

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Cobram Community House Inc.
Street Address	43-45 Punt Road
City/town/suburb	Cobram
State	VIC
Post code	3644
NTIS number	3708

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	136	87.2	13.7			
Effective Assessment	136	82.3	14.8			
Clear Expectations	136	81.8	14.5			
Learning Stimulation	135	80.2	15.9			
Training Relevance	136	83.0	15.9			
Competency Development	136	81.8	14.1			
Training Resources	136	79.1	15.5			
Effective Support	136	82.3	15.1			
Active Learning	136	77.6	13.8			
Overall Satisfaction	136	86.1	15.8			

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences						
	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	136	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	136	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	54	81	135	0
LQ2	Trainers made the subject as interesting as possible.	0	1	54	80	134	1
LQ3	Trainers had an excellent knowledge of the subject content.	0	2	39	95	134	0
LQ4	Trainers explained things clearly.	0	0	53	83	136	0
LQ5	Overall, I am satisfied with the training.	1	0	61	74	135	0
LQ6	I would recommend the training to others.	0	1	49	86	135	0
LQ7	I would recommend the training organisation to others.	1	0	52	83	135	0
LQ8	I received useful feedback on my assessments.	0	2	66	66	132	2
LQ9	Assessments were based on realistic activities.	0	3	72	61	133	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	70	64	134	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1	0	63	71	134	1
LQ12	It was always easy to know the standards expected.	0	1	75	59	134	1
LQ13	I usually had a clear idea of what was expected of me.	0	0	75	61	136	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	68	67	135	0
LQ15	I was given enough material to keep up my interest.	0	3	74	58	132	1
LQ16	The amount of work I had to do was reasonable.	1	1	70	63	133	1
LQ17	The training was at the right level of difficulty for me.	1	2	78	54	132	1
LQ18	The training focused on relevant skills.	1	1	55	79	134	0
LQ19	The training prepared me well for work.	1	1	61	73	134	0
LQ20	The training had a good mix of theory and practice.	1	10	59	66	125	0
LQ21	I developed the skills expected from this training.	1	0	60	75	135	0
LQ22	I learned to work with people.	1	7	80	46	126	2
LQ23	I identified ways to build on my current knowledge and skills.	1	0	62	73	135	0
LQ24	I developed the knowledge expected from this training.	1	0	61	74	135	0
LQ25	I learned to plan and manage my work.	0	4	73	57	130	2
LQ26	Training resources were available when I needed them.	0	2	82	52	134	0
LQ27	The training used up-to-date equipment, facilities and materials.	2	4	83	47	130	0
LQ28	Training facilities and materials were in good condition.	0	3	67	66	133	0
LQ29	Training organisation staff respected my background and needs.	1	0	62	73	135	0
LQ30	The training was flexible enough to meet my needs.	1	1	71	63	134	0
LQ31	The training organisation had a range of services to support learners.	0	3	69	63	132	1
LQ32	I set high standards for myself in this training.	1	2	85	47	132	1
LQ33	I pushed myself to understand things I found confusing.	0	5	76	54	130	1
LQ34	I looked for my own resources to help me learn.	2	16	76	42	118	0
LQ35	I approached trainers if I needed help.	0	2	67	67	134	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.7	39.7	59.6	99.3	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.8	40.0	59.3	99.3	0.7
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	1.5	28.7	69.9	98.5	0.0
LQ4	Trainers explained things clearly.	0.0	0.0	39.0	61.0	100.0	0.0
LQ5	Overall, I am satisfied with the training.	0.7	0.0	44.9	54.4	99.3	0.0
LQ6	I would recommend the training to others.	0.0	0.7	36.0	63.2	99.3	0.0
LQ7	I would recommend the training organisation to others.	0.7	0.0	38.2	61.0	99.3	0.0
LQ8	I received useful feedback on my assessments.	0.0	1.5	49.3	49.3	98.5	1.5
LQ9	Assessments were based on realistic activities.	0.0	2.2	53.0	44.9	97.8	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	1.5	51.5	47.1	98.5	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.8	0.0	46.7	52.6	99.3	0.7
LQ12	It was always easy to know the standards expected.	0.0	0.8	55.6	43.7	99.3	0.7
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	55.2	44.9	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.7	50.0	49.3	99.3	0.0
LQ15	I was given enough material to keep up my interest.	0.0	2.2	54.8	43.0	97.8	0.7
LQ16	The amount of work I had to do was reasonable.	0.8	0.8	51.9	46.7	98.5	0.7
LQ17	The training was at the right level of difficulty for me.	0.8	1.5	57.8	40.0	97.8	0.7
LQ18	The training focused on relevant skills.	0.7	0.7	40.5	58.1	98.5	0.0
LQ19	The training prepared me well for work.	0.7	0.7	44.9	53.7	98.5	0.0
LQ20	The training had a good mix of theory and practice.	0.7	7.4	43.4	48.5	91.9	0.0
LQ21	I developed the skills expected from this training.	0.7	0.0	44.1	55.2	99.3	0.0
LQ22	I learned to work with people.	0.8	5.2	59.7	34.3	94.0	1.5
LQ23	I identified ways to build on my current knowledge and skills.	0.7	0.0	45.6	53.7	99.3	0.0
LQ24	I developed the knowledge expected from this training.	0.7	0.0	44.9	54.4	99.3	0.0
LQ25	I learned to plan and manage my work.	0.0	3.0	54.5	42.5	97.0	1.5
LQ26	Training resources were available when I needed them.	0.0	1.5	60.3	38.2	98.5	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	1.5	3.0	61.0	34.6	95.6	0.0
LQ28	Training facilities and materials were in good condition.	0.0	2.2	49.3	48.5	97.8	0.0
LQ29	Training organisation staff respected my background and needs.	0.7	0.0	45.6	53.7	99.3	0.0
LQ30	The training was flexible enough to meet my needs.	0.7	0.7	52.2	46.3	98.5	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	2.2	51.1	46.7	97.8	0.7
LQ32	I set high standards for myself in this training.	0.8	1.5	63.0	34.8	97.8	0.7
LQ33	I pushed myself to understand things I found confusing.	0.0	3.7	56.3	40.0	96.3	0.7
LQ34	I looked for my own resources to help me learn.	1.5	11.8	55.9	30.9	86.8	0.0
LQ35	I approached trainers if I needed help.	0.0	1.5	49.3	49.3	98.5	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	86.3	17.0
LQ2	86.2	17.0
LQ3	89.5	16.6
LQ4	87.0	16.3
LQ5	84.3	18.1
LQ6	87.5	16.7
LQ7	86.5	17.9
LQ8	82.6	17.7
LQ9	80.9	18.0
LQ10	81.9	17.6
LQ11	83.7	18.2
LQ12	81.0	17.1
LQ13	81.6	16.6
LQ14	82.8	17.2
LQ15	80.2	17.9
LQ16	81.5	18.5
LQ17	79.0	18.5
LQ18	85.3	18.5
LQ19	83.8	18.6
LQ20	79.9	22.0
LQ21	84.6	18.1
LQ22	75.9	19.8
LQ23	84.1	18.1
LQ24	84.3	18.1
LQ25	79.9	18.3
LQ26	78.9	17.1
LQ27	76.2	19.8
LQ28	82.1	18.1
LQ29	84.1	18.1
LQ30	81.4	18.5
LQ31	81.5	18.1
LQ32	77.3	18.1
LQ33	78.8	18.5
LQ34	72.1	22.7
LQ35	82.6	17.7

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	136	87.2	13.7
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	1	83.3	0.0
	Certificate III	18	87.5	13.2
	Certificate IV	2	100.0	0.0
	Certificate level unknown			
	Diploma	1	91.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	87.6	13.8
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	0.0
	Do not know	1	83.3	0.0
	Total	136	87.2	13.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	87.2	13.7
Field of education	Natural and physical sciences			
	Information technology	13	84.6	17.6
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	100.0	0.0
	Education	14	81.0	12.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	88.2	13.2
	Other	8	87.5	14.8
	Total	136	87.2	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	85.5	13.0
	March	35	92.1	12.0
	April			
	May			
	June	1	66.7	0.0
	July	20	87.5	13.7
	August	1	100.0	0.0
	September	2	83.3	23.6
	October	16	83.9	17.1
	November			
	December			
	Do not know			
	Training start year	2014	72	87.8
2013		61	86.6	14.5
2012		3	86.1	17.3
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	136	87.2	13.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	87.2	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	88.0	13.3
	Male	21	83.3	15.1
	Total	129	87.3	13.7
Learner age	Under 15			
	15 to 19	24	87.0	9.8
	20 to 24	18	90.7	13.1
	25 to 34	20	84.2	14.8
	35 to 44	19	87.7	15.3
	45 to 54	20	88.7	13.9
	55 to 64	15	86.7	14.4
	65 or over	14	83.9	17.1
	Total	130	87.1	13.8
Aboriginal or Torres Strait Islander origin	No	134	87.0	13.7
	Yes, Aboriginal	2	100.0	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	87.2	13.7
Home language	English	128	87.7	13.3
	Language other than English	8	79.2	17.3
	Total	136	87.2	13.7
Permanent residency or citizenship	Australian	128	87.5	13.6
	Not Australian	8	82.3	15.1
	Total	136	87.2	13.7
Disability status	Disability identified	14	81.0	16.2
	No disability identified	122	88.0	13.3
	Total	136	87.2	13.7
Groups	1	136	87.2	13.7
	Total	136	87.2	13.7

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	82.3	14.8
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	1	83.3	0.0
	Certificate III	18	82.9	12.6
	Certificate IV	2	87.5	17.7
	Certificate level unknown			
	Diploma	1	83.3	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	82.4	15.3
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	0.0
	Do not know	1	83.3	0.0
	Total	136	82.3	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	82.3	14.8
Field of education	Natural and physical sciences			
	Information technology	13	77.6	19.1
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	87.5	17.7
	Education	14	81.0	12.4
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	82.9	14.5
	Other	8	82.3	15.7
	Total	136	82.3	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	80.9	13.7
	March	35	86.0	14.1
	April			
	May			
	June	1	83.3	0.0
	July	20	84.2	15.0
	August	1	66.7	0.0
	September	2	83.3	23.6
	October	16	77.8	18.7
	November			
	December			
	Do not know			
	Training start year	2014	72	83.2
2013		61	81.1	15.2
2012		3	83.3	16.7
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	136	82.3	14.8
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	82.3	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	83.1	14.8
	Male	21	78.6	14.8
	Total	129	82.4	14.9
Learner age	Under 15			
	15 to 19	24	81.2	11.6
	20 to 24	18	87.0	14.9
	25 to 34	20	82.1	16.3
	35 to 44	19	84.4	14.6
	45 to 54	20	80.0	14.9
	55 to 64	15	82.8	14.2
	65 or over	14	78.0	19.2
	Total	130	82.3	14.9
Aboriginal or Torres Strait Islander origin	No	134	82.2	14.7
	Yes, Aboriginal	2	83.3	23.6
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	82.3	14.8
Home language	English	128	82.9	14.7
	Language other than English	8	71.9	11.7
	Total	136	82.3	14.8
Permanent residency or citizenship	Australian	128	82.6	14.8
	Not Australian	8	77.1	14.6
	Total	136	82.3	14.8
Disability status	Disability identified	14	77.4	15.1
	No disability identified	122	82.8	14.7
	Total	136	82.3	14.8
Groups	1	136	82.3	14.8
	Total	136	82.3	14.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	81.8	14.5
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	1	77.8	0.0
	Certificate III	18	82.1	12.7
	Certificate IV	2	94.4	7.9
	Certificate level unknown			
	Diploma	1	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	81.9	14.9
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	0.0
	Do not know	1	100.0	0.0
	Total	136	81.8	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	81.8	14.5
Field of education	Natural and physical sciences			
	Information technology	13	80.3	16.5
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	94.4	7.9
	Education	14	77.0	11.9
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	82.3	14.6
	Other	8	83.3	15.7
	Total	136	81.8	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	79.1	13.5
	March	35	86.3	15.0
	April			
	May			
	June	1	77.8	0.0
	July	20	84.4	15.0
	August	1	88.9	0.0
	September	2	72.2	7.9
	October	16	79.9	16.3
	November			
	December			
	Do not know			
Training start year	2014	72	82.1	14.9
	2013	61	82.0	14.4
	2012	3	70.4	6.4
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	136	81.8	14.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	81.8	14.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	82.9	14.4
	Male	21	78.3	15.1
	Total	129	82.2	14.5
Learner age	Under 15			
	15 to 19	24	81.9	12.6
	20 to 24	18	87.7	14.2
	25 to 34	20	80.6	16.5
	35 to 44	19	84.8	15.4
	45 to 54	20	81.7	14.1
	55 to 64	15	79.3	13.8
	65 or over	14	77.0	15.4
	Total	130	82.1	14.5
Aboriginal or Torres Strait Islander origin	No	134	81.8	14.5
	Yes, Aboriginal	2	83.3	23.6
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	81.8	14.5
Home language	English	128	82.1	14.6
	Language other than English	8	76.4	13.8
	Total	136	81.8	14.5
Permanent residency or citizenship	Australian	128	82.2	14.6
	Not Australian	8	75.0	12.9
	Total	136	81.8	14.5
Disability status	Disability identified	14	77.8	14.5
	No disability identified	122	82.2	14.5
	Total	136	81.8	14.5
Groups	1	136	81.8	14.5
	Total	136	81.8	14.5

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	135	80.2	15.9
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	1	77.8	0.0
	Certificate III	18	80.2	14.5
	Certificate IV	2	83.3	23.6
	Certificate level unknown			
	Diploma	1	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	109	80.6	16.4
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	0.0
	Do not know	1	88.9	0.0
	Total	135	80.2	15.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	135	80.2	15.9
Field of education	Natural and physical sciences			
	Information technology	13	75.2	23.2
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	83.3	23.6
	Education	14	74.6	14.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	98	81.6	15.3
	Other	8	80.6	9.8
	Total	135	80.2	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	60	77.6	13.9
	March	35	84.8	15.5
	April			
	May			
	June	1	55.6	0.0
	July	20	86.1	14.8
	August	1	77.8	0.0
	September	2	77.8	15.7
	October	16	75.0	21.7
	November			
	December			
	Do not know			
	Training start year	2014	71	80.8
2013		61	80.0	17.1
2012		3	74.1	12.8
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	135	80.2	15.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	135	80.2	15.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	81.5	16.1
	Male	20	77.2	16.3
	Total	128	80.8	16.1
Learner age	Under 15			
	15 to 19	24	79.2	14.0
	20 to 24	18	87.0	15.4
	25 to 34	19	83.0	15.4
	35 to 44	19	83.0	15.0
	45 to 54	20	78.3	15.9
	55 to 64	15	80.0	14.7
	65 or over	14	73.0	22.5
	Total	129	80.7	16.1
Aboriginal or Torres Strait Islander origin	No	133	80.3	15.8
	Yes, Aboriginal	2	77.8	31.4
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	135	80.2	15.9
Home language	English	127	80.8	15.9
	Language other than English	8	70.8	13.2
	Total	135	80.2	15.9
Permanent residency or citizenship	Australian	127	80.8	15.9
	Not Australian	8	70.8	13.2
	Total	135	80.2	15.9
Disability status	Disability identified	14	73.8	14.2
	No disability identified	121	81.0	16.0
	Total	135	80.2	15.9
Groups	1	135	80.2	15.9
	Total	135	80.2	15.9

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	83.0	15.9
Qualification Level	Certificate I	1	77.8	0.0
	Certificate II	1	55.6	0.0
	Certificate III	18	82.1	17.1
	Certificate IV	2	72.2	23.6
	Certificate level unknown			
	Diploma	1	77.8	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	83.8	15.8
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	72.2	7.9
	Do not know	1	88.9	0.0
	Total	136	83.0	15.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	83.0	15.9
Field of education	Natural and physical sciences			
	Information technology	13	74.4	22.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	72.2	23.6
	Education	14	77.0	18.2
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	85.0	14.1
	Other	8	86.1	14.2
	Total	136	83.0	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	81.1	14.4
	March	35	87.6	13.7
	April			
	May			
	June	1	44.4	0.0
	July	20	86.1	14.8
	August	1	100.0	0.0
	September	2	88.9	15.7
	October	16	77.1	22.0
	November			
	December			
	Do not know			
	Training start year	2014	72	84.4
2013		61	81.2	17.9
2012		3	85.2	12.8
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	136	83.0	15.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	83.0	15.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	84.3	16.0
	Male	21	78.8	15.3
	Total	129	83.4	16.0
Learner age	Under 15			
	15 to 19	24	79.6	16.3
	20 to 24	18	88.3	14.0
	25 to 34	20	83.9	16.3
	35 to 44	19	84.8	14.4
	45 to 54	20	83.3	14.6
	55 to 64	15	85.9	12.9
	65 or over	14	77.0	22.8
	Total	130	83.2	16.0
Aboriginal or Torres Strait Islander origin	No	134	82.9	15.9
	Yes, Aboriginal	2	88.9	15.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	83.0	15.9
Home language	English	128	83.2	16.0
	Language other than English	8	79.2	15.1
	Total	136	83.0	15.9
Permanent residency or citizenship	Australian	128	83.6	15.8
	Not Australian	8	73.6	14.5
	Total	136	83.0	15.9
Disability status	Disability identified	14	81.7	14.2
	No disability identified	122	83.2	16.1
	Total	136	83.0	15.9
Groups	1	136	83.0	15.9
	Total	136	83.0	15.9

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	81.8	14.1
Qualification Level	Certificate I	1	73.3	0.0
	Certificate II	1	86.7	0.0
	Certificate III	18	84.4	14.1
	Certificate IV	2	83.3	4.7
	Certificate level unknown			
	Diploma	1	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	81.7	14.4
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	70.0	4.7
	Do not know	1	86.7	0.0
	Total	136	81.8	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	81.8	14.1
Field of education	Natural and physical sciences			
	Information technology	13	73.8	18.6
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	83.3	4.7
	Education	14	79.5	13.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	82.9	13.4
	Other	8	85.0	15.0
	Total	136	81.8	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	81.6	12.1
	March	35	84.4	14.5
	April			
	May			
	June	1	53.3	0.0
	July	20	82.3	13.7
	August	1	86.7	0.0
	September	2	83.3	14.1
	October	16	77.5	19.8
	November			
	December			
	Do not know			
Training start year	2014	72	82.4	13.4
	2013	61	81.3	15.1
	2012	3	77.8	13.9
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	136	81.8	14.1
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	81.8	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	82.9	13.8
	Male	21	77.1	15.7
	Total	129	82.0	14.2
Learner age	Under 15			
	15 to 19	24	81.4	12.1
	20 to 24	18	85.6	16.2
	25 to 34	20	82.3	14.4
	35 to 44	19	84.9	13.7
	45 to 54	20	81.0	13.2
	55 to 64	15	80.4	13.2
	65 or over	14	75.7	18.2
	Total	130	81.8	14.3
Aboriginal or Torres Strait Islander origin	No	134	81.8	14.2
	Yes, Aboriginal	2	80.0	9.4
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	81.8	14.1
Home language	English	128	82.0	14.1
	Language other than English	8	78.3	15.0
	Total	136	81.8	14.1
Permanent residency or citizenship	Australian	128	82.3	14.1
	Not Australian	8	74.2	12.6
	Total	136	81.8	14.1
Disability status	Disability identified	14	78.1	12.4
	No disability identified	122	82.2	14.3
	Total	136	81.8	14.1
Groups	1	136	81.8	14.1
	Total	136	81.8	14.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	79.1	15.5
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	1	66.7	0.0
	Certificate III	18	81.5	12.6
	Certificate IV	2	83.3	7.9
	Certificate level unknown			
	Diploma	1	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	79.1	16.3
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	72.2	7.9
	Do not know	1	77.8	0.0
	Total	136	79.1	15.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	79.1	15.5
Field of education	Natural and physical sciences			
	Information technology	13	87.2	15.6
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	83.3	7.9
	Education	14	74.6	9.2
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	78.3	16.1
	Other	8	81.9	14.5
	Total	136	79.1	15.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	77.0	13.4
	March	35	79.4	18.9
	April			
	May			
	June	1	66.7	0.0
	July	20	81.7	14.1
	August	1	66.7	0.0
	September	2	83.3	23.6
	October	16	84.0	16.2
	November			
	December			
	Do not know			
	Training start year	2014	72	77.3
2013		61	81.2	13.8
2012		3	77.8	19.2
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	136	79.1	15.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	79.1	15.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	79.8	15.7
	Male	21	77.2	15.1
	Total	129	79.4	15.6
Learner age	Under 15			
	15 to 19	24	75.0	17.1
	20 to 24	18	85.8	16.1
	25 to 34	20	76.7	12.9
	35 to 44	19	80.7	17.3
	45 to 54	20	77.8	14.9
	55 to 64	15	82.2	13.1
	65 or over	14	79.4	16.2
	Total	130	79.3	15.6
Aboriginal or Torres Strait Islander origin	No	134	79.0	15.5
	Yes, Aboriginal	2	83.3	23.6
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	79.1	15.5
Home language	English	128	79.5	15.6
	Language other than English	8	72.2	11.9
	Total	136	79.1	15.5
Permanent residency or citizenship	Australian	128	79.2	15.6
	Not Australian	8	77.8	14.5
	Total	136	79.1	15.5
Disability status	Disability identified	14	76.2	12.2
	No disability identified	122	79.4	15.8
	Total	136	79.1	15.5
Groups	1	136	79.1	15.5
	Total	136	79.1	15.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	82.3	15.1
Qualification Level	Certificate I	1	55.6	0.0
	Certificate II	1	77.8	0.0
	Certificate III	18	84.6	13.3
	Certificate IV	2	88.9	0.0
	Certificate level unknown			
	Diploma	1	77.8	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	82.2	15.4
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	15.7
	Do not know	1	100.0	0.0
	Total	136	82.3	15.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	82.3	15.1
Field of education	Natural and physical sciences			
	Information technology	13	78.6	22.9
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	88.9	0.0
	Education	14	77.8	14.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	82.8	14.1
	Other	8	87.5	15.1
	Total	136	82.3	15.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	80.5	13.6
	March	35	87.0	13.9
	April			
	May			
	June	1	55.6	0.0
	July	20	85.0	14.5
	August	1	88.9	0.0
	September	2	72.2	23.6
	October	16	77.8	20.7
	November			
	December			
	Do not know			
	Training start year	2014	72	82.7
2013		61	82.1	15.9
2012		3	74.1	17.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	136	82.3	15.1
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	82.3	15.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	83.2	15.2
	Male	21	77.8	15.3
	Total	129	82.3	15.3
Learner age	Under 15			
	15 to 19	24	83.3	12.7
	20 to 24	18	87.0	13.3
	25 to 34	20	79.4	16.6
	35 to 44	19	83.6	15.9
	45 to 54	20	81.7	14.1
	55 to 64	15	82.2	13.1
	65 or over	14	77.0	22.0
	Total	130	82.2	15.3
Aboriginal or Torres Strait Islander origin	No	134	82.3	15.1
	Yes, Aboriginal	2	83.3	23.6
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	82.3	15.1
Home language	English	128	82.7	15.2
	Language other than English	8	75.0	12.9
	Total	136	82.3	15.1
Permanent residency or citizenship	Australian	128	82.5	15.3
	Not Australian	8	79.2	12.5
	Total	136	82.3	15.1
Disability status	Disability identified	14	74.6	13.4
	No disability identified	122	83.2	15.1
	Total	136	82.3	15.1
Groups	1	136	82.3	15.1
	Total	136	82.3	15.1

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	77.6	13.8
Qualification Level	Certificate I	1	75.0	0.0
	Certificate II	1	75.0	0.0
	Certificate III	18	78.2	12.5
	Certificate IV	2	83.3	11.8
	Certificate level unknown			
	Diploma	1	91.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	77.4	14.2
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	0.0
	Do not know	1	91.7	0.0
	Total	136	77.6	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	77.6	13.8
Field of education	Natural and physical sciences			
	Information technology	13	75.0	14.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	83.3	11.8
	Education	14	76.8	12.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	77.3	13.9
	Other	8	86.5	13.3
	Total	136	77.6	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	76.0	12.2
	March	35	80.7	15.5
	April			
	May			
	June	1	58.3	0.0
	July	20	79.2	13.1
	August	1	91.7	0.0
	September	2	83.3	11.8
	October	16	75.0	16.1
	November			
	December			
	Do not know			
	Training start year	2014	72	77.5
2013		61	77.3	13.5
2012		3	86.1	9.6
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	136	77.6	13.8
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	77.6	13.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	78.5	13.8
	Male	21	74.2	14.2
	Total	129	77.8	13.9
Learner age	Under 15			
	15 to 19	24	78.1	12.0
	20 to 24	18	77.3	14.2
	25 to 34	20	77.5	14.1
	35 to 44	19	75.9	15.4
	45 to 54	20	80.4	14.4
	55 to 64	15	77.2	13.5
	65 or over	14	76.8	16.1
	Total	130	77.7	13.9
Aboriginal or Torres Strait Islander origin	No	134	77.7	13.8
	Yes, Aboriginal	2	70.8	17.7
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	136	77.6	13.8
Home language	English	128	77.9	13.9
	Language other than English	8	74.0	12.9
	Total	136	77.6	13.8
Permanent residency or citizenship	Australian	128	77.7	13.8
	Not Australian	8	76.0	13.7
	Total	136	77.6	13.8
Disability status	Disability identified	14	78.0	15.2
	No disability identified	122	77.6	13.7
	Total	136	77.6	13.8
Groups	1	136	77.6	13.8
	Total	136	77.6	13.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	86.1	15.8
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	1	88.9	0.0
	Certificate III	18	93.8	10.9
	Certificate IV	2	94.4	7.9
	Certificate level unknown			
	Diploma	1	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	110	85.6	16.2
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	66.7	0.0
	Do not know	1	66.7	0.0
	Total	136	86.1	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	136	86.1	15.8
Field of education	Natural and physical sciences			
	Information technology	13	79.5	26.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	2	94.4	7.9
	Education	14	86.5	13.9
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	99	86.6	14.4
	Other	8	87.5	17.3
	Total	136	86.1	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	61	85.1	14.3
	March	35	89.5	13.7
	April			
	May			
	June	1	100.0	0.0
	July	20	87.2	15.4
	August	1	88.9	0.0
	September	2	83.3	23.6
	October	16	80.6	24.2
	November			
	December			
	Do not know			
Training start year	2014	72	85.6	14.5
	2013	61	87.1	17.2
	2012	3	77.8	19.2
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	136	86.1	15.8
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	136	86.1	15.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	108	87.1	15.9
	Male	21	82.5	16.3
	Total	129	86.4	16.0
Learner age	Under 15			
	15 to 19	24	88.0	13.5
	20 to 24	18	89.5	15.5
	25 to 34	20	85.0	15.8
	35 to 44	19	87.1	14.5
	45 to 54	20	85.0	14.5
	55 to 64	15	86.7	14.7
	65 or over	14	81.0	25.6
	Total	130	86.2	16.0
Aboriginal or Torres Strait Islander origin	No	134	86.0	15.9
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
Total	136	86.1	15.8	
Home language	English	128	86.7	15.9
	Language other than English	8	76.4	11.0
	Total	136	86.1	15.8
Permanent residency or citizenship	Australian	128	86.5	15.9
	Not Australian	8	79.2	13.8
	Total	136	86.1	15.8
Disability status	Disability identified	14	81.7	16.1
	No disability identified	122	86.6	15.8
	Total	136	86.1	15.8
Groups	1	136	86.1	15.8
	Total	136	86.1	15.8

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	87.2	13.7		
Effective Assessment	82.3	14.8		
Clear Expectations	81.8	14.5		
Learning Stimulation	80.2	15.9		
Training Relevance	83.0	15.9		
Competency Development	81.8	14.1		
Training Resources	79.1	15.5		
Effective Support	82.3	15.1		
Active Learning	77.6	13.8		
Overall Satisfaction	86.1	15.8		

Comments Report

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

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

LQ best aspects

All good
All of it
All the plastic fruit and veg were handed out
Being clear in all areas
Casual learning, friendly environment
Computer applications, quickbooks
Course was well delivered and flowed well
Delivery was exceptional
Discussion and relevant examples
Doing the children's recycled craft projects
Easy to understand explained practical
Facilitator excellent, relevant info, easy to learn material
Fantastic presenter
Focused on relevant subjects
Gaining a certificate
Going on placement
Great Trainer
Great presenter
Great teacher and class
Group discussions
Hands on
Hands on training
Having the knowledge
Hearing everyone personal stories of experience
Help with the understanding of symbols
Helpful teacher
I expected the course to cover intermediate material - instead it was mostly for beginners
I got to learn
I liked usin the computers
Interacting
Interactive learning, temperatures noted
Interesting
It is more stress free environment to learn in with more one on one time with the Trainer
It was all good
It was interesting
It was practical, educational and in a relaxed environment

It was precise and covered all areas
Knowledge for temps and cross contamination
Learning about different temperatures and what food needed to be at
Learning about storage and reheating of food
Learning face to face, being interactive with others
Learning up to date computer skills and learning about what you can do with practice
Learning what I wanted to know. getting me ready for the future
Learnt more about handling food
Quick and easy to understand
Realising potential, valued contributions, realising new skills, accumulation of past and present learning like minded persons
Relaxed, explanation of food handling
Sharing our projects and learning from one another as well as the tutor
Simple quick course
Small friendly group
The Trainer
The healthy eating topic
The help, encouragement and knowledge of my trainer
The interactive part
The learning how to wash your hands properly and doing the glow in the dark lotion prac
The lecturer was excelent in her presentation. Could understand
The one on one sessions with my trainer
The practical
The practice part
The trainer was clear with all the knowledge
The trainer was fantastic
The tutor was very understanding and patient. She knew her subject and explained everything clearly
The work was easy to understand
The work was easy to understand
The work was easy to understand
The work was easy to understand
The work was easy to understand
To be able to ask questions, one on one assistance, it gave me confidence
Trained in a relaxed and unrushed atmosphere, pleasant environment
Trainer
Trainer
Trainer made it easy and interesting
Trainer made it interesting
Trainer was very clear and understanding with every activity
Trainerstudent ratio. Number of days per week. Content
Trainers patience with the needs and expectations of our age group
Training and relaxed with a pleasant environment
Tutor knew the subject well and relayed her knowledge clearly. Nice and friendly thanks
Two worksheets
Understanding quickbooks
Very good trainer

Very practical

Washing Hands

LQ needs improvement

All good
All types of learning, as most was on the computer
Better, more interesting subjects
Books and equipment weren't sent for the trainer
Course goes for too long
Cross contamination
Doesn't need to go for too long
Equipment
Get rid of USB and use paper
Having it as a class rather than self-paced
I do not know
I don't know
I was very happy with the training
Important things need some equipment to show the students thermometreprobe
Internet was my biggest problem and maybe it could be a subject by itself
It would have been better if it was in a practical environment
Just needs practice
Making the booklet easier to find things
More practical activities
Need maybe to have a small supper
Need newer faster computer
Nil
Nil
Nil
No materials available
None
None
None that I can see
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Remembering to bring workbook
Resources, i.e. for future references
Some people shared far to much of themselves which distracted from the subject
The books and equipment weren't sent for the trainer
The books and equipment weren't sent for the trainer
The talking too much
There was one project that was a little stressful
To design a story using all the tech tools available
To have more essentials for the Trainer

To learn the latest MS Office software at intermediate level and advanced

To much theory

Training books would have been good

Washing my hands the proper way

We defiantly need to be given experience in the field, i.e. Placement

Would like equipment, but was not possible

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	14
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

26 May 2014

RTO Information

NTIS number	3708
Name	Cobram Community House Inc.
Street Address	43-45 Punt Road
City/town/suburb	Cobram
State	VIC
Post code	3644

Learner and employer response

	Learners	Employers
Response count (number)	136	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	82.1	18.5		
Trainer Quality	87.2	13.7		
Effective Assessment	82.3	14.8		
Clear Expectations	81.8	14.5		
Learning Stimulation	80.2	15.9		
Training Relevance	83.0	15.9		
Competency Development	81.8	14.1		
Training Resources	79.1	15.5		
Effective Support	82.3	15.1		
Active Learning	77.6	13.8		
Overall Satisfaction	86.1	15.8		

Survey contexts and use

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

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	We have used the data to continually improve our Training facilities and the training that we currently offer to our students. If we find that a student has an issue or an improvement that they would like to see us make, then we add it to our continuous improvement register and the improvement will be made by the relevant staff member following

the correct policy that we have in place.