

**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:** RTO TOID 4640. Williamstown Community and Education Centre Inc.

**TELEPHONE** contact name and number: Mark Brophy 9397 6168 **DATE:** 21 / 3 /2016

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### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	114	
Total number of surveys received	107	
Response rate (per cent)	94%	

### Summary of Continuous Improvement

<p><b>Please indicate the main ways that learner engagement data has been used for continuous improvement.</b></p> <p>The RTO Overall Satisfaction went from 89.3 in 2015 to 86.2 in 2016.</p> <p>Highest scores were in Trainer Quality, Clear Expectations and Training Resources.</p> <p>Lowest scores were in Active Learning (Perhaps due to no Work Experience components in CGEA or EAL Frameworks).</p> <p>The survey results will be -</p> <ul style="list-style-type: none"><li>• Analysed at the Coordinators Meeting</li><li>• Distributed and discussed at Staff Meetings</li><li>• Reported to Committee</li></ul> <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><b>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</b></p> <p>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.</p>
<p><b>If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.</b></p> <p>RTO delivers only Foundation courses, EAL Frameworks and CGEA. There are no work</p>

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**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:...**21...../...3...../ 2016