

# RTO Information

This report presents summary information about the Registered Training Organisation

Name	Wyndham Community and Education Centre Inc
Street Address	3 Princes Highway
City/town/suburb	Werribee
State	VIC
Post code	3030
NTIS number	4179

# 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

	Learners			Employers		
Scale	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	116	80.9	14.7	19	84.8	14.4
Effective Assessment	116	80.9	14.2	19	82.5	15.4
Clear Expectations	116	78.1	13.7			
Learning Stimulation	116	74.9	17.0			
Training Relevance	116	78.6	16.7	19	81.3	14.4
Competency Development	116	78.7	14.0	19	84.6	15.7
Training Resources	116	76.8	16.0	19	74.9	23.1
Effective Support	116	79.0	13.7	19	82.7	14.1
Active Learning	116	77.7	14.5			
Overall Satisfaction	116	82.6	15.7	19	83.0	15.4

# 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	3	3	100.0	0	0	0.0
	Engineering and related technologies	1	1	100.0	0	0	0.0
	Architecture and building	1	1	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	55	55	100.0	0	0	0.0
	Management and commerce	2	2	100.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	88	47	53.4	80	0	0.0
	TOTAL	151	110	72.8	80	0	0.0
Qualification level	Certificate I	2	2	100.0			
	Certificate II	8	8	100.0			
	Certificate III	36	36	100.0			
	Certificate IV	11	11	100.0			
	Certificate level unknown	1	1	100.0			
	Diploma	17	17	100.0			
	Advanced diploma	0	0	0.0			
	Associate degree	0	0	0.0			
	Degree	0	0	0.0			
	Short course or statement of attainment	0	0	0.0			
	VET Graduate Certificate or Diploma	1	1	100.0			
	Other qualification or training	28	28	100.0			
	Do not know	47	9	19.1			
	Total	151	113	74.8			

# 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	62	53	115	0
LQ2	Trainers made the subject as interesting as possible.	0	4	61	51	112	0
LQ3	Trainers had an excellent knowledge of the subject content.	1	1	56	56	112	2
LQ4	Trainers explained things clearly.	1	3	61	51	112	0
LQ5	Overall, I am satisfied with the training.	0	2	61	52	113	1
LQ6	I would recommend the training to others.	1	3	55	57	112	0
LQ7	I would recommend the training organisation to others.	0	2	48	66	114	0
LQ8	I received useful feedback on my assessments.	0	2	54	60	114	0
LQ9	Assessments were based on realistic activities.	1	3	64	48	112	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	61	54	115	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	73	42	115	1
LQ12	It was always easy to know the standards expected.	1	2	77	36	113	0
LQ13	I usually had a clear idea of what was expected of me.	1	1	75	39	114	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	2	60	53	113	1
LQ15	I was given enough material to keep up my interest.	0	8	71	36	107	1
LQ16	The amount of work I had to do was reasonable.	1	9	66	40	106	0
LQ17	The training was at the right level of difficulty for me.	2	6	68	39	107	1
LQ18	The training focused on relevant skills.	0	3	68	44	112	1
LQ19	The training prepared me well for work.	1	5	56	54	110	0
LQ20	The training had a good mix of theory and practice.	1	7	61	46	107	1
LQ21	I developed the skills expected from this training.	1	2	61	52	113	0
LQ22	I learned to work with people.	1	5	56	54	110	0
LQ23	I identified ways to build on my current knowledge and skills.	0	2	69	45	114	0
LQ24	I developed the knowledge expected from this training.	0	2	71	43	114	0
LQ25	I learned to plan and manage my work.	1	3	76	35	111	1
LQ26	Training resources were available when I needed them.	0	3	72	41	113	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	7	72	37	109	0
LQ28	Training facilities and materials were in good condition.	1	6	63	46	109	0
LQ29	Training organisation staff respected my background and needs.	0	2	54	60	114	0
LQ30	The training was flexible enough to meet my needs.	1	2	65	47	112	1
LQ31	The training organisation had a range of services to support learners.	0	5	78	33	111	0
LQ32	I set high standards for myself in this training.	1	8	66	40	106	1
LQ33	I pushed myself to understand things I found confusing.	0	6	67	43	110	0
LQ34	I looked for my own resources to help me learn.	0	5	72	39	111	0
LQ35	I approached trainers if I needed help.	1	1	59	55	114	0

## LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.9	53.5	45.7	99.1	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	3.5	52.6	44.0	96.6	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.9	0.9	49.1	49.1	98.3	1.7
LQ4	Trainers explained things clearly.	0.9	2.6	52.6	44.0	96.6	0.0
LQ5	Overall, I am satisfied with the training.	0.0	1.7	53.1	45.2	98.3	0.9
LQ6	I would recommend the training to others.	0.9	2.6	47.4	49.1	96.6	0.0
LQ7	I would recommend the training organisation to others.	0.0	1.7	41.4	56.9	98.3	0.0
LQ8	I received useful feedback on my assessments.	0.0	1.7	46.6	51.7	98.3	0.0
LQ9	Assessments were based on realistic activities.	0.9	2.6	55.2	41.4	96.6	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	53.1	47.0	100.0	0.9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	63.5	36.5	100.0	0.9
LQ12	It was always easy to know the standards expected.	0.9	1.7	66.4	31.0	97.4	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.9	0.9	64.7	33.6	98.3	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	1.7	52.2	46.1	98.3	0.9
LQ15	I was given enough material to keep up my interest.	0.0	7.0	61.7	31.3	93.1	0.9
LQ16	The amount of work I had to do was reasonable.	0.9	7.8	56.9	34.5	91.4	0.0
LQ17	The training was at the right level of difficulty for me.	1.7	5.2	59.1	33.9	93.1	0.9
LQ18	The training focused on relevant skills.	0.0	2.6	59.1	38.3	97.4	0.9
LQ19	The training prepared me well for work.	0.9	4.3	48.3	46.6	94.8	0.0
LQ20	The training had a good mix of theory and practice.	0.9	6.1	53.1	40.0	93.1	0.9
LQ21	I developed the skills expected from this training.	0.9	1.7	52.6	44.8	97.4	0.0
LQ22	I learned to work with people.	0.9	4.3	48.3	46.6	94.8	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	1.7	59.5	38.8	98.3	0.0
LQ24	I developed the knowledge expected from this training.	0.0	1.7	61.2	37.1	98.3	0.0
LQ25	I learned to plan and manage my work.	0.9	2.6	66.1	30.4	96.5	0.9
LQ26	Training resources were available when I needed them.	0.0	2.6	62.1	35.4	97.4	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	6.0	62.1	31.9	94.0	0.0
LQ28	Training facilities and materials were in good condition.	0.9	5.2	54.3	39.7	94.0	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	1.7	46.6	51.7	98.3	0.0
LQ30	The training was flexible enough to meet my needs.	0.9	1.7	56.5	40.9	97.4	0.9
LQ31	The training organisation had a range of services to support learners.	0.0	4.3	67.3	28.5	95.7	0.0
LQ32	I set high standards for myself in this training.	0.9	7.0	57.4	34.8	92.2	0.9
LQ33	I pushed myself to understand things I found confusing.	0.0	5.2	57.8	37.1	94.8	0.0
LQ34	I looked for my own resources to help me learn.	0.0	4.3	62.1	33.6	95.7	0.0
LQ35	I approached trainers if I needed help.	0.9	0.9	50.9	47.4	98.3	0.0

## LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	81.6	17.2
LQ2	Trainers made the subject as interesting as possible.	80.2	18.6
LQ3	Trainers had an excellent knowledge of the subject content.	82.2	18.9
LQ4	Trainers explained things clearly.	79.9	19.6
LQ5	Overall, I am satisfied with the training.	81.2	17.7
LQ6	I would recommend the training to others.	81.6	19.8
LQ7	I would recommend the training organisation to others.	85.1	17.8
LQ8	I received useful feedback on my assessments.	83.3	17.9
LQ9	Assessments were based on realistic activities.	79.0	19.4
LQ10	The way I was assessed was a fair test of my skills and knowledge.	82.3	16.7
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	78.8	16.1
LQ12	It was always easy to know the standards expected.	75.9	17.9
LQ13	I usually had a clear idea of what was expected of me.	77.0	17.8
LQ14	Trainers made it clear right from the start what they expected from me.	81.4	17.8
LQ15	I was given enough material to keep up my interest.	74.8	19.0
LQ16	The amount of work I had to do was reasonable.	75.0	21.0
LQ17	The training was at the right level of difficulty for me.	75.1	21.1
LQ18	The training focused on relevant skills.	78.6	17.8
LQ19	The training prepared me well for work.	80.2	20.6
LQ20	The training had a good mix of theory and practice.	77.4	21.0
LQ21	I developed the skills expected from this training.	80.5	19.2
LQ22	I learned to work with people.	80.2	20.6
LQ23	I identified ways to build on my current knowledge and skills.	79.0	17.3
LQ24	I developed the knowledge expected from this training.	78.4	17.2
LQ25	I learned to plan and manage my work.	75.4	18.3
LQ26	Training resources were available when I needed them.	77.6	17.5
LQ27	The training used up-to-date equipment, facilities and materials.	75.3	18.7
LQ28	Training facilities and materials were in good condition.	77.6	20.5
LQ29	Training organisation staff respected my background and needs.	83.3	17.9
LQ30	The training was flexible enough to meet my needs.	79.1	19.0
LQ31	The training organisation had a range of services to support learners.	74.7	17.4
LQ32	I set high standards for myself in this training.	75.4	20.7
LQ33	I pushed myself to understand things I found confusing.	77.3	19.0
LQ34	I looked for my own resources to help me learn.	76.4	18.1
LQ35	I approached trainers if I needed help.	81.6	18.8



## EQ response category numbers

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	1	0	9	8	17	1
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	8	11	19	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	10	9	19	0
EQ4	Assessment was at an appropriate standard.	0	0	10	9	19	0
EQ5	The training resources were appropriate for learner needs.	0	1	9	8	17	1
EQ6	The training reflected current practice.	0	0	10	9	19	0
EQ7	The training organisation developed customised programs.	0	0	11	8	19	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	9	10	19	0
EQ9	The training focused on relevant skills.	0	0	9	10	19	0
EQ10	Our employees gained the skills they needed from this training.	0	0	7	12	19	0
EQ11	The training was effectively integrated into our organisation.	0	0	11	8	19	0
EQ12	Overall, we are satisfied with the training.	0	0	9	10	19	0
EQ13	We would recommend the training organisation to others.	0	0	11	8	19	0
EQ14	We would recommend the training to others.	0	0	9	10	19	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	9	10	19	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	11	8	19	0
EQ17	Trainers had good knowledge and experience of the industry.	0	1	7	11	18	0
EQ18	Assessments were based on realistic activities.	0	1	8	10	18	0
EQ19	Trainers were effective in their teaching.	0	0	9	10	19	0
EQ20	The training was an effective investment.	0	0	13	6	19	0
EQ21	Trainers were able to relate material to the workplace.	0	0	8	11	19	0
EQ22	The training had a good mix of theory and practice.	0	0	10	9	19	0
EQ23	The training organisation acted on feedback from employers.	0	0	10	9	19	0
EQ24	The training has helped our employees work with people.	0	0	8	11	19	0
EQ25	Training resources and equipment were in good condition.	2	1	8	7	15	1
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	10	9	19	0
EQ27	The training prepared employees well for work.	0	0	11	8	19	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	9	10	19	0
EQ29	The training prepared our employees for the demands of work.	0	0	10	9	19	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	11	8	19	0

## EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	5.6	0.0	50.0	44.5	94.5	5.3
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	42.1	57.9	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	52.6	47.4	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	52.6	47.4	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	5.6	50.0	44.5	94.5	5.3
EQ6	The training reflected current practice.	0.0	0.0	52.6	47.4	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	57.9	42.1	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	47.4	52.6	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	47.4	52.6	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	36.9	63.2	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	57.9	42.1	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	47.4	52.6	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	57.9	42.1	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	47.4	52.6	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	47.4	52.6	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	57.9	42.1	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	5.3	36.9	57.9	94.7	0.0
EQ18	Assessments were based on realistic activities.	0.0	5.3	42.1	52.6	94.7	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	47.4	52.6	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	68.4	31.6	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	42.1	57.9	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	52.6	47.4	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	52.6	47.4	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	42.1	57.9	100.0	0.0
EQ25	Training resources and equipment were in good condition.	11.1	5.6	44.5	38.9	83.3	5.3
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	52.6	47.4	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	57.9	42.1	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	47.4	52.6	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	52.6	47.4	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	57.9	42.1	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.	77.8	25.6
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	86.0	16.9
EQ3	The training organisation was flexible enough to meet our needs.	82.5	17.1
EQ4	Assessment was at an appropriate standard.	82.5	17.1
EQ5	The training resources were appropriate for learner needs.	79.6	20.3
EQ6	The training reflected current practice.	82.5	17.1
EQ7	The training organisation developed customised programs.	80.7	16.9
EQ8	The training organisation provided good support for workplace training and assessment.	84.2	17.1
EQ9	The training focused on relevant skills.	84.2	17.1
EQ10	Our employees gained the skills they needed from this training.	87.7	16.5
EQ11	The training was effectively integrated into our organisation.	80.7	16.9
EQ12	Overall, we are satisfied with the training.	84.2	17.1
EQ13	We would recommend the training organisation to others.	80.7	16.9
EQ14	We would recommend the training to others.	84.2	17.1
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	84.2	17.1
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	80.7	16.9
EQ17	Trainers had good knowledge and experience of the industry.	84.2	20.4
EQ18	Assessments were based on realistic activities.	82.5	20.4
EQ19	Trainers were effective in their teaching.	84.2	17.1
EQ20	The training was an effective investment.	77.2	15.9
EQ21	Trainers were able to relate material to the workplace.	86.0	16.9
EQ22	The training had a good mix of theory and practice.	82.5	17.1
EQ23	The training organisation acted on feedback from employers.	82.5	17.1
EQ24	The training has helped our employees work with people.	86.0	16.9
EQ25	Training resources and equipment were in good condition.	70.4	32.1
EQ26	The training helped employees identify how to build on their current knowledge and skills.	82.5	17.1
EQ27	The training prepared employees well for work.	80.7	16.9
EQ28	Our employees gained the knowledge they needed from this training.	84.2	17.1
EQ29	The training prepared our employees for the demands of work.	82.5	17.1
EQ30	The training organisation clearly explained what was expected from employers.	80.7	16.9

# 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	116	80.9	14.7
Qualification Level	Certificate I	2	54.2	17.7
	Certificate II	8	80.2	14.7
	Certificate III	36	83.3	13.9
	Certificate IV	11	92.4	11.5
	Certificate level unknown	1	66.7	0.0
	Diploma	17	79.9	14.1
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	91.7	0.0
	Other qualification or training	28	79.2	13.9
	Do not know	9	73.1	15.5
	Total	113	81.0	14.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	80.9	14.7
Field of education	Natural and physical sciences			
	Information technology	3	94.4	4.8
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies			
	Health	1	91.7	0.0
	Education	55	81.1	14.9
	Management and commerce	2	83.3	23.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	78.7	14.5
	Total	110	80.9	14.8

Characteristic		Learners				
		Count	Average	Variation		
Training start month	January	40	81.5	15.4		
	February	15	78.9	13.7		
	March	9	87.0	14.5		
	April	7	86.9	11.6		
	May	3	86.1	17.3		
	June	4	68.7	23.9		
	July	15	79.4	13.7		
	August	9	79.6	14.5		
	September	2	83.3	0.0		
	October	8	80.2	15.4		
	November					
	December					
	Do not know					
Training start year	2016					
	2015	104		81.4	14.9	
	2014	8		77.1	11.6	
	2013					
	2012					
	2011					
	2010					
	2009					
	2008					
	2007					
	2006					
	2005					
	2004					
	2003					
	2002					
	2001					
	2000					
	1999					
	Apprenticeship or traineeship	Apprenticeship or traineeship		6	79.2	13.7
		Not apprenticeship or traineeship		102	80.6	14.6
Recognition of prior learning	Recognition of prior learning	5	73.3	7.0		
	No recognition of prior learning	96	81.2	14.9		

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	81.9	14.1
	Male	40	78.5	15.5
	Total	115	80.7	14.7
Learner age	Under 15			
	15 to 19	59	76.8	14.4
	20 to 24	11	80.3	13.1
	25 to 34	22	87.9	14.3
	35 to 44	15	82.8	13.9
	45 to 54	5	90.0	13.7
	55 to 64	3	88.9	19.2
	65 or over	1	75.0	0.0
	Total	116	80.9	14.7
Aboriginal or Torres Strait Islander origin	No	108	80.6	14.6
	Yes, Aboriginal	5	90.0	13.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	81.0	14.7
Home language	English	70	79.9	15.0
	Language other than English	44	81.8	14.3
	Total	114	80.6	14.7
Permanent residency or citizenship	Australian	102	81.0	14.9
	Not Australian	9	77.8	15.0
	Total	111	80.7	14.8
Disability status	Disability identified	10	74.2	16.4
	No disability identified	98	81.4	14.7
	Total	108	80.7	14.9
Groups	1	10	83.3	16.2
	2	11	92.4	11.5
	3	4	95.8	8.3
	4	11	87.1	13.6
	5	6	73.6	11.1
	6	3	100.0	0.0
	7	14	75.6	11.5
	8	18	69.0	9.8
	9	24	82.6	13.2
	10	15	77.8	16.3
	Total	116	80.9	14.7

## Effective Assessment

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	80.9	14.2
Qualification Level	Certificate I	2	58.3	11.8
	Certificate II	8	71.9	8.8
	Certificate III	36	82.4	13.8
	Certificate IV	11	90.2	12.8
	Certificate level unknown	1	83.3	0.0
	Diploma	17	82.4	15.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	100.0	0.0
	Other qualification or training	28	80.4	15.6
	Do not know	9	75.9	7.7
	Total	113	81.1	14.3



Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	80.9	14.2
Field of education	Natural and physical sciences			
	Information technology	3	97.2	4.8
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies			
	Health	1	83.3	0.0
	Education	55	80.6	14.4
	Management and commerce	2	83.3	23.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	80.0	14.1
	Total	110	81.2	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	81.0	15.3
	February	15	76.7	14.2
	March	9	85.2	14.9
	April	7	84.5	11.2
	May	3	83.3	14.4
	June	4	75.0	11.8
	July	15	82.2	14.4
	August	9	82.4	14.1
	September	2	75.0	0.0
	October	8	77.1	15.3
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104	81.1	14.2
	2014	8	76.0	13.7
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	79.2	14.7
	Not apprenticeship or traineeship	102	80.4	14.2
Recognition of prior learning	Recognition of prior learning	5	78.3	11.2
	No recognition of prior learning	96	80.6	14.5

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	81.4	13.9
	Male	40	79.4	14.9
	Total	115	80.7	14.2
Learner age	Under 15			
	15 to 19	59	78.7	13.7
	20 to 24	11	76.5	12.8
	25 to 34	22	87.9	14.0
	35 to 44	15	78.9	14.7
	45 to 54	5	88.3	13.9
	55 to 64	3	88.9	19.2
	65 or over	1	75.0	0.0
	Total	116	80.9	14.2
Aboriginal or Torres Strait Islander origin	No	108	80.9	14.2
	Yes, Aboriginal	5	83.3	16.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	81.0	14.2
Home language	English	70	80.1	14.1
	Language other than English	44	81.6	14.6
	Total	114	80.7	14.3
Permanent residency or citizenship	Australian	102	81.4	14.7
	Not Australian	9	75.9	8.8
	Total	111	80.9	14.4
Disability status	Disability identified	10	75.8	15.4
	No disability identified	98	81.4	14.2
	Total	108	80.9	14.4
Groups	1	10	85.8	16.7
	2	11	90.2	12.8
	3	4	91.7	11.8
	4	11	84.1	12.6
	5	6	69.4	6.8
	6	3	97.2	4.8
	7	14	79.2	14.5
	8	18	72.2	11.1
	9	24	80.2	15.5
	10	15	80.0	11.3
	Total	116	80.9	14.2

## Clear Expectations

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	78.1	13.7
Qualification Level	Certificate I	2	61.1	7.9
	Certificate II	8	75.0	9.8
	Certificate III	36	79.3	13.6
	Certificate IV	11	82.8	11.5
	Certificate level unknown	1	88.9	0.0
	Diploma	17	78.4	14.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	100.0	0.0
	Other qualification or training	28	78.6	14.5
	Do not know	9	69.8	13.9
	Total	113	78.2	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	78.1	13.7
Field of education	Natural and physical sciences			
	Information technology	3	81.5	6.4
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	77.8	0.0
	Agriculture, environmental and related studies			
	Health	1	77.8	0.0
	Education	55	78.0	13.8
	Management and commerce	2	83.3	23.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	77.4	14.1
	Total	110	78.1	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	78.3	13.5
	February	15	77.0	14.2
	March	9	77.8	18.4
	April	7	82.5	12.6
	May	3	81.5	23.1
	June	4	63.9	10.6
	July	15	79.6	13.2
	August	9	76.5	8.7
	September	2	83.3	7.9
	October	8	77.8	14.5
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104		14.0
	2014	8		5.9
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	75.9	14.8
	Not apprenticeship or traineeship	102	77.9	13.6
Recognition of prior learning	Recognition of prior learning	5	75.6	5.0
	No recognition of prior learning	96	78.1	14.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	79.3	13.6
	Male	40	75.3	13.4
	Total	115	77.9	13.6
Learner age	Under 15			
	15 to 19	59	75.8	13.5
	20 to 24	11	75.8	12.0
	25 to 34	22	83.3	16.0
	35 to 44	15	78.5	11.5
	45 to 54	5	84.4	12.7
	55 to 64	3	81.5	17.0
	65 or over	1	77.8	0.0
	Total	116	78.1	13.7
Aboriginal or Torres Strait Islander origin	No	108	77.9	13.6
	Yes, Aboriginal	5	82.2	16.9
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	78.1	13.7
Home language	English	70	79.0	13.1
	Language other than English	44	76.0	14.4
	Total	114	77.8	13.6
Permanent residency or citizenship	Australian	102	78.9	13.4
	Not Australian	9	66.7	12.4
	Total	111	77.9	13.7
Disability status	Disability identified	10	73.3	14.1
	No disability identified	98	78.5	13.8
	Total	108	78.0	13.8
Groups	1	10	83.3	15.9
	2	11	82.8	11.5
	3	4	94.4	11.1
	4	11	77.8	13.1
	5	6	70.4	5.7
	6	3	92.6	12.8
	7	14	75.4	13.2
	8	18	69.8	9.9
	9	24	78.2	14.8
	10	15	79.6	13.2
	Total	116	78.1	13.7

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	74.9	17.0
Qualification Level	Certificate I	2	55.6	15.7
	Certificate II	8	75.0	7.9
	Certificate III	36	77.8	16.6
	Certificate IV	11	78.8	19.5
	Certificate level unknown	1	66.7	0.0
	Diploma	17	69.9	17.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	77.8	0.0
	Other qualification or training	28	77.8	16.6
	Do not know	9	65.4	22.5
	Total	113	75.0	17.2



Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	74.9	17.0
Field of education	Natural and physical sciences			
	Information technology	3	85.2	12.8
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies			
	Health	1	66.7	0.0
	Education	55	72.9	16.3
	Management and commerce	2	77.8	31.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	76.4	17.3
	Total	110	75.3	16.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	76.1	17.9
	February	15	71.9	12.5
	March	9	72.8	18.5
	April	7	81.0	17.8
	May	3	77.8	19.2
	June	4	55.6	30.1
	July	15	78.5	13.6
	August	9	77.8	17.6
	September	2	77.8	15.7
	October	8	76.4	15.1
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104	75.7	17.5
	2014	8	70.8	5.8
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	74.1	19.5
	Not apprenticeship or traineeship	102	74.5	16.8
Recognition of prior learning	Recognition of prior learning	5	71.1	16.9
	No recognition of prior learning	96	74.5	17.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	75.4	15.9
	Male	40	73.3	19.0
	Total	115	74.7	16.9
Learner age	Under 15			
	15 to 19	59	73.1	17.4
	20 to 24	11	75.8	12.0
	25 to 34	22	77.8	19.4
	35 to 44	15	73.3	16.2
	45 to 54	5	80.0	14.5
	55 to 64	3	88.9	19.2
	65 or over	1	66.7	0.0
	Total	116	74.9	17.0
Aboriginal or Torres Strait Islander origin	No	108	74.6	17.0
	Yes, Aboriginal	5	82.2	16.9
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	74.9	17.0
Home language	English	70	74.3	17.6
	Language other than English	44	75.3	16.2
	Total	114	74.7	17.0
Permanent residency or citizenship	Australian	102	75.2	17.2
	Not Australian	9	66.7	14.7
	Total	111	74.5	17.1
Disability status	Disability identified	10	72.2	15.0
	No disability identified	98	74.6	17.6
	Total	108	74.4	17.4
Groups	1	10	84.4	15.9
	2	11	78.8	19.5
	3	4	88.9	15.7
	4	11	71.7	19.5
	5	6	68.5	4.5
	6	3	88.9	19.2
	7	14	65.9	14.1
	8	18	67.9	13.1
	9	24	78.7	14.6
	10	15	74.8	21.2
	Total	116	74.9	17.0

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	78.6	16.7
Qualification Level	Certificate I	2	50.0	23.6
	Certificate II	8	70.8	21.4
	Certificate III	36	83.3	14.9
	Certificate IV	11	90.9	13.0
	Certificate level unknown	1	66.7	0.0
	Diploma	17	77.8	16.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	88.9	0.0
	Other qualification or training	28	76.8	15.4
	Do not know	9	66.7	9.6
	Total	113	78.7	16.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	78.6	16.7
Field of education	Natural and physical sciences			
	Information technology	3	96.3	6.4
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies			
	Health	1	88.9	0.0
	Education	55	78.5	17.1
	Management and commerce	2	83.3	23.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	76.1	16.2
	Total	110	78.5	16.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	76.7	16.1
	February	15	75.6	15.3
	March	9	85.2	15.7
	April	7	88.9	11.1
	May	3	75.9	25.1
	June	4	66.7	15.7
	July	15	83.0	15.6
	August	9	72.8	23.6
	September	2	83.3	7.9
	October	8	83.3	17.8
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104		16.7
	2014	8		17.8
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	77.8	17.2
	Not apprenticeship or traineeship	102	78.4	16.8
Recognition of prior learning	Recognition of prior learning	5	82.2	16.9
	No recognition of prior learning	96	78.3	16.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	80.1	16.7
	Male	40	75.3	16.4
	Total	115	78.4	16.7
Learner age	Under 15			
	15 to 19	59	75.0	17.2
	20 to 24	11	73.7	10.3
	25 to 34	22	84.8	16.3
	35 to 44	15	81.5	17.1
	45 to 54	5	86.7	14.5
	55 to 64	3	88.9	19.2
	65 or over	1	88.9	0.0
	Total	116	78.6	16.7
Aboriginal or Torres Strait Islander origin	No	108	78.3	16.7
	Yes, Aboriginal	5	84.4	18.6
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	78.6	16.8
Home language	English	70	76.7	17.0
	Language other than English	44	80.6	15.9
	Total	114	78.2	16.6
Permanent residency or citizenship	Australian	102	78.7	17.3
	Not Australian	9	72.8	8.1
	Total	111	78.2	16.8
Disability status	Disability identified	10	76.7	19.2
	No disability identified	98	78.2	16.4
	Total	108	78.0	16.6
Groups	1	10	86.7	15.5
	2	11	90.9	13.0
	3	4	94.4	11.1
	4	11	82.8	13.5
	5	6	77.8	17.2
	6	3	96.3	6.4
	7	14	73.8	15.5
	8	18	65.1	11.7
	9	24	80.6	15.1
	10	15	71.1	18.7
	Total	116	78.6	16.7

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	78.7	14.0
Qualification Level	Certificate I	2	50.0	23.6
	Certificate II	8	74.2	8.3
	Certificate III	36	82.6	14.2
	Certificate IV	11	86.1	10.5
	Certificate level unknown	1	73.3	0.0
	Diploma	17	77.3	12.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	73.3	0.0
	Other qualification or training	28	78.3	14.7
	Do not know	9	71.1	11.1
	Total	113	78.8	14.1



Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	78.7	14.0
Field of education	Natural and physical sciences			
	Information technology	3	91.1	7.7
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	93.3	0.0
	Agriculture, environmental and related studies			
	Health	1	80.0	0.0
	Education	55	78.1	15.4
	Management and commerce	2	86.7	9.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	78.0	12.7
	Total	110	78.9	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	79.7	14.6
	February	15	74.2	11.5
	March	9	80.7	11.8
	April	7	85.7	13.0
	May	3	68.9	26.9
	June	4	70.0	12.8
	July	15	81.3	12.9
	August	9	75.6	14.9
	September	2	70.0	4.7
	October	8	80.0	17.5
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104	78.7	14.2
	2014	8	76.7	14.7
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	80.0	16.9
	Not apprenticeship or traineeship	102	78.3	14.0
Recognition of prior learning	Recognition of prior learning	5	84.0	13.8
	No recognition of prior learning	96	78.3	13.8

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	79.9	13.5
	Male	40	75.8	14.4
	Total	115	78.5	13.9
Learner age	Under 15			
	15 to 19	59	75.8	14.3
	20 to 24	11	73.3	6.0
	25 to 34	22	85.8	13.2
	35 to 44	15	78.2	13.2
	45 to 54	5	86.7	14.1
	55 to 64	3	86.7	17.6
	65 or over	1	93.3	0.0
	Total	116	78.7	14.0
Aboriginal or Torres Strait Islander origin	No	108	78.3	14.0
	Yes, Aboriginal	5	84.0	13.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	78.6	14.0
Home language	English	70	78.0	14.6
	Language other than English	44	79.2	13.0
	Total	114	78.5	13.9
Permanent residency or citizenship	Australian	102	78.7	14.5
	Not Australian	9	78.5	8.7
	Total	111	78.7	14.1
Disability status	Disability identified	10	74.0	18.4
	No disability identified	98	79.0	13.5
	Total	108	78.5	14.0
Groups	1	10	84.7	14.4
	2	11	86.1	10.5
	3	4	90.0	11.5
	4	11	85.5	12.9
	5	6	74.4	16.6
	6	3	88.9	13.9
	7	14	74.8	11.7
	8	18	68.5	13.9
	9	24	80.0	13.2
	10	15	74.7	11.3
	Total	116	78.7	14.0

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	76.8	16.0
Qualification Level	Certificate I	2	55.6	15.7
	Certificate II	8	70.8	10.2
	Certificate III	36	79.3	14.8
	Certificate IV	11	81.8	11.4
	Certificate level unknown	1	44.4	0.0
	Diploma	17	77.1	16.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	28	78.2	16.7
	Do not know	9	67.9	16.1
	Total	113	76.6	15.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	76.8	16.0
Field of education	Natural and physical sciences			
	Information technology	3	81.5	6.4
	Engineering and related technologies	1	88.9	0.0
	Architecture and building	1	77.8	0.0
	Agriculture, environmental and related studies			
	Health	1	77.8	0.0
	Education	55	78.2	16.3
	Management and commerce	2	83.3	23.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	74.9	16.5
	Total	110	77.1	16.0

Characteristic		Learners				
		Count	Average	Variation		
Training start month	January	40	78.6	18.0		
	February	15	74.8	14.8		
	March	9	77.8	12.4		
	April	7	77.8	12.8		
	May	3	85.2	17.0		
	June	4	58.3	24.6		
	July	15	79.3	15.1		
	August	9	72.8	9.8		
	September	2	66.7	0.0		
	October	8	77.8	15.7		
	November					
	December					
	Do not know					
Training start year	2016					
	2015	104		77.0	16.3	
	2014	8		73.6	10.2	
	2013					
	2012					
	2011					
	2010					
	2009					
	2008					
	2007					
	2006					
	2005					
	2004					
	2003					
	2002					
	2001					
	2000					
	1999					
	Apprenticeship or traineeship	Apprenticeship or traineeship		6	70.4	15.2
		Not apprenticeship or traineeship		102	76.5	15.7
Recognition of prior learning	Recognition of prior learning	5	71.1	12.7		
	No recognition of prior learning	96	76.6	16.2		

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	78.5	15.0
	Male	40	73.1	17.0
	Total	115	76.6	15.9
Learner age	Under 15			
	15 to 19	59	73.3	16.5
	20 to 24	11	77.8	14.1
	25 to 34	22	86.4	14.5
	35 to 44	15	74.1	14.9
	45 to 54	5	77.8	7.9
	55 to 64	3	81.5	17.0
	65 or over	1	88.9	0.0
	Total	116	76.8	16.0
Aboriginal or Torres Strait Islander origin	No	108	76.1	15.8
	Yes, Aboriginal	5	91.1	12.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	76.8	16.0
Home language	English	70	75.9	16.2
	Language other than English	44	77.3	15.3
	Total	114	76.4	15.8
Permanent residency or citizenship	Australian	102	76.6	15.8
	Not Australian	9	77.8	18.4
	Total	111	76.7	15.9
Disability status	Disability identified	10	67.8	16.1
	No disability identified	98	77.2	15.7
	Total	108	76.3	15.9
Groups	1	10	82.2	16.7
	2	11	81.8	11.4
	3	4	83.3	14.3
	4	11	83.8	15.2
	5	6	70.4	9.1
	6	3	96.3	6.4
	7	14	73.0	15.5
	8	18	67.3	16.8
	9	24	77.8	14.3
	10	15	74.8	18.5
	Total	116	76.8	16.0

## Effective Support

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	79.0	13.7
Qualification Level	Certificate I	2	61.1	7.9
	Certificate II	8	76.4	9.3
	Certificate III	36	82.4	13.6
	Certificate IV	11	83.8	10.4
	Certificate level unknown	1	66.7	0.0
	Diploma	17	77.1	13.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	77.8	0.0
	Other qualification or training	28	80.6	14.1
	Do not know	9	67.9	15.2
	Total	113	79.2	13.8



Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	79.0	13.7
Field of education	Natural and physical sciences			
	Information technology	3	81.5	6.4
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	88.9	0.0
	Agriculture, environmental and related studies			
	Health	1	77.8	0.0
	Education	55	79.4	14.4
	Management and commerce	2	77.8	15.7
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	78.0	14.0
	Total	110	79.1	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	80.8	14.0
	February	15	75.6	12.0
	March	9	80.2	13.4
	April	7	81.0	12.4
	May	3	81.5	23.1
	June	4	66.7	24.0
	July	15	80.0	13.4
	August	9	79.0	8.7
	September	2	72.2	7.9
	October	8	81.9	16.7
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104		13.9
	2014	8		13.3
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	79.6	10.9
	Not apprenticeship or traineeship	102	78.4	13.7
Recognition of prior learning	Recognition of prior learning	5	80.0	12.2
	No recognition of prior learning	96	78.8	13.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	79.7	13.3
	Male	40	77.2	14.2
	Total	115	78.8	13.6
Learner age	Under 15			
	15 to 19	59	76.5	13.7
	20 to 24	11	77.8	11.1
	25 to 34	22	84.8	14.8
	35 to 44	15	78.5	12.9
	45 to 54	5	84.4	12.7
	55 to 64	3	85.2	17.0
	65 or over	1	77.8	0.0
	Total	116	79.0	13.7
Aboriginal or Torres Strait Islander origin	No	108	78.7	13.6
	Yes, Aboriginal	5	86.7	14.5
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	79.1	13.7
Home language	English	70	78.6	13.6
	Language other than English	44	79.0	14.0
	Total	114	78.8	13.7
Permanent residency or citizenship	Australian	102	79.2	13.9
	Not Australian	9	77.8	12.4
	Total	111	79.1	13.7
Disability status	Disability identified	10	73.3	11.9
	No disability identified	98	79.6	13.8
	Total	108	79.0	13.7
Groups	1	10	84.4	15.0
	2	11	83.8	10.4
	3	4	91.7	10.6
	4	11	82.8	14.4
	5	6	75.9	14.8
	6	3	92.6	12.8
	7	14	73.8	12.0
	8	18	70.4	7.6
	9	24	80.6	13.6
	10	15	77.0	16.5
	Total	116	79.0	13.7

## Active Learning

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	77.7	14.5
Qualification Level	Certificate I	2	50.0	23.6
	Certificate II	8	76.0	11.3
	Certificate III	36	79.2	14.3
	Certificate IV	11	80.3	12.5
	Certificate level unknown	1	91.7	0.0
	Diploma	17	77.5	15.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	83.3	0.0
	Other qualification or training	28	78.9	14.4
	Do not know	9	72.8	15.1
	Total	113	77.9	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	77.7	14.5
Field of education	Natural and physical sciences			
	Information technology	3	75.0	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies			
	Health	1	91.7	0.0
	Education	55	77.7	15.0
	Management and commerce	2	87.5	17.7
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	76.9	13.4
	Total	110	78.0	14.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	40	77.5	15.8
	February	15	81.7	12.7
	March	9	79.6	13.2
	April	7	84.1	11.0
	May	3	80.6	12.7
	June	4	64.6	17.2
	July	15	79.4	13.7
	August	9	72.2	14.4
	September	2	70.8	5.9
	October	8	75.0	17.3
	November			
	December			
	Do not know			
Training start year	2016			
	2015	104		14.5
	2014	8		13.3
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	6	76.4	14.4
	Not apprenticeship or traineeship	102	77.9	14.7
Recognition of prior learning	Recognition of prior learning	5	78.3	16.2
	No recognition of prior learning	96	78.0	14.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	78.6	13.4
	Male	40	75.6	16.1
	Total	115	77.5	14.4
Learner age	Under 15			
	15 to 19	59	73.5	14.0
	20 to 24	11	81.1	13.5
	25 to 34	22	83.0	14.2
	35 to 44	15	78.9	13.3
	45 to 54	5	88.3	12.6
	55 to 64	3	88.9	19.2
	65 or over	1	66.7	0.0
	Total	116	77.7	14.5
Aboriginal or Torres Strait Islander origin	No	108	77.4	14.6
	Yes, Aboriginal	5	85.0	12.4
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	77.7	14.6
Home language	English	70	78.8	15.0
	Language other than English	44	75.4	13.6
	Total	114	77.5	14.5
Permanent residency or citizenship	Australian	102	77.8	15.1
	Not Australian	9	75.0	8.3
	Total	111	77.6	14.6
Disability status	Disability identified	10	76.4	20.1
	No disability identified	98	78.0	14.2
	Total	108	77.8	14.8
Groups	1	10	80.0	13.7
	2	11	80.3	12.5
	3	4	93.7	8.0
	4	11	79.5	15.5
	5	6	69.4	15.5
	6	3	88.9	4.8
	7	14	75.0	15.3
	8	18	69.0	12.1
	9	24	79.9	12.3
	10	15	79.3	17.7
	Total	116	77.7	14.5

## Overall Satisfaction

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	82.6	15.7
Qualification Level	Certificate I	2	72.2	7.9
	Certificate II	8	79.2	17.3
	Certificate III	36	85.6	14.2
	Certificate IV	11	93.9	10.4
	Certificate level unknown	1	88.9	0.0
	Diploma	17	79.7	17.2
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma	1	100.0	0.0
	Other qualification or training	28	80.2	14.6
	Do not know	9	75.3	22.1
	Total	113	82.8	15.8



Characteristic		Learners		
		Count	Average	Variation
Provider	Total	116	82.6	15.7
Field of education	Natural and physical sciences			
	Information technology	3	96.3	6.4
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies			
	Health	1	88.9	0.0
	Education	55	83.6	15.8
	Management and commerce	2	83.3	23.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	47	80.0	16.2
	Total	110	82.8	16.0

Characteristic		Learners				
		Count	Average	Variation		
Training start month	January	40	86.0	14.8		
	February	15	78.5	18.0		
	March	9	87.7	16.1		
	April	7	82.5	10.8		
	May	3	81.5	17.0		
	June	4	69.4	27.8		
	July	15	81.5	14.3		
	August	9	79.0	15.2		
	September	2	72.2	7.9		
	October	8	83.3	17.8		
	November					
	December					
	Do not know					
Training start year	2016					
	2015	104		82.6	15.8	
	2014	8		81.9	16.7	
	2013					
	2012					
	2011					
	2010					
	2009					
	2008					
	2007					
	2006					
	2005					
	2004					
	2003					
	2002					
	2001					
	2000					
	1999					
	Apprenticeship or traineeship	Apprenticeship or traineeship		6	75.9	14.8
		Not apprenticeship or traineeship		102	82.4	15.8
Recognition of prior learning	Recognition of prior learning	5	80.0	14.5		
	No recognition of prior learning	96	83.0	15.5		

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	75	83.9	15.7
	Male	40	79.9	15.5
	Total	115	82.5	15.7
Learner age	Under 15			
	15 to 19	59	79.8	15.5
	20 to 24	11	81.8	15.1
	25 to 34	22	88.4	14.7
	35 to 44	15	81.5	17.7
	45 to 54	5	91.1	14.5
	55 to 64	3	88.9	19.2
	65 or over	1	88.9	0.0
	Total	116	82.6	15.7
Aboriginal or Torres Strait Islander origin	No	108	82.4	15.7
	Yes, Aboriginal	5	91.1	14.5
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	113	82.7	15.7
Home language	English	70	81.8	15.5
	Language other than English	44	83.3	16.3
	Total	114	82.4	15.8
Permanent residency or citizenship	Australian	102	82.6	15.8
	Not Australian	9	85.2	15.7
	Total	111	82.8	15.8
Disability status	Disability identified	10	80.0	12.6
	No disability identified	98	82.9	16.0
	Total	108	82.7	15.7
Groups	1	10	86.7	15.5
	2	11	93.9	10.4
	3	4	91.7	10.6
	4	11	91.9	11.2
	5	6	77.8	17.2
	6	3	100.0	0.0
	7	14	75.4	15.8
	8	18	74.4	11.6
	9	24	82.4	16.4
	10	15	77.8	17.3
	Total	116	82.6	15.7

# 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	83.3	16.2	83.3	11.9
Effective Assessment	85.8	16.7	76.0	12.1
Clear Expectations	83.3	15.9		
Learning Stimulation	84.4	15.9		
Training Relevance	86.7	15.5	75.7	9.8
Competency Development	84.7	14.4	80.0	13.8
Training Resources	82.2	16.7	69.4	7.9
Effective Support	84.4	15.0	75.7	7.2
Active Learning	80.0	13.7		
Overall Satisfaction	86.7	15.5	77.8	13.3

## Group 2

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	92.4	11.5	85.9	16.5
Effective Assessment	90.2	12.8	87.1	16.4
Clear Expectations	82.8	11.5		
Learning Stimulation	78.8	19.5		
Training Relevance	90.9	13.0	85.4	16.2
Competency Development	86.1	10.5	87.9	16.8
Training Resources	81.8	11.4	78.8	29.6
Effective Support	83.8	10.4	87.9	15.9
Active Learning	80.3	12.5		
Overall Satisfaction	93.9	10.4	86.9	16.3

Group 3

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	95.8	8.3		
Effective Assessment	91.7	11.8		
Clear Expectations	94.4	11.1		
Learning Stimulation	88.9	15.7		
Training Relevance	94.4	11.1		
Competency Development	90.0	11.5		
Training Resources	83.3	14.3		
Effective Support	91.7	10.6		
Active Learning	93.7	8.0		
Overall Satisfaction	91.7	10.6		

Group 4

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	87.1	13.6		
Effective Assessment	84.1	12.6		
Clear Expectations	77.8	13.1		
Learning Stimulation	71.7	19.5		
Training Relevance	82.8	13.5		
Competency Development	85.5	12.9		
Training Resources	83.8	15.2		
Effective Support	82.8	14.4		
Active Learning	79.5	15.5		
Overall Satisfaction	91.9	11.2		

Group 5

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	73.6	11.1		
Effective Assessment	69.4	6.8		
Clear Expectations	70.4	5.7		
Learning Stimulation	68.5	4.5		
Training Relevance	77.8	17.2		
Competency Development	74.4	16.6		
Training Resources	70.4	9.1		
Effective Support	75.9	14.8		
Active Learning	69.4	15.5		
Overall Satisfaction	77.8	17.2		



Group 6

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	100.0	0.0		
Effective Assessment	97.2	4.8		
Clear Expectations	92.6	12.8		
Learning Stimulation	88.9	19.2		
Training Relevance	96.3	6.4		
Competency Development	88.9	13.9		
Training Resources	96.3	6.4		
Effective Support	92.6	12.8		
Active Learning	88.9	4.8		
Overall Satisfaction	100.0	0.0		

Group 7

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	75.6	11.5		
Effective Assessment	79.2	14.5		
Clear Expectations	75.4	13.2		
Learning Stimulation	65.9	14.1		
Training Relevance	73.8	15.5		
Competency Development	74.8	11.7		
Training Resources	73.0	15.5		
Effective Support	73.8	12.0		
Active Learning	75.0	15.3		
Overall Satisfaction	75.4	15.8		

Group 8

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	69.0	9.8		
Effective Assessment	72.2	11.1		
Clear Expectations	69.8	9.9		
Learning Stimulation	67.9	13.1		
Training Relevance	65.1	11.7		
Competency Development	68.5	13.9		
Training Resources	67.3	16.8		
Effective Support	70.4	7.6		
Active Learning	69.0	12.1		
Overall Satisfaction	74.4	11.6		

## Group 9

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	82.6	13.2		
Effective Assessment	80.2	15.5		
Clear Expectations	78.2	14.8		
Learning Stimulation	78.7	14.6		
Training Relevance	80.6	15.1		
Competency Development	80.0	13.2		
Training Resources	77.8	14.3		
Effective Support	80.6	13.6		
Active Learning	79.9	12.3		
Overall Satisfaction	82.4	16.4		

Group 10

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality	77.8	16.3		
Effective Assessment	80.0	11.3		
Clear Expectations	79.6	13.2		
Learning Stimulation	74.8	21.2		
Training Relevance	71.1	18.7		
Competency Development	74.7	11.3		
Training Resources	74.8	18.5		
Effective Support	77.0	16.5		
Active Learning	79.3	17.7		
Overall Satisfaction	77.8	17.3		

# 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

A relaxing and calm environment. People are really interesting
All about help student to use skills in the childcare centre and improve and gain new skill for work wih children
All areas of study were presented in an interesting way.
All good
All good
Being in a sustainable nurturing environment for learning
Best aspect; Got to learn to much from trainer & others in class. How to face the audience and making new friends
Booklets
Building relationships
Class discussions were always helpful, especially when everyone reflected on their placement
Communication skills. Motivation to learn. Helpful teachers
Delivery Cluster - it showed how our class improved on delivering presentatiaons and our trainer Heidi
Design and Delivery
Doing the best I can
Enough knowledge to get trained
Everything coming to this school was the best decision I've made
Everything coming to this school was the best decision I've made
Experiences from the trainer. Examples. Group work
Flexibility
For the future for myself
Friendly atmosphere and good teacher
Friendly trainer
Getting experience in a centre straight away. Does't take long to get a qualification
Great approachable trainers. Classes made very interactive and lots of class discussion/participation
Great staff, help easy to understand
Having a good trainer that was always willing to do one-on-one if needed
Here a good
How the training was set out (booklet form not from a powerpoint)
How to do the project
How to do the project
I developed my skills and knowledge from this training
I did like my trainer
I don't know
I enjoyed the powerpoints. They were helpful
I learn how to work in a team, communication skills and I meet new people
I learned enough knowledge to be a trainer

I liked maths
Improve my english
Interaction tasks
It focus on developing new skills, ideas and helps me to be more confident and it was based to develop our knowledge
Just getting help from others with stuff I didn't understand
Knowing what to do
Learn new knowledge. Meet new friends
Learning
Learning about children
Learning how different cultures bring up their children
Literacy
Lot of interaction. Flexibility
Love the small class size. Teachers knowledge was excellent
Making great friendships with everyone in the class
Meeting new people
New beginning, New friendships
Nothing
Nothing
Only started so don't know yet
Open book keeping
Pla, Meeting new People. Learning new things
Placement
Presentations
Shane
Showing up on time
Subjects Projects
Supportive environment
Supportive environment
Teachers
Teachers are helpful and care about our work and encourage us to care
That I made new friendships and pushed myself
That if I need any help they provide without any hesitation
The class conversations and working in teams
The help from teachers
The learning environment
The people. The trainers are dedicated to their work
The practical work was the best aspect of the training
The project and the activities
The support I received from my teacher and the group . Support from my class
The teachers
The teaching, it was different to other schools which made it better in a way
The trainer explained the course clearly very helpful
The trainer has helped me a lot to understand the course and what was expected from me
The trainer!!!!
The trainers let you work at your own pace

To experience gaining new information which have enabled me to have a higher standard for myself
Trainer was very knowledgeable
Trainers wre clear
Training materials- the course units were well spoken for me to understand
Understanding it
With present trainer, we had class lessons first, followed by time to clarify assignment tasks and catch up on work. Great that we could leave early to finish work at home



## LQ needs improvement

Assessment
Assessment & question wording
Assessment should be more summarize
Assessment tasks should be made easier
Assessments sometimes very repeative and too long
Be patient
Best for people having work experiences
Bigger classrooms
Can't think of anything
Computers
Computers
Concertration. Attendance
Definitely my organisation
English
Everything
Getting the work done on time
Good training
I am fine with the training
I am satisfied with the training
I can't think of anything
I don't know
I have no complaints
I'm not too sure
Interaction, reading
Less work books and divise the monster cluster back
More digital presentation - powerpoints, videos, pictures. Explain more about the course units.
More focus on behavior management
More focusing on haw to write up observations
More teachers
More team work and actually getting involved with everyone and improve other skills
More videos talking about the course. More activities.
My attention in class
My best being better
N/A
Need more up to date equipment
New building
None
Not many prac work!!!
Nothing
Nothing
Nothing
Nothing
Nothing - was fantastic!
Nothing, course was very informative and definitely held my interest

Only started so don't know yet
Organisation skills
Placement books were not always clear and didn't flow
Resource folder
Revising of some work book questions - difficulty in understanding feedback given. Notes for resource folder excessive
Some of the teaching methods need to be wider to fit all age groups
Sometimes the access we have to some materials like templates
The business side of things
The computers
The premises could be improved
The way questions in booklet was worded
The work in observations
The workbooks need to be short with less writing
There are none
There wasn't really any.
Too much assessment questions
Training was perfect: I have never got an opportunity earlier before like this. Which was so good and trainer Heidi was excellent to get bring out the best from me
Venue - no wi-fi. Heating
Venue -with Wi-Fi heating
WRS, PDS
With the time frame
Work ethic
Work placement books
Workbooks need to be short and brief

## EQ best aspects

Adapting needs of a change in workforce
Badge and photos for students
Excellent follow up by trainers/teachers
Experienced trainers - knowledge, skills
Great collaboration
Individualised for each student
Preparing the student well as per the professional standards
Students knowledge
Support from Wyndham CEC to student
Teachers
Teaching as per the Legislation 2 Regulations
Was made interesting

**EQ needs improvement**

Adaptive learning
Equipment
Nil
None
None
Simplification of language used in the assessment

# 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.

<b>Learner survey feedback</b>	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
<b>Employer survey feedback</b>	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

# Registering body report

27 Jun 2016

## RTO Information

NTIS number	4179
Name	Wyndham Community and Education Centre Inc
Street Address	3 Princes Highway
City/town/suburb	Werribee
State	VIC
Post code	3030

## Learner and employer response

	Learners	Employers
Response count (number)	116	19
Population count (number)	151	80
Response rate (per cent)	76.8	23.8

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	78.9	18.9	82.3	18.1
Trainer Quality	80.9	14.7	84.8	14.4
Effective Assessment	80.9	14.2	82.5	15.4
Clear Expectations	78.1	13.7		
Learning Stimulation	74.9	17.0		
Training Relevance	78.6	16.7	81.3	14.4
Competency Development	78.7	14.0	84.6	15.7
Training Resources	76.8	16.0	74.9	23.1
Effective Support	79.0	13.7	82.7	14.1
Active Learning	77.7	14.5		
Overall Satisfaction	82.6	15.7	83.0	15.4

## 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	