	Total	39	83.2	19.2
Disability status	**Disability identified**	3	100.0	0.0
	No disability identified	34	80.7	19.4
	Total	37	82.3	19.3
Groups	**1**	44	82.1	18.4
	Total	44	82.1	18.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	80.1	15.3
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	3	70.4	6.4
	Certificate IV	37	82.0	15.8
	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	40	81.1	15.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	44	80.1	15.3
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	84.6	16.1
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	55.6	0.0
	Food, hospitality and personal services			
	Other	21	79.9	15.6
	Total	37	81.1	16.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February	3	70.4	6.4
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	77.8	0.0
	June	2	66.7	0.0
	July	1	88.9	0.0
	August			
	September	2	77.8	15.7
	October	3	70.4	17.0
	November	10	85.6	12.9
	December	9	75.3	16.5
	Do not know			
Training start year	**2012**	1	66.7	0.0
	2011	11	83.8	16.0
	2010	7	76.2	13.5
	2009	15	78.5	16.0
	2008	2	94.4	7.9
	2007	1	88.9	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	24	80.1	15.4
	Not apprenticeship or traineeship	15	83.7	15.6
Recognition of prior learning	**Recognition of prior learning**	10	84.4	14.1
	No recognition of prior learning	29	80.5	15.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	39	79.8	15.3
	Total	41	80.8	15.5
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	76.8	11.6
	25 to 34	17	80.4	16.4
	35 to 44	9	87.7	16.1
	45 to 54	4	77.8	20.3
	55 to 64			
	65 or over			
	Total	41	80.8	15.5
Aboriginal or Torres Strait Islander origin	**No**	39	81.2	15.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	81.2	15.7
Home language	**English**	33	79.5	16.0
	Language other than English	6	88.9	14.1
	Total	39	80.9	15.9
Permanent residency or citizenship	**Australian**	39	80.9	15.9
	Not Australian			
	Total	39	80.9	15.9
Disability status	**Disability identified**	3	96.3	6.4
	No disability identified	34	78.4	15.5
	Total	37	79.9	15.7
Groups	**1**	44	80.1	15.3
	Total	44	80.1	15.3

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	82.1	17.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	3	74.1	6.4
	Certificate IV	37	84.4	17.1
	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	40	83.6	16.7

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	82.1	17.8
Field of education	**Natural and physical sciences**			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	87.2	14.9
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	22.2	0.0
	Food, hospitality and personal services			
	Other	21	84.1	12.9
	Total	37	83.5	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	3	70.4	6.4
	March	4	94.4	11.1
	April	1	100.0	0.0
	May	1	77.8	0.0
	June	2	72.2	7.9
	July	1	88.9	0.0
	August			
	September	2	72.2	7.9
	October	3	51.9	25.7
	November	10	88.9	11.7
	December	9	82.7	14.8
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	11	85.9	14.1
	2010	7	69.8	24.6
	2009	15	83.7	13.2
	2008	2	100.0	0.0
	2007	1	77.8	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	24	80.1	18.5
	Not apprenticeship or traineeship	15	87.4	13.2
Recognition of prior learning	Recognition of prior learning	10	82.2	17.5
	No recognition of prior learning	29	82.4	18.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	39	81.8	17.6
	Total	41	82.7	17.6
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	77.8	12.2
	25 to 34	17	83.0	20.5
	35 to 44	9	86.4	15.5
	45 to 54	4	91.7	10.6
	55 to 64			
	65 or over			
	Total	41	83.2	16.7
Aboriginal or Torres Strait Islander origin	**No**	39	82.6	17.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	82.6	17.6
Home language	**English**	33	81.8	17.3
	Language other than English	6	88.9	14.1
	Total	39	82.9	16.9
Permanent residency or citizenship	**Australian**	39	82.9	16.9
	Not Australian			
	Total	39	82.9	16.9
Disability status	**Disability identified**	3	92.6	6.4
	No disability identified	34	81.0	17.2
	Total	37	82.0	16.8
Groups	**1**	44	82.1	17.8
	Total	44	82.1	17.8

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	81.5	14.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	3	80.0	17.6
	Certificate IV	37	82.9	14.4
	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	40	82.7	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	44	81.5	14.9
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	85.6	14.9
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	60.0	0.0
	Food, hospitality and personal services			
	Other	21	82.5	13.7
	Total	37	83.1	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	3	71.1	3.8
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	66.7	0.0
	June	2	70.0	4.7
	July	1	80.0	0.0
	August			
	September	2	73.3	9.4
	October	3	68.9	10.2
	November	10	89.3	11.8
	December	9	77.8	14.1
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	11	85.5	16.8
	2010	7	75.2	11.4
	2009	15	80.9	14.0
	2008	2	93.3	0.0
	2007	1	80.0	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	24	81.1	14.3
	Not apprenticeship or traineeship	15	84.4	15.0
Recognition of prior learning	Recognition of prior learning	10	84.7	14.1
	No recognition of prior learning	29	81.6	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	39	81.4	14.2
	Total	41	82.3	14.4
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	79.4	12.8
	25 to 34	17	81.2	15.1
	35 to 44	9	86.7	14.9
	45 to 54	4	85.0	17.5
	55 to 64			
	65 or over			
	Total	41	82.3	14.4
Aboriginal or Torres Strait Islander origin	**No**	39	82.4	14.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	82.4	14.5
Home language	**English**	33	80.6	14.3
	Language other than English	6	91.1	14.4
	Total	39	82.2	14.6
Permanent residency or citizenship	**Australian**	39	82.2	14.6
	Not Australian			
	Total	39	82.2	14.6
Disability status	**Disability identified**	3	97.8	3.8
	No disability identified	34	79.8	14.1
	Total	37	81.3	14.4
Groups	**1**	44	81.5	14.9
	Total	44	81.5	14.9

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	80.6	18.3
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	3	81.5	17.0
	Certificate IV	37	82.6	18.1
	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	40	82.5	17.8

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	80.6	18.3
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	86.3	15.1
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	22.2	0.0
	Food, hospitality and personal services			
	Other	21	83.6	14.7
	Total	37	82.9	17.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February	3	66.7	0.0
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	88.9	0.0
	June	2	72.2	7.9
	July	1	88.9	0.0
	August			
	September	2	83.3	23.6
	October	3	59.3	33.9
	November	10	88.9	13.9
	December	9	77.8	16.7
	Do not know			
Training start year	**2012**	1	66.7	0.0
	2011	11	87.9	15.3
	2010	7	74.6	26.2
	2009	15	79.3	16.2
	2008	2	100.0	0.0
	2007	1	77.8	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	24	81.0	19.5
	Not apprenticeship or traineeship	15	83.0	16.2
Recognition of prior learning	**Recognition of prior learning**	10	85.6	14.9
	No recognition of prior learning	29	80.5	19.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	94.4	7.9
	Male	39	81.5	17.9
	Total	41	82.1	17.7
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	79.8	14.8
	25 to 34	17	78.4	21.3
	35 to 44	9	86.4	15.5
	45 to 54	4	94.4	6.4
	55 to 64			
	65 or over			
	Total	41	82.1	17.7
Aboriginal or Torres Strait Islander origin	**No**	39	82.3	18.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	82.3	18.0
Home language	**English**	33	80.8	18.5
	Language other than English	6	90.7	13.0
	Total	39	82.3	18.0
Permanent residency or citizenship	**Australian**	39	82.3	18.0
	Not Australian			
	Total	39	82.3	18.0
Disability status	**Disability identified**	3	96.3	6.4
	No disability identified	34	80.1	18.1
	Total	37	81.4	18.0
Groups	**1**	44	80.6	18.3
	Total	44	80.6	18.3

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	83.3	16.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	3	81.5	17.0
	Certificate IV	37	85.0	16.2
	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	40	84.7	16.0

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	83.3	16.0
Field of education	**Natural and physical sciences**			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	86.3	18.8
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	55.6	0.0
	Food, hospitality and personal services			
	Other	21	85.7	14.5
	Total	37	85.0	16.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February	3	74.1	12.8
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	77.8	0.0
	June	2	72.2	7.9
	July	1	88.9	0.0
	August			
	September	2	83.3	23.6
	October	3	70.4	17.0
	November	10	93.3	11.9
	December	9	80.2	15.5
	Do not know			
Training start year	**2012**	1	66.7	0.0
	2011	11	86.9	15.6
	2010	7	81.0	17.8
	2009	15	83.7	15.1
	2008	2	100.0	0.0
	2007	1	88.9	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	24	83.3	17.6
	Not apprenticeship or traineeship	15	86.7	14.1
Recognition of prior learning	**Recognition of prior learning**	10	87.8	13.3
	No recognition of prior learning	29	83.5	17.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	94.4	7.9
	Male	39	83.8	16.3
	Total	41	84.3	16.1
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	83.8	15.2
	25 to 34	17	80.4	17.4
	35 to 44	9	88.9	14.7
	45 to 54	4	91.7	16.7
	55 to 64			
	65 or over			
	Total	41	84.3	16.1
Aboriginal or Torres Strait Islander origin	**No**	39	84.6	16.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	84.6	16.2
Home language	**English**	33	83.5	16.7
	Language other than English	6	90.7	13.0
	Total	39	84.6	16.2
Permanent residency or citizenship	**Australian**	39	84.6	16.2
	Not Australian			
	Total	39	84.6	16.2
Disability status	**Disability identified**	3	100.0	0.0
	No disability identified	34	82.4	16.2
	Total	37	83.8	16.3
Groups	**1**	44	83.3	16.0
	Total	44	83.3	16.0

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	82.0	16.2
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	3	80.6	12.7
	Certificate IV	37	83.1	16.3
	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	40	82.9	15.9

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	82.0	16.2
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	84.0	17.8
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	50.0	0.0
	Food, hospitality and personal services			
	Other	21	83.7	14.5
	Total	37	82.9	16.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	3	72.2	9.6
	March	4	89.6	20.8
	April	1	100.0	0.0
	May	1	83.3	0.0
	June	2	75.0	11.8
	July	1	100.0	0.0
	August			
	September	2	75.0	11.8
	October	3	66.7	16.7
	November	10	88.3	15.8
	December	9	76.9	14.9
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	11	86.4	15.9
	2010	7	77.4	17.2
	2009	15	82.8	15.9
	2008	2	87.5	17.7
	2007	1	58.3	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	24	80.2	16.5
	Not apprenticeship or traineeship	15	85.6	15.9
Recognition of prior learning	Recognition of prior learning	10	85.8	16.2
	No recognition of prior learning	29	81.0	16.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	95.8	5.9
	Male	39	81.8	16.0
	Total	41	82.5	15.9
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	78.0	13.6
	25 to 34	17	79.4	17.5
	35 to 44	9	90.7	14.7
	45 to 54	4	89.6	12.5
	55 to 64			
	65 or over			
	Total	41	82.5	15.9
Aboriginal or Torres Strait Islander origin	**No**	39	82.7	16.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	82.7	16.0
Home language	**English**	33	81.1	16.2
	Language other than English	6	91.7	12.9
	Total	39	82.7	16.0
Permanent residency or citizenship	**Australian**	39	82.7	16.0
	Not Australian			
	Total	39	82.7	16.0
Disability status	**Disability identified**	3	100.0	0.0
	No disability identified	34	80.1	15.6
	Total	37	81.8	15.9
Groups	**1**	44	82.0	16.2
	Total	44	82.0	16.2

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	44	84.3	20.1
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	3	77.8	19.2
	Certificate IV	37	86.8	18.9
	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	40	86.1	18.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	44	84.3	20.1
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	13	89.7	14.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts	1	11.1	0.0
	Food, hospitality and personal services			
	Other	21	88.4	14.7
	Total	37	86.5	19.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February	3	85.2	17.0
	March	4	91.7	16.7
	April	1	100.0	0.0
	May	1	66.7	0.0
	June	2	66.7	0.0
	July	1	88.9	0.0
	August			
	September	2	66.7	0.0
	October	3	55.6	40.1
	November	10	94.4	10.8
	December	9	85.2	15.7
	Do not know			
Training start year	**2012**	1	66.7	0.0
	2011	11	84.8	17.4
	2010	7	68.3	27.5
	2009	15	89.6	13.6
	2008	2	100.0	0.0
	2007	1	100.0	0.0
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	24	82.9	21.2
	Not apprenticeship or traineeship	15	88.1	14.8
Recognition of prior learning	**Recognition of prior learning**	10	87.8	15.2
	No recognition of prior learning	29	83.9	20.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	39	84.9	19.0
	Total	41	85.6	18.8
Learner age	**Under 15**			
	15 to 19			
	20 to 24	11	82.8	16.0
	25 to 34	17	81.7	23.2
	35 to 44	9	90.1	14.1
	45 to 54	4	100.0	0.0
	55 to 64			
	65 or over			
	Total	41	85.6	18.8
Aboriginal or Torres Strait Islander origin	**No**	39	85.8	18.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	39	85.8	18.9
Home language	**English**	33	83.8	19.9
	Language other than English	6	92.6	13.5
	Total	39	85.2	19.1
Permanent residency or citizenship	**Australian**	39	85.2	19.1
	Not Australian			
	Total	39	85.2	19.1
Disability status	**Disability identified**	3	100.0	0.0
	No disability identified	34	83.0	19.6
	Total	37	84.4	19.3
Groups	**1**	44	84.3	20.1
	Total	44	84.3	20.1

Group Report

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

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

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

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

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

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

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	85.4	14.3	77.8	15.7
Effective Assessment	82.6	15.6	75.0	11.8
Clear Expectations	82.1	18.4		
Learning Stimulation	80.1	15.3		
Training Relevance	82.1	17.8	69.4	3.9
Competency Development	81.5	14.9	63.3	4.7
Training Resources	80.6	18.3	77.8	15.7
Effective Support	83.3	16.0	75.0	11.8
Active Learning	82.0	16.2		
Overall Satisfaction	84.3	20.1	66.7	0.0

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

Alot of prec work
Assemble Personal Computr
Field Trips
Hands on work
Improved and organised module books
Learning about pc
Learning new things
Practical
Practical
Practical
Practical information that can be used outside workplace
Practical outdoors`
Relevent to work
The modules were greatly improved
The standards required for cable joins etc
The whole package
Theory
Trainers knowledge second to none
Training manuals were clear and in order. Trainers were knowledgable
Virtual pc

LQ needs improvement

Computer Lab
Hands on things
If we had problems the trainer did if for us not talk us through
More time
More time on module
Nil
Nil
Nil
Nil
None
Nothing
Over all satisfactury
Trainer needed mor knowledge on material he was delivering
Trainers needed more knowledge of some of the modules
nil
nothing

EQ best aspects

Experienced Insructors

EQ needs improvement

Timetabling & Scheduling of courses & classes

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

17 Apr 2012

RTO Information

NTIS number	22116
Name	HRD Integrated Services PL trustee for Nankervis Family Trust
Street Address	Unit 2B, 14 Akuna Drive
City/town/suburb	Williamstown
State	VIC
Post code	3016

Learner and employer response

	Learners	Employers
Response count (number)	45	2
Population count (number)	109	6
Response rate (per cent)	41.3	33.3

Learner and employer feedback

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
All scales	82.4	19.3	71.7	13.5
Trainer Quality	85.4	14.3	77.8	15.7
Effective Assessment	82.6	15.6	75.0	11.8
Clear Expectations	82.1	18.4		
Learning Stimulation	80.1	15.3		
Training Relevance	82.1	17.8	69.4	3.9
Competency Development	81.5	14.9	63.3	4.7
Training Resources	80.6	18.3	77.8	15.7
Effective Support	83.3	16.0	75.0	11.8
Active Learning	82.0	16.2		
Overall Satisfaction	84.3	20.1	66.7	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	