

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Gippsland Employment Skills and Training
Street Address	7 Anzac Street
City/town/suburb	MOE
State	VIC
Post code	3844
NTIS number	3828

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	112	78.2	14.0			
Effective Assessment	112	74.9	12.9			
Clear Expectations	112	76.3	13.5			
Learning Stimulation	112	74.7	14.2			
Training Relevance	112	76.1	12.9			
Competency Development	112	75.8	12.3			
Training Resources	112	75.2	13.4			
Effective Support	112	76.2	13.9			
Active Learning	112	73.3	13.2			
Overall Satisfaction	112	78.0	14.5			

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						
	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						
	TOTAL	0	110	0.0	0	0	0.0
Qualification level	Certificate I						
	Certificate II						
	Certificate III						
	Certificate IV						
	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	0	110	0.0				

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	1	58	51	109	2
LQ2	Trainers made the subject as interesting as possible.	0	4	71	37	108	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	69	42	111	0
LQ4	Trainers explained things clearly.	0	2	77	33	110	0
LQ5	Overall, I am satisfied with the training.	0	0	67	45	112	0
LQ6	I would recommend the training to others.	1	1	75	35	110	0
LQ7	I would recommend the training organisation to others.	0	2	71	39	110	0
LQ8	I received useful feedback on my assessments.	0	5	78	29	107	0
LQ9	Assessments were based on realistic activities.	0	2	77	33	110	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	82	28	110	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	79	31	110	1
LQ12	It was always easy to know the standards expected.	0	3	79	30	109	0
LQ13	I usually had a clear idea of what was expected of me.	0	0	79	33	112	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	71	37	108	3
LQ15	I was given enough material to keep up my interest.	0	2	74	34	108	2
LQ16	The amount of work I had to do was reasonable.	0	4	74	34	108	0
LQ17	The training was at the right level of difficulty for me.	0	5	82	25	107	0
LQ18	The training focused on relevant skills.	0	0	68	44	112	0
LQ19	The training prepared me well for work.	0	4	77	31	108	0
LQ20	The training had a good mix of theory and practice.	1	6	73	32	105	0
LQ21	I developed the skills expected from this training.	0	0	72	40	112	0
LQ22	I learned to work with people.	0	6	80	26	106	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	72	40	112	0
LQ24	I developed the knowledge expected from this training.	0	1	76	35	111	0
LQ25	I learned to plan and manage my work.	0	6	81	25	106	0
LQ26	Training resources were available when I needed them.	0	3	73	35	108	1
LQ27	The training used up-to-date equipment, facilities and materials.	0	4	81	27	108	0
LQ28	Training facilities and materials were in good condition.	1	0	78	33	111	0
LQ29	Training organisation staff respected my background and needs.	1	0	73	38	111	0
LQ30	The training was flexible enough to meet my needs.	0	2	70	38	108	2
LQ31	The training organisation had a range of services to support learners.	0	2	84	26	110	0
LQ32	I set high standards for myself in this training.	0	8	79	25	104	0
LQ33	I pushed myself to understand things I found confusing.	0	7	76	29	105	0
LQ34	I looked for my own resources to help me learn.	1	12	66	33	99	0
LQ35	I approached trainers if I needed help.	0	1	79	32	111	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.9	52.7	46.4	99.1	1.8
LQ2	Trainers made the subject as interesting as possible.	0.0	3.6	63.4	33.0	96.4	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.9	61.6	37.5	99.1	0.0
LQ4	Trainers explained things clearly.	0.0	1.8	68.8	29.5	98.2	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.0	59.8	40.2	100.0	0.0
LQ6	I would recommend the training to others.	0.9	0.9	67.0	31.3	98.2	0.0
LQ7	I would recommend the training organisation to others.	0.0	1.8	63.4	34.8	98.2	0.0
LQ8	I received useful feedback on my assessments.	0.0	4.5	69.7	25.9	95.5	0.0
LQ9	Assessments were based on realistic activities.	0.0	1.8	68.8	29.5	98.2	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	1.8	73.2	25.0	98.2	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.9	71.2	27.9	99.1	0.9
LQ12	It was always easy to know the standards expected.	0.0	2.7	70.5	26.8	97.3	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	70.5	29.5	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.9	65.1	34.0	99.1	2.7
LQ15	I was given enough material to keep up my interest.	0.0	1.8	67.3	30.9	98.2	1.8
LQ16	The amount of work I had to do was reasonable.	0.0	3.6	66.1	30.4	96.4	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	4.5	73.2	22.3	95.5	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	60.7	39.3	100.0	0.0
LQ19	The training prepared me well for work.	0.0	3.6	68.8	27.7	96.4	0.0
LQ20	The training had a good mix of theory and practice.	0.9	5.4	65.2	28.6	93.8	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	64.3	35.7	100.0	0.0
LQ22	I learned to work with people.	0.0	5.4	71.4	23.2	94.7	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	64.3	35.7	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.9	67.9	31.3	99.1	0.0
LQ25	I learned to plan and manage my work.	0.0	5.4	72.3	22.3	94.7	0.0
LQ26	Training resources were available when I needed them.	0.0	2.7	65.8	31.5	97.3	0.9
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	3.6	72.3	24.1	96.4	0.0
LQ28	Training facilities and materials were in good condition.	0.9	0.0	69.7	29.5	99.1	0.0
LQ29	Training organisation staff respected my background and needs.	0.9	0.0	65.2	33.9	99.1	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	1.8	63.6	34.6	98.2	1.8
LQ31	The training organisation had a range of services to support learners.	0.0	1.8	75.0	23.2	98.2	0.0
LQ32	I set high standards for myself in this training.	0.0	7.2	70.5	22.3	92.9	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	6.3	67.9	25.9	93.8	0.0
LQ34	I looked for my own resources to help me learn.	0.9	10.7	58.9	29.5	88.4	0.0
LQ35	I approached trainers if I needed help.	0.0	0.9	70.5	28.6	99.1	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	81.8	17.3
LQ2	76.5	17.7
LQ3	78.9	16.7
LQ4	75.9	16.3
LQ5	80.1	16.4
LQ6	76.2	17.6
LQ7	77.7	17.0
LQ8	73.8	17.0
LQ9	75.9	16.3
LQ10	74.4	15.5
LQ11	75.7	15.5
LQ12	74.7	16.3
LQ13	76.5	15.3
LQ14	77.7	16.4
LQ15	76.4	16.5
LQ16	75.6	17.3
LQ17	72.6	16.3
LQ18	79.8	16.4
LQ19	74.7	16.9
LQ20	73.8	19.2
LQ21	78.6	16.0
LQ22	72.6	16.9
LQ23	78.6	16.0
LQ24	76.8	16.0
LQ25	72.3	16.7
LQ26	76.3	17.0
LQ27	73.5	16.2
LQ28	75.9	16.9
LQ29	77.4	17.5
LQ30	77.6	17.0
LQ31	73.8	15.1
LQ32	71.7	17.4
LQ33	73.2	17.8
LQ34	72.3	21.4
LQ35	75.9	15.6

EQ response category numbers

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

EQ item averages and variations

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

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	112	78.2	14.0
Qualification Level	Certificate I			
	Certificate II	13	81.4	12.3
	Certificate III	13	82.1	18.0
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	75.9	13.1
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	85.4	14.2
	Do not know	2	83.3	23.6
	Total	110	78.1	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	78.2	14.0
Field of education	Natural and physical sciences			
	Information technology	8	82.3	12.9
	Engineering and related technologies	7	75.0	13.6
	Architecture and building	15	76.7	11.0
	Agriculture, environmental and related studies	6	83.3	13.9
	Health	8	78.1	18.9
	Education			
	Management and commerce	1	100.0	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	77.6	14.4
	Other			
	Total	110	78.1	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	81.2	12.7
	March			
	April	17	79.4	13.2
	May	16	77.1	15.1
	June	14	72.4	12.7
	July	21	75.8	12.9
	August			
	September	13	77.6	13.8
	October			
	November	7	75.0	18.0
	December			
	Do not know			
	Training start year	2011		
2010		100	78.0	13.7
2009		7	75.0	18.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	81.0	14.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	81.0	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	80.0	14.6
	Male	33	74.2	12.0
	Total	110	78.2	14.1
Learner age	Under 15	5	71.7	11.2
	15 to 19	22	77.9	16.3
	20 to 24	16	80.7	14.5
	25 to 34	21	78.6	12.8
	35 to 44	13	88.5	13.0
	45 to 54	14	81.0	14.8
	55 to 64	11	70.5	7.8
	65 or over	7	66.7	0.0
	Total	109	78.3	14.1
Aboriginal or Torres Strait Islander origin	No	106	78.6	14.2
	Yes, Aboriginal	3	69.4	4.8
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	78.3	14.1
Home language	English	106	78.7	14.0
	Language other than English	4	64.6	4.2
	Total	110	78.2	14.1
Permanent residency or citizenship	Australian	102	78.5	14.2
	Not Australian	2	66.7	0.0
	Total	104	78.3	14.1
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	78.3	14.1
	Total	110	78.2	14.1
Groups	1	106	78.4	14.2
	2	1	75.0	0.0
	4	5	75.0	10.2
	Total	112	78.2	14.0

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	74.9	12.9
Qualification Level	Certificate I			
	Certificate II	13	75.0	9.6
	Certificate III	13	77.6	13.3
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	73.7	12.3
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	2	62.5	17.7
	Total	110	74.5	12.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	74.9	12.9
Field of education	Natural and physical sciences			
	Information technology	8	79.2	12.6
	Engineering and related technologies	7	73.8	14.0
	Architecture and building	15	69.4	7.5
	Agriculture, environmental and related studies	6	73.6	9.7
	Health	8	74.0	10.4
	Education			
	Management and commerce	1	100.0	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	75.1	13.7
	Other			
	Total	110	74.5	12.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	76.6	12.3
	March			
	April	17	73.0	11.6
	May	16	74.5	15.9
	June	14	70.8	11.2
	July	21	73.8	11.9
	August			
	September	13	75.0	13.2
	October			
	November	7	71.4	8.1
	December			
	Do not know			
	Training start year	2011		
2010		100	74.4	12.7
2009		7	71.4	8.1
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	75.0	12.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	75.0	12.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	76.8	13.4
	Male	33	70.2	10.4
	Total	110	74.8	12.9
Learner age	Under 15	5	70.0	7.5
	15 to 19	22	74.2	13.6
	20 to 24	16	77.6	15.4
	25 to 34	21	74.2	10.2
	35 to 44	13	84.0	14.6
	45 to 54	14	76.8	14.3
	55 to 64	11	68.2	8.2
	65 or over	7	66.7	0.0
	Total	109	74.9	12.9
Aboriginal or Torres Strait Islander origin	No	106	75.2	13.0
	Yes, Aboriginal	3	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	74.9	12.9
Home language	English	106	75.2	13.0
	Language other than English	4	66.7	0.0
	Total	110	74.8	12.9
Permanent residency or citizenship	Australian	102	75.1	12.9
	Not Australian	2	66.7	0.0
	Total	104	74.9	12.8
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	74.9	12.9
	Total	110	74.8	12.9
Groups	1	106	75.3	13.1
	2	1	75.0	0.0
	4	5	66.7	0.0
	Total	112	74.9	12.9

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	76.3	13.5
Qualification Level	Certificate I			
	Certificate II	13	80.3	14.5
	Certificate III	13	74.4	10.5
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	88.9	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	75.4	13.2
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	2	61.1	7.9
	Total	110	75.9	13.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	76.3	13.5
Field of education	Natural and physical sciences			
	Information technology	8	83.3	11.9
	Engineering and related technologies	7	77.8	11.1
	Architecture and building	15	72.6	10.2
	Agriculture, environmental and related studies	6	77.8	17.2
	Health	8	73.6	10.2
	Education			
	Management and commerce	1	88.9	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	75.5	14.3
	Other			
	Total	110	75.9	13.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	76.4	12.1
	March			
	April	17	73.9	13.0
	May	16	75.7	15.8
	June	14	73.8	12.0
	July	21	75.7	13.4
	August			
	September	13	76.1	13.5
	October			
	November	7	71.4	8.7
	December			
	Do not know			
	Training start year	2011		
2010		100	75.9	13.4
2009		7	71.4	8.7
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	69.8	8.4
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	69.8	8.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	77.6	14.0
	Male	33	72.7	11.5
	Total	110	76.2	13.4
Learner age	Under 15	5	68.9	5.0
	15 to 19	22	76.3	15.4
	20 to 24	16	77.1	13.1
	25 to 34	21	76.2	13.3
	35 to 44	13	86.3	13.7
	45 to 54	14	79.4	14.4
	55 to 64	11	68.7	6.7
	65 or over	7	66.7	0.0
	Total	109	76.2	13.5
Aboriginal or Torres Strait Islander origin	No	106	76.5	13.6
	Yes, Aboriginal	3	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
Total	109	76.2	13.5	
Home language	English	106	76.5	13.6
	Language other than English	4	66.7	0.0
	Total	110	76.2	13.4
Permanent residency or citizenship	Australian	102	76.5	13.6
	Not Australian	2	66.7	0.0
	Total	104	76.3	13.5
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	76.2	13.5
	Total	110	76.2	13.4
Groups	1	106	76.8	13.6
	2	1	55.6	0.0
	4	5	68.9	5.0
	Total	112	76.3	13.5

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	74.7	14.2
Qualification Level	Certificate I			
	Certificate II	13	76.9	15.4
	Certificate III	13	70.1	13.9
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	74.1	13.6
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	75.0	19.0
	Do not know	2	72.2	7.9
	Total	110	74.3	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	74.7	14.2
Field of education	Natural and physical sciences			
	Information technology	8	79.2	16.2
	Engineering and related technologies	7	79.4	16.3
	Architecture and building	15	71.9	8.3
	Agriculture, environmental and related studies	6	77.8	17.2
	Health	8	65.3	13.8
	Education			
	Management and commerce	1	88.9	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	74.5	14.3
	Other			
	Total	110	74.3	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	74.3	12.0
	March			
	April	17	75.2	10.8
	May	16	71.9	15.1
	June	14	72.6	14.2
	July	21	74.6	13.7
	August			
	September	13	76.1	15.6
	October			
	November	7	65.1	14.9
	December			
	Do not know			
	Training start year	2011		
2010		100	74.9	13.8
2009		7	65.1	14.9
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	71.4	8.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	71.4	8.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	76.3	14.8
	Male	33	71.2	11.7
	Total	110	74.8	14.1
Learner age	Under 15	5	68.9	5.0
	15 to 19	22	76.5	18.8
	20 to 24	16	77.1	14.9
	25 to 34	21	73.5	12.9
	35 to 44	13	80.3	13.7
	45 to 54	14	77.0	14.1
	55 to 64	11	69.7	10.1
	65 or over	7	66.7	0.0
	Total	109	74.9	14.1
Aboriginal or Torres Strait Islander origin	No	106	75.1	14.3
	Yes, Aboriginal	3	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	74.9	14.1
Home language	English	106	75.1	14.3
	Language other than English	4	66.7	0.0
	Total	110	74.8	14.1
Permanent residency or citizenship	Australian	102	74.6	14.0
	Not Australian	2	66.7	0.0
	Total	104	74.4	13.9
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	74.9	14.1
	Total	110	74.8	14.1
Groups	1	106	75.1	14.5
	2	1	66.7	0.0
	4	5	68.9	5.0
	Total	112	74.7	14.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	76.1	12.9
Qualification Level	Certificate I			
	Certificate II	13	79.5	12.7
	Certificate III	13	82.1	18.4
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	77.8	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	74.2	11.4
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	77.8	15.7
	Do not know	2	66.7	15.7
	Total	110	76.0	13.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	76.1	12.9
Field of education	Natural and physical sciences			
	Information technology	8	81.9	13.2
	Engineering and related technologies	7	73.0	12.6
	Architecture and building	15	72.6	8.3
	Agriculture, environmental and related studies	6	75.9	10.9
	Health	8	76.4	19.2
	Education			
	Management and commerce	1	100.0	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	76.0	13.2
	Other			
	Total	110	76.0	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	81.9	14.6
	March			
	April	17	75.8	11.3
	May	16	72.9	13.4
	June	14	74.6	12.7
	July	21	73.5	11.4
	August			
	September	13	74.4	10.5
	October			
	November	7	73.0	18.0
	December			
	Do not know			
	Training start year	2011		
2010		100	75.8	12.4
2009		7	73.0	18.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	76.2	13.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	76.2	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	77.1	13.5
	Male	33	73.1	11.1
	Total	110	75.9	12.9
Learner age	Under 15	5	71.1	6.1
	15 to 19	22	75.8	15.2
	20 to 24	16	74.3	13.9
	25 to 34	21	75.7	10.9
	35 to 44	13	88.9	11.1
	45 to 54	14	78.6	14.1
	55 to 64	11	66.7	0.0
	65 or over	7	69.8	5.4
	Total	109	75.9	13.0
Aboriginal or Torres Strait Islander origin	No	106	75.9	12.9
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	75.9	13.0
Home language	English	106	76.2	13.1
	Language other than English	4	66.7	0.0
	Total	110	75.9	12.9
Permanent residency or citizenship	Australian	102	75.7	12.9
	Not Australian	2	66.7	0.0
	Total	104	75.5	12.8
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	75.9	13.0
	Total	110	75.9	12.9
Groups	1	106	76.5	13.1
	2	1	66.7	0.0
	4	5	68.9	5.0
	Total	112	76.1	12.9

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	75.8	12.3
Qualification Level	Certificate I			
	Certificate II	13	77.9	12.9
	Certificate III	13	77.9	10.7
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	93.3	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	74.3	12.2
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	76.7	15.9
	Do not know	2	73.3	9.4
	Total	110	75.6	12.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	75.8	12.3
Field of education	Natural and physical sciences			
	Information technology	8	83.3	13.8
	Engineering and related technologies	7	78.1	14.8
	Architecture and building	15	71.1	10.0
	Agriculture, environmental and related studies	6	73.3	10.3
	Health	8	77.5	11.2
	Education			
	Management and commerce	1	93.3	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	75.2	12.4
	Other			
	Total	110	75.6	12.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	77.5	12.6
	March			
	April	17	75.3	11.5
	May	16	76.7	13.3
	June	14	73.3	13.6
	July	21	74.0	12.3
	August			
	September	13	72.3	11.2
	October			
	November	7	75.2	10.0
	December			
	Do not know			
	Training start year	2011		
2010		100	75.3	12.3
2009		7	75.2	10.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	71.4	9.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	71.4	9.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	77.3	12.2
	Male	33	71.7	11.8
	Total	110	75.6	12.3
Learner age	Under 15	5	72.0	5.6
	15 to 19	22	75.8	13.6
	20 to 24	16	76.2	13.3
	25 to 34	21	73.7	10.6
	35 to 44	13	84.1	13.5
	45 to 54	14	78.1	13.9
	55 to 64	11	70.3	9.1
	65 or over	7	71.4	8.4
	Total	109	75.7	12.4
Aboriginal or Torres Strait Islander origin	No	106	75.9	12.5
	Yes, Aboriginal	3	68.9	3.8
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	75.7	12.4
Home language	English	106	75.8	12.5
	Language other than English	4	70.0	6.7
	Total	110	75.6	12.3
Permanent residency or citizenship	Australian	102	75.5	12.2
	Not Australian	2	66.7	0.0
	Total	104	75.3	12.2
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	75.7	12.4
	Total	110	75.6	12.3
Groups	1	106	76.1	12.5
	2	1	66.7	0.0
	4	5	70.7	6.0
	Total	112	75.8	12.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	75.2	13.4
Qualification Level	Certificate I			
	Certificate II	13	73.5	11.6
	Certificate III	13	76.9	16.6
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	74.1	13.0
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	83.3	14.3
	Do not know	2	72.2	7.9
	Total	110	75.1	13.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	75.2	13.4
Field of education	Natural and physical sciences			
	Information technology	8	79.2	16.2
	Engineering and related technologies	7	76.2	13.5
	Architecture and building	15	74.1	11.6
	Agriculture, environmental and related studies	6	70.4	5.7
	Health	8	72.2	16.8
	Education			
	Management and commerce	1	77.8	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	75.5	14.0
	Other			
	Total	110	75.1	13.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	77.1	13.7
	March			
	April	17	77.1	13.3
	May	16	75.7	15.8
	June	14	69.8	11.0
	July	21	73.0	11.4
	August			
	September	13	76.9	13.2
	October			
	November	7	68.3	13.5
	December			
	Do not know			
	Training start year	2011		
2010		100	75.1	13.1
2009		7	68.3	13.5
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	77.8	15.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	77.8	15.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	76.3	13.7
	Male	33	72.4	12.8
	Total	110	75.2	13.5
Learner age	Under 15	5	71.1	6.1
	15 to 19	22	73.2	15.6
	20 to 24	16	77.8	15.7
	25 to 34	21	75.7	12.5
	35 to 44	13	82.1	13.3
	45 to 54	14	80.2	15.2
	55 to 64	11	67.7	3.4
	65 or over	7	66.7	0.0
	Total	109	75.2	13.5
Aboriginal or Torres Strait Islander origin	No	106	75.4	13.6
	Yes, Aboriginal	3	70.4	6.4
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	75.2	13.5
Home language	English	106	75.5	13.6
	Language other than English	4	66.7	0.0
	Total	110	75.2	13.5
Permanent residency or citizenship	Australian	102	75.5	13.6
	Not Australian	2	66.7	0.0
	Total	104	75.3	13.5
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	75.2	13.5
	Total	110	75.2	13.5
Groups	1	106	75.4	13.6
	2	1	66.7	0.0
	4	5	73.3	9.9
	Total	112	75.2	13.4

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	76.2	13.9
Qualification Level	Certificate I			
	Certificate II	13	81.2	14.6
	Certificate III	13	74.4	19.4
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	74.7	12.2
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	80.6	16.7
	Do not know	2	72.2	7.9
	Total	110	76.0	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	76.2	13.9
Field of education	Natural and physical sciences			
	Information technology	8	84.7	15.6
	Engineering and related technologies	7	74.6	13.9
	Architecture and building	15	76.3	10.2
	Agriculture, environmental and related studies	6	79.6	14.8
	Health	8	66.7	18.8
	Education			
	Management and commerce	1	100.0	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	75.5	13.2
	Other			
	Total	110	76.0	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	81.2	14.5
	March			
	April	17	78.4	12.1
	May	16	73.6	13.4
	June	14	72.2	11.3
	July	21	74.6	12.7
	August			
	September	13	75.2	12.1
	October			
	November	7	61.9	14.1
	December			
	Do not know			
	Training start year	2011		
2010		100	76.6	13.1
2009		7	61.9	14.1
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	77.8	14.3
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	77.8	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	77.5	14.9
	Male	33	73.4	11.4
	Total	110	76.3	14.0
Learner age	Under 15	5	68.9	5.0
	15 to 19	22	75.3	17.8
	20 to 24	16	80.6	15.4
	25 to 34	21	74.6	11.2
	35 to 44	13	87.2	11.9
	45 to 54	14	78.6	14.8
	55 to 64	11	69.7	7.2
	65 or over	7	66.7	0.0
	Total	109	76.4	14.0
Aboriginal or Torres Strait Islander origin	No	106	76.5	14.2
	Yes, Aboriginal	3	70.4	6.4
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	76.4	14.0
Home language	English	106	76.6	14.1
	Language other than English	4	66.7	0.0
	Total	110	76.3	14.0
Permanent residency or citizenship	Australian	102	76.4	14.1
	Not Australian	2	66.7	0.0
	Total	104	76.2	14.1
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	76.4	14.0
	Total	110	76.3	14.0
Groups	1	106	76.5	14.1
	2	1	66.7	0.0
	4	5	71.1	9.9
	Total	112	76.2	13.9

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	73.3	13.2
Qualification Level	Certificate I			
	Certificate II	13	69.9	17.2
	Certificate III	13	78.2	11.0
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	72.0	12.1
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	79.2	17.3
	Do not know	2	66.7	11.8
	Total	110	73.1	13.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	73.3	13.2
Field of education	Natural and physical sciences			
	Information technology	8	81.2	13.2
	Engineering and related technologies	7	75.0	12.7
	Architecture and building	15	71.1	12.1
	Agriculture, environmental and related studies	6	59.7	17.8
	Health	8	78.1	10.9
	Education			
	Management and commerce	1	91.7	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	72.8	12.7
	Other			
	Total	110	73.1	13.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	71.9	17.2
	March			
	April	17	74.0	13.5
	May	16	75.0	14.9
	June	14	71.4	11.2
	July	21	72.2	12.2
	August			
	September	13	68.6	11.4
	October			
	November	7	75.0	6.8
	December			
	Do not know			
	Training start year	2011		
2010		100	72.7	13.5
2009		7	75.0	6.8
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	61.9	19.2
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	61.9	19.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	74.6	13.3
	Male	33	70.2	12.8
	Total	110	73.3	13.3
Learner age	Under 15	5	66.7	10.2
	15 to 19	22	72.3	11.3
	20 to 24	16	78.1	15.8
	25 to 34	21	73.4	10.7
	35 to 44	13	77.6	17.8
	45 to 54	14	77.4	14.4
	55 to 64	11	65.2	11.7
	65 or over	7	66.7	0.0
	Total	109	73.3	13.3
Aboriginal or Torres Strait Islander origin	No	106	73.5	13.4
	Yes, Aboriginal	3	66.7	8.3
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	73.3	13.3
Home language	English	106	73.7	13.3
	Language other than English	4	60.4	4.2
	Total	110	73.3	13.3
Permanent residency or citizenship	Australian	102	73.5	13.5
	Not Australian	2	62.5	5.9
	Total	104	73.3	13.5
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	73.3	13.3
	Total	110	73.3	13.3
Groups	1	106	73.7	13.4
	2	1	75.0	0.0
	4	5	65.0	7.0
	Total	112	73.3	13.2

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	78.0	14.5
Qualification Level	Certificate I			
	Certificate II	13	85.5	14.6
	Certificate III	13	80.3	13.0
	Certificate IV			
	Certificate level unknown	1	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	75	75.3	14.2
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	80.6	14.0
	Do not know	2	77.8	15.7
	Total	110	77.7	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	112	78.0	14.5
Field of education	Natural and physical sciences			
	Information technology	8	87.5	15.1
	Engineering and related technologies	7	74.6	20.0
	Architecture and building	15	71.9	11.8
	Agriculture, environmental and related studies	6	85.2	15.2
	Health	8	75.0	9.8
	Education			
	Management and commerce	1	100.0	0.0
	Society and culture			
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	64	77.6	14.2
	Other			
	Total	110	77.7	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	16	84.7	14.0
	March			
	April	17	77.1	14.9
	May	16	78.5	15.4
	June	14	71.4	14.3
	July	21	74.6	13.7
	August			
	September	13	76.1	12.7
	October			
	November	7	73.0	8.7
	December			
	Do not know			
	Training start year	2011		
2010		100	77.8	14.7
2009		7	73.0	8.7
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	7	81.0	13.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	7	81.0	13.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	77	80.2	14.4
	Male	33	72.7	13.9
	Total	110	78.0	14.6
Learner age	Under 15	5	73.3	9.9
	15 to 19	22	78.8	14.5
	20 to 24	16	79.2	17.6
	25 to 34	21	78.8	13.6
	35 to 44	13	87.2	16.9
	45 to 54	14	79.4	15.0
	55 to 64	11	70.7	9.0
	65 or over	7	66.7	0.0
	Total	109	78.1	14.6
Aboriginal or Torres Strait Islander origin	No	106	78.2	14.7
	Yes, Aboriginal	3	74.1	12.8
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	109	78.1	14.6
Home language	English	106	78.4	14.7
	Language other than English	4	66.7	0.0
	Total	110	78.0	14.6
Permanent residency or citizenship	Australian	102	78.0	14.6
	Not Australian	2	66.7	0.0
	Total	104	77.8	14.5
Disability status	Disability identified	1	66.7	0.0
	No disability identified	109	78.1	14.6
	Total	110	78.0	14.6
Groups	1	106	78.6	14.4
	2	1	77.8	0.0
	4	5	64.4	12.2
	Total	112	78.0	14.5

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	78.4	14.2		
Effective Assessment	75.3	13.1		
Clear Expectations	76.8	13.6		
Learning Stimulation	75.1	14.5		
Training Relevance	76.5	13.1		
Competency Development	76.1	12.5		
Training Resources	75.4	13.6		
Effective Support	76.5	14.1		
Active Learning	73.7	13.4		
Overall Satisfaction	78.6	14.4		

Group 2

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.0	0.0		
Effective Assessment	75.0	0.0		
Clear Expectations	55.6	0.0		
Learning Stimulation	66.7	0.0		
Training Relevance	66.7	0.0		
Competency Development	66.7	0.0		
Training Resources	66.7	0.0		
Effective Support	66.7	0.0		
Active Learning	75.0	0.0		
Overall Satisfaction	77.8	0.0		

Group 4

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.0	10.2		
Effective Assessment	66.7	0.0		
Clear Expectations	68.9	5.0		
Learning Stimulation	68.9	5.0		
Training Relevance	68.9	5.0		
Competency Development	70.7	6.0		
Training Resources	73.3	9.9		
Effective Support	71.1	9.9		
Active Learning	65.0	7.0		
Overall Satisfaction	64.4	12.2		

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

2 X 3 HR SESSIONS/SHORT AND TO THE POINT
3
3
4
A new way of communicating. Information Technology
Actually earning how to make coffee properly
Actually got some new information and learnt new things
All enjoyable
All good
All of it
Awareness of the dangers associated with Food Handling
Being informed of construcion site criteria
Certificate/meeting other people/teacher very helpful
Communication
Comprehensive overview of Topic
DVD
Discussions and pratical activities
Drinking the coffee
Everything in Cert 2 -IT
Excursions to various recycling waste depots/Group knowledge/manual
Friendly approachable staff and comfortable surroundings
Getting a qualifiacion/Making some friends
Getting out there and putting theory intor practice
Good Hands on Trainer/friendly, approachable and helpful
Good Mix of theory and Practice
Good teacher, Good people
Great Teacher
Group discussions/interactions
I found the work interesting and well conducted
I loved everything. The course was great. Loved the Art work
Info DVD ie.carbon cops and on site investigations
It was a friendly environment, easy to learn quickly
Leaning about the requirements for Food Handling
Learning about horticulture
Learning about the Food Handling in general
Learning about the elderly and most of the people friendly/teacher good

Learning how to make coffe correctly
Learning new things. Meeting new people
Learning new things/how to do things properly/Mircosoft Office
Learning relevant skills
Learning relevant skills
Learning the process of refusing alcohol
Learning to use a coffee machine
Lots of hands on and met some good people
Lovely people in the class
Meeting new people and leaning new skills
People in class and placement
Practical and Desciption was excellent
Refreshing my knowledge and understanding
Responsible Service of Alcohol
Safe Food Handling
Sharing my knowledge
Small Group- Passionate Trainer - Vesna
Small number of participants
Talking about the issues
That I learnt a lot about RSA that I did not know before
That at the end of the day I know now how to work better with the computer
The DVD's and discussions
The Film
The Trainer was easy to listen and speak to and had excellent knowledge
The Trainer- it was brilliant
The Videos
The best apect was the placment
The coffee Art
The environment and the ambience, the trainer explained so I could understand
The information
The interaction
The simplified explanations to questions and training. Thank you
The trainer xplained everything. Lovely person
The videos and Booklets kept it interesting
Timing of the course. Content was easy and interesting to understand
To learn and discuss things I did not know
Trainer
Trainer & staff
Trainer and outdoor project work
Trainers were helpful and knowledgable
Training was ver thorough
Varied backgrounds of cours participantsd
Very Informative
Very informative
facilities and GEST staff
gest trainer & gest staff

LQ needs improvement

Communication on how we are going and what we need to improve on
Computer aptitude/Literacy of Assessor (Geoff)
Computer needed charging. DVD players needed fixing
Course based off old programs. It is difficult to realte to newer versions
Everyone should put in equally/Teacher should be stricter
Explaining about the assessment from the teacher
Handout of work needed to be completed- at the start of the course
I had a little difficulty with some spreadshheets and buring of CD's
If you cant handle the work dont do the course
Information intake. I need to know more than I did previously (??)
Install Microsoft 2010
Keeping attendess stories relevant to course
Leaning more about Microsoft Office and Powerpoint
Learning the names of coffee (personal improvement)
Less Theory
More practical. Less of the slideshows
My presentation and my patience
N/A
Nil
None
None
Not Sure
Nothing
Only let people in that are mature enought to handle the workload
Placement Assessment
Product Information for Eco-Enviro options for residential premises
Selection criteria needs to be more strict so only people that can handle it do it
Small classroom
Some discussions went off track taking up time
Structure/Days
Stucture of speech, too many Um's
The T.V
The Training Room
The books need to be updated, we had an older version. This was confusing
The laptop needed re-charging- check equipment
The ratio , student to instructor was demanding on the instructor
The right time and information to be given by reception
The way the trianing was set out
Time Management. There was a lot of time with not a lot to do
Understanding the work- more explaining
Update the videos
Working the DVD
loved all of it
nil

no
none
only let people in that can handle it and not cause trouble
unsure
weather

EQ best aspects

EQ needs improvement

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	Not every areas of the surveys are filled out
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	It seems a bit long for the students to fill in

Registering body report

05 May 2011

RTO Information

NTIS number	3828
Name	Gippsland Employment Skills and Training
Street Address	7 Anzac Street
City/town/suburb	MOE
State	VIC
Post code	3844

Learner and employer response

	Learners	Employers
Response count (number)	112	0
Population count (number)		
Response rate (per cent)		

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	75.9	16.9		
Trainer Quality	78.2	14.0		
Effective Assessment	74.9	12.9		
Clear Expectations	76.3	13.5		
Learning Stimulation	74.7	14.2		
Training Relevance	76.1	12.9		
Competency Development	75.8	12.3		
Training Resources	75.2	13.4		
Effective Support	76.2	13.9		
Active Learning	73.3	13.2		
Overall Satisfaction	78.0	14.5		

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	We also take into account verbal feedback
Main ways data has been used for continuous improvement	