

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION QUALITY INDICATORS

FROM: 21403 South West Training Services
Smitha Gustav – 03 97489233

DATE: 07/09/16

Summary of Survey Responses

Learner and Employer Responses	Learners
Total number of responses distributed	373
Total number of surveys received	274
Response rate (per cent)	73%

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

The Quality indicator Survey analysis revealed ,

1. Average 88% of the learner’s strongly agree about the training quality
2. Average 89% of the learner’s strongly agree about the work readiness
3. Average 91% of the learner’s strongly agree about the training conditions.
4. Average 83% of the learner’s strongly agree about the Learner Engagement.

The data compiled from 2016 will be used for Continually improving the training quality, training conditions, work readiness and Learner Engagement.

To continually improve the quality of the training, our Training Coordinator customises the training materials on a regular basis.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason. N/A

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Signature of PEO**Date:**...../...../2016