RTO Information

This report presents summary information about the Registered Training Organisation

Name	HRD Integrated Services Pty Ltd
Street Address	2/14 Akuna Dve
City/town/suburb	Williamstown
State	VIC
Post code	3016
NTIS number	22116

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Street Address	2/14 Akuna Dve
City/town/suburb	Williamstown
State	VIC

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	97	78.6	13.6	3	85.2	17.0
Effective Assessment	97	76.3	14.3	3	75.0	8.3
Clear Expectations	97	74.7	15.3			
Learning Stimulation	97	75.0	12.9			
Training Relevance	97	77.7	15.1	3	70.4	3.2
Competency Development	97	75.8	15.1	3	64.4	3.8
Training Resources	97	73.9	16.7	3	77.8	11.1
Effective Support	97	76.7	14.6	3	81.5	14.0
Active Learning	97	75.3	14.7			
Overall Satisfaction	97	77.3	17.2	3	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						
	Information technology						
	Engineering and related technologies						
	Architecture and building						
	Agriculture, environmental and related studies						
	Health						
	Education						
	Management and commerce						
	Society and culture						
	Creative arts						
	Food, hospitality and personal services						
	Other						
	TOTAL	0	71	0.0	0	0	0.0
Qualification level	Certificate I						
	Certificate II						
	Certificate III						
	Certificate IV						
	Certificate level unknown						
	Diploma						
	Advanced diploma						
	Associate degree						
	Degree						
	Short course or statement of attainment						
	VET Graduate Certificate or Diploma						
	Other qualification or training						
	Do not know						
	Total	0	82	0.0			

Item Report

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

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

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

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

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

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

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	1	61	35	96	2
LQ2	Trainers made the subject as interesting as possible.	0	1	66	30	96	2
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	51	46	97	2
LQ4	Trainers explained things clearly.	0	1	65	31	96	2
LQ5	Overall, I am satisfied with the training.	1	1	58	37	95	2
LQ6	I would recommend the training to others.	2	1	63	31	94	2
LQ7	I would recommend the training organisation to others.	1	2	57	37	94	2
LQ8	I received useful feedback on my assessments.	0	2	67	28	95	2
LQ9	Assessments were based on realistic activities.	0	2	67	27	94	3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	58	36	94	3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	66	28	94	3
LQ12	It was always easy to know the standards expected.	0	3	68	25	93	3
LQ13	I usually had a clear idea of what was expected of me.	0	4	70	23	93	2
LQ14	Trainers made it clear right from the start what they expected from me.	0	4	59	32	91	4
LQ15	I was given enough material to keep up my interest.	0	4	64	29	93	2
LQ16	The amount of work I had to do was reasonable.	0	1	73	23	96	2
LQ17	The training was at the right level of difficulty for me.	0	1	69	27	96	2
LQ18	The training focused on relevant skills.	0	1	61	35	96	2
LQ19	The training prepared me well for work.	1	3	62	31	93	2
LQ20	The training had a good mix of theory and practice.	0	5	51	41	92	2
LQ21	I developed the skills expected from this training.	0	1	60	36	96	2
LQ22	I learned to work with people.	2	6	62	26	88	3
LQ23	I identified ways to build on my current knowledge and skills.	0	0	61	36	97	2
LQ24	I developed the knowledge expected from this training.	0	2	64	31	95	2
LQ25	I learned to plan and manage my work.	2	5	64	25	89	3
LQ26	Training resources were available when I needed them.	0	2	66	29	95	2
LQ27	The training used up-to-date equipment, facilities and materials.	2	6	61	28	89	2
LQ28	Training facilities and materials were in good condition.	1	5	66	25	91	2
LQ29	Training organisation staff respected my background and needs.	1	0	56	40	96	2
LQ30	The training was flexible enough to meet my needs.	0	1	66	30	96	2
LQ31	The training organisation had a range of services to support learners.	0	6	64	26	90	3
LQ32	I set high standards for myself in this training.	0	4	65	27	92	3
LQ33	I pushed myself to understand things I found confusing.	0	3	64	30	94	2
LQ34	I looked for my own resources to help me learn.	1	10	57	29	86	2
LQ35	I approached trainers if I needed help.	0	2	60	35	95	2

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	1.0	62.9	36.1	99.0	2.0
LQ2	Trainers made the subject as interesting as possible.	0.0	1.0	68.1	30.9	99.0	2.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	52.6	47.4	100.0	2.0
LQ4	Trainers explained things clearly.	0.0	1.0	67.0	32.0	99.0	2.0
LQ5	Overall, I am satisfied with the training.	1.0	1.0	59.8	38.2	97.9	2.0
LQ6	I would recommend the training to others.	2.1	1.0	65.0	32.0	96.9	2.0
LQ7	I would recommend the training organisation to others.	1.0	2.1	58.8	38.2	96.9	2.0
LQ8	I received useful feedback on my assessments.	0.0	2.1	69.1	28.9	97.9	2.0
LQ9	Assessments were based on realistic activities.	0.0	2.1	69.8	28.1	97.9	3.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	2.1	60.4	37.5	97.9	3.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	2.1	68.8	29.2	97.9	3.0
LQ12	It was always easy to know the standards expected.	0.0	3.1	70.8	26.1	96.9	3.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	4.1	72.2	23.7	95.9	2.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	4.2	62.1	33.7	95.8	4.1
LQ15	I was given enough material to keep up my interest.	0.0	4.1	66.0	29.9	95.9	2.0
LQ16	The amount of work I had to do was reasonable.	0.0	1.0	75.3	23.7	99.0	2.0
LQ17	The training was at the right level of difficulty for me.	0.0	1.0	71.1	27.8	99.0	2.0
LQ18	The training focused on relevant skills.	0.0	1.0	62.9	36.1	99.0	2.0
LQ19	The training prepared me well for work.	1.0	3.1	63.9	32.0	95.9	2.0
LQ20	The training had a good mix of theory and practice.	0.0	5.2	52.6	42.3	94.9	2.0
LQ21	I developed the skills expected from this training.	0.0	1.0	61.9	37.1	99.0	2.0
LQ22	I learned to work with people.	2.1	6.3	64.6	27.1	91.7	3.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	62.9	37.1	100.0	2.0
LQ24	I developed the knowledge expected from this training.	0.0	2.1	66.0	32.0	97.9	2.0
LQ25	I learned to plan and manage my work.	2.1	5.2	66.7	26.1	92.7	3.0
LQ26	Training resources were available when I needed them.	0.0	2.1	68.1	29.9	97.9	2.0
LQ27	The training used up-to-date equipment, facilities and materials.	2.1	6.2	62.9	28.9	91.8	2.0
LQ28	Training facilities and materials were in good condition.	1.0	5.2	68.1	25.8	93.8	2.0
LQ29	Training organisation staff respected my background and needs.	1.0	0.0	57.7	41.2	99.0	2.0
LQ30	The training was flexible enough to meet my needs.	0.0	1.0	68.1	30.9	99.0	2.0
LQ31	The training organisation had a range of services to support learners.	0.0	6.3	66.7	27.1	93.8	3.0
LQ32	I set high standards for myself in this training.	0.0	4.2	67.7	28.1	95.8	3.0
LQ33	I pushed myself to understand things I found confusing.	0.0	3.1	66.0	30.9	96.9	2.0
LQ34	I looked for my own resources to help me learn.	1.0	10.3	58.8	29.9	88.7	2.0
LQ35	I approached trainers if I needed help.	0.0	2.1	61.9	36.1	97.9	2.0

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	78.4	16.7
LQ2	Trainers made the subject as interesting as possible.	76.6	16.1
LQ3	Trainers had an excellent knowledge of the subject content.	82.5	16.7
LQ4	Trainers explained things clearly.	77.0	16.2
LQ5	Overall, I am satisfied with the training.	78.4	18.7
LQ6	I would recommend the training to others.	75.6	19.6
LQ7	I would recommend the training organisation to others.	78.0	19.2
LQ8	I received useful feedback on my assessments.	75.6	16.3
LQ9	Assessments were based on realistic activities.	75.3	16.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	78.5	17.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	75.7	16.4
LQ12	It was always easy to know the standards expected.	74.3	16.4
LQ13	I usually had a clear idea of what was expected of me.	73.2	16.4
LQ14	Trainers made it clear right from the start what they expected from me.	76.5	18.1
LQ15	I was given enough material to keep up my interest.	75.3	17.5
LQ16	The amount of work I had to do was reasonable.	74.2	14.8
LQ17	The training was at the right level of difficulty for me.	75.6	15.6
LQ18	The training focused on relevant skills.	78.4	16.7
LQ19	The training prepared me well for work.	75.6	19.0
LQ20	The training had a good mix of theory and practice.	79.0	19.4
LQ21	I developed the skills expected from this training.	78.7	16.8
LQ22	I learned to work with people.	72.2	20.9
LQ23	I identified ways to build on my current knowledge and skills.	79.0	16.2
LQ24	I developed the knowledge expected from this training.	76.6	16.8
LQ25	I learned to plan and manage my work.	72.2	20.3
LQ26	Training resources were available when I needed them.	75.9	16.5
LQ27	The training used up-to-date equipment, facilities and materials.	72.9	21.2
LQ28	Training facilities and materials were in good condition.	72.9	18.8
LQ29	Training organisation staff respected my background and needs.	79.7	18.4
LQ30	The training was flexible enough to meet my needs.	76.6	16.1
LQ31	The training organisation had a range of services to support learners.	73.6	18.0
LQ32	I set high standards for myself in this training.	74.7	17.3
LQ33	I pushed myself to understand things I found confusing.	75.9	17.2
LQ34	I looked for my own resources to help me learn.	72.5	21.5
LQ35	I approached trainers if I needed help.	78.0	17.3

EQ response category numbers

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

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	66.7	33.3	100.0	25.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	33.3	66.7	100.0	25.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	33.3	66.7	100.0	25.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	100.0	0.0	100.0	25.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	100.0	0.0	100.0	25.0
EQ6	The training reflected current practice.	0.0	0.0	100.0	0.0	100.0	25.0
EQ7	The training organisation developed customised programs.	0.0	0.0	66.7	33.3	100.0	25.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	66.7	33.3	100.0	25.0
EQ9	The training focused on relevant skills.	0.0	0.0	100.0	0.0	100.0	25.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	100.0	0.0	100.0	25.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	66.7	33.3	100.0	25.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	100.0	0.0	100.0	25.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	100.0	0.0	100.0	25.0
EQ14	We would recommend the training to others.	0.0	0.0	100.0	0.0	100.0	25.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	66.7	33.3	100.0	25.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	66.7	33.3	100.0	25.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	33.3	66.7	100.0	25.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	66.7	33.3	100.0	25.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	66.7	33.3	100.0	25.0
EQ20	The training was an effective investment.	0.0	0.0	100.0	0.0	100.0	25.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	33.3	66.7	100.0	25.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	100.0	0.0	100.0	25.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	66.7	33.3	100.0	25.0
EQ24	The training has helped our employees work with people.	0.0	33.3	66.7	0.0	66.7	25.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	33.3	66.7	100.0	25.0
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	25.0
EQ27	The training prepared employees well for work.	0.0	0.0	66.7	33.3	100.0	25.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	100.0	0.0	100.0	25.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	100.0	0.0	100.0	25.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	66.7	33.3	100.0	25.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	77.8	19.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	88.9	19.2
EQ3	The training organisation was flexible enough to meet our needs.	88.9	19.2
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.	77.8	19.2
EQ8	The training organisation provided good support for workplace training and assessment.	77.8	19.2
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.	77.8	19.2
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.	77.8	19.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	77.8	19.2
EQ17	Trainers had good knowledge and experience of the industry.	88.9	19.2
EQ18	Assessments were based on realistic activities.	77.8	19.2
EQ19	Trainers were effective in their teaching.	77.8	19.2
EQ20	The training was an effective investment.	66.7	0.0
EQ21	Trainers were able to relate material to the workplace.	88.9	19.2
EQ22	The training had a good mix of theory and practice.	66.7	0.0
EQ23	The training organisation acted on feedback from employers.	77.8	19.2
EQ24	The training has helped our employees work with people.	55.6	19.2
EQ25	Training resources and equipment were in good condition.	88.9	19.2
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.	77.8	19.2
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.	77.8	19.2

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**	97	78.6	13.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	14	76.2	13.0
	Certificate IV	65	80.1	14.2
	Certificate level unknown			
	Diploma	3	86.1	12.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	79.7	13.9

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	78.6	13.6
Field of education	**Natural and physical sciences**			
	Information technology	5	73.3	14.9
	Engineering and related technologies	36	79.2	13.1
	Architecture and building	1	75.0	0.0
	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	28	80.7	13.4
	Total	71	79.0	13.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	70.8	7.0
	February	3	75.0	14.4
	March	13	77.6	12.4
	April	8	86.5	12.5
	May	4	66.7	0.0
	June	8	82.3	14.4
	July	7	76.2	14.0
	August	2	70.8	5.9
	September	4	81.2	14.2
	October	7	78.6	17.9
	November	8	85.4	15.9
	December	1	75.0	0.0
	Do not know			
Training start year	**2013**			
	2012	16	68.2	4.5
	2011	24	84.7	14.0
	2010	16	75.5	14.1
	2009	8	82.3	10.4
	2008	4	85.4	14.2
	2007			
	2006	3	83.3	14.4
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	79.1	13.7
	Not apprenticeship or traineeship	7	76.2	11.2
Recognition of prior learning	**Recognition of prior learning**	30	79.4	13.1
	No recognition of prior learning	48	78.0	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	78.6	13.7
	Total	89	78.6	13.7
Learner age	**Under 15**	1	91.7	0.0
	15 to 19			
	20 to 24	23	77.9	11.9
	25 to 34	49	77.6	13.8
	35 to 44	12	83.3	16.3
	45 to 54	3	91.7	14.4
	55 to 64			
	65 or over			
	Total	88	79.1	13.8
Aboriginal or Torres Strait Islander origin	**No**	85	78.9	13.8
	Yes, Aboriginal	1	83.3	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	79.0	13.8
Home language	**English**	74	77.7	13.3
	Language other than English	13	85.3	14.9
	Total	87	78.8	13.7
Permanent residency or citizenship	**Australian**	84	79.1	13.8
	Not Australian	3	72.2	9.6
	Total	87	78.8	13.7
Disability status	**Disability identified**	4	75.0	6.8
	No disability identified	82	78.4	13.7
	Total	86	78.2	13.5
Groups	**1**	97	78.6	13.6
	Total	97	78.6	13.6

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	76.3	14.3
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	73.2	13.5
	Certificate IV	65	78.0	14.9
	Certificate level unknown			
	Diploma	3	83.3	16.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	77.4	14.7

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	76.3	14.3
Field of education	**Natural and physical sciences**			
	Information technology	5	71.7	16.2
	Engineering and related technologies	36	77.5	13.5
	Architecture and building	1	75.0	0.0
	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	28	77.4	14.5
	Total	71	76.5	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	6	68.1	3.4
	February	3	72.2	17.3
	March	13	76.3	14.8
	April	8	81.2	13.2
	May	4	66.7	0.0
	June	8	79.2	15.4
	July	7	72.6	14.2
	August	2	72.2	7.9
	September	4	79.2	16.0
	October	7	74.6	22.2
	November	8	84.4	15.7
	December	1	83.3	0.0
	Do not know			
Training start year	2013			
	2012	16	66.7	6.1
	2011	24	81.6	15.5
	2010	16	72.2	15.2
	2009	8	81.6	11.4
	2008	4	85.4	14.2
	2007			
	2006	3	80.6	17.3
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	72	76.5	14.5
	Not apprenticeship or traineeship	7	76.2	15.5
Recognition of prior learning	Recognition of prior learning	30	78.1	13.6
	No recognition of prior learning	48	75.0	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	76.3	14.3
	Total	89	76.3	14.3
Learner age	**Under 15**	1	91.7	0.0
	15 to 19			
	20 to 24	23	75.4	11.4
	25 to 34	49	75.2	14.9
	35 to 44	12	82.4	15.5
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	88	76.9	14.4
Aboriginal or Torres Strait Islander origin	**No**	85	76.7	14.7
	Yes, Aboriginal	1	83.3	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	76.7	14.6
Home language	**English**	74	75.7	14.0
	Language other than English	13	82.1	17.0
	Total	87	76.6	14.6
Permanent residency or citizenship	**Australian**	84	76.9	14.6
	Not Australian	3	69.4	12.7
	Total	87	76.6	14.6
Disability status	**Disability identified**	4	77.1	12.5
	No disability identified	82	75.9	14.4
	Total	86	76.0	14.2
Groups	**1**	97	76.3	14.3
	Total	97	76.3	14.3

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	74.7	15.3
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	70.6	16.7
	Certificate IV	65	75.7	15.6
	Certificate level unknown			
	Diploma	3	85.2	17.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	75.2	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	74.7	15.3
Field of education	**Natural and physical sciences**			
	Information technology	5	73.3	14.9
	Engineering and related technologies	36	76.2	14.6
	Architecture and building	1	55.6	0.0
	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	28	75.4	16.7
	Total	71	74.8	16.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	66.7	0.0
	February	3	81.5	12.8
	March	13	70.9	16.1
	April	8	79.2	11.0
	May	4	66.7	0.0
	June	8	70.8	19.6
	July	7	76.2	16.3
	August	2	66.7	0.0
	September	4	80.6	16.7
	October	7	76.2	25.2
	November	8	86.1	16.5
	December	1	66.7	0.0
	Do not know			
Training start year	**2013**			
	2012	16	68.1	5.6
	2011	24	77.8	18.2
	2010	16	74.3	18.5
	2009	8	79.2	12.5
	2008	4	72.2	23.1
	2007			
	2006	3	81.5	17.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	75.3	16.1
	Not apprenticeship or traineeship	7	69.8	13.9
Recognition of prior learning	**Recognition of prior learning**	30	76.3	13.3
	No recognition of prior learning	48	73.4	17.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	74.5	15.4
	Total	89	74.5	15.4
Learner age	**Under 15**	1	88.9	0.0
	15 to 19			
	20 to 24	23	71.0	16.0
	25 to 34	49	73.7	14.5
	35 to 44	12	83.3	16.1
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	88	75.0	15.6
Aboriginal or Torres Strait Islander origin	**No**	85	75.4	15.5
	Yes, Aboriginal	1	44.4	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	75.1	15.8
Home language	**English**	74	73.6	15.2
	Language other than English	13	82.9	16.7
	Total	87	75.0	15.7
Permanent residency or citizenship	**Australian**	84	75.1	16.0
	Not Australian	3	70.4	6.4
	Total	87	75.0	15.7
Disability status	**Disability identified**	4	66.7	9.1
	No disability identified	82	74.7	15.5
	Total	86	74.3	15.4
Groups	**1**	97	74.7	15.3
	Total	97	74.7	15.3

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	75.0	12.9
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	73.0	12.1
	Certificate IV	65	75.9	13.8
	Certificate level unknown			
	Diploma	3	85.2	17.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	75.7	13.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	97	75.0	12.9
Field of education	Natural and physical sciences			
	Information technology	5	71.1	16.9
	Engineering and related technologies	36	75.3	12.5
	Architecture and building	1	77.8	0.0
	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	28	76.2	13.8
	Total	71	75.1	13.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	6	68.5	4.5
	February	3	74.1	6.4
	March	13	74.4	16.0
	April	8	81.9	14.5
	May	4	66.7	0.0
	June	8	70.8	8.3
	July	7	73.0	12.6
	August	2	66.7	0.0
	September	4	80.6	16.7
	October	7	76.2	19.7
	November	8	79.2	13.8
	December	1	88.9	0.0
	Do not know			
Training start year	2013			
	2012	16	67.4	7.6
	2011	24	78.2	15.5
	2010	16	72.9	12.8
	2009	8	80.6	12.9
	2008	4	72.2	6.4
	2007			
	2006	3	85.2	12.8
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	72	75.3	13.1
	Not apprenticeship or traineeship	7	73.0	16.8
Recognition of prior learning	Recognition of prior learning	30	75.9	12.1
	No recognition of prior learning	48	74.1	13.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	74.9	13.0
	Total	89	74.9	13.0
Learner age	**Under 15**	1	77.8	0.0
	15 to 19			
	20 to 24	23	73.9	9.2
	25 to 34	49	73.5	13.2
	35 to 44	12	82.4	16.7
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	88	75.4	13.3
Aboriginal or Torres Strait Islander origin	**No**	85	75.4	13.5
	Yes, Aboriginal	1	77.8	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	75.5	13.4
Home language	**English**	74	74.5	12.3
	Language other than English	13	80.3	18.2
	Total	87	75.4	13.4
Permanent residency or citizenship	**Australian**	84	75.5	13.3
	Not Australian	3	70.4	17.0
	Total	87	75.4	13.4
Disability status	**Disability identified**	4	77.8	9.1
	No disability identified	82	74.5	13.1
	Total	86	74.7	12.9
Groups	**1**	97	75.0	12.9
	Total	97	75.0	12.9

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	77.7	15.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	14	73.0	9.5
	Certificate IV	65	79.5	15.9
	Certificate level unknown			
	Diploma	3	85.2	12.8
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	78.6	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	97	77.7	15.1
Field of education	Natural and physical sciences			
	Information technology	5	73.3	14.9
	Engineering and related technologies	36	79.3	15.1
	Architecture and building	1	77.8	0.0
	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	28	78.2	12.3
	Total	71	77.8	14.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	72.2	11.7
	February	3	77.8	19.2
	March	13	77.8	13.6
	April	8	79.2	15.1
	May	4	66.7	0.0
	June	8	79.2	15.1
	July	7	74.6	12.4
	August	2	77.8	0.0
	September	4	80.6	14.0
	October	7	71.4	23.0
	November	8	84.7	16.7
	December	1	77.8	0.0
	Do not know			
Training start year	**2013**			
	2012	16	70.1	7.8
	2011	24	81.9	14.9
	2010	16	72.2	16.7
	2009	8	83.3	10.3
	2008	4	80.6	16.7
	2007			
	2006	3	77.8	22.2
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	78.2	14.7
	Not apprenticeship or traineeship	7	74.6	13.9
Recognition of prior learning	**Recognition of prior learning**	30	77.4	14.1
	No recognition of prior learning	48	77.3	15.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	77.9	14.7
	Total	89	77.9	14.7
Learner age	**Under 15**	1	100.0	0.0
	15 to 19			
	20 to 24	23	76.8	11.1
	25 to 34	49	76.0	15.3
	35 to 44	12	82.4	16.7
	45 to 54	3	92.6	12.8
	55 to 64			
	65 or over			
	Total	88	77.9	14.7
Aboriginal or Torres Strait Islander origin	**No**	85	78.0	14.6
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	77.9	14.6
Home language	**English**	74	77.2	14.2
	Language other than English	13	81.2	16.6
	Total	87	77.8	14.6
Permanent residency or citizenship	**Australian**	84	77.9	14.8
	Not Australian	3	70.4	6.4
	Total	87	77.7	14.6
Disability status	**Disability identified**	4	75.0	5.6
	No disability identified	82	77.2	14.6
	Total	86	77.1	14.3
Groups	**1**	97	77.7	15.1
	Total	97	77.7	15.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	75.8	15.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	14	69.5	14.5
	Certificate IV	65	77.3	15.4
	Certificate level unknown			
	Diploma	3	88.9	13.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	76.4	15.5

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	75.8	15.1
Field of education	**Natural and physical sciences**			
	Information technology	5	70.7	17.4
	Engineering and related technologies	36	77.9	13.8
	Architecture and building	1	53.3	0.0
	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	28	75.7	16.7
	Total	71	75.9	15.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	66.7	0.0
	February	3	75.6	10.2
	March	13	75.9	14.3
	April	8	77.5	16.7
	May	4	66.7	0.0
	June	8	78.3	14.6
	July	7	76.2	17.2
	August	2	66.7	0.0
	September	4	83.3	15.9
	October	7	75.2	18.7
	November	8	85.8	16.1
	December	1	40.0	0.0
	Do not know			
Training start year	**2013**			
	2012	16	64.6	7.6
	2011	24	79.7	16.6
	2010	16	75.0	14.9
	2009	8	82.5	12.3
	2008	4	85.0	12.6
	2007			
	2006	3	77.8	19.2
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	77.0	14.6
	Not apprenticeship or traineeship	7	64.8	18.7
Recognition of prior learning	**Recognition of prior learning**	30	75.6	14.5
	No recognition of prior learning	48	75.7	15.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	75.7	15.1
	Total	89	75.7	15.1
Learner age	**Under 15**	1	86.7	0.0
	15 to 19			
	20 to 24	23	76.4	14.8
	25 to 34	49	73.2	15.0
	35 to 44	12	82.2	15.1
	45 to 54	3	91.1	15.4
	55 to 64			
	65 or over			
	Total	88	76.0	15.3
Aboriginal or Torres Strait Islander origin	**No**	85	75.7	15.4
	Yes, Aboriginal	1	86.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	75.9	15.4
Home language	**English**	74	74.6	14.5
	Language other than English	13	82.6	18.4
	Total	87	75.8	15.3
Permanent residency or citizenship	**Australian**	84	76.0	15.3
	Not Australian	3	68.9	16.8
	Total	87	75.8	15.3
Disability status	**Disability identified**	4	70.0	11.5
	No disability identified	82	75.3	15.1
	Total	86	75.1	15.0
Groups	**1**	97	75.8	15.1
	Total	97	75.8	15.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	73.9	16.7
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	72.2	10.5
	Certificate IV	65	74.5	18.6
	Certificate level unknown			
	Diploma	3	85.2	17.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	74.5	17.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	97	73.9	16.7
Field of education	Natural and physical sciences			
	Information technology	5	68.9	19.9
	Engineering and related technologies	36	75.3	18.8
	Architecture and building	1	66.7	0.0
	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	28	75.0	13.7
	Total	71	73.9	17.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	68.5	4.5
	February	3	81.5	17.0
	March	13	70.9	22.5
	April	8	73.6	11.8
	May	4	66.7	0.0
	June	8	76.4	15.1
	July	7	74.6	17.8
	August	2	55.6	0.0
	September	4	80.6	16.7
	October	7	69.8	29.2
	November	8	86.1	16.5
	December	1	66.7	0.0
	Do not know			
Training start year	**2013**			
	2012	16	66.7	7.0
	2011	24	76.9	20.4
	2010	16	72.2	19.9
	2009	8	79.2	18.2
	2008	4	80.6	16.7
	2007			
	2006	3	74.1	23.1
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	75.3	15.8
	Not apprenticeship or traineeship	7	60.3	27.1
Recognition of prior learning	**Recognition of prior learning**	30	75.2	13.6
	No recognition of prior learning	48	72.7	19.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	73.9	16.8
	Total	89	73.9	16.8
Learner age	**Under 15**	1	100.0	0.0
	15 to 19			
	20 to 24	23	75.4	12.5
	25 to 34	49	71.0	18.1
	35 to 44	12	80.6	17.2
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	88	74.4	17.1
Aboriginal or Torres Strait Islander origin	**No**	85	74.1	17.3
	Yes, Aboriginal	1	88.9	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	74.3	17.2
Home language	**English**	74	73.7	14.9
	Language other than English	13	76.9	27.4
	Total	87	74.2	17.2
Permanent residency or citizenship	**Australian**	84	74.7	17.0
	Not Australian	3	63.0	17.0
	Total	87	74.3	17.1
Disability status	**Disability identified**	4	69.4	5.6
	No disability identified	82	73.7	17.2
	Total	86	73.5	16.8
Groups	**1**	97	73.9	16.7
	Total	97	73.9	16.7

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	76.7	14.6
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	76.2	12.2
	Certificate IV	65	77.2	15.3
	Certificate level unknown			
	Diploma	3	85.2	17.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	77.3	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	97	76.7	14.6
Field of education	Natural and physical sciences			
	Information technology	5	68.9	19.9
	Engineering and related technologies	36	77.9	15.1
	Architecture and building	1	66.7	0.0
	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	28	77.8	13.5
	Total	71	76.8	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	70.4	5.7
	February	3	74.1	12.8
	March	13	72.6	15.5
	April	8	83.3	10.3
	May	4	66.7	0.0
	June	8	79.2	13.8
	July	7	76.2	16.3
	August	2	66.7	0.0
	September	4	80.6	16.7
	October	7	74.6	22.0
	November	8	87.5	17.3
	December	1	66.7	0.0
	Do not know			
Training start year	**2013**			
	2012	16	66.0	9.5
	2011	24	80.6	15.5
	2010	16	75.7	15.8
	2009	8	81.9	13.2
	2008	4	80.6	14.0
	2007			
	2006	3	85.2	12.8
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	77.1	14.5
	Not apprenticeship or traineeship	7	71.4	19.1
Recognition of prior learning	**Recognition of prior learning**	30	77.8	12.7
	No recognition of prior learning	48	75.3	16.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	76.3	14.6
	Total	89	76.3	14.6
Learner age	**Under 15**	1	88.9	0.0
	15 to 19			
	20 to 24	23	79.0	12.5
	25 to 34	49	73.5	14.8
	35 to 44	12	81.5	15.2
	45 to 54	3	96.3	6.4
	55 to 64			
	65 or over			
	Total	88	77.0	14.7
Aboriginal or Torres Strait Islander origin	**No**	85	76.8	15.0
	Yes, Aboriginal	1	77.8	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	76.8	14.9
Home language	**English**	74	75.9	13.7
	Language other than English	13	81.2	20.5
	Total	87	76.7	14.9
Permanent residency or citizenship	**Australian**	84	77.1	14.6
	Not Australian	3	66.7	22.2
	Total	87	76.7	14.9
Disability status	**Disability identified**	4	77.8	9.1
	No disability identified	82	75.9	14.8
	Total	86	76.0	14.6
Groups	**1**	97	76.7	14.6
	Total	97	76.7	14.6

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	75.3	14.7
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	73.2	11.4
	Certificate IV	65	76.2	16.0
	Certificate level unknown			
	Diploma	3	88.9	12.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	76.1	15.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	97	75.3	14.7
Field of education	Natural and physical sciences			
	Information technology	5	73.3	14.9
	Engineering and related technologies	36	77.1	16.1
	Architecture and building	1	58.3	0.0
	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	28	74.4	13.6
	Total	71	75.1	15.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	6	75.0	10.5
	February	3	66.7	8.3
	March	13	71.2	17.9
	April	8	77.1	18.8
	May	4	64.6	4.2
	June	8	75.0	11.8
	July	7	70.2	13.5
	August	2	75.0	0.0
	September	4	83.3	15.2
	October	7	76.2	18.9
	November	8	84.4	15.1
	December	1	66.7	0.0
	Do not know			
Training start year	2013			
	2012	16	68.2	7.0
	2011	24	77.1	17.8
	2010	16	71.9	14.2
	2009	8	84.4	10.4
	2008	4	77.1	10.5
	2007			
	2006	3	75.0	30.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	72	75.6	14.4
	Not apprenticeship or traineeship	7	70.2	22.0
Recognition of prior learning	Recognition of prior learning	30	76.9	13.8
	No recognition of prior learning	48	73.4	15.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	75.0	14.8
	Total	89	75.0	14.8
Learner age	**Under 15**	1	75.0	0.0
	15 to 19			
	20 to 24	23	75.0	12.0
	25 to 34	49	73.5	15.7
	35 to 44	12	79.9	16.5
	45 to 54	3	91.7	14.4
	55 to 64			
	65 or over			
	Total	88	75.4	15.1
Aboriginal or Torres Strait Islander origin	**No**	85	75.3	15.2
	Yes, Aboriginal	1	75.0	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	75.3	15.1
Home language	**English**	74	74.2	13.7
	Language other than English	13	80.8	21.1
	Total	87	75.2	15.0
Permanent residency or citizenship	**Australian**	84	75.1	15.2
	Not Australian	3	75.0	14.4
	Total	87	75.1	15.1
Disability status	**Disability identified**	4	83.3	11.8
	No disability identified	82	74.1	14.7
	Total	86	74.5	14.7
Groups	**1**	97	75.3	14.7
	Total	97	75.3	14.7

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	97	77.3	17.2
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III	14	73.8	12.8
	Certificate IV	65	78.8	18.3
	Certificate level unknown			
	Diploma	3	85.2	17.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	82	78.2	17.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	97	77.3	17.2
Field of education	Natural and physical sciences			
	Information technology	5	71.1	16.9
	Engineering and related technologies	36	81.8	16.6
	Architecture and building	1	66.7	0.0
	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	28	77.4	14.3
	Total	71	78.1	17.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	6	77.8	14.1
	February	3	81.5	17.0
	March	13	74.4	17.8
	April	8	84.7	15.6
	May	4	66.7	0.0
	June	8	77.8	15.7
	July	7	76.2	16.3
	August	2	66.7	0.0
	September	4	80.6	16.7
	October	7	69.8	31.2
	November	8	87.5	15.1
	December	1	66.7	0.0
	Do not know			
Training start year	**2013**			
	2012	16	72.2	10.7
	2011	24	79.2	18.3
	2010	16	72.2	21.5
	2009	8	86.1	16.5
	2008	4	83.3	14.3
	2007			
	2006	3	85.2	17.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	72	78.5	16.9
	Not apprenticeship or traineeship	7	68.3	21.7
Recognition of prior learning	**Recognition of prior learning**	30	81.5	15.3
	No recognition of prior learning	48	74.8	18.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male	89	77.4	17.1
	Total	89	77.4	17.1
Learner age	**Under 15**	1	100.0	0.0
	15 to 19			
	20 to 24	23	78.7	14.2
	25 to 34	49	75.3	18.5
	35 to 44	12	81.5	15.9
	45 to 54	3	88.9	19.2
	55 to 64			
	65 or over			
	Total	88	77.8	17.2
Aboriginal or Torres Strait Islander origin	**No**	85	77.5	17.4
	Yes, Aboriginal	1	77.8	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	86	77.5	17.3
Home language	**English**	74	76.7	16.2
	Language other than English	13	81.2	22.9
	Total	87	77.4	17.2
Permanent residency or citizenship	**Australian**	84	77.5	17.2
	Not Australian	3	74.1	23.1
	Total	87	77.4	17.2
Disability status	**Disability identified**	4	88.9	9.1
	No disability identified	82	76.2	17.1
	Total	86	76.7	17.0
Groups	**1**	97	77.3	17.2
	Total	97	77.3	17.2

Group Report

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

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

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

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

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

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

Group 1

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	78.6	13.6	85.2	17.0
Effective Assessment	76.3	14.3	75.0	8.3
Clear Expectations	74.7	15.3		
Learning Stimulation	75.0	12.9		
Training Relevance	77.7	15.1	70.4	3.2
Competency Development	75.8	15.1	64.4	3.8
Training Resources	73.9	16.7	77.8	11.1
Effective Support	76.7	14.6	81.5	14.0
Active Learning	75.3	14.7		
Overall Satisfaction	77.3	17.2	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

3
Assemble personal computers
Broader knowledge and experience
DOS Programming
Easy dealings with trainer
Field Trips
Great knowledge of topics, good theory and practical work
I found my knowledge base expanded drastically after applying my theoretical knowledge from school while doing workplace assessments
Knowledge of computer systems
Learining new skills
Learning about PC
Practical Exercises
Practical Training
Practical imformation that can be used outside the workplace
Practical training with testing and commissioning
Practicals
Practicals
Ripping apart the hard drives & setting up windows
Teacher
The Practicals
The standards required for cable joints etc..
The teacher
The whole package
Theory
Trainer (Danny Lau)
Trainer was excellent & professional
Trouble Shooting
Using our computer, learning how to make it perform
Using the skills outside of work
Virtual PC
in the field training
knowledge that is useful (computers) in everyday life
learning how to better use my computer
learning more about my own computer and the specifications I never knoew about
learning new things

learning new topics
prac
practical training
teacher
trainer was professional friendly & informative
variety of equipment covered
what I learnt

LQ needs improvement

4
Access to updated info in the modules (This looks like it is better now)
Cert IV Railway Signalling
Communications Between HRDI & V/Line
Computer lab
Computers need updating
Computers for practical training
Equipment need updating
If we had problems, the trainer did it for us not talk us through it which would have been better and should have been 2 weeks
Lunch
More materials
More study time from employer
More time
More time on the module
Needed more time
Nil
None
Nothing
Organisation of class times and dates seemed like a last minute thing
Over all satisfactory
The book and notes
communications between hrdi & vline
none
none
prac - rail software

EQ best aspects

Experienced Trainers

EQ needs improvement

Timetabling and Scheduling of courses and 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

08 Apr 2013

RTO Information

NTIS number	22116
Name	HRD Integrated Services Pty Ltd
Street Address	2/14 Akuna Dve
City/town/suburb	Williamstown
State	VIC
Post code	3016

Learner and employer response

	Learners	Employers
Response count (number)	99	4
Population count (number)		
Response rate (per cent)		

Learner and employer feedback

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
All scales	76.1	17.8	74.1	14.8
Trainer Quality	78.6	13.6	85.2	17.0
Effective Assessment	76.3	14.3	75.0	8.3
Clear Expectations	74.7	15.3		
Learning Stimulation	75.0	12.9		
Training Relevance	77.7	15.1	70.4	3.2
Competency Development	75.8	15.1	64.4	3.8
Training Resources	73.9	16.7	77.8	11.1
Effective Support	76.7	14.6	81.5	14.0
Active Learning	75.3	14.7		
Overall Satisfaction	77.3	17.2	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	