

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

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

FROM: (insert RTO number and name) TOID - 4640. Williamstown Community and Education Centre Inc

TELEPHONE contact name and number: Mark Brophy/ 9397 6168 DATE: 18/03/2014

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	80	N/A
Total number of surveys received	55	N/A
Response rate (per cent)	70%	N/A

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p> <ul style="list-style-type: none">• The RTO improved significantly in its Overall Satisfaction from 2012 to 2013. From 2013 to 2014 there is a relatively small decrease.• A small drop in all areas, including 'Overall Satisfaction' from last year. Teachers and admin staff suggested that the extra time spent on compliance and accountability somewhat detracts from their ability to deliver quality and relevant training to extremely disadvantaged students• The RTO also needed to alter operations during the year due to new EAL Frameworks and CGEA courses, as well as adapt to the Foundation Skills requirements, re registration across several programs and other workloads.• The RTO envisages that it will improve on the 2014 score in 2015 due to bedding in new EAL Frameworks and CGEA courses (including new resources) and focusing on quality delivery <p>The survey results have been -</p> <ul style="list-style-type: none">• Included on the website• Analysed at the Coordinators Meeting• Distributed and discussed at Staff Meetings <p>Student feedback (informal) is also acted upon in conjunction with this formal process in planning and design of future courses and programs.</p> <p>Responding to local needs is a priority in organisational planning and policy development Continuous improvement is seen as an integral component of the Education Program and accredited training delivered at the Centre</p>
<p>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</p> <p>Not Applicable</p>

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

This RTO delivers only Foundation courses, EAL 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): Williamstown 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:....18/03/2014