

RTO Information

This report presents summary information about the Registered Training Organisation

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City/town/suburb	Melbourne
State	VIC
Post code	3000
NTIS number	5814

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	23	88.4	12.5	18	81.5	15.2
Effective Assessment	23	87.3	11.8	18	80.6	14.0
Clear Expectations	23	81.6	14.5			
Learning Stimulation	23	77.8	13.4			
Training Relevance	23	79.2	16.5	18	79.9	11.9
Competency Development	23	82.9	12.5	18	71.9	12.4
Training Resources	23	79.2	17.5	18	71.0	12.1
Effective Support	23	87.0	13.3	18	78.7	12.7
Active Learning	23	88.0	11.2			
Overall Satisfaction	23	85.0	15.9	18	82.1	15.8

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	0	0	0.0	0	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	0	0	0.0	0	0	0.0
	Education	0	0	0.0	0	0	0.0
	Management and commerce	0	0	0.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	13	22	169.2	23	0	0.0
	TOTAL	13	22	169.2	23	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		1	1	100.0			
Certificate III		11	15	136.4			
Certificate IV		1	6	600.0			
Certificate level unknown		0	0	0.0			
Diploma		0	0	0.0			
Advanced diploma		0	0	0.0			
Associate degree		0	0	0.0			
Degree		0	0	0.0			
Short course or statement of attainment		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		0	0	0.0			
Do not know		0	0	0.0			
Total		13	22	169.2			

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	5	18	23	2
LQ2	Trainers made the subject as interesting as possible.	0	2	11	10	21	2
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	5	18	23	2
LQ4	Trainers explained things clearly.	0	0	7	16	23	2
LQ5	Overall, I am satisfied with the training.	0	0	10	13	23	2
LQ6	I would recommend the training to others.	0	0	10	13	23	2
LQ7	I would recommend the training organisation to others.	0	0	11	12	23	2
LQ8	I received useful feedback on my assessments.	0	0	8	15	23	2
LQ9	Assessments were based on realistic activities.	0	0	11	12	23	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	5	18	23	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	11	12	23	2
LQ12	It was always easy to know the standards expected.	0	2	12	9	21	2
LQ13	I usually had a clear idea of what was expected of me.	0	0	13	10	23	2
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	9	14	23	2
LQ15	I was given enough material to keep up my interest.	0	1	13	9	22	2
LQ16	The amount of work I had to do was reasonable.	0	0	12	11	23	2
LQ17	The training was at the right level of difficulty for me.	0	2	15	6	21	2
LQ18	The training focused on relevant skills.	0	0	14	9	23	2
LQ19	The training prepared me well for work.	0	2	10	11	21	2
LQ20	The training had a good mix of theory and practice.	0	2	11	10	21	2
LQ21	I developed the skills expected from this training.	0	0	7	16	23	2
LQ22	I learned to work with people.	0	3	12	8	20	2
LQ23	I identified ways to build on my current knowledge and skills.	0	0	11	12	23	2
LQ24	I developed the knowledge expected from this training.	0	0	11	12	23	2
LQ25	I learned to plan and manage my work.	0	0	12	11	23	2
LQ26	Training resources were available when I needed them.	0	0	11	12	23	2
LQ27	The training used up-to-date equipment, facilities and materials.	0	3	11	9	20	2
LQ28	Training facilities and materials were in good condition.	0	1	13	9	22	2
LQ29	Training organisation staff respected my background and needs.	0	0	6	17	23	2
LQ30	The training was flexible enough to meet my needs.	0	0	8	15	23	2
LQ31	The training organisation had a range of services to support learners.	0	1	11	11	22	2
LQ32	I set high standards for myself in this training.	0	0	7	16	23	2
LQ33	I pushed myself to understand things I found confusing.	0	1	8	14	22	2
LQ34	I looked for my own resources to help me learn.	0	0	8	15	23	2
LQ35	I approached trainers if I needed help.	0	0	8	15	23	2

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	21.7	78.3	100.0	8.0
LQ2	Trainers made the subject as interesting as possible.	0.0	8.7	47.8	43.5	91.3	8.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	21.7	78.3	100.0	8.0
LQ4	Trainers explained things clearly.	0.0	0.0	30.4	69.6	100.0	8.0
LQ5	Overall, I am satisfied with the training.	0.0	0.0	43.5	56.5	100.0	8.0
LQ6	I would recommend the training to others.	0.0	0.0	43.5	56.5	100.0	8.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	47.8	52.2	100.0	8.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	34.8	65.2	100.0	8.0
LQ9	Assessments were based on realistic activities.	0.0	0.0	47.8	52.2	100.0	8.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	21.7	78.3	100.0	8.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	47.8	52.2	100.0	8.0
LQ12	It was always easy to know the standards expected.	0.0	8.7	52.2	39.1	91.3	8.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	56.5	43.5	100.0	8.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	39.1	60.9	100.0	8.0
LQ15	I was given enough material to keep up my interest.	0.0	4.4	56.5	39.1	95.7	8.0
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	52.2	47.8	100.0	8.0
LQ17	The training was at the right level of difficulty for me.	0.0	8.7	65.2	26.1	91.3	8.0
LQ18	The training focused on relevant skills.	0.0	0.0	60.9	39.1	100.0	8.0
LQ19	The training prepared me well for work.	0.0	8.7	43.5	47.8	91.3	8.0
LQ20	The training had a good mix of theory and practice.	0.0	8.7	47.8	43.5	91.3	8.0
LQ21	I developed the skills expected from this training.	0.0	0.0	30.4	69.6	100.0	8.0
LQ22	I learned to work with people.	0.0	13.1	52.2	34.8	87.0	8.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	47.8	52.2	100.0	8.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	47.8	52.2	100.0	8.0
LQ25	I learned to plan and manage my work.	0.0	0.0	52.2	47.8	100.0	8.0
LQ26	Training resources were available when I needed them.	0.0	0.0	47.8	52.2	100.0	8.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	13.1	47.8	39.1	87.0	8.0
LQ28	Training facilities and materials were in good condition.	0.0	4.4	56.5	39.1	95.7	8.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	26.1	73.9	100.0	8.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	34.8	65.2	100.0	8.0
LQ31	The training organisation had a range of services to support learners.	0.0	4.4	47.8	47.8	95.7	8.0
LQ32	I set high standards for myself in this training.	0.0	0.0	30.4	69.6	100.0	8.0
LQ33	I pushed myself to understand things I found confusing.	0.0	4.4	34.8	60.9	95.7	8.0
LQ34	I looked for my own resources to help me learn.	0.0	0.0	34.8	65.2	100.0	8.0
LQ35	I approached trainers if I needed help.	0.0	0.0	34.8	65.2	100.0	8.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	92.8	14.1
LQ2	78.3	21.6
LQ3	92.8	14.1
LQ4	89.9	15.7
LQ5	85.5	16.9
LQ6	85.5	16.9
LQ7	84.1	17.0
LQ8	88.4	16.2
LQ9	84.1	17.0
LQ10	92.8	14.1
LQ11	84.1	17.0
LQ12	76.8	21.2
LQ13	81.2	16.9
LQ14	87.0	16.6
LQ15	78.3	19.1
LQ16	82.6	17.0
LQ17	72.5	19.2
LQ18	79.7	16.6
LQ19	79.7	21.9
LQ20	78.3	21.6
LQ21	89.9	15.7
LQ22	73.9	22.4
LQ23	84.1	17.0
LQ24	84.1	17.0
LQ25	82.6	17.0
LQ26	84.1	17.0
LQ27	75.4	23.0
LQ28	78.3	19.1
LQ29	91.3	15.0
LQ30	88.4	16.2
LQ31	81.2	19.7
LQ32	89.9	15.7
LQ33	85.5	19.7
LQ34	88.4	16.2
LQ35	88.4	16.2

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	2	14	2	16	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	12	6	18	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	10	8	18	0
EQ4	Assessment was at an appropriate standard.	0	0	10	8	18	0
EQ5	The training resources were appropriate for learner needs.	0	0	15	3	18	0
EQ6	The training reflected current practice.	0	0	13	5	18	0
EQ7	The training organisation developed customised programs.	0	2	12	4	16	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	1	10	7	17	0
EQ9	The training focused on relevant skills.	0	0	10	8	18	0
EQ10	Our employees gained the skills they needed from this training.	0	0	13	5	18	0
EQ11	The training was effectively integrated into our organisation.	0	0	12	6	18	0
EQ12	Overall, we are satisfied with the training.	0	0	10	8	18	0
EQ13	We would recommend the training organisation to others.	0	0	10	8	18	0
EQ14	We would recommend the training to others.	0	0	9	9	18	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	12	6	18	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	9	9	18	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	10	8	18	0
EQ18	Assessments were based on realistic activities.	0	1	9	8	17	0
EQ19	Trainers were effective in their teaching.	0	0	10	8	18	0
EQ20	The training was an effective investment.	0	0	9	9	18	0
EQ21	Trainers were able to relate material to the workplace.	0	0	10	8	18	0
EQ22	The training had a good mix of theory and practice.	0	0	11	7	18	0
EQ23	The training organisation acted on feedback from employers.	0	0	10	8	18	0
EQ24	The training has helped our employees work with people.	0	0	13	5	18	0
EQ25	Training resources and equipment were in good condition.	0	0	14	4	18	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	13	5	18	0
EQ27	The training prepared employees well for work.	0	0	10	8	18	0
EQ28	Our employees gained the knowledge they needed from this training.	0	1	15	2	17	0
EQ29	The training prepared our employees for the demands of work.	0	4	12	2	14	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	9	9	18	0

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	11.1	77.8	11.1	88.9	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	66.7	33.3	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	55.6	44.5	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	55.6	44.5	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	83.3	16.7	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	72.2	27.8	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	11.1	66.7	22.2	88.9	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	5.6	55.6	38.9	94.5	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	55.6	44.5	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	72.2	27.8	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	66.7	33.3	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	55.6	44.5	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	55.6	44.5	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	50.0	50.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	66.7	33.3	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	50.0	50.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	55.6	44.5	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	5.6	50.0	44.5	94.5	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	55.6	44.5	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	50.0	50.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	55.6	44.5	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	61.1	38.9	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	55.6	44.5	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	72.2	27.8	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	77.8	22.2	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	72.2	27.8	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	55.6	44.5	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	5.6	83.3	11.1	94.5	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	22.2	66.7	11.1	77.8	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	50.0	50.0	100.0	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	66.7	16.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	77.8	16.2
EQ3	The training organisation was flexible enough to meet our needs.	81.5	17.0
EQ4	Assessment was at an appropriate standard.	81.5	17.0
EQ5	The training resources were appropriate for learner needs.	72.2	12.8
EQ6	The training reflected current practice.	75.9	15.4
EQ7	The training organisation developed customised programs.	70.4	19.4
EQ8	The training organisation provided good support for workplace training and assessment.	77.8	19.8
EQ9	The training focused on relevant skills.	81.5	17.0
EQ10	Our employees gained the skills they needed from this training.	75.9	15.4
EQ11	The training was effectively integrated into our organisation.	77.8	16.2
EQ12	Overall, we are satisfied with the training.	81.5	17.0
EQ13	We would recommend the training organisation to others.	81.5	17.0
EQ14	We would recommend the training to others.	83.3	17.1
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	77.8	16.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	83.3	17.1
EQ17	Trainers had good knowledge and experience of the industry.	81.5	17.0
EQ18	Assessments were based on realistic activities.	79.6	20.3
EQ19	Trainers were effective in their teaching.	81.5	17.0
EQ20	The training was an effective investment.	83.3	17.1
EQ21	Trainers were able to relate material to the workplace.	81.5	17.0
EQ22	The training had a good mix of theory and practice.	79.6	16.7
EQ23	The training organisation acted on feedback from employers.	81.5	17.0
EQ24	The training has helped our employees work with people.	75.9	15.4
EQ25	Training resources and equipment were in good condition.	74.1	14.3
EQ26	The training helped employees identify how to build on their current knowledge and skills.	75.9	15.4
EQ27	The training prepared employees well for work.	81.5	17.0
EQ28	Our employees gained the knowledge they needed from this training.	68.5	13.9
EQ29	The training prepared our employees for the demands of work.	63.0	19.4
EQ30	The training organisation clearly explained what was expected from employers.	83.3	17.1

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	88.4	12.5
Qualification Level	Certificate I			
	Certificate II	1	75.0	0.0
	Certificate III	15	91.1	11.1
	Certificate IV	6	83.3	15.8
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	88.3	12.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	88.4	12.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	88.3	12.8
	Total	22	88.3	12.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	95.8	5.9
	February	3	88.9	12.7
	March	3	94.4	4.8
	April	1	75.0	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	83.3	23.6
	September	4	85.4	17.2
	October			
	November	2	95.8	5.9
	December	2	91.7	11.8
	Do not know			
Training start year	2012	1	100.0	0.0
	2011	3	80.6	17.3
	2010	3	86.1	9.6
	2009	8	92.7	11.3
	2008	5	85.0	14.9
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	91.0	12.0
	Not apprenticeship or traineeship	9	84.3	13.5
Recognition of prior learning	Recognition of prior learning	4	79.2	8.3
	No recognition of prior learning	18	90.3	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	88.9	12.7
	Male	1	75.0	0.0
	Total	22	88.3	12.8
Learner age	Under 15			
	15 to 19	3	91.7	8.3
	20 to 24	14	88.1	13.4
	25 to 34	3	80.6	17.3
	35 to 44	1	100.0	0.0
	45 to 54	1	91.7	0.0
	55 to 64			
	65 or over			
	Total	22	88.3	12.8
Aboriginal or Torres Strait Islander origin	No	22	88.3	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	88.3	12.8
Home language	English	15	86.1	14.0
	Language other than English	7	92.9	8.9
	Total	22	88.3	12.8
Permanent residency or citizenship	Australian	22	88.3	12.8
	Not Australian			
	Total	22	88.3	12.8
Disability status	Disability identified	1	91.7	0.0
	No disability identified	21	88.1	13.1
	Total	22	88.3	12.8
Groups	1	23	88.4	12.5
	Total	23	88.4	12.5

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	87.3	11.8
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	87.8	11.3
	Certificate IV	6	90.3	12.3
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	87.5	12.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	87.3	11.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	87.5	12.0
	Total	22	87.5	12.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	91.7	11.8
	February	3	86.1	17.3
	March	3	86.1	12.7
	April	1	100.0	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	87.5	5.9
	September	4	87.5	14.4
	October			
	November	2	87.5	17.7
	December	2	91.7	0.0
	Do not know			
Training start year	2012	1	100.0	0.0
	2011	3	86.1	17.3
	2010	3	97.2	4.8
	2009	8	89.6	8.6
	2008	5	76.7	10.9
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	88.5	12.0
	Not apprenticeship or traineeship	9	86.1	12.5
Recognition of prior learning	Recognition of prior learning	4	79.2	14.4
	No recognition of prior learning	18	89.4	11.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	88.1	12.0
	Male	1	75.0	0.0
	Total	22	87.5	12.0
Learner age	Under 15			
	15 to 19	3	97.2	4.8
	20 to 24	14	87.5	11.7
	25 to 34	3	77.8	12.7
	35 to 44	1	100.0	0.0
	45 to 54	1	75.0	0.0
	55 to 64			
	65 or over			
	Total	22	87.5	12.0
Aboriginal or Torres Strait Islander origin	No	22	87.5	12.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	87.5	12.0
Home language	English	15	88.9	12.5
	Language other than English	7	84.5	11.2
	Total	22	87.5	12.0
Permanent residency or citizenship	Australian	22	87.5	12.0
	Not Australian			
	Total	22	87.5	12.0
Disability status	Disability identified	1	75.0	0.0
	No disability identified	21	88.1	12.0
	Total	22	87.5	12.0
Groups	1	23	87.3	11.8
	Total	23	87.3	11.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	81.6	14.5
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	82.2	15.6
	Certificate IV	6	81.5	13.5
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	81.3	14.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	81.6	14.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	81.3	14.7
	Total	22	81.3	14.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	94.4	7.9
	February	3	77.8	11.1
	March	3	92.6	6.4
	April	1	100.0	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	66.7	0.0
	September	4	86.1	14.0
	October			
	November	2	66.7	15.7
	December	2	77.8	0.0
	Do not know			
Training start year	2012	1	88.9	0.0
	2011	3	85.2	17.0
	2010	3	85.2	12.8
	2009	8	87.5	11.0
	2008	5	66.7	7.9
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	81.2	16.6
	Not apprenticeship or traineeship	9	81.5	12.4
Recognition of prior learning	Recognition of prior learning	4	77.8	20.3
	No recognition of prior learning	18	82.1	13.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	82.5	13.9
	Male	1	55.6	0.0
	Total	22	81.3	14.7
Learner age	Under 15			
	15 to 19	3	85.2	12.8
	20 to 24	14	81.0	14.7
	25 to 34	3	70.4	17.0
	35 to 44	1	100.0	0.0
	45 to 54	1	88.9	0.0
	55 to 64			
	65 or over			
	Total	22	81.3	14.7
Aboriginal or Torres Strait Islander origin	No	22	81.3	14.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	81.3	14.7
Home language	English	15	79.3	16.2
	Language other than English	7	85.7	10.6
	Total	22	81.3	14.7
Permanent residency or citizenship	Australian	22	81.3	14.7
	Not Australian			
	Total	22	81.3	14.7
Disability status	Disability identified	1	88.9	0.0
	No disability identified	21	81.0	15.0
	Total	22	81.3	14.7
Groups	1	23	81.6	14.5
	Total	23	81.6	14.5

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	77.8	13.4
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	78.5	14.2
	Certificate IV	6	77.8	14.1
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	77.8	13.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	77.8	13.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	77.8	13.7
	Total	22	77.8	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	83.3	23.6
	February	3	70.4	6.4
	March	3	85.2	17.0
	April	1	100.0	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	61.1	7.9
	September	4	83.3	14.3
	October			
	November	2	77.8	0.0
	December	2	77.8	15.7
	Do not know			
	Training start year	2012	1	77.8
2011		3	85.2	17.0
2010		3	81.5	17.0
2009		8	81.9	14.5
2008		5	66.7	7.9
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	78.6	14.7
	Not apprenticeship or traineeship	9	76.5	13.0
Recognition of prior learning	Recognition of prior learning	4	75.0	16.7
	No recognition of prior learning	18	78.4	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	78.3	13.8
	Male	1	66.7	0.0
	Total	22	77.8	13.7
Learner age	Under 15			
	15 to 19	3	74.1	6.4
	20 to 24	14	77.8	15.1
	25 to 34	3	77.8	11.1
	35 to 44	1	100.0	0.0
	45 to 54	1	66.7	0.0
	55 to 64			
	65 or over			
	Total	22	77.8	13.7
Aboriginal or Torres Strait Islander origin	No	22	77.8	13.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	77.8	13.7
Home language	English	15	77.0	14.2
	Language other than English	7	79.4	13.5
	Total	22	77.8	13.7
Permanent residency or citizenship	Australian	22	77.8	13.7
	Not Australian			
	Total	22	77.8	13.7
Disability status	Disability identified	1	66.7	0.0
	No disability identified	21	78.3	13.8
	Total	22	77.8	13.7
Groups	1	23	77.8	13.4
	Total	23	77.8	13.4

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	79.2	16.5
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	82.2	17.7
	Certificate IV	6	77.8	12.2
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	80.3	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	79.2	16.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	80.3	16.1
	Total	22	80.3	16.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	94.4	7.9
	February	3	74.1	6.4
	March	3	92.6	12.8
	April	1	77.8	0.0
	May			
	June			
	July	1	44.4	0.0
	August	2	83.3	7.9
	September	4	83.3	19.2
	October			
	November	2	72.2	7.9
	December	2	77.8	31.4
	Do not know			
	Training start year	2012	1	77.8
2011		3	77.8	19.2
2010		3	77.8	0.0
2009		8	93.1	10.2
2008		5	64.4	16.5
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	82.1	19.0
	Not apprenticeship or traineeship	9	77.8	11.1
Recognition of prior learning	Recognition of prior learning	4	77.8	15.7
	No recognition of prior learning	18	80.9	16.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	81.0	16.2
	Male	1	66.7	0.0
	Total	22	80.3	16.1
Learner age	Under 15			
	15 to 19	3	74.1	17.0
	20 to 24	14	81.7	16.1
	25 to 34	3	66.7	0.0
	35 to 44	1	100.0	0.0
	45 to 54	1	100.0	0.0
	55 to 64			
	65 or over			
	Total	22	80.3	16.1
Aboriginal or Torres Strait Islander origin	No	22	80.3	16.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	80.3	16.1
Home language	English	15	75.6	15.3
	Language other than English	7	90.5	13.5
	Total	22	80.3	16.1
Permanent residency or citizenship	Australian	22	80.3	16.1
	Not Australian			
	Total	22	80.3	16.1
Disability status	Disability identified	1	100.0	0.0
	No disability identified	21	79.4	15.8
	Total	22	80.3	16.1
Groups	1	23	79.2	16.5
	Total	23	79.2	16.5

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	82.9	12.5
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	84.9	12.2
	Certificate IV	6	78.9	12.9
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	82.4	12.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	82.9	12.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	82.4	12.6
	Total	22	82.4	12.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	93.3	0.0
	February	3	71.1	7.7
	March	3	86.7	17.6
	April	1	93.3	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	90.0	4.7
	September	4	85.0	17.5
	October			
	November	2	80.0	9.4
	December	2	76.7	14.1
	Do not know			
Training start year	2012	1	66.7	0.0
	2011	3	80.0	17.6
	2010	3	86.7	6.7
	2009	8	90.0	10.7
	2008	5	73.3	11.5
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	85.6	11.8
	Not apprenticeship or traineeship	9	77.8	12.9
Recognition of prior learning	Recognition of prior learning	4	85.0	12.6
	No recognition of prior learning	18	81.9	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	82.2	12.9
	Male	1	86.7	0.0
	Total	22	82.4	12.6
Learner age	Under 15			
	15 to 19	3	75.6	10.2
	20 to 24	14	84.3	12.7
	25 to 34	3	71.1	3.8
	35 to 44	1	100.0	0.0
	45 to 54	1	93.3	0.0
	55 to 64			
	65 or over			
	Total	22	82.4	12.6
Aboriginal or Torres Strait Islander origin	No	22	82.4	12.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	82.4	12.6
Home language	English	15	80.4	11.7
	Language other than English	7	86.7	14.4
	Total	22	82.4	12.6
Permanent residency or citizenship	Australian	22	82.4	12.6
	Not Australian			
	Total	22	82.4	12.6
Disability status	Disability identified	1	93.3	0.0
	No disability identified	21	81.9	12.7
	Total	22	82.4	12.6
Groups	1	23	82.9	12.5
	Total	23	82.9	12.5

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	79.2	17.5
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	82.2	15.6
	Certificate IV	6	75.9	23.7
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	79.8	17.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	79.2	17.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	79.8	17.7
	Total	22	79.8	17.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	83.3	23.6
	February	3	70.4	28.0
	March	3	88.9	19.2
	April	1	88.9	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	83.3	7.9
	September	4	80.6	22.9
	October			
	November	2	88.9	15.7
	December	2	66.7	15.7
	Do not know			
Training start year	2012	1	44.4	0.0
	2011	3	74.1	23.1
	2010	3	96.3	6.4
	2009	8	87.5	15.1
	2008	5	68.9	9.3
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	84.6	15.4
	Not apprenticeship or traineeship	9	72.8	19.3
Recognition of prior learning	Recognition of prior learning	4	80.6	16.7
	No recognition of prior learning	18	79.6	18.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	80.4	17.9
	Male	1	66.7	0.0
	Total	22	79.8	17.7
Learner age	Under 15			
	15 to 19	3	81.5	23.1
	20 to 24	14	79.4	17.4
	25 to 34	3	66.7	11.1
	35 to 44	1	100.0	0.0
	45 to 54	1	100.0	0.0
	55 to 64			
	65 or over			
	Total	22	79.8	17.7
Aboriginal or Torres Strait Islander origin	No	22	79.8	17.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	79.8	17.7
Home language	English	15	78.5	18.5
	Language other than English	7	82.5	16.8
	Total	22	79.8	17.7
Permanent residency or citizenship	Australian	22	79.8	17.7
	Not Australian			
	Total	22	79.8	17.7
Disability status	Disability identified	1	100.0	0.0
	No disability identified	21	78.8	17.5
	Total	22	79.8	17.7
Groups	1	23	79.2	17.5
	Total	23	79.2	17.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	87.0	13.3
Qualification Level	Certificate I			
	Certificate II	1	77.8	0.0
	Certificate III	15	87.4	14.5
	Certificate IV	6	87.0	13.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	86.9	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	87.0	13.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	86.9	13.6
	Total	22	86.9	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	100.0	0.0
	February	3	88.9	11.1
	March	3	85.2	17.0
	April	1	100.0	0.0
	May			
	June			
	July	1	55.6	0.0
	August	2	83.3	7.9
	September	4	88.9	15.7
	October			
	November	2	83.3	7.9
	December	2	88.9	0.0
	Do not know			
	Training start year	2012	1	100.0
2011		3	85.2	17.0
2010		3	92.6	6.4
2009		8	90.3	12.5
2008		5	77.8	13.6
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	88.0	14.0
	Not apprenticeship or traineeship	9	85.2	13.6
Recognition of prior learning	Recognition of prior learning	4	83.3	14.3
	No recognition of prior learning	18	87.7	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	87.8	13.1
	Male	1	66.7	0.0
	Total	22	86.9	13.6
Learner age	Under 15			
	15 to 19	3	92.6	6.4
	20 to 24	14	86.5	15.2
	25 to 34	3	77.8	11.1
	35 to 44	1	100.0	0.0
	45 to 54	1	88.9	0.0
	55 to 64			
	65 or over			
	Total	22	86.9	13.6
Aboriginal or Torres Strait Islander origin	No	22	86.9	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	86.9	13.6
Home language	English	15	85.9	14.2
	Language other than English	7	88.9	12.8
	Total	22	86.9	13.6
Permanent residency or citizenship	Australian	22	86.9	13.6
	Not Australian			
	Total	22	86.9	13.6
Disability status	Disability identified	1	88.9	0.0
	No disability identified	21	86.8	13.9
	Total	22	86.9	13.6
Groups	1	23	87.0	13.3
	Total	23	87.0	13.3

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	88.0	11.2
Qualification Level	Certificate I			
	Certificate II	1	75.0	0.0
	Certificate III	15	88.3	10.8
	Certificate IV	6	87.5	12.6
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	87.5	11.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	88.0	11.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	87.5	11.1
	Total	22	87.5	11.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	75.0	11.8
	February	3	80.6	4.8
	March	3	80.6	4.8
	April	1	100.0	0.0
	May			
	June			
	July	1	75.0	0.0
	August	2	91.7	11.8
	September	4	89.6	15.8
	October			
	November	2	95.8	5.9
	December	2	95.8	5.9
	Do not know			
Training start year	2012	1	83.3	0.0
	2011	3	86.1	17.3
	2010	3	91.7	8.3
	2009	8	86.5	12.5
	2008	5	85.0	10.9
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	89.1	11.5
	Not apprenticeship or traineeship	9	85.2	10.8
Recognition of prior learning	Recognition of prior learning	4	85.4	12.5
	No recognition of prior learning	18	88.0	11.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	87.3	11.4
	Male	1	91.7	0.0
	Total	22	87.5	11.1
Learner age	Under 15			
	15 to 19	3	94.4	4.8
	20 to 24	14	86.3	10.6
	25 to 34	3	86.1	17.3
	35 to 44	1	100.0	0.0
	45 to 54	1	75.0	0.0
	55 to 64			
	65 or over			
	Total	22	87.5	11.1
Aboriginal or Torres Strait Islander origin	No	22	87.5	11.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	87.5	11.1
Home language	English	15	87.2	11.3
	Language other than English	7	88.1	11.6
	Total	22	87.5	11.1
Permanent residency or citizenship	Australian	22	87.5	11.1
	Not Australian			
	Total	22	87.5	11.1
Disability status	Disability identified	1	75.0	0.0
	No disability identified	21	88.1	11.0
	Total	22	87.5	11.1
Groups	1	23	88.0	11.2
	Total	23	88.0	11.2

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	85.0	15.9
Qualification Level	Certificate I			
	Certificate II	1	66.7	0.0
	Certificate III	15	88.9	15.1
	Certificate IV	6	81.5	16.7
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	22	85.9	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	23	85.0	15.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	22	85.9	15.8
	Total	22	85.9	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	2	100.0	0.0
	February	3	85.2	17.0
	March	3	88.9	11.1
	April	1	100.0	0.0
	May			
	June			
	July	1	66.7	0.0
	August	2	83.3	23.6
	September	4	83.3	19.2
	October			
	November	2	83.3	23.6
	December	2	83.3	23.6
	Do not know			
	Training start year	2012	1	100.0
2011		3	77.8	19.2
2010		3	96.3	6.4
2009		8	91.7	12.9
2008		5	73.3	14.9
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	13	88.9	15.7
	Not apprenticeship or traineeship	9	81.5	15.7
Recognition of prior learning	Recognition of prior learning	4	80.6	16.7
	No recognition of prior learning	18	87.0	15.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	21	86.8	15.6
	Male	1	66.7	0.0
	Total	22	85.9	15.8
Learner age	Under 15			
	15 to 19	3	88.9	19.2
	20 to 24	14	88.1	15.4
	25 to 34	3	66.7	0.0
	35 to 44	1	100.0	0.0
	45 to 54	1	88.9	0.0
	55 to 64			
	65 or over			
	Total	22	85.9	15.8
Aboriginal or Torres Strait Islander origin	No	22	85.9	15.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	22	85.9	15.8
Home language	English	15	83.7	16.7
	Language other than English	7	90.5	13.5
	Total	22	85.9	15.8
Permanent residency or citizenship	Australian	22	85.9	15.8
	Not Australian			
	Total	22	85.9	15.8
Disability status	Disability identified	1	88.9	0.0
	No disability identified	21	85.7	16.2
	Total	22	85.9	15.8
Groups	1	23	85.0	15.9
	Total	23	85.0	15.9

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Group Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	88.4	12.5	81.5	15.2
Effective Assessment	87.3	11.8	80.6	14.0
Clear Expectations	81.6	14.5		
Learning Stimulation	77.8	13.4		
Training Relevance	79.2	16.5	79.9	11.9
Competency Development	82.9	12.5	71.9	12.4
Training Resources	79.2	17.5	71.0	12.1
Effective Support	87.0	13.3	78.7	12.7
Active Learning	88.0	11.2		
Overall Satisfaction	85.0	15.9	82.1	15.8

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

All
Detailed notes and case studies
Flexibility
Group discussions
Learning about different facets of the legal field
Learning all the things I never knew before eg wills, probate etc
Learnt quite alot. Very enjoyable
My boss provided most of my training becuase we are very busy at the firm
NA
Nil
Nil
Qualification and learning new areas of law
Small group
That you could work at your own pace in your own time
The trainers influence and help throughout the course
Trainers were always available to ask questions
Trainers were available to talk and answer my questions promptly
blank
blank

LQ needs improvement

Evidence guides sometimes doubled up in the questions asked some were also confusing to understand
Having no time to do the training as very busy at my work
Material sometimes hard to understand
NA
Nil
Nil
Nil
None
None
Relevant training in field of work and more training legal docs
Some questions did not make sense and were doubled up
The CD had missing/incomplete information
The evidence guide was a bit confusing - the way it was worded made it difficult to understand
The evidence guides
Updating documents provided with Q/A
blank
nothing

EQ best aspects

Blank
Flexibility
Hands on experience
Having the trainer available to ask questions
Peronal liaison with people at training compnay allowed for instant feedback, and monitoring of employee
Seeing satisfaction of completed training
The Employee ganined the knowledge & skills & the training - prepared the employee well for work
Trainee was able to easily follow written instructions
Training relected the current role
blank
blank
blank
blank
blank
the follow-up of work undertaken

EQ needs improvement

Blank
Employee, Employer and Trainer communicaiton with work requirements
Lots of peperwork to go through for each unit
Material difficult to understand
Perhaps an on line mobile library could be added / enhanced
Some units were repetitive
blank
blank
blank
blank
blank
blank
early topics - too basic - caused student to initially become disinterested
non

Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

Learner survey feedback	
Staff days spent managing learner survey	1
Cost of direct expenses of learner survey	150
Problems encountered during learner survey	None
Employer survey feedback	
Staff days spent managing employer survey	1
Cost of direct expenses of employer survey	150
Problems encountered during employer survey	None

Registering body report

28 Jun 2012

RTO Information

NTIS number	5814
Name	Just Legal Pty Ltd
Street Address	1/530 Little Collins Street
City/town/suburb	Melbourne
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	25	18
Population count (number)	13	23
Response rate (per cent)	192.3	78.3

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	84.0	18.2	77.9	17.1
Trainer Quality	88.4	12.5	81.5	15.2
Effective Assessment	87.3	11.8	80.6	14.0
Clear Expectations	81.6	14.5		
Learning Stimulation	77.8	13.4		
Training Relevance	79.2	16.5	79.9	11.9
Competency Development	82.9	12.5	71.9	12.4
Training Resources	79.2	17.5	71.0	12.1
Effective Support	87.0	13.3	78.7	12.7
Active Learning	88.0	11.2		
Overall Satisfaction	85.0	15.9	82.1	15.8

Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	