

## RTO Information

This report presents summary information about the Registered Training Organisation

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

# Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

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

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

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

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

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

## Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	74	79.3	14.6			
Effective Assessment	74	78.5	14.7			
Clear Expectations	74	77.6	14.5			
Learning Stimulation	74	78.1	14.1			
Training Relevance	74	78.4	14.2			
Competency Development	74	77.0	15.4			
Training Resources	74	76.1	15.1			
Effective Support	74	78.5	14.6			
Active Learning	74	76.8	14.8			
Overall Satisfaction	74	79.0	14.8			

# 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	46	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	60	0.0				

# Item Report

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

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

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

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

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

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

## LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	47	27	74	0
LQ2	Trainers made the subject as interesting as possible.	0	1	46	27	73	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	41	32	73	1
LQ4	Trainers explained things clearly.	0	1	46	27	73	0
LQ5	Overall, I am satisfied with the training.	0	0	45	29	74	0
LQ6	I would recommend the training to others.	0	0	46	28	74	0
LQ7	I would recommend the training organisation to others.	1	1	44	27	71	1
LQ8	I received useful feedback on my assessments.	0	1	45	27	72	1
LQ9	Assessments were based on realistic activities.	0	1	45	28	73	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	1	43	29	72	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	52	22	74	0
LQ12	It was always easy to know the standards expected.	0	1	47	25	72	1
LQ13	I usually had a clear idea of what was expected of me.	0	0	52	22	74	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	46	27	73	0
LQ15	I was given enough material to keep up my interest.	0	0	51	23	74	0
LQ16	The amount of work I had to do was reasonable.	0	0	48	26	74	0
LQ17	The training was at the right level of difficulty for me.	0	0	47	27	74	0
LQ18	The training focused on relevant skills.	0	0	48	26	74	0
LQ19	The training prepared me well for work.	0	3	45	26	71	0
LQ20	The training had a good mix of theory and practice.	1	2	38	33	71	0
LQ21	I developed the skills expected from this training.	0	0	46	28	74	0
LQ22	I learned to work with people.	1	4	43	25	68	1
LQ23	I identified ways to build on my current knowledge and skills.	0	0	50	24	74	0
LQ24	I developed the knowledge expected from this training.	0	2	47	25	72	0
LQ25	I learned to plan and manage my work.	1	2	47	24	71	0
LQ26	Training resources were available when I needed them.	0	0	50	24	74	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	4	48	22	70	0
LQ28	Training facilities and materials were in good condition.	0	2	49	23	72	0
LQ29	Training organisation staff respected my background and needs.	0	0	46	27	73	1
LQ30	The training was flexible enough to meet my needs.	0	0	48	26	74	0
LQ31	The training organisation had a range of services to support learners.	0	3	43	27	70	1
LQ32	I set high standards for myself in this training.	0	3	48	23	71	0
LQ33	I pushed myself to understand things I found confusing.	0	2	48	24	72	0
LQ34	I looked for my own resources to help me learn.	0	7	43	24	67	0
LQ35	I approached trainers if I needed help.	0	0	43	31	74	0

## LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	63.5	36.5	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	1.4	62.2	36.5	98.7	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	56.2	43.8	100.0	1.4
LQ4	Trainers explained things clearly.	0.0	1.4	62.2	36.5	98.7	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.0	60.8	39.2	100.0	0.0
LQ6	I would recommend the training to others.	0.0	0.0	62.2	37.8	100.0	0.0
LQ7	I would recommend the training organisation to others.	1.4	1.4	60.3	37.0	97.3	1.4
LQ8	I received useful feedback on my assessments.	0.0	1.4	61.7	37.0	98.6	1.4
LQ9	Assessments were based on realistic activities.	0.0	1.4	60.8	37.8	98.7	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	1.4	58.9	39.7	98.6	1.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	70.3	29.7	100.0	0.0
LQ12	It was always easy to know the standards expected.	0.0	1.4	64.4	34.3	98.6	1.4
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	70.3	29.7	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	1.4	62.2	36.5	98.7	0.0
LQ15	I was given enough material to keep up my interest.	0.0	0.0	68.9	31.1	100.0	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	64.9	35.1	100.0	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	63.5	36.5	100.0	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	64.9	35.1	100.0	0.0
LQ19	The training prepared me well for work.	0.0	4.1	60.8	35.1	96.0	0.0
LQ20	The training had a good mix of theory and practice.	1.4	2.7	51.4	44.6	96.0	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	62.2	37.8	100.0	0.0
LQ22	I learned to work with people.	1.4	5.5	58.9	34.3	93.2	1.4
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	67.6	32.4	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	2.7	63.5	33.8	97.3	0.0
LQ25	I learned to plan and manage my work.	1.4	2.7	63.5	32.4	96.0	0.0
LQ26	Training resources were available when I needed them.	0.0	0.0	67.6	32.4	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	5.4	64.9	29.7	94.6	0.0
LQ28	Training facilities and materials were in good condition.	0.0	2.7	66.2	31.1	97.3	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	63.0	37.0	100.0	1.4
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	64.9	35.1	100.0	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	4.1	58.9	37.0	95.9	1.4
LQ32	I set high standards for myself in this training.	0.0	4.1	64.9	31.1	96.0	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	2.7	64.9	32.4	97.3	0.0
LQ34	I looked for my own resources to help me learn.	0.0	9.5	58.1	32.4	90.6	0.0
LQ35	I approached trainers if I needed help.	0.0	0.0	58.1	41.9	100.0	0.0

## LQ item averages and variations

Item	Average score	Average variation
LQ1	78.8	16.2
LQ2	78.4	16.9
LQ3	81.3	16.7
LQ4	78.4	16.9
LQ5	79.7	16.4
LQ6	79.3	16.3
LQ7	77.6	19.3
LQ8	78.5	17.0
LQ9	78.8	17.1
LQ10	79.5	17.2
LQ11	76.6	15.3
LQ12	77.6	16.7
LQ13	76.6	15.3
LQ14	78.4	16.9
LQ15	77.0	15.5
LQ16	78.4	16.0
LQ17	78.8	16.2
LQ18	78.4	16.0
LQ19	77.0	18.2
LQ20	79.7	20.5
LQ21	79.3	16.3
LQ22	75.3	20.8
LQ23	77.5	15.7
LQ24	77.0	17.4
LQ25	75.7	19.3
LQ26	77.5	15.7
LQ27	74.8	18.1
LQ28	76.1	17.0
LQ29	79.0	16.2
LQ30	78.4	16.0
LQ31	77.6	18.5
LQ32	75.7	17.7
LQ33	76.6	17.2
LQ34	74.3	20.3
LQ35	80.6	16.6



## EQ response category numbers

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

## EQ response category percentages

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

## EQ item averages and variations

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

# Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

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

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

## Trainer Quality

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	79.3	14.6
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	80.0	15.8
	Certificate IV	49	78.9	14.2
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	79.4	14.5

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	79.3	14.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	78.8	14.6
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	82.6	14.4
	<b>Total</b>	46	79.5	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	77.1	15.8
	February	7	88.1	15.1
	March	4	68.7	4.2
	April	8	83.3	16.1
	May	4	66.7	6.8
	June	4	79.2	14.4
	July	8	81.2	13.9
	August	4	75.0	16.7
	September			
	October	1	66.7	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	82.4	17.4
2012		12	78.5	16.1
2011		7	71.4	12.6
2010		14	78.0	12.5
2009		2	66.7	0.0
2008		1	91.7	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	48	79.2
	Not apprenticeship or traineeship	4	75.0	16.7
Recognition of prior learning	Recognition of prior learning	16	80.2	14.6
	No recognition of prior learning	34	78.7	15.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	79.5	14.8
	Total	66	79.5	14.8
Learner age	Under 15			
	15 to 19	2	87.5	17.7
	20 to 24	18	73.1	9.7
	25 to 34	40	82.5	15.8
	35 to 44	6	79.2	16.5
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	79.8	14.8
Aboriginal or Torres Strait Islander origin	No	62	79.2	14.8
	Yes, Aboriginal	2	87.5	17.7
	Yes, Torres Strait Islander	1	83.3	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	79.5	14.7
Home language	English	62	79.2	14.8
	Language other than English	2	87.5	17.7
	Total	64	79.4	14.8
Permanent residency or citizenship	Australian	61	79.5	14.7
	Not Australian	1	66.7	0.0
	Total	62	79.3	14.7
Disability status	Disability identified			
	No disability identified	62	79.3	14.7
	Total	62	79.3	14.7
Groups	1	74	79.3	14.6
	Total	74	79.3	14.6

# Effective Assessment

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.5	14.7
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	79.2	18.1
	Certificate IV	49	78.6	13.9
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	79.0	14.7



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.5	14.7
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	79.0	13.5
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	83.3	16.7
	<b>Total</b>	46	79.9	14.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	75.0	16.7
	February	7	85.7	18.5
	March	4	68.7	4.2
	April	8	82.3	15.1
	May	4	72.9	12.5
	June	4	77.1	12.5
	July	8	82.3	17.5
	August	4	77.1	15.8
	September			
	October	1	83.3	0.0
	November	2	66.7	0.0
	December			
	Do not know			
Training start year	2014			
	2013	9	82.4	15.8
	2012	12	79.2	15.7
	2011	7	71.4	12.6
	2010	14	78.0	14.8
	2009	2	70.8	5.9
	2008	1	91.7	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	48	78.8	15.0
	Not apprenticeship or traineeship	4	75.0	11.8
Recognition of prior learning	Recognition of prior learning	16	78.1	14.9
	No recognition of prior learning	34	78.9	15.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	78.9	15.0
	Total	66	78.9	15.0
Learner age	Under 15			
	15 to 19	2	95.8	5.9
	20 to 24	18	70.8	9.2
	25 to 34	40	82.5	15.2
	35 to 44	6	77.8	17.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	79.3	14.8
Aboriginal or Torres Strait Islander origin	No	62	78.2	14.8
	Yes, Aboriginal	2	95.8	5.9
	Yes, Torres Strait Islander	1	83.3	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	78.8	14.8
Home language	English	62	78.6	14.8
	Language other than English	2	83.3	23.6
	Total	64	78.8	14.9
Permanent residency or citizenship	Australian	61	78.8	14.9
	Not Australian	1	66.7	0.0
	Total	62	78.6	14.8
Disability status	Disability identified			
	No disability identified	62	78.6	14.8
	Total	62	78.6	14.8
Groups	1	74	78.5	14.7
	Total	74	78.5	14.7

# Clear Expectations

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	77.6	14.5
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	77.8	14.8
	Certificate IV	49	77.2	14.3
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	77.7	14.4

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	77.6	14.5
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	77.6	15.1
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	78.7	13.8
	<b>Total</b>	46	77.7	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	75.0	16.7
	February	7	88.9	15.7
	March	4	66.7	0.0
	April	8	77.8	15.7
	May	4	70.8	8.3
	June	4	72.2	6.4
	July	8	80.6	15.4
	August	4	75.0	16.7
	September			
	October	1	88.9	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	82.1	15.7
2012		12	77.8	16.4
2011		7	69.8	8.4
2010		14	77.0	13.4
2009		2	66.7	0.0
2008		1	77.8	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	48	77.4
	Not apprenticeship or traineeship	4	75.0	16.7
Recognition of prior learning	Recognition of prior learning	16	75.0	12.5
	No recognition of prior learning	34	78.3	15.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	77.9	14.7
	Total	66	77.9	14.7
Learner age	Under 15			
	15 to 19	2	94.4	7.9
	20 to 24	18	67.9	5.2
	25 to 34	40	81.8	15.2
	35 to 44	6	77.8	17.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	78.0	14.7
Aboriginal or Torres Strait Islander origin	No	62	77.2	14.5
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	77.7	14.5
Home language	English	62	77.5	14.5
	Language other than English	2	83.3	23.6
	Total	64	77.7	14.6
Permanent residency or citizenship	Australian	61	77.7	14.6
	Not Australian	1	66.7	0.0
	Total	62	77.5	14.5
Disability status	Disability identified			
	No disability identified	62	77.5	14.5
	Total	62	77.5	14.5
Groups	1	74	77.6	14.5
	Total	74	77.6	14.5

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.1	14.1
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	78.9	16.1
	Certificate IV	49	77.6	13.9
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	78.1	14.3



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.1	14.1
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	78.8	14.5
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	79.6	14.9
	<b>Total</b>	46	78.7	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	77.8	15.7
	February	7	92.1	10.6
	March	4	66.7	0.0
	April	8	83.3	15.7
	May	4	72.2	11.1
	June	4	66.7	0.0
	July	8	77.8	15.7
	August	4	75.0	16.7
	September			
	October	1	66.7	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	85.2	13.6
2012		12	80.6	15.8
2011		7	71.4	12.6
2010		14	73.0	12.9
2009		2	66.7	0.0
2008		1	66.7	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	48	78.2
	Not apprenticeship or traineeship	4	75.0	16.7
Recognition of prior learning	Recognition of prior learning	16	77.8	13.5
	No recognition of prior learning	34	78.8	15.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	78.5	14.6
	Total	66	78.5	14.6
Learner age	Under 15			
	15 to 19	2	94.4	7.9
	20 to 24	18	71.0	6.8
	25 to 34	40	81.4	15.6
	35 to 44	6	77.8	17.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	78.6	14.5
Aboriginal or Torres Strait Islander origin	No	62	77.8	14.4
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	78.3	14.4
Home language	English	62	78.1	14.4
	Language other than English	2	83.3	23.6
	Total	64	78.3	14.5
Permanent residency or citizenship	Australian	61	78.3	14.4
	Not Australian	1	66.7	0.0
	Total	62	78.1	14.4
Disability status	Disability identified			
	No disability identified	62	78.1	14.4
	Total	62	78.1	14.4
Groups	1	74	78.1	14.1
	Total	74	78.1	14.1

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.4	14.2
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	76.7	12.2
	Certificate IV	49	78.0	14.4
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	78.1	14.2

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.4	14.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	79.1	15.7
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	76.9	11.1
	<b>Total</b>	46	78.3	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	77.8	15.7
	February	7	87.3	16.3
	March	4	72.2	6.4
	April	8	76.4	13.8
	May	4	69.4	5.6
	June	4	75.0	10.6
	July	8	76.4	15.1
	August	4	80.6	14.0
	September			
	October	1	77.8	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	80.2	16.5
2012		12	78.7	16.0
2011		7	71.4	5.9
2010		14	74.6	11.9
2009		2	77.8	0.0
2008		1	88.9	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	48	78.0
	Not apprenticeship or traineeship	4	72.2	23.1
Recognition of prior learning	Recognition of prior learning	16	77.1	11.1
	No recognition of prior learning	34	78.1	15.8

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	77.9	14.3
	Total	66	77.9	14.3
Learner age	Under 15			
	15 to 19	2	83.3	23.6
	20 to 24	18	74.1	9.3
	25 to 34	40	80.0	15.8
	35 to 44	6	79.6	16.4
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	78.5	14.4
Aboriginal or Torres Strait Islander origin	No	62	77.4	14.1
	Yes, Aboriginal	2	83.3	23.6
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	77.9	14.4
Home language	English	62	77.4	14.1
	Language other than English	2	83.3	23.6
	Total	64	77.6	14.2
Permanent residency or citizenship	Australian	61	77.4	14.2
	Not Australian	1	77.8	0.0
	Total	62	77.4	14.1
Disability status	Disability identified			
	No disability identified	62	77.4	14.1
	Total	62	77.4	14.1
Groups	1	74	78.4	14.2
	Total	74	78.4	14.2

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	77.0	15.4
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	71.3	17.5
	Certificate IV	49	77.8	14.8
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	77.1	15.5



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	77.0	15.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	77.7	15.9
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	74.4	16.3
	<b>Total</b>	46	76.6	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	75.0	16.7
	February	7	86.7	17.6
	March	4	66.7	0.0
	April	8	72.5	17.6
	May	4	72.9	12.5
	June	4	73.3	13.3
	July	8	78.3	16.2
	August	4	78.3	15.8
	September			
	October	1	80.0	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	84.3	16.2
2012		12	77.2	16.9
2011		7	64.8	8.4
2010		14	74.3	13.3
2009		2	73.3	9.4
2008		1	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	48	76.4
	Not apprenticeship or traineeship	4	75.0	16.7
Recognition of prior learning	Recognition of prior learning	16	72.9	15.7
	No recognition of prior learning	34	78.0	16.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	76.5	15.6
	Total	66	76.5	15.6
Learner age	Under 15			
	15 to 19	2	90.0	14.1
	20 to 24	18	68.5	10.7
	25 to 34	40	80.0	16.2
	35 to 44	6	78.9	16.6
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	77.0	15.6
Aboriginal or Torres Strait Islander origin	No	62	75.8	15.5
	Yes, Aboriginal	2	90.0	14.1
	Yes, Torres Strait Islander	1	93.3	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	76.5	15.6
Home language	English	62	76.0	15.5
	Language other than English	2	83.3	23.6
	Total	64	76.2	15.5
Permanent residency or citizenship	Australian	61	76.1	15.5
	Not Australian	1	66.7	0.0
	Total	62	76.0	15.5
Disability status	Disability identified			
	No disability identified	62	76.0	15.5
	Total	62	76.0	15.5
Groups	1	74	77.0	15.4
	Total	74	77.0	15.4

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	76.1	15.1
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	77.8	15.7
	Certificate IV	49	75.5	15.2
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	76.3	15.4

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	76.1	15.1
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	76.8	15.6
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	77.8	13.4
	<b>Total</b>	46	76.8	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	75.0	16.7
	February	7	90.5	13.5
	March	4	66.7	0.0
	April	8	76.4	15.1
	May	4	69.4	5.6
	June	4	66.7	0.0
	July	8	79.2	15.1
	August	4	69.4	21.0
	September			
	October	1	88.9	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	79.0	16.1
2012		12	80.6	15.8
2011		7	68.3	4.2
2010		14	75.4	13.2
2009		2	55.6	0.0
2008		1	66.7	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	48	75.7
	Not apprenticeship or traineeship	4	72.2	11.1
Recognition of prior learning	Recognition of prior learning	16	73.6	11.4
	No recognition of prior learning	34	76.1	16.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	75.9	15.3
	Total	66	75.9	15.3
Learner age	Under 15			
	15 to 19	2	94.4	7.9
	20 to 24	18	69.8	8.4
	25 to 34	40	78.6	16.8
	35 to 44	6	77.8	17.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	76.6	15.4
Aboriginal or Torres Strait Islander origin	No	62	75.1	15.0
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	76.1	15.4
Home language	English	62	75.4	15.1
	Language other than English	2	83.3	23.6
	Total	64	75.7	15.2
Permanent residency or citizenship	Australian	61	75.8	15.0
	Not Australian	1	55.6	0.0
	Total	62	75.4	15.1
Disability status	Disability identified			
	No disability identified	62	75.4	15.1
	Total	62	75.4	15.1
Groups	1	74	76.1	15.1
	Total	74	76.1	15.1

# Effective Support

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.5	14.6
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	78.9	16.1
	Certificate IV	49	78.2	14.0
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	78.7	14.4



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	78.5	14.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	79.1	14.9
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	80.6	12.6
	<b>Total</b>	46	79.2	14.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	77.8	15.7
	February	7	88.9	14.3
	March	4	69.4	5.6
	April	8	79.2	17.3
	May	4	75.0	16.7
	June	4	72.2	6.4
	July	8	80.6	14.2
	August	4	77.8	15.7
	September			
	October	1	77.8	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	82.7	18.5
2012		12	79.6	15.6
2011		7	71.4	8.7
2010		14	76.2	12.2
2009		2	72.2	7.9
2008		1	77.8	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	48	78.2
	Not apprenticeship or traineeship	4	75.0	16.7
Recognition of prior learning	Recognition of prior learning	16	77.1	12.5
	No recognition of prior learning	34	78.8	15.8

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	78.6	14.8
	Total	66	78.6	14.8
Learner age	Under 15			
	15 to 19	2	94.4	7.9
	20 to 24	18	71.6	6.8
	25 to 34	40	81.7	15.6
	35 to 44	6	77.8	17.2
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	79.0	14.5
Aboriginal or Torres Strait Islander origin	No	62	78.0	14.6
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	78.5	14.6
Home language	English	62	78.3	14.6
	Language other than English	2	83.3	23.6
	Total	64	78.5	14.7
Permanent residency or citizenship	Australian	61	78.5	14.6
	Not Australian	1	66.7	0.0
	Total	62	78.3	14.6
Disability status	Disability identified			
	No disability identified	62	78.3	14.6
	Total	62	78.3	14.6
Groups	1	74	78.5	14.6
	Total	74	78.5	14.6

# Active Learning

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	76.8	14.8
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	76.7	16.1
	Certificate IV	49	76.5	14.9
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	76.9	15.1

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	76.8	14.8
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	78.3	16.1
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	77.8	13.0
	<b>Total</b>	46	77.9	15.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	79.2	16.0
	February	7	84.5	20.1
	March	4	64.6	4.2
	April	8	71.9	14.7
	May	4	77.1	15.8
	June	4	68.7	4.2
	July	8	78.1	16.6
	August	4	81.2	14.2
	September			
	October	1	83.3	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	77.8	19.1
2012		12	77.1	17.5
2011		7	66.7	0.0
2010		14	75.0	13.5
2009		2	79.2	5.9
2008		1	75.0	0.0
2007		1	100.0	0.0
2006		1	83.3	0.0
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	48	76.9
	Not apprenticeship or traineeship	4	70.8	8.3
Recognition of prior learning	Recognition of prior learning	16	76.0	13.2
	No recognition of prior learning	34	76.5	16.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	76.8	15.1
	Total	66	76.8	15.1
Learner age	Under 15			
	15 to 19	2	87.5	17.7
	20 to 24	18	69.4	8.1
	25 to 34	40	79.8	16.4
	35 to 44	6	79.2	16.5
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	77.1	15.1
Aboriginal or Torres Strait Islander origin	No	62	76.2	14.9
	Yes, Aboriginal	2	87.5	17.7
	Yes, Torres Strait Islander	1	91.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	76.8	15.0
Home language	English	62	76.2	14.9
	Language other than English	2	87.5	17.7
	Total	64	76.6	15.0
Permanent residency or citizenship	Australian	61	76.4	15.0
	Not Australian	1	75.0	0.0
	Total	62	76.3	14.9
Disability status	Disability identified			
	No disability identified	62	76.3	14.9
	Total	62	76.3	14.9
Groups	1	74	76.8	14.8
	Total	74	76.8	14.8

# Overall Satisfaction

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	79.0	14.8
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	10	75.6	14.6
	Certificate IV	49	80.0	14.5
	Certificate level unknown			
	Diploma			
	Advanced diploma	1	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	60	79.6	14.6



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	74	79.0	14.8
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	66.7	0.0
	<b>Engineering and related technologies</b>	33	81.1	14.8
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>			
	<b>Education</b>			
	<b>Management and commerce</b>			
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	12	82.4	14.6
	<b>Total</b>	46	81.2	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	80.6	16.7
	February	7	88.9	14.3
	March	4	69.4	5.6
	April	8	80.6	15.4
	May	4	75.0	10.6
	June	4	75.0	10.6
	July	8	83.3	15.7
	August	4	75.0	16.7
	September			
	October	1	77.8	0.0
	November	2	66.7	0.0
	December			
	Do not know			
	Training start year	2014		
2013		9	87.7	14.1
2012		12	78.7	16.0
2011		7	68.3	4.2
2010		14	78.6	13.4
2009		2	66.7	0.0
2008		1	88.9	0.0
2007		1	88.9	0.0
2006		1	88.9	0.0
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	48	79.6
	Not apprenticeship or traineeship	4	80.6	16.7
Recognition of prior learning	Recognition of prior learning	16	80.6	16.0
	No recognition of prior learning	34	79.4	15.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male	66	78.8	14.8
	Total	66	78.8	14.8
Learner age	Under 15			
	15 to 19	2	94.4	7.9
	20 to 24	18	73.5	10.9
	25 to 34	40	81.4	15.6
	35 to 44	6	79.6	16.4
	45 to 54			
	55 to 64			
	65 or over			
	Total	66	79.5	14.7
Aboriginal or Torres Strait Islander origin	No	62	78.1	14.6
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	65	79.0	14.8
Home language	English	62	78.3	14.7
	Language other than English	2	88.9	15.7
	Total	64	78.6	14.7
Permanent residency or citizenship	Australian	61	78.7	14.7
	Not Australian	1	66.7	0.0
	Total	62	78.5	14.6
Disability status	Disability identified			
	No disability identified	62	78.5	14.6
	Total	62	78.5	14.6
Groups	1	74	79.0	14.8
	Total	74	79.0	14.8

# Group Report

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

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

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

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

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

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

## Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	79.3	14.6		
Effective Assessment	78.5	14.7		
Clear Expectations	77.6	14.5		
Learning Stimulation	78.1	14.1		
Training Relevance	78.4	14.2		
Competency Development	77.0	15.4		
Training Resources	76.1	15.1		
Effective Support	78.5	14.6		
Active Learning	76.8	14.8		
Overall Satisfaction	79.0	14.8		

# 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

Being taught by Danny was the best part of the course
Better knowledge of computer
CPO work
Computer software
Good knowledge to have for any job
Good teacher Danny
Great knowledge of topics, Good theory and practical work
He started very simple and easy to follow
Prac
Prac
Practical excercises
Practical lots of useful information
The office staff were always helpful
Trainer was excellent, professional
learning about computers and how to over come issues
learning in depth of computer and trouble shooting
learning new information - developing my skills
learnt new skills
prac
practical
programming
ripping apart the hard drives - setting up windows
teacher
using computer, learning how to make it perform
using the skills outside of work
what i learnt

## LQ needs improvement

Everything was great
Set up and assemble a computer
Training organisation supply laptops for programs such as virtual box
a bit rushed
lunch
more food at lunch
more material
more practical exercises at the training centre are needed, more up to date training aids for CBI and communications equipment
prac - rail software
students

## EQ best aspects

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## EQ needs improvement

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# 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.

<b>Learner survey feedback</b>	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
<b>Employer survey feedback</b>	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

# Registering body report

30 Apr 2014

## RTO Information

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

## Learner and employer response

	Learners	Employers
Response count (number)	74	0
Population count (number)		
Response rate (per cent)		

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	77.8	17.1		
Trainer Quality	79.3	14.6		
Effective Assessment	78.5	14.7		
Clear Expectations	77.6	14.5		
Learning Stimulation	78.1	14.1		
Training Relevance	78.4	14.2		
Competency Development	77.0	15.4		
Training Resources	76.1	15.1		
Effective Support	78.5	14.6		
Active Learning	76.8	14.8		
Overall Satisfaction	79.0	14.8		

## 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	