

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	21978

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	187	74.9	15.5	22	82.8	12.7
Effective Assessment	187	72.4	14.7	22	86.7	11.4
Clear Expectations	187	71.2	13.2			
Learning Stimulation	187	68.2	14.2			
Training Relevance	188	72.8	14.9	22	84.6	10.1
Competency Development	188	72.2	12.8	22	81.5	9.9
Training Resources	187	68.3	18.9	22	83.8	13.2
Effective Support	188	71.4	14.1	22	83.3	10.0
Active Learning	188	71.6	12.6			
Overall Satisfaction	188	72.0	17.9	22	82.8	12.7

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	5	5	100.0	0	0	0.0
	Architecture and building	2	2	100.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	1	1	100.0	0	0	0.0
	Education	5	5	100.0	0	0	0.0
	Management and commerce	38	38	100.0	0	0	0.0
	Society and culture	4	4	100.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	85	85	100.0	0	0	0.0
	Other	49	47	95.9	22	0	0.0
	TOTAL	189	187	98.9	22	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		2	2	100.0			
Certificate III		75	75	100.0			
Certificate IV		39	39	100.0			
Certificate level unknown		0	0	0.0			
Diploma		54	54	100.0			
Advanced diploma		16	16	100.0			
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		3	1	33.3			
Total		189	187	98.9			

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	6	132	49	181	2
LQ2	Trainers made the subject as interesting as possible.	2	11	122	52	174	2
LQ3	Trainers had an excellent knowledge of the subject content.	1	7	118	61	179	2
LQ4	Trainers explained things clearly.	0	10	114	62	176	3
LQ5	Overall, I am satisfied with the training.	2	8	131	47	178	1
LQ6	I would recommend the training to others.	4	11	125	47	172	2
LQ7	I would recommend the training organisation to others.	3	14	124	46	170	2
LQ8	I received useful feedback on my assessments.	5	8	126	48	174	2
LQ9	Assessments were based on realistic activities.	2	4	139	42	181	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	7	139	41	180	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1	8	137	41	178	2
LQ12	It was always easy to know the standards expected.	0	10	149	27	176	3
LQ13	I usually had a clear idea of what was expected of me.	2	8	151	26	177	2
LQ14	Trainers made it clear right from the start what they expected from me.	1	5	130	50	180	3
LQ15	I was given enough material to keep up my interest.	2	20	131	34	165	2
LQ16	The amount of work I had to do was reasonable.	0	11	141	34	175	3
LQ17	The training was at the right level of difficulty for me.	3	32	121	30	151	3
LQ18	The training focused on relevant skills.	0	7	140	41	181	1
LQ19	The training prepared me well for work.	1	17	122	48	170	1
LQ20	The training had a good mix of theory and practice.	1	13	117	56	173	2
LQ21	I developed the skills expected from this training.	3	1	153	31	184	1
LQ22	I learned to work with people.	2	14	109	62	171	2
LQ23	I identified ways to build on my current knowledge and skills.	1	5	152	30	182	1
LQ24	I developed the knowledge expected from this training.	0	7	143	38	181	1
LQ25	I learned to plan and manage my work.	1	7	136	43	179	2
LQ26	Training resources were available when I needed them.	4	14	128	41	169	2
LQ27	The training used up-to-date equipment, facilities and materials.	5	20	118	43	161	3
LQ28	Training facilities and materials were in good condition.	6	24	127	30	157	2
LQ29	Training organisation staff respected my background and needs.	1	13	136	38	174	1
LQ30	The training was flexible enough to meet my needs.	1	10	131	45	176	2
LQ31	The training organisation had a range of services to support learners.	0	14	135	38	173	2
LQ32	I set high standards for myself in this training.	0	17	134	36	170	2
LQ33	I pushed myself to understand things I found confusing.	1	15	144	27	171	2
LQ34	I looked for my own resources to help me learn.	0	11	135	41	176	2
LQ35	I approached trainers if I needed help.	1	4	128	54	182	2

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	3.2	70.6	26.2	96.8	1.1
LQ2	Trainers made the subject as interesting as possible.	1.1	5.9	65.3	27.8	93.1	1.1
LQ3	Trainers had an excellent knowledge of the subject content.	0.5	3.8	63.1	32.6	95.7	1.1
LQ4	Trainers explained things clearly.	0.0	5.4	61.3	33.3	94.6	1.6
LQ5	Overall, I am satisfied with the training.	1.1	4.3	69.7	25.0	94.7	0.5
LQ6	I would recommend the training to others.	2.1	5.9	66.9	25.1	92.0	1.1
LQ7	I would recommend the training organisation to others.	1.6	7.5	66.3	24.6	90.9	1.1
LQ8	I received useful feedback on my assessments.	2.7	4.3	67.4	25.7	93.1	1.1
LQ9	Assessments were based on realistic activities.	1.1	2.1	74.3	22.5	96.8	1.1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	3.8	74.3	21.9	96.3	1.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.5	4.3	73.3	21.9	95.2	1.1
LQ12	It was always easy to know the standards expected.	0.0	5.4	80.1	14.5	94.6	1.6
LQ13	I usually had a clear idea of what was expected of me.	1.1	4.3	80.8	13.9	94.7	1.1
LQ14	Trainers made it clear right from the start what they expected from me.	0.5	2.7	69.9	26.9	96.8	1.6
LQ15	I was given enough material to keep up my interest.	1.1	10.7	70.1	18.2	88.2	1.1
LQ16	The amount of work I had to do was reasonable.	0.0	5.9	75.8	18.3	94.1	1.6
LQ17	The training was at the right level of difficulty for me.	1.6	17.2	65.1	16.1	81.2	1.6
LQ18	The training focused on relevant skills.	0.0	3.7	74.5	21.8	96.3	0.5
LQ19	The training prepared me well for work.	0.5	9.1	64.9	25.5	90.4	0.5
LQ20	The training had a good mix of theory and practice.	0.5	7.0	62.6	30.0	92.5	1.1
LQ21	I developed the skills expected from this training.	1.6	0.5	81.4	16.5	97.9	0.5
LQ22	I learned to work with people.	1.1	7.5	58.3	33.2	91.5	1.1
LQ23	I identified ways to build on my current knowledge and skills.	0.5	2.7	80.9	16.0	96.8	0.5
LQ24	I developed the knowledge expected from this training.	0.0	3.7	76.1	20.2	96.3	0.5
LQ25	I learned to plan and manage my work.	0.5	3.8	72.7	23.0	95.7	1.1
LQ26	Training resources were available when I needed them.	2.1	7.5	68.5	21.9	90.4	1.1
LQ27	The training used up-to-date equipment, facilities and materials.	2.7	10.8	63.5	23.1	86.6	1.6
LQ28	Training facilities and materials were in good condition.	3.2	12.8	67.9	16.1	84.0	1.1
LQ29	Training organisation staff respected my background and needs.	0.5	6.9	72.4	20.2	92.6	0.5
LQ30	The training was flexible enough to meet my needs.	0.5	5.4	70.1	24.1	94.1	1.1
LQ31	The training organisation had a range of services to support learners.	0.0	7.5	72.2	20.3	92.5	1.1
LQ32	I set high standards for myself in this training.	0.0	9.1	71.7	19.3	90.9	1.1
LQ33	I pushed myself to understand things I found confusing.	0.5	8.0	77.0	14.4	91.5	1.1
LQ34	I looked for my own resources to help me learn.	0.0	5.9	72.2	21.9	94.1	1.1
LQ35	I approached trainers if I needed help.	0.5	2.1	68.5	28.9	97.3	1.1

LQ item averages and variations

Item	Average score	Average variation
LQ1	74.3	16.4
LQ2	73.3	19.5
LQ3	75.9	18.5
LQ4	76.0	18.6
LQ5	72.9	18.3
LQ6	71.7	20.4
LQ7	71.3	20.2
LQ8	72.0	20.6
LQ9	72.7	16.9
LQ10	72.7	15.8
LQ11	72.2	16.9
LQ12	69.7	14.6
LQ13	69.2	15.6
LQ14	74.4	17.2
LQ15	68.4	19.2
LQ16	70.8	15.9
LQ17	65.2	21.0
LQ18	72.7	15.8
LQ19	71.8	19.6
LQ20	74.0	19.6
LQ21	70.9	15.6
LQ22	74.5	21.0
LQ23	70.7	14.7
LQ24	72.2	15.4
LQ25	72.7	16.9
LQ26	70.1	20.3
LQ27	69.0	22.2
LQ28	65.6	21.6
LQ29	70.7	17.6
LQ30	72.5	17.8
LQ31	70.9	17.1
LQ32	70.1	17.5
LQ33	68.4	16.5
LQ34	72.0	16.8
LQ35	75.2	17.2

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	12	10	22	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	11	11	22	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	15	7	22	0
EQ4	Assessment was at an appropriate standard.	0	0	9	13	22	0
EQ5	The training resources were appropriate for learner needs.	0	0	9	13	22	0
EQ6	The training reflected current practice.	0	0	9	13	22	0
EQ7	The training organisation developed customised programs.	0	0	14	8	22	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	8	14	22	0
EQ9	The training focused on relevant skills.	0	0	11	11	22	0
EQ10	Our employees gained the skills they needed from this training.	0	0	11	11	22	0
EQ11	The training was effectively integrated into our organisation.	0	0	13	9	22	0
EQ12	Overall, we are satisfied with the training.	0	0	12	10	22	0
EQ13	We would recommend the training organisation to others.	0	0	12	10	22	0
EQ14	We would recommend the training to others.	0	0	10	12	22	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	7	15	22	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	10	12	22	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	9	13	22	0
EQ18	Assessments were based on realistic activities.	0	0	9	13	22	0
EQ19	Trainers were effective in their teaching.	0	0	13	9	22	0
EQ20	The training was an effective investment.	0	0	9	13	22	0
EQ21	Trainers were able to relate material to the workplace.	0	0	12	10	22	0
EQ22	The training had a good mix of theory and practice.	0	0	9	13	22	0
EQ23	The training organisation acted on feedback from employers.	0	0	10	12	22	0
EQ24	The training has helped our employees work with people.	0	0	11	11	22	0
EQ25	Training resources and equipment were in good condition.	0	0	11	11	22	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	11	11	22	0
EQ27	The training prepared employees well for work.	0	0	10	12	22	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	11	11	22	0
EQ29	The training prepared our employees for the demands of work.	0	0	17	5	22	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	8	14	22	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	0.0	54.6	45.5	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	50.0	50.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	68.2	31.8	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	40.9	59.1	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	40.9	59.1	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	40.9	59.1	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	63.6	36.4	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	36.4	63.6	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	50.0	50.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	50.0	50.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	59.1	40.9	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	54.6	45.5	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	54.6	45.5	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	45.5	54.6	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	31.8	68.2	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	45.5	54.6	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	40.9	59.1	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	40.9	59.1	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	59.1	40.9	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	40.9	59.1	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	54.6	45.5	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	40.9	59.1	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	45.5	54.6	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	50.0	50.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	50.0	50.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	50.0	50.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	45.5	54.6	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	50.0	50.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	77.3	22.7	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	36.4	63.6	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.	81.8	17.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	83.3	17.1
EQ3	The training organisation was flexible enough to meet our needs.	77.3	15.9
EQ4	Assessment was at an appropriate standard.	86.4	16.8
EQ5	The training resources were appropriate for learner needs.	86.4	16.8
EQ6	The training reflected current practice.	86.4	16.8
EQ7	The training organisation developed customised programs.	78.8	16.4
EQ8	The training organisation provided good support for workplace training and assessment.	87.9	16.4
EQ9	The training focused on relevant skills.	83.3	17.1
EQ10	Our employees gained the skills they needed from this training.	83.3	17.1
EQ11	The training was effectively integrated into our organisation.	80.3	16.8
EQ12	Overall, we are satisfied with the training.	81.8	17.0
EQ13	We would recommend the training organisation to others.	81.8	17.0
EQ14	We would recommend the training to others.	84.8	17.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	89.4	15.9
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	84.8	17.0
EQ17	Trainers had good knowledge and experience of the industry.	86.4	16.8
EQ18	Assessments were based on realistic activities.	86.4	16.8
EQ19	Trainers were effective in their teaching.	80.3	16.8
EQ20	The training was an effective investment.	86.4	16.8
EQ21	Trainers were able to relate material to the workplace.	81.8	17.0
EQ22	The training had a good mix of theory and practice.	86.4	16.8
EQ23	The training organisation acted on feedback from employers.	84.8	17.0
EQ24	The training has helped our employees work with people.	83.3	17.1
EQ25	Training resources and equipment were in good condition.	83.3	17.1
EQ26	The training helped employees identify how to build on their current knowledge and skills.	83.3	17.1
EQ27	The training prepared employees well for work.	84.8	17.0
EQ28	Our employees gained the knowledge they needed from this training.	83.3	17.1
EQ29	The training prepared our employees for the demands of work.	74.2	14.3
EQ30	The training organisation clearly explained what was expected from employers.	87.9	16.4

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	187	74.9	15.5
Qualification Level	Certificate I			
	Certificate II	2	75.0	35.4
	Certificate III	74	76.1	15.4
	Certificate IV	39	78.2	14.4
	Certificate level unknown			
	Diploma	54	70.5	16.0
	Advanced diploma	16	76.6	13.7
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	186	74.9	15.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	74.9	15.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	4	79.2	31.5
	Architecture and building	2	58.3	11.8
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	71.7	7.5
	Management and commerce	38	69.3	16.3
	Society and culture	4	75.0	18.0
	Creative arts			
	Food, hospitality and personal services	85	78.6	15.2
	Other	47	72.9	12.2
	Total	186	74.9	15.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	74.0	16.7
	February	2	83.3	0.0
	March	13	65.4	17.6
	April	8	71.9	8.8
	May	3	66.7	8.3
	June	24	80.2	15.5
	July	11	75.8	21.6
	August	15	74.4	13.2
	September	27	71.3	13.9
	October	11	72.7	9.9
	November	17	79.9	13.5
	December	11	82.6	16.0
	Do not know			
	Training start year	2017		
2016		162	75.3	15.4
2015		15	74.4	16.5
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	74.9	16.9
	Not apprenticeship or traineeship	128	74.9	14.9
Recognition of prior learning	Recognition of prior learning	77	75.9	15.1
	No recognition of prior learning	105	74.4	15.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	72.3	14.5
	Male	83	78.1	16.1
	Total	186	74.9	15.5
Learner age	Under 15			
	15 to 19			
	20 to 24	36	75.5	20.8
	25 to 34	109	74.0	12.7
	35 to 44	30	73.9	16.0
	45 to 54	6	88.9	17.2
	55 to 64	4	81.2	21.9
	65 or over			
	Total	185	74.9	15.5
Aboriginal or Torres Strait Islander origin	No	180	75.3	15.6
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	183	75.1	15.5
Home language	English	40	74.6	15.9
	Language other than English	145	74.9	15.5
	Total	185	74.9	15.5
Permanent residency or citizenship	Australian	14	86.9	23.5
	Not Australian	172	73.9	14.3
	Total	186	74.9	15.5
Disability status	Disability identified	33	70.7	15.3
	No disability identified	152	75.9	15.5
	Total	185	75.0	15.5
Groups	1	187	74.9	15.5
	Total	187	74.9	15.5

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	72.4	14.7
Qualification Level	Certificate I			
	Certificate II	2	83.3	23.6
	Certificate III	74	73.9	14.8
	Certificate IV	39	74.4	16.0
	Certificate level unknown			
	Diploma	54	69.1	14.4
	Advanced diploma	16	71.4	11.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	186	72.4	14.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	72.4	14.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	4	77.1	34.9
	Architecture and building	2	58.3	11.8
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	73.3	10.9
	Management and commerce	38	67.5	15.0
	Society and culture	4	75.0	9.6
	Creative arts			
	Food, hospitality and personal services	85	74.4	14.6
	Other	47	72.2	12.3
	Total	186	72.4	14.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	71.6	18.6
	February	2	87.5	5.9
	March	13	67.3	12.0
	April	8	69.8	6.2
	May	3	69.4	4.8
	June	24	77.8	14.7
	July	11	72.7	21.4
	August	15	70.6	12.1
	September	27	67.0	10.5
	October	11	69.7	7.7
	November	17	81.4	14.3
	December	11	72.7	9.9
	Do not know			
	Training start year	2017		
2016		162	73.0	14.5
2015		15	68.9	16.5
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	72.8	18.0
	Not apprenticeship or traineeship	128	72.3	13.1
Recognition of prior learning	Recognition of prior learning	77	73.1	16.4
	No recognition of prior learning	105	72.2	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	71.3	13.1
	Male	83	73.9	16.5
	Total	186	72.4	14.7
Learner age	Under 15			
	15 to 19			
	20 to 24	36	72.7	20.5
	25 to 34	109	72.0	12.4
	35 to 44	30	71.1	13.3
	45 to 54	6	88.9	17.2
	55 to 64	4	66.7	11.8
	65 or over			
	Total	185	72.4	14.8
Aboriginal or Torres Strait Islander origin	No	180	72.6	15.0
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	183	72.5	14.9
Home language	English	40	72.3	17.8
	Language other than English	145	72.5	13.9
	Total	185	72.4	14.8
Permanent residency or citizenship	Australian	14	83.3	25.9
	Not Australian	172	71.6	13.2
	Total	186	72.4	14.7
Disability status	Disability identified	33	68.9	16.8
	No disability identified	152	73.2	14.2
	Total	185	72.5	14.8
Groups	1	187	72.4	14.7
	Total	187	72.4	14.7

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	71.2	13.2
Qualification Level	Certificate I			
	Certificate II	2	77.8	31.4
	Certificate III	74	72.7	12.8
	Certificate IV	39	72.9	16.1
	Certificate level unknown			
	Diploma	54	68.2	12.1
	Advanced diploma	16	69.4	7.6
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	186	71.2	13.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	71.2	13.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	4	83.3	21.3
	Architecture and building	2	55.6	0.0
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	71.1	6.1
	Management and commerce	38	66.7	12.1
	Society and culture	4	69.4	14.0
	Creative arts			
	Food, hospitality and personal services	85	72.9	13.9
	Other	47	70.8	11.1
	Total	186	71.2	13.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	70.4	17.3
	February	2	72.2	7.9
	March	13	70.1	7.0
	April	8	66.7	5.9
	May	3	63.0	6.4
	June	24	74.5	11.6
	July	11	72.7	21.3
	August	15	71.1	13.1
	September	27	69.5	7.9
	October	11	67.7	6.0
	November	17	74.8	13.0
	December	11	71.7	15.2
	Do not know			
	Training start year	2017		
2016		162	71.6	13.0
2015		15	71.9	15.1
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	70.3	16.0
	Not apprenticeship or traineeship	128	71.6	11.8
Recognition of prior learning	Recognition of prior learning	77	71.9	14.4
	No recognition of prior learning	105	71.0	11.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	69.9	11.3
	Male	83	72.8	15.2
	Total	186	71.2	13.2
Learner age	Under 15			
	15 to 19			
	20 to 24	36	74.7	18.1
	25 to 34	109	69.2	10.0
	35 to 44	30	71.9	13.6
	45 to 54	6	85.2	19.5
	55 to 64	4	69.4	14.0
	65 or over			
	Total	185	71.2	13.2
Aboriginal or Torres Strait Islander origin	No	180	71.3	13.4
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	183	71.3	13.3
Home language	English	40	72.5	15.9
	Language other than English	145	70.8	12.4
	Total	185	71.2	13.2
Permanent residency or citizenship	Australian	14	81.7	26.0
	Not Australian	172	70.3	11.3
	Total	186	71.2	13.2
Disability status	Disability identified	33	67.0	16.1
	No disability identified	152	72.1	12.4
	Total	185	71.2	13.2
Groups	1	187	71.2	13.2
	Total	187	71.2	13.2

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	68.2	14.2
Qualification Level	Certificate I			
	Certificate II	2	77.8	31.4
	Certificate III	74	68.2	13.8
	Certificate IV	39	69.8	17.3
	Certificate level unknown			
	Diploma	54	67.3	13.9
	Advanced diploma	16	66.7	7.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	186	68.2	14.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	68.2	14.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	4	61.1	19.2
	Architecture and building	2	50.0	23.6
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	62.2	9.9
	Management and commerce	38	67.3	12.9
	Society and culture	4	61.1	19.2
	Creative arts			
	Food, hospitality and personal services	85	71.0	14.3
	Other	47	66.0	13.2
	Total	186	68.2	14.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	68.3	16.2
	February	2	66.7	0.0
	March	13	69.2	4.9
	April	8	66.7	5.9
	May	3	59.3	12.8
	June	24	70.8	16.6
	July	11	73.7	18.8
	August	15	63.0	11.6
	September	27	63.0	14.1
	October	11	67.7	6.0
	November	17	75.2	13.3
	December	11	67.7	13.6
	Do not know			
	Training start year	2017		
2016		162	68.7	14.0
2015		15	69.6	16.5
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	67.8	15.4
	Not apprenticeship or traineeship	128	68.4	13.8
Recognition of prior learning	Recognition of prior learning	77	69.1	13.9
	No recognition of prior learning	105	67.4	13.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	66.7	13.7
	Male	83	70.1	14.8
	Total	186	68.2	14.3
Learner age	Under 15			
	15 to 19			
	20 to 24	36	69.1	15.5
	25 to 34	109	66.9	13.4
	35 to 44	30	69.3	13.3
	45 to 54	6	85.2	16.7
	55 to 64	4	58.3	10.6
	65 or over			
	Total	185	68.1	14.2
Aboriginal or Torres Strait Islander origin	No	180	68.3	14.5
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	183	68.3	14.3
Home language	English	40	70.0	16.0
	Language other than English	145	67.7	13.8
	Total	185	68.2	14.3
Permanent residency or citizenship	Australian	14	78.6	22.0
	Not Australian	172	67.4	13.2
	Total	186	68.2	14.3
Disability status	Disability identified	33	67.7	12.2
	No disability identified	152	68.3	14.7
	Total	185	68.2	14.3
Groups	1	187	68.2	14.2
	Total	187	68.2	14.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	72.8	14.9
Qualification Level	Certificate I			
	Certificate II	2	83.3	23.6
	Certificate III	75	75.2	16.1
	Certificate IV	39	74.1	15.2
	Certificate level unknown			
	Diploma	54	69.5	13.9
	Advanced diploma	16	68.7	9.3
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	187	72.8	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	72.8	14.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	5	75.6	27.7
	Architecture and building	2	66.7	15.7
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	77.8	13.6
	Management and commerce	38	69.3	13.8
	Society and culture	4	63.9	10.6
	Creative arts			
	Food, hospitality and personal services	85	75.8	14.8
	Other	47	70.0	13.9
	Total	187	72.8	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	71.3	15.6
	February	2	77.8	0.0
	March	13	69.2	15.1
	April	8	69.4	11.5
	May	3	66.7	19.2
	June	25	77.3	15.5
	July	11	75.8	17.1
	August	15	69.6	16.0
	September	27	70.4	13.4
	October	11	72.7	10.4
	November	17	80.4	12.7
	December	11	69.7	18.0
	Do not know			
	Training start year	2017		
2016		163	73.4	15.0
2015		15	70.4	13.7
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	73.2	14.9
	Not apprenticeship or traineeship	129	72.7	15.0
Recognition of prior learning	Recognition of prior learning	78	73.6	13.9
	No recognition of prior learning	105	72.3	15.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	71.0	13.8
	Male	84	75.1	16.0
	Total	187	72.8	15.0
Learner age	Under 15			
	15 to 19			
	20 to 24	37	74.5	17.9
	25 to 34	109	71.3	13.7
	35 to 44	30	73.0	12.9
	45 to 54	6	90.7	14.8
	55 to 64	4	72.2	23.1
	65 or over			
	Total	186	72.8	15.0
Aboriginal or Torres Strait Islander origin	No	181	73.0	15.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	184	72.9	15.1
Home language	English	40	71.9	16.9
	Language other than English	146	73.1	14.5
	Total	186	72.8	15.0
Permanent residency or citizenship	Australian	14	84.1	22.9
	Not Australian	173	71.9	13.8
	Total	187	72.8	15.0
Disability status	Disability identified	33	69.7	13.4
	No disability identified	153	73.5	15.3
	Total	186	72.8	15.0
Groups	1	188	72.8	14.9
	Total	188	72.8	14.9

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	72.2	12.8
Qualification Level	Certificate I			
	Certificate II	2	76.7	33.0
	Certificate III	75	73.7	13.4
	Certificate IV	39	74.5	14.2
	Certificate level unknown			
	Diploma	54	69.6	11.3
	Advanced diploma	16	68.7	7.2
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	187	72.3	12.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	72.2	12.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	5	74.2	21.7
	Architecture and building	2	66.7	0.0
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	70.7	3.7
	Management and commerce	38	69.3	12.5
	Society and culture	4	65.0	6.4
	Creative arts			
	Food, hospitality and personal services	85	74.7	13.1
	Other	47	70.4	11.4
	Total	187	72.3	12.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	70.2	15.0
	February	2	70.0	4.7
	March	13	70.3	8.9
	April	8	70.0	5.0
	May	3	73.3	11.5
	June	25	75.4	12.7
	July	11	78.2	16.1
	August	15	72.0	15.2
	September	27	71.1	9.2
	October	11	67.3	14.4
	November	17	75.7	11.3
	December	11	72.1	12.6
	Do not know			
	Training start year	2017		
2016		163	72.4	12.7
2015		15	74.2	11.5
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	71.7	15.8
	Not apprenticeship or traineeship	129	72.5	11.3
Recognition of prior learning	Recognition of prior learning	78	72.2	14.2
	No recognition of prior learning	105	72.4	11.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	70.9	11.3
	Male	84	73.9	14.4
	Total	187	72.3	12.8
Learner age	Under 15			
	15 to 19			
	20 to 24	37	73.3	18.2
	25 to 34	109	70.8	10.0
	35 to 44	30	73.3	11.7
	45 to 54	6	87.8	16.6
	55 to 64	4	70.0	15.9
	65 or over			
	Total	186	72.2	12.8
Aboriginal or Torres Strait Islander origin	No	181	72.5	12.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	73.3	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	184	72.4	12.8
Home language	English	40	71.8	16.4
	Language other than English	146	72.3	11.7
	Total	186	72.2	12.8
Permanent residency or citizenship	Australian	14	81.4	23.7
	Not Australian	173	71.5	11.3
	Total	187	72.3	12.8
Disability status	Disability identified	33	67.9	13.2
	No disability identified	153	73.2	12.6
	Total	186	72.3	12.8
Groups	1	188	72.2	12.8
	Total	188	72.2	12.8

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	68.3	18.9
Qualification Level	Certificate I			
	Certificate II	2	83.3	23.6
	Certificate III	74	70.6	17.2
	Certificate IV	39	69.5	20.8
	Certificate level unknown			
	Diploma	54	64.2	18.1
	Advanced diploma	16	66.7	23.7
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	186	68.3	18.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	187	68.3	18.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	4	75.0	29.2
	Architecture and building	2	66.7	0.0
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	62.2	16.9
	Management and commerce	38	64.3	18.1
	Society and culture	4	52.8	24.6
	Creative arts			
	Food, hospitality and personal services	85	71.8	18.4
	Other	47	66.0	18.6
	Total	186	68.3	18.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	68.0	20.0
	February	2	72.2	7.9
	March	13	68.4	10.0
	April	8	63.9	9.8
	May	3	66.7	22.2
	June	24	70.4	16.9
	July	11	73.7	26.9
	August	15	64.4	21.5
	September	27	62.1	18.8
	October	11	69.7	8.7
	November	17	75.2	18.2
	December	11	67.7	27.9
	Do not know			
	Training start year	2017		
2016		162	69.1	18.3
2015		15	66.7	23.4
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	68.4	19.4
	Not apprenticeship or traineeship	128	68.2	18.8
Recognition of prior learning	Recognition of prior learning	77	70.6	18.7
	No recognition of prior learning	105	66.7	18.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	66.0	16.7
	Male	83	71.1	21.2
	Total	186	68.3	18.9
Learner age	Under 15			
	15 to 19			
	20 to 24	36	75.0	18.5
	25 to 34	109	64.9	17.8
	35 to 44	30	68.9	19.2
	45 to 54	6	88.9	17.2
	55 to 64	4	61.1	26.4
	65 or over			
	Total	185	68.2	19.0
Aboriginal or Torres Strait Islander origin	No	180	68.3	19.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	183	68.3	19.1
Home language	English	40	71.9	15.1
	Language other than English	145	67.3	19.8
	Total	185	68.3	19.0
Permanent residency or citizenship	Australian	14	83.3	24.9
	Not Australian	172	67.1	17.9
	Total	186	68.3	18.9
Disability status	Disability identified	33	66.3	14.8
	No disability identified	152	68.7	19.8
	Total	185	68.3	19.0
Groups	1	187	68.3	18.9
	Total	187	68.3	18.9

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	71.4	14.1
Qualification Level	Certificate I			
	Certificate II	2	83.3	23.6
	Certificate III	75	72.9	14.2
	Certificate IV	39	71.8	14.6
	Certificate level unknown			
	Diploma	54	68.7	13.5
	Advanced diploma	16	71.5	14.0
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	187	71.4	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	71.4	14.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	5	77.8	23.6
	Architecture and building	2	55.6	15.7
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	71.1	6.1
	Management and commerce	38	68.1	14.7
	Society and culture	4	66.7	9.1
	Creative arts			
	Food, hospitality and personal services	85	73.3	13.7
	Other	47	70.4	13.2
	Total	187	71.4	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	70.9	16.8
	February	2	72.2	7.9
	March	13	66.7	12.0
	April	8	76.4	9.3
	May	3	70.4	6.4
	June	25	73.3	15.4
	July	11	72.7	18.2
	August	15	69.6	9.8
	September	27	65.8	12.7
	October	11	71.7	9.1
	November	17	77.8	13.6
	December	11	73.7	12.4
	Do not know			
Training start year	2017			
	2016	163	71.8	14.1
	2015	15	71.1	12.5
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	71.1	14.6
	Not apprenticeship or traineeship	129	71.6	14.0
Recognition of prior learning	Recognition of prior learning	78	72.1	14.3
	No recognition of prior learning	105	71.0	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	69.7	13.2
	Male	84	73.5	14.9
	Total	187	71.4	14.1
Learner age	Under 15			
	15 to 19			
	20 to 24	37	73.6	16.0
	25 to 34	109	69.1	11.9
	35 to 44	30	73.0	15.1
	45 to 54	6	88.9	17.2
	55 to 64	4	72.2	21.3
	65 or over			
	Total	186	71.3	14.1
Aboriginal or Torres Strait Islander origin	No	181	71.5	14.3
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	184	71.5	14.2
Home language	English	40	73.1	14.2
	Language other than English	146	70.9	14.1
	Total	186	71.4	14.1
Permanent residency or citizenship	Australian	14	85.7	20.6
	Not Australian	173	70.3	12.8
	Total	187	71.4	14.1
Disability status	Disability identified	33	68.0	13.3
	No disability identified	153	72.2	14.3
	Total	186	71.4	14.1
Groups	1	188	71.4	14.1
	Total	188	71.4	14.1

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	71.6	12.6
Qualification Level	Certificate I			
	Certificate II	2	83.3	23.6
	Certificate III	75	72.0	14.0
	Certificate IV	39	73.7	10.4
	Certificate level unknown			
	Diploma	54	68.5	12.2
	Advanced diploma	16	72.9	10.8
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	187	71.5	12.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	71.6	12.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	5	80.0	13.9
	Architecture and building	2	58.3	11.8
	Agriculture, environmental and related studies			
	Health	1	83.3	0.0
	Education	5	70.0	4.6
	Management and commerce	38	69.3	12.9
	Society and culture	4	70.8	10.8
	Creative arts			
	Food, hospitality and personal services	85	74.1	13.1
	Other	47	68.3	11.2
	Total	187	71.5	12.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	42	71.8	15.5
	February	2	79.2	5.9
	March	13	67.3	8.0
	April	8	67.7	9.4
	May	3	63.9	9.6
	June	25	77.6	15.1
	July	11	75.0	12.9
	August	15	66.1	13.9
	September	27	68.5	7.4
	October	11	69.7	7.7
	November	17	73.0	12.3
	December	11	72.7	8.4
	Do not know			
	Training start year	2017		
2016		163	71.8	12.5
2015		15	70.6	12.5
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	58	71.2	14.5
	Not apprenticeship or traineeship	129	71.6	11.8
Recognition of prior learning	Recognition of prior learning	78	71.8	12.8
	No recognition of prior learning	105	71.5	11.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	69.9	11.3
	Male	84	73.5	13.9
	Total	187	71.5	12.6
Learner age	Under 15			
	15 to 19			
	20 to 24	37	74.1	15.8
	25 to 34	109	70.2	11.0
	35 to 44	30	71.1	12.3
	45 to 54	6	84.7	15.3
	55 to 64	4	68.7	10.5
	65 or over			
	Total	186	71.6	12.6
Aboriginal or Torres Strait Islander origin	No	181	71.7	12.8
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	184	71.6	12.7
Home language	English	40	69.8	15.5
	Language other than English	146	72.0	11.8
	Total	186	71.5	12.7
Permanent residency or citizenship	Australian	14	79.2	20.9
	Not Australian	173	70.9	11.6
	Total	187	71.5	12.6
Disability status	Disability identified	33	66.9	13.9
	No disability identified	153	72.5	12.2
	Total	186	71.5	12.7
Groups	1	188	71.6	12.6
	Total	188	71.6	12.6

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	72.0	17.9
Qualification Level	Certificate I			
	Certificate II	2	83.3	23.6
	Certificate III	75	75.0	18.4
	Certificate IV	39	72.9	19.0
	Certificate level unknown			
	Diploma	54	67.9	17.1
	Advanced diploma	16	68.7	13.6
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	Total	187	72.0	17.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	188	72.0	17.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	5	71.1	42.0
	Architecture and building	2	50.0	23.6
	Agriculture, environmental and related studies			
	Health	1	100.0	0.0
	Education	5	66.7	0.0
	Management and commerce	38	67.5	17.8
	Society and culture	4	63.9	10.6
	Creative arts			
	Food, hospitality and personal services	85	76.3	16.0
	Other	47	69.5	17.3
	Total	187	72.0	17.9

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		Count	Average	Variation
Training start month	January	42	72.8	17.0
	February	2	72.2	7.9
	March	13	61.5	23.0
	April	8	69.4	7.9
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	September	27	67.9	18.3
	October	11	69.7	7.2
	November	17	77.8	14.2
	December	11	68.7	23.2
	Do not know			
	Training start year	2017		
2016		163	72.8	17.9
2015		15	69.6	16.0
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2004				
2003				
2002				
2001				
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	Not apprenticeship or traineeship	129	71.7	17.7
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	25 to 34	109	70.2	15.5
	35 to 44	30	72.2	15.6
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	Total	186	72.0	17.9
Aboriginal or Torres Strait Islander origin	No	181	72.2	18.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	184	72.1	18.0
Home language	English	40	72.8	17.4
	Language other than English	146	71.8	18.1
	Total	186	72.0	17.9
Permanent residency or citizenship	Australian	14	86.5	21.0
	Not Australian	173	70.8	17.2
	Total	187	72.0	17.9
Disability status	Disability identified	33	70.0	14.3
	No disability identified	153	72.5	18.6
	Total	186	72.0	17.9
Groups	1	188	72.0	17.9
	Total	188	72.0	17.9

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	74.9	15.5	82.8	12.7
Effective Assessment	72.4	14.7	86.7	11.4
Clear Expectations	71.2	13.2		
Learning Stimulation	68.2	14.2		
Training Relevance	72.8	14.9	84.6	10.1
Competency Development	72.2	12.8	81.5	9.9
Training Resources	68.3	18.9	83.8	13.2
Effective Support	71.4	14.1	83.3	10.0
Active Learning	71.6	12.6		
Overall Satisfaction	72.0	17.9	82.8	12.7

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

-
-
Apply knowledge in future
Assessments and group discussions
Best aspects were training and learning new skills in the hairdressing industry. Teresa was an amazing teacher and very resourceful. She really made it a great environment to learn and progress my skills.
COOKING
Class room
Delvelop myself
Finance
Good
I hope the college provide more restaurant for us to train more restaurant process systems
Knowledgeable pattern of teaching
One on one training with Teresa - she was fantastic at teaching
PRACTICAL
Placement
Practical Knowledge
Practical classes
Punctuality
Relevant to my current working environment
Student trainer interactions
The best aspect of the training was when students were able to get hands on experience when going into the kitchen to prepare and cook meals
The trainers were professional, approachable and really helpful.
The training had a good mix of theory and practice
The training try to give us a lot of information and her skills
Trainer was excellent
Understand more
Very interesting. I like the way the lessons and certain sections are repetitive as it is a great way to ingrain information and remember it. I especially love tie practical side of training with my trainer and the hands on s
Yes
all good
friendly
get a career
hygiene and take your work serious
hyphens
i can speak English very well

kind
knowledgeable
learn
learning
manage the problem solution in management sector in the organisation
no
practice in the kitchen
skill and knowledge
speak clearly,
the trainer is good in explaining
trainers are very good and they provide all the needed gears for training. i have learned how to work with people.
trainers provide me good knowledge and practically also
well
working with different people
worksafety

LQ needs improvement

-
-
-
.
About presenttion
CUSTOMER SERVICE
Equipment
Good
Infrastructure
Internet and PC
Is too many students not really cooperate and punctuation in a class
Kitchen or actual session
None
None, it was a great course
Nothing
Nothing needed improvement
Observation and confidence
Online learning material
Practical side
The most in need of improvement is that there should be more hands on experience in cooking over theory. The equipment and kitchen standards need improving as it is very dirty and old.
Theory Questions needs more resources to help out
Times
Up date the books, facilities (IT, computers) and materials
Work material, information about subject
Yes
cleaning
core units need to be explained even proper
hyphens
i do more practical on relevant study
it should be more practical.
known how to manage restaurant
learn
manage time and be organised
marketing of my favorite industry
more skill
no
nothing
nothing
separate student, any level. manage class
speak slowly
upgradeskill

EQ best aspects

AITT staff was very professional, supportive and knowledgeable. Instructions were clear, all our training needs were addressed.
All aspects are fully covered best been meeting personal needs and privacy
Classroom, open discussion, meeting other colleagues
Different types of learning, scenarios, role plays, group discussions
Excellent feedback from employees, acquired great practical skills & knowledge
Good skills, good learning
Great trainers and great class activities role plays etc
I liked the training method and up to date skills
It is good with business
Mel was very qualified for the job, excellent with Aaron
Seeing Brocke grow through experienced trainer
Students enjoy the classroom based training as they could reflect on their experiences and share their knowledge
The apprentice gaining more experience from experienced trainer
The training and resources had a great impact in improving the workplace practices
The training had covered all activities and followed industry requirements
The training is good, employees are learning
The training organisation had provided all the required assessments and were in the scope of training
employee's ability to consult with client and perform given task
employees excellent skill level, confident to manage a busy salon
employees were focused, enjoyed the challenges of our diverse salon
staff learnt new skills from training
staff learnt new things and skills improved

EQ needs improvement

All good.
Everything is good and no need to improvement
Flexibility in their training times
Improvements on employees have more hands on training, more workshops activities
More classroom hours to give the personal training
More education on Elder Abuse, there are lots of cases where the clients are being ignored and abused, staff is unable to help and lack of knowledge
N/A
N/A
NIL
There are less multiple choices question. It will good to have at least a 100 question?
We found training to be suitable for industry standards. Perhaps can do with organising meetings with different suppliers but that is something they need to develop.
assessment can be little more easy
assessments are tough
assessments could have been a bit easier
more time spent on job
none
not much needed to change at this stage
nothing
online info
sessions could be small
some needed to be coaxed into interacting with their peers

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	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

20 Apr 2017

RTO Information

NTIS number	21978
Name	Australian Institute of Technical Training Pty. Ltd.
Street Address	Level 3 475-485 Flinders Lane
City/town/suburb	Melbourne
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	189	22
Population count (number)	189	22
Response rate (per cent)	100.0	100.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	71.6	18.2	83.7	16.7
Trainer Quality	74.9	15.5	82.8	12.7
Effective Assessment	72.4	14.7	86.7	11.4
Clear Expectations	71.2	13.2		
Learning Stimulation	68.2	14.2		
Training Relevance	72.8	14.9	84.6	10.1
Competency Development	72.2	12.8	81.5	9.9
Training Resources	68.3	18.9	83.8	13.2
Effective Support	71.4	14.1	83.3	10.0
Active Learning	71.6	12.6		
Overall Satisfaction	72.0	17.9	82.8	12.7

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	