

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM: TOID - 4640**

**TELEPHONE contact name and number: 9397 6168**

**DATE: 06/05/13**

### Summary of Survey Responses

| Learner and Employer Responses        | Learners | Employers |
|---------------------------------------|----------|-----------|
| Total number of responses distributed | 140      | 0         |
| Total number of surveys received      | 84       | 0         |
| Response rate (per cent)              | 60%      | 0         |

### Summary of Continuous Improvement

|  |
|--|
| <b>Please indicate the main ways that learner engagement data has been used for continuous improvement.</b>  |
| <ul style="list-style-type: none"><li>• Included on website</li><li>• Analysed at Coordinators Meeting</li><li>• Distributed and discussed at Staff Meetings</li><li>• Improvements include 'Pathways Project' - resulting in less withdrawals due to appropriate referrals and more satisfaction of training</li><li>• Student feedback (informal) is also acted upon in conjunction with this formal process in planning and design of future courses and programs.</li><li>• Responding to local needs is a priority in organisational planning and policy development</li><li>• Continuous improvement is seen as an integral component of the Education Program and accredited training delivered at the Centre</li></ul> |
| <b>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</b>   |
| Not applicable   |
| <b>If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.</b><br>RTO delivers only Foundation courses, ESL Frameworks and CGEA. There are no work placements, apprentices, trainees, all training is at our venue, there is no training in workplaces or industry, and therefore we have no employers to survey.   |

### Declaration

I confirm that (RTO Name): Williamston Community and Education Centre Inc

- 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) .....Mark Brophy**

**Signature of PEO .....**



**.....Date: 29/04/13**