

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) 4640 Williamstown Community and Education Centre Inc.

TELEPHONE contact name and number: Mark Brophy 9397 6168 **DATE:** 8 / 5 /2015

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	60	
Total number of surveys received	49	
Response rate (per cent)	82%	

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p> <p>The RTO improved Overall Satisfaction from 2014 to 2015 from 85.7 to 89.3.</p> <p>Highest increases were in Trainer Quality, Clear Expectations, Training Relevance Competency Development and Training Resources.</p> <p>Smaller increase were in Effective Assessment, Learning Stimulation, Effective Support and Active Learning</p> <p>As stated in the 2014 Report, the RTO expected improvements on the 2014 score due to bedding in new EAL Frameworks and CGEA courses (including new resources) and focusing on quality delivery</p> <p>The survey results have been -</p> <ul style="list-style-type: none">• Included on the website in the Student section• Analysed at the Coordinators Meeting• Distributed and discussed at Staff Meetings• Reported to Committee <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.</p> <p>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>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.</p>

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

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)Mark Brophy.....

Signature of PEO  ...Date:..8...../..5...../ 2015