RTO Information

This report presents summary information about the Registered Training Organisation

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
NTIS number	22116

Name	HRD Integrated Services PL trustee for Nankervis Family Trust
Street Address	Unit 2B, 14 Akuna Drive

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	91	80.7	13.9	2	72.2	7.9
Effective Assessment	91	79.7	15.0	2	70.8	5.9
Clear Expectations	91	77.4	17.4			
Learning Stimulation	91	77.4	14.4			
Training Relevance	91	79.2	15.7	2	69.4	3.9
Competency Development	91	79.0	14.3	2	70.0	4.7
Training Resources	91	75.7	17.0	2	66.7	0.0
Effective Support	91	78.6	15.2	2	72.2	7.9
Active Learning	91	79.1	15.6			
Overall Satisfaction	91	79.5	17.6	2	77.8	15.7

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			
	Information technology	0	4	0.0			
	Engineering and related technologies	109	34	31.2			
	Architecture and building	0	0	0.0			
	Agriculture, environmental and related studies	0	0	0.0			
	Health	0	0	0.0			
	Education	0	0	0.0			
	Management and commerce	0	0	0.0			
	Society and culture	0	0	0.0			
	Creative arts	0	1	0.0			
	Food, hospitality and personal services	0	0	0.0			
	Other	0	35	0.0			
	TOTAL	109	74	67.9	0	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	0	4	0.0			
	Certificate IV	109	78	71.6			
	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	1	0.0			
	Do not know	0	0	0.0			
	Total	109	83	76.1			

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	50	41	91	1
LQ2	Trainers made the subject as interesting as possible.	0	0	58	33	91	1
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	46	45	91	1
LQ4	Trainers explained things clearly.	0	3	51	37	88	1
LQ5	Overall, I am satisfied with the training.	0	2	50	39	89	1
LQ6	I would recommend the training to others.	1	1	55	34	89	1
LQ7	I would recommend the training organisation to others.	2	0	48	41	89	1
LQ8	I received useful feedback on my assessments.	0	2	51	38	89	1
LQ9	Assessments were based on realistic activities.	0	1	57	32	89	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	46	42	88	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	55	35	90	1
LQ12	It was always easy to know the standards expected.	0	4	53	34	87	1
LQ13	I usually had a clear idea of what was expected of me.	0	5	53	33	86	1
LQ14	Trainers made it clear right from the start what they expected from me.	0	4	53	34	87	1
LQ15	I was given enough material to keep up my interest.	0	3	56	32	88	1
LQ16	The amount of work I had to do was reasonable.	0	1	58	32	90	1
LQ17	The training was at the right level of difficulty for me.	0	3	57	31	88	1
LQ18	The training focused on relevant skills.	1	0	47	43	90	1
LQ19	The training prepared me well for work.	1	2	53	35	88	1
LQ20	The training had a good mix of theory and practice.	0	4	52	35	87	1
LQ21	I developed the skills expected from this training.	0	1	53	37	90	1
LQ22	I learned to work with people.	0	1	58	32	90	1
LQ23	I identified ways to build on my current knowledge and skills.	0	0	54	37	91	1
LQ24	I developed the knowledge expected from this training.	0	1	55	35	90	1
LQ25	I learned to plan and manage my work.	0	1	58	32	90	1
LQ26	Training resources were available when I needed them.	0	1	56	34	90	1
LQ27	The training used up-to-date equipment, facilities and materials.	1	9	55	26	81	1
LQ28	Training facilities and materials were in good condition.	0	6	53	32	85	1
LQ29	Training organisation staff respected my background and needs.	1	1	46	43	89	1
LQ30	The training was flexible enough to meet my needs.	0	1	58	32	90	1
LQ31	The training organisation had a range of services to support learners.	0	2	60	29	89	1
LQ32	I set high standards for myself in this training.	0	2	55	34	89	1
LQ33	I pushed myself to understand things I found confusing.	1	2	46	42	88	1
LQ34	I looked for my own resources to help me learn.	1	4	50	36	86	1
LQ35	I approached trainers if I needed help.	0	3	49	39	88	1

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	55.0	45.1	100.0	1.1
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	63.7	36.3	100.0	1.1
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	50.6	49.5	100.0	1.1
LQ4	Trainers explained things clearly.	0.0	3.3	56.1	40.7	96.7	1.1
LQ5	Overall, I am satisfied with the training.	0.0	2.2	55.0	42.9	97.8	1.1
LQ6	I would recommend the training to others.	1.1	1.1	60.4	37.4	97.8	1.1
LQ7	I would recommend the training organisation to others.	2.2	0.0	52.8	45.1	97.8	1.1
LQ8	I received useful feedback on my assessments.	0.0	2.2	56.1	41.8	97.8	1.1
LQ9	Assessments were based on realistic activities.	0.0	1.1	63.3	35.6	98.9	2.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	2.2	51.1	46.7	97.8	2.2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	1.1	60.4	38.5	98.9	1.1
LQ12	It was always easy to know the standards expected.	0.0	4.4	58.3	37.4	95.6	1.1
LQ13	I usually had a clear idea of what was expected of me.	0.0	5.5	58.3	36.3	94.5	1.1
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	4.4	58.3	37.4	95.6	1.1
LQ15	I was given enough material to keep up my interest.	0.0	3.3	61.5	35.2	96.7	1.1
LQ16	The amount of work I had to do was reasonable.	0.0	1.1	63.7	35.2	98.9	1.1
LQ17	The training was at the right level of difficulty for me.	0.0	3.3	62.6	34.1	96.7	1.1
LQ18	The training focused on relevant skills.	1.1	0.0	51.7	47.3	98.9	1.1
LQ19	The training prepared me well for work.	1.1	2.2	58.3	38.5	96.7	1.1
LQ20	The training had a good mix of theory and practice.	0.0	4.4	57.2	38.5	95.6	1.1
LQ21	I developed the skills expected from this training.	0.0	1.1	58.3	40.7	98.9	1.1
LQ22	I learned to work with people.	0.0	1.1	63.7	35.2	98.9	1.1
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	59.4	40.7	100.0	1.1
LQ24	I developed the knowledge expected from this training.	0.0	1.1	60.4	38.5	98.9	1.1
LQ25	I learned to plan and manage my work.	0.0	1.1	63.7	35.2	98.9	1.1
LQ26	Training resources were available when I needed them.	0.0	1.1	61.5	37.4	98.9	1.1
LQ27	The training used up-to-date equipment, facilities and materials.	1.1	9.9	60.4	28.6	89.0	1.1
LQ28	Training facilities and materials were in good condition.	0.0	6.6	58.3	35.2	93.4	1.1
LQ29	Training organisation staff respected my background and needs.	1.1	1.1	50.6	47.3	97.8	1.1
LQ30	The training was flexible enough to meet my needs.	0.0	1.1	63.7	35.2	98.9	1.1
LQ31	The training organisation had a range of services to support learners.	0.0	2.2	65.9	31.9	97.8	1.1
LQ32	I set high standards for myself in this training.	0.0	2.2	60.4	37.4	97.8	1.1
LQ33	I pushed myself to understand things I found confusing.	1.1	2.2	50.6	46.2	96.7	1.1
LQ34	I looked for my own resources to help me learn.	1.1	4.4	55.0	39.6	94.5	1.1
LQ35	I approached trainers if I needed help.	0.0	3.3	53.9	42.9	96.7	1.1

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	81.7	16.7
LQ2	Trainers made the subject as interesting as possible.	78.8	16.1
LQ3	Trainers had an excellent knowledge of the subject content.	83.2	16.8
LQ4	Trainers explained things clearly.	79.1	18.4
LQ5	Overall, I am satisfied with the training.	80.2	17.9
LQ6	I would recommend the training to others.	78.0	18.7
LQ7	I would recommend the training organisation to others.	80.2	20.5
LQ8	I received useful feedback on my assessments.	79.9	17.8
LQ9	Assessments were based on realistic activities.	78.1	16.7
LQ10	The way I was assessed was a fair test of my skills and knowledge.	81.5	18.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	79.1	17.0
LQ12	It was always easy to know the standards expected.	77.7	18.6
LQ13	I usually had a clear idea of what was expected of me.	76.9	19.0
LQ14	Trainers made it clear right from the start what they expected from me.	77.7	18.6
LQ15	I was given enough material to keep up my interest.	77.3	17.8
LQ16	The amount of work I had to do was reasonable.	78.0	16.6
LQ17	The training was at the right level of difficulty for me.	76.9	17.7
LQ18	The training focused on relevant skills.	81.7	18.8
LQ19	The training prepared me well for work.	78.0	19.4
LQ20	The training had a good mix of theory and practice.	78.0	18.7
LQ21	I developed the skills expected from this training.	79.9	17.1
LQ22	I learned to work with people.	78.0	16.6
LQ23	I identified ways to build on my current knowledge and skills.	80.2	16.5
LQ24	I developed the knowledge expected from this training.	79.1	17.0
LQ25	I learned to plan and manage my work.	78.0	16.6
LQ26	Training resources were available when I needed them.	78.8	16.9
LQ27	The training used up-to-date equipment, facilities and materials.	72.2	21.2
LQ28	Training facilities and materials were in good condition.	76.2	19.4
LQ29	Training organisation staff respected my background and needs.	81.3	19.4
LQ30	The training was flexible enough to meet my needs.	78.0	16.6
LQ31	The training organisation had a range of services to support learners.	76.6	16.8
LQ32	I set high standards for myself in this training.	78.4	17.5
LQ33	I pushed myself to understand things I found confusing.	80.6	19.9
LQ34	I looked for my own resources to help me learn.	77.7	20.5
LQ35	I approached trainers if I needed help.	79.9	18.5

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	2	0	2	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	2	0	2	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	2	0	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	2	0	2	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	1	1	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	2	0	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	1	1	2	0
EQ14	We would recommend the training to others.	0	0	1	1	2	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	2	0	2	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	2	0	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	1	1	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	2	0	2	0
EQ22	The training had a good mix of theory and practice.	0	0	1	1	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	0	2	0	2	0
EQ25	Training resources and equipment were in good condition.	0	0	2	0	2	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	1	1	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	1	1	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	100.0	0.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	100.0	0.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	100.0	0.0	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	100.0	0.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	50.0	50.0	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	100.0	0.0	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	50.0	50.0	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	50.0	50.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	100.0	0.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	100.0	0.0	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	50.0	50.0	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	100.0	0.0	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	50.0	50.0	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	0.0	100.0	0.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	100.0	0.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	50.0	50.0	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	50.0	50.0	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.	66.7	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	66.7	0.0
EQ3	The training organisation was flexible enough to meet our needs.	66.7	0.0
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.	66.7	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	83.3	23.6
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.	66.7	0.0
EQ12	Overall, we are satisfied with the training.	66.7	0.0
EQ13	We would recommend the training organisation to others.	83.3	23.6
EQ14	We would recommend the training to others.	83.3	23.6
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	66.7	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	66.7	0.0
EQ17	Trainers had good knowledge and experience of the industry.	83.3	23.6
EQ18	Assessments were based on realistic activities.	83.3	23.6
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.	66.7	0.0
EQ22	The training had a good mix of theory and practice.	83.3	23.6
EQ23	The training organisation acted on feedback from employers.	66.7	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.	66.7	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	83.3	23.6
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.	83.3	23.6

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**	91	80.7	13.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	89.6	8.0
	Certificate IV	78	81.0	14.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	83	81.2	13.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	80.7	13.9
Field of education	Natural and physical sciences			
	Information technology	4	79.2	16.0
	Engineering and related technologies	34	78.7	13.3
	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	35	83.8	13.4
	Total	74	80.9	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	5	80.0	13.9
	February	5	78.3	16.2
	March	11	78.8	14.6
	April	5	81.7	10.9
	May	1	75.0	0.0
	June	9	76.9	6.9
	July	2	75.0	11.8
	August			
	September	4	75.0	18.0
	October	6	75.0	16.7
	November	14	87.5	13.4
	December	10	81.7	15.1
	Do not know			
Training start year	**2015**			
	2014			
	2013	2	75.0	11.8
	2012	11	71.2	6.8
	2011	23	82.6	12.3
	2010	14	76.8	13.9
	2009	19	84.6	15.8
	2008	2	100.0	0.0
	2007	1	83.3	0.0
	2006	1	75.0	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	59	79.8	13.1
	Not apprenticeship or traineeship	20	83.7	15.4
Recognition of prior learning	**Recognition of prior learning**	20	79.2	13.1
	No recognition of prior learning	58	81.3	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	81	80.3	13.6
	Total	83	80.8	13.8
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	79.3	12.3
	25 to 34	40	77.3	13.2
	35 to 44	14	85.7	14.4
	45 to 54	7	98.8	3.1
	55 to 64			
	65 or over			
	Total	84	81.1	13.9
Aboriginal or Torres Strait Islander origin	**No**	80	81.2	13.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	75.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	81.0	13.8
Home language	**English**	71	79.5	13.5
	Language other than English	11	87.9	13.6
	Total	82	80.6	13.7
Permanent residency or citizenship	**Australian**	78	81.2	13.8
	Not Australian	4	68.7	4.2
	Total	82	80.6	13.7
Disability status	**Disability identified**	5	88.3	16.2
	No disability identified	75	79.6	13.3
	Total	80	80.1	13.6
Groups	**1**	91	80.7	13.9
	Total	91	80.7	13.9

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.7	15.0
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	4	83.3	15.2
	Certificate IV	78	80.2	15.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	83	80.2	14.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	79.7	15.0
Field of education	Natural and physical sciences			
	Information technology	4	81.2	17.2
	Engineering and related technologies	34	78.6	15.7
	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	35	81.9	13.0
	Total	74	79.8	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	5	81.7	14.9
	February	5	71.7	7.5
	March	11	77.3	14.9
	April	5	81.7	17.1
	May	1	66.7	0.0
	June	9	75.0	9.3
	July	2	100.0	0.0
	August			
	September	4	79.2	25.0
	October	6	71.8	20.4
	November	14	85.7	13.6
	December	10	79.2	12.6
	Do not know			
Training start year	**2015**			
	2014			
	2013	2	66.7	0.0
	2012	11	70.5	6.8
	2011	23	81.9	14.8
	2010	14	80.8	18.5
	2009	19	79.8	14.5
	2008	2	100.0	0.0
	2007	1	91.7	0.0
	2006	1	75.0	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	59	79.0	15.4
	Not apprenticeship or traineeship	20	82.5	14.0
Recognition of prior learning	**Recognition of prior learning**	20	81.7	15.0
	No recognition of prior learning	58	79.4	15.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	95.8	5.9
	Male	81	79.4	14.8
	Total	83	79.8	14.9
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	79.3	13.0
	25 to 34	40	77.0	15.5
	35 to 44	14	82.5	15.7
	45 to 54	7	94.0	7.9
	55 to 64			
	65 or over			
	Total	84	80.0	14.9
Aboriginal or Torres Strait Islander origin	**No**	80	80.4	15.0
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	80.0	15.0
Home language	**English**	71	78.7	14.9
	Language other than English	11	87.9	14.6
	Total	82	79.9	15.1
Permanent residency or citizenship	**Australian**	78	80.6	15.1
	Not Australian	4	66.7	0.0
	Total	82	79.9	15.1
Disability status	**Disability identified**	5	83.3	15.6
	No disability identified	75	79.2	14.9
	Total	80	79.4	14.9
Groups	**1**	91	79.7	15.0
	Total	91	79.7	15.0

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	77.4	17.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	75.0	31.9
	Certificate IV	78	78.2	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	1	66.7	0.0
	Do not know			
	Total	83	77.9	17.8

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	77.4	17.4
Field of education	**Natural and physical sciences**			
	Information technology	4	75.0	16.7
	Engineering and related technologies	34	77.8	16.4
	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	35	79.0	19.0
	Total	74	77.6	18.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	5	80.0	14.5
	February	5	71.1	6.1
	March	11	78.8	16.8
	April	5	82.2	12.7
	May	1	77.8	0.0
	June	9	60.5	15.8
	July	2	66.7	47.1
	August			
	September	4	83.3	19.2
	October	6	72.2	25.1
	November	14	88.1	15.4
	December	10	76.7	14.3
	Do not know			
Training start year	**2015**			
	2014			
	2013	2	66.7	0.0
	2012	11	70.7	9.0
	2011	23	79.2	17.8
	2010	14	73.0	26.0
	2009	19	80.1	15.1
	2008	2	100.0	0.0
	2007	1	100.0	0.0
	2006	1	77.8	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	59	76.8	17.8
	Not apprenticeship or traineeship	20	80.6	19.0
Recognition of prior learning	**Recognition of prior learning**	20	81.1	16.2
	No recognition of prior learning	58	76.2	18.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	81	77.0	17.5
	Total	83	77.5	17.7
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	77.3	17.2
	25 to 34	40	73.1	17.4
	35 to 44	14	83.3	17.3
	45 to 54	7	95.2	8.7
	55 to 64			
	65 or over			
	Total	84	77.8	17.8
Aboriginal or Torres Strait Islander origin	**No**	80	78.2	18.1
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	77.9	17.9
Home language	**English**	71	75.9	17.7
	Language other than English	11	89.9	15.3
	Total	82	77.8	18.0
Permanent residency or citizenship	**Australian**	78	78.3	18.3
	Not Australian	4	66.7	0.0
	Total	82	77.8	18.0
Disability status	**Disability identified**	5	86.7	18.3
	No disability identified	75	76.6	17.8
	Total	80	77.2	17.8
Groups	**1**	91	77.4	17.4
	Total	91	77.4	17.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	77.4	14.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	77.8	15.7
	Certificate IV	78	78.1	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	1	66.7	0.0
	Do not know			
	Total	83	77.9	14.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	77.4	14.4
Field of education	Natural and physical sciences			
	Information technology	4	80.6	16.7
	Engineering and related technologies	34	77.1	13.9
	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	35	77.8	15.0
	Total	74	77.3	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	5	82.2	14.9
	February	5	68.9	5.0
	March	11	76.8	15.3
	April	5	80.0	14.5
	May	1	77.8	0.0
	June	9	67.9	8.7
	July	2	88.9	0.0
	August			
	September	4	80.6	16.7
	October	6	74.1	16.7
	November	14	83.3	13.6
	December	10	74.4	15.8
	Do not know			
Training start year	**2015**			
	2014			
	2013	2	66.7	0.0
	2012	11	68.7	6.7
	2011	23	80.2	14.2
	2010	14	77.0	15.4
	2009	19	77.8	15.7
	2008	2	94.4	7.9
	2007	1	88.9	0.0
	2006	1	77.8	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	59	77.2	13.8
	Not apprenticeship or traineeship	20	80.6	16.5
Recognition of prior learning	**Recognition of prior learning**	20	80.0	13.8
	No recognition of prior learning	58	77.4	14.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	81	77.0	14.1
	Total	83	77.5	14.4
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	77.3	11.8
	25 to 34	40	74.7	13.8
	35 to 44	14	82.5	16.7
	45 to 54	7	87.3	18.6
	55 to 64			
	65 or over			
	Total	84	77.8	14.5
Aboriginal or Torres Strait Islander origin	**No**	80	78.2	14.7
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	77.9	14.7
Home language	**English**	71	76.4	14.3
	Language other than English	11	86.9	14.8
	Total	82	77.8	14.7
Permanent residency or citizenship	**Australian**	78	78.3	14.9
	Not Australian	4	66.7	0.0
	Total	82	77.8	14.7
Disability status	**Disability identified**	5	84.4	16.9
	No disability identified	75	76.7	14.3
	Total	80	77.2	14.5
Groups	**1**	91	77.4	14.4
	Total	91	77.4	14.4

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.2	15.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	80.6	14.0
	Certificate IV	78	79.8	15.5
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	88.9	0.0
	Do not know			
	Total	83	79.9	15.3

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.2	15.7
Field of education	**Natural and physical sciences**			
	Information technology	4	77.8	15.7
	Engineering and related technologies	34	77.1	14.2
	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	35	82.5	13.3
	Total	74	79.0	15.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	5	77.8	15.7
	February	5	68.9	5.0
	March	11	79.8	14.8
	April	5	75.6	16.5
	May	1	77.8	0.0
	June	9	72.8	8.1
	July	2	83.3	7.9
	August			
	September	4	77.8	15.7
	October	6	64.8	24.8
	November	14	85.7	13.4
	December	10	83.3	14.1
	Do not know			
Training start year	**2015**			
	2014			
	2013	2	66.7	0.0
	2012	11	71.7	7.6
	2011	23	80.7	13.5
	2010	14	73.8	20.3
	2009	19	83.0	13.5
	2008	2	100.0	0.0
	2007	1	77.8	0.0
	2006	1	55.6	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	59	77.6	15.4
	Not apprenticeship or traineeship	20	85.0	14.1
Recognition of prior learning	**Recognition of prior learning**	20	77.2	15.9
	No recognition of prior learning	58	80.1	15.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	81	78.7	15.4
	Total	83	79.3	15.6
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	77.3	12.3
	25 to 34	40	77.8	16.1
	35 to 44	14	81.7	16.1
	45 to 54	7	95.2	8.7
	55 to 64			
	65 or over			
	Total	84	79.8	15.2
Aboriginal or Torres Strait Islander origin	**No**	80	79.7	15.7
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	79.4	15.6
Home language	**English**	71	78.7	15.1
	Language other than English	11	84.8	15.9
	Total	82	79.5	15.3
Permanent residency or citizenship	**Australian**	78	80.2	15.4
	Not Australian	4	66.7	0.0
	Total	82	79.5	15.3
Disability status	**Disability identified**	5	82.2	14.9
	No disability identified	75	78.8	15.2
	Total	80	79.0	15.1
Groups	**1**	91	79.2	15.7
	Total	91	79.2	15.7

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.0	14.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	85.0	17.5
	Certificate IV	78	79.1	14.1
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	86.7	0.0
	Do not know			
	Total	83	79.5	14.2

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.0	14.3
Field of education	**Natural and physical sciences**			
	Information technology	4	81.7	17.5
	Engineering and related technologies	34	78.0	14.1
	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	35	80.4	13.8
	Total	74	79.1	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	84.0	16.7
	February	5	69.3	3.7
	March	11	78.2	15.2
	April	5	80.0	14.1
	May	1	66.7	0.0
	June	9	71.1	7.5
	July	2	90.0	14.1
	August			
	September	4	78.3	15.8
	October	6	73.3	14.6
	November	14	85.2	14.4
	December	10	77.3	13.4
	Do not know			
Training start year	2015			
	2014			
	2013	2	66.7	0.0
	2012	11	71.5	8.5
	2011	23	81.2	15.3
	2010	14	78.1	14.7
	2009	19	80.0	14.1
	2008	2	93.3	0.0
	2007	1	80.0	0.0
	2006	1	66.7	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	59	78.3	13.7
	Not apprenticeship or traineeship	20	82.7	15.0
Recognition of prior learning	Recognition of prior learning	20	80.3	14.9
	No recognition of prior learning	58	79.2	14.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	81	78.6	13.8
	Total	83	79.1	14.0
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	78.8	12.2
	25 to 34	40	76.7	13.8
	35 to 44	14	81.9	15.8
	45 to 54	7	91.4	14.8
	55 to 64			
	65 or over			
	Total	84	79.4	14.1
Aboriginal or Torres Strait Islander origin	**No**	80	79.7	14.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	79.3	14.2
Home language	**English**	71	77.9	13.7
	Language other than English	11	87.9	15.1
	Total	82	79.3	14.2
Permanent residency or citizenship	**Australian**	78	79.9	14.3
	Not Australian	4	66.7	0.0
	Total	82	79.3	14.2
Disability status	**Disability identified**	5	85.3	17.3
	No disability identified	75	78.3	13.8
	Total	80	78.7	14.0
Groups	**1**	91	79.0	14.3
	Total	91	79.0	14.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	75.7	17.0
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	4	86.1	16.7
	Certificate IV	78	76.1	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	1	66.7	0.0
	Do not know			
	Total	83	76.4	17.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	75.7	17.0
Field of education	Natural and physical sciences			
	Information technology	4	75.0	16.7
	Engineering and related technologies	34	73.5	16.2
	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	35	79.7	15.4
	Total	74	75.8	17.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	75.6	14.5
	February	5	66.7	0.0
	March	11	77.8	17.9
	April	5	71.1	16.9
	May	1	88.9	0.0
	June	9	65.4	11.7
	July	2	77.8	15.7
	August			
	September	4	80.6	22.9
	October	6	68.5	26.7
	November	14	84.1	16.7
	December	10	76.7	16.1
	Do not know			
Training start year	2015			
	2014			
	2013	2	61.1	7.9
	2012	11	67.7	3.4
	2011	23	78.7	18.0
	2010	14	74.6	21.5
	2009	19	77.8	16.6
	2008	2	100.0	0.0
	2007	1	77.8	0.0
	2006	1	55.6	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	59	74.4	17.2
	Not apprenticeship or traineeship	20	80.6	16.5
Recognition of prior learning	Recognition of prior learning	20	77.2	15.5
	No recognition of prior learning	58	75.1	17.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	94.4	7.9
	Male	81	75.6	16.8
	Total	83	76.0	16.9
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	76.3	14.3
	25 to 34	40	71.7	16.3
	35 to 44	14	79.4	19.4
	45 to 54	7	96.8	5.4
	55 to 64			
	65 or over			
	Total	84	76.3	17.0
Aboriginal or Torres Strait Islander origin	**No**	80	76.7	17.1
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	55.6	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	76.3	17.1
Home language	**English**	71	74.8	16.8
	Language other than English	11	85.9	16.5
	Total	82	76.3	17.1
Permanent residency or citizenship	**Australian**	78	76.9	17.2
	Not Australian	4	63.9	5.6
	Total	82	76.3	17.1
Disability status	**Disability identified**	5	82.2	20.2
	No disability identified	75	75.3	16.7
	Total	80	75.7	16.9
Groups	**1**	91	75.7	17.0
	Total	91	75.7	17.0

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	78.6	15.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	86.1	16.7
	Certificate IV	78	79.1	15.4
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	83	79.3	15.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	78.6	15.2
Field of education	Natural and physical sciences			
	Information technology	4	77.8	15.7
	Engineering and related technologies	34	77.1	16.2
	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	35	81.3	14.7
	Total	74	78.8	15.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	5	80.0	14.5
	February	5	71.1	9.9
	March	11	76.8	15.3
	April	5	82.2	12.7
	May	1	77.8	0.0
	June	9	71.6	8.1
	July	2	83.3	7.9
	August			
	September	4	77.8	27.2
	October	6	74.1	16.7
	November	14	88.1	15.4
	December	10	78.9	15.2
	Do not know			
Training start year	**2015**			
	2014			
	2013	2	66.7	0.0
	2012	11	68.7	4.5
	2011	23	81.2	14.8
	2010	14	80.2	15.8
	2009	19	80.7	17.3
	2008	2	100.0	0.0
	2007	1	88.9	0.0
	2006	1	77.8	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	59	77.2	15.5
	Not apprenticeship or traineeship	20	85.0	14.1
Recognition of prior learning	**Recognition of prior learning**	20	81.1	14.0
	No recognition of prior learning	58	78.5	16.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	94.4	7.9
	Male	81	78.5	15.2
	Total	83	78.8	15.3
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	78.7	13.8
	25 to 34	40	75.0	14.6
	35 to 44	14	83.3	16.2
	45 to 54	7	95.2	12.6
	55 to 64			
	65 or over			
	Total	84	79.1	15.4
Aboriginal or Torres Strait Islander origin	**No**	80	79.4	15.5
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	79.1	15.5
Home language	**English**	71	77.9	15.3
	Language other than English	11	86.9	14.8
	Total	82	79.1	15.5
Permanent residency or citizenship	**Australian**	78	79.8	15.6
	Not Australian	4	66.7	0.0
	Total	82	79.1	15.5
Disability status	**Disability identified**	5	86.7	18.3
	No disability identified	75	78.1	15.1
	Total	80	78.6	15.3
Groups	**1**	91	78.6	15.2
	Total	91	78.6	15.2

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.1	15.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	85.4	14.2
	Certificate IV	78	79.5	15.7
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	83	79.6	15.6

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.1	15.6
Field of education	**Natural and physical sciences**			
	Information technology	4	81.2	17.2
	Engineering and related technologies	34	77.7	16.6
	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	35	81.2	14.2
	Total	74	79.2	15.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	86.7	15.1
	February	5	70.0	7.5
	March	11	77.3	16.7
	April	5	78.3	24.0
	May	1	83.3	0.0
	June	9	75.0	10.2
	July	2	100.0	0.0
	August			
	September	4	77.1	18.5
	October	6	72.2	17.2
	November	14	84.5	15.3
	December	10	75.8	14.4
	Do not know			
Training start year	2015			
	2014			
	2013	2	66.7	0.0
	2012	11	72.0	10.1
	2011	23	83.7	15.0
	2010	14	80.4	16.2
	2009	19	79.8	15.8
	2008	2	87.5	17.7
	2007	1	58.3	0.0
	2006	1	41.7	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	59	77.8	15.6
	Not apprenticeship or traineeship	20	83.7	15.4
Recognition of prior learning	Recognition of prior learning	20	80.0	17.8
	No recognition of prior learning	58	78.9	15.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	95.8	5.9
	Male	81	78.8	15.4
	Total	83	79.2	15.5
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	79.0	13.5
	25 to 34	40	75.8	15.8
	35 to 44	14	84.5	16.9
	45 to 54	7	91.7	10.8
	55 to 64			
	65 or over			
	Total	84	79.5	15.5
Aboriginal or Torres Strait Islander origin	**No**	80	79.8	15.7
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	79.5	15.6
Home language	**English**	71	78.1	15.4
	Language other than English	11	88.6	14.6
	Total	82	79.5	15.6
Permanent residency or citizenship	**Australian**	78	80.1	15.7
	Not Australian	4	66.7	0.0
	Total	82	79.5	15.6
Disability status	**Disability identified**	5	86.7	18.3
	No disability identified	75	78.4	15.3
	Total	80	79.0	15.5
Groups	**1**	91	79.1	15.6
	Total	91	79.1	15.6

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.5	17.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	83.3	19.2
	Certificate IV	78	80.5	17.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	83	80.5	17.0

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	91	79.5	17.6
Field of education	**Natural and physical sciences**			
	Information technology	4	77.8	15.7
	Engineering and related technologies	34	77.8	14.5
	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	35	84.8	15.3
	Total	74	80.2	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	82.2	16.9
	February	5	77.8	15.7
	March	11	76.8	15.3
	April	5	75.6	14.5
	May	1	66.7	0.0
	June	9	71.6	9.8
	July	2	77.8	15.7
	August			
	September	4	75.0	16.7
	October	6	66.7	30.6
	November	14	88.9	15.1
	December	10	86.7	15.5
	Do not know			
Training start year	2015			
	2014			
	2013	2	66.7	0.0
	2012	11	67.7	3.4
	2011	23	80.2	15.7
	2010	14	73.8	22.5
	2009	19	88.3	14.6
	2008	2	100.0	0.0
	2007	1	100.0	0.0
	2006	1	66.7	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	59	77.6	17.1
	Not apprenticeship or traineeship	20	86.7	14.7
Recognition of prior learning	Recognition of prior learning	20	81.1	15.8
	No recognition of prior learning	58	79.5	17.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	2	100.0	0.0
	Male	81	79.6	16.8
	Total	83	80.1	16.9
Learner age	**Under 15**			
	15 to 19			
	20 to 24	23	78.3	13.6
	25 to 34	40	76.7	18.1
	35 to 44	14	84.1	16.1
	45 to 54	7	100.0	0.0
	55 to 64			
	65 or over			
	Total	84	80.3	16.9
Aboriginal or Torres Strait Islander origin	**No**	80	80.6	17.0
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	82	80.2	16.9
Home language	**English**	71	78.7	17.0
	Language other than English	11	87.9	15.3
	Total	82	79.9	17.0
Permanent residency or citizenship	**Australian**	78	80.6	17.1
	Not Australian	4	66.7	0.0
	Total	82	79.9	17.0
Disability status	**Disability identified**	5	86.7	18.3
	No disability identified	75	79.0	16.8
	Total	80	79.4	16.9
Groups	**1**	91	79.5	17.6
	Total	91	79.5	17.6

Comments Report

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

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

LQ best aspects

A general understanding of computer hardware and operating systems
Alot of prec work
Assemble Personal Computr
Easy dealing with trainer
Field Trips
Hands on work
Hands on work at the skills centre
Improved and organised module books
Learning about pc
Learning how to fix and build computers
Learning new things
On the job training about the railway and how it works
Practical
Practical
Practical
Practical Training
Practical information that can be used outside workplace
Practical outdoors`
Practical work
Practical work
Practicals
Relevent to work
The assessments adt the end
The modules were greatly improved
The standards required for cable joins etc
The trainer
The whole package
Theory
Trainers knowledge second to none
Training manuals were clear and in order. Trainers were knowledgable
Virtual pc
Was kept interesting
hands on experience
hands on, visual guide, good teacher
learning a new system

learning new skills
learning new skills
learning new skills, knowledge, organisational skills
practical and theory
the teacher
very resourceful

LQ needs improvement

A little more practical during the training
Access to updated info in the module(this looks like it is better now)
Computer Lab
Hands on things
I found there could have been more equipment set up to practice. the course felt very disorganised but I dont know if it was my employer or HRD's fault
If we had problems the trainer did if for us not talk us through
Marking needs to be uniform
More time
More time on module
Nil
Nil
Nil
Nil
None
None
Nothing
Over all satisfactury
The book and notes
Trainer needed mor knowledge on material he was delivering
Trainers needed more knowledge of some of the modules
Varied procrtical focus and less technical focus
course was well set up
lenght of the course
longer time period to do the training
more equipment/variety at the skills centre for demonstration/practise
need newer demo pieces
nil
none
nothing
the equipment supplied

EQ best aspects

Excellent communication with our company. Always gain a prompt response to any training related issue. Good collaboration to meet the companies needs
Up to date material and practical experiences (hands on)

EQ needs improvement

Adapt training content as equipment in the field changes/evolves
Questions in WPA need review and updating