

## RTO Information

This report presents summary information about the Registered Training Organisation

|                  |                              |
|------------------|------------------------------|
| Name             | Innovative Business Training |
| Street Address   | 15 Andrew Street             |
| City/town/suburb | Castlemaine                  |
| State            | VIC                          |
| Post code        | 3450                         |
| NTIS number      | 3875                         |

# 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        | 12             | 81.2          | 13.8              | 1              | 88.9          | 0.0               |
| Effective Assessment   | 12             | 84.0          | 14.0              | 1              | 100.0         | 0.0               |
| Clear Expectations     | 12             | 81.5          | 13.7              |                |               |                   |
| Learning Stimulation   | 12             | 82.4          | 15.3              |                |               |                   |
| Training Relevance     | 12             | 78.7          | 12.0              | 1              | 88.9          | 0.0               |
| Competency Development | 12             | 80.6          | 12.5              | 1              | 93.3          | 0.0               |
| Training Resources     | 12             | 82.4          | 15.3              | 1              | 77.8          | 0.0               |
| Effective Support      | 12             | 84.3          | 13.8              | 1              | 100.0         | 0.0               |
| Active Learning        | 12             | 75.7          | 13.0              |                |               |                   |
| Overall Satisfaction   | 12             | 81.5          | 14.5              | 1              | 100.0         | 0.0               |

# Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

| Characteristic                          |  | Learners         |                  |                   | Employers        |                  |                   |
|---|--|------------------|------------------|-------------------|------------------|------------------|-------------------|
|   |  | Population count | Respondent count | Response per cent | Population count | Respondent count | Response per cent |
| Field of education                      | Natural and physical sciences                  | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Information technology                         | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Engineering and related technologies           | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Architecture and building                      | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Agriculture, environmental and related studies | 50               | 3                | 6.0               | 5                | 0                | 0.0               |
|   | Health   | 0                | 2                | 0.0               | 0                | 0                | 0.0               |
|   | Education                                      | 0                | 1                | 0.0               | 0                | 0                | 0.0               |
|   | Management and commerce                        | 0                | 2                | 0.0               | 0                | 0                | 0.0               |
|   | Society and culture                            | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Creative arts                                  | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Food, hospitality and personal services        | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | Other  | 0                | 0                | 0.0               | 0                | 0                | 0.0               |
|   | TOTAL  | 50               | 8                | 16.0              | 5                | 0                | 0.0               |
|   | Qualification level                            | Certificate I    | 0                | 0                 | 0.0              |                  |                   |
| Certificate II                          |  | 0                | 0                | 0.0               |                  |                  |                   |
| Certificate III                         |  | 10               | 0                | 0.0               |                  |                  |                   |
| Certificate IV                          |  | 25               | 3                | 12.0              |                  |                  |                   |
| Certificate level unknown               |  | 0                | 2                | 0.0               |                  |                  |                   |
| Diploma                                 |  | 15               | 6                | 40.0              |                  |                  |                   |
| Advanced diploma                        |  | 0                | 0                | 0.0               |                  |                  |                   |
| Associate degree                        |  | 0                | 0                | 0.0               |                  |                  |                   |
| Degree                                  |  | 0                | 0                | 0.0               |                  |                  |                   |
| Short course or statement of attainment |  | 0                | 0                | 0.0               |                  |                  |                   |
| VET Graduate Certificate or Diploma     |  | 0                | 0                | 0.0               |                  |                  |                   |
| Other qualification or training         |  | 0                | 0                | 0.0               |                  |                  |                   |
| Do not know                             |  | 0                | 0                | 0.0               |                  |                  |                   |
| Total                                   |  | 50               | 11               | 22.0              |                  |                  |                   |

# 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  | 0 | 5 | 7  | 12 | 0  |
| LQ2  | Trainers made the subject as interesting as possible.                                    | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ3  | Trainers had an excellent knowledge of the subject content.                              | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ4  | Trainers explained things clearly.   | 0  | 0 | 9 | 3  | 12 | 0  |
| LQ5  | Overall, I am satisfied with the training.   | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ6  | I would recommend the training to others.  | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ7  | I would recommend the training organisation to others.                                   | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ8  | I received useful feedback on my assessments.  | 0  | 0 | 5 | 7  | 12 | 0  |
| LQ9  | Assessments were based on realistic activities.  | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ10 | The way I was assessed was a fair test of my skills and knowledge.                       | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ11 | The training organisation gave appropriate recognition of existing knowledge and skills. | 0  | 0 | 4 | 8  | 12 | 0  |
| LQ12 | It was always easy to know the standards expected.                                       | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ13 | I usually had a clear idea of what was expected of me.                                   | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ14 | Trainers made it clear right from the start what they expected from me.                  | 0  | 0 | 4 | 8  | 12 | 0  |
| LQ15 | I was given enough material to keep up my interest.                                      | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ16 | The amount of work I had to do was reasonable.   | 0  | 0 | 5 | 7  | 12 | 0  |
| LQ17 | The training was at the right level of difficulty for me.                                | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ18 | The training focused on relevant skills.   | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ19 | The training prepared me well for work.  | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ20 | The training had a good mix of theory and practice.                                      | 0  | 0 | 9 | 2  | 11 | 1  |
| LQ21 | I developed the skills expected from this training.                                      | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ22 | I learned to work with people.   | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ23 | I identified ways to build on my current knowledge and skills.                           | 0  | 0 | 5 | 7  | 12 | 0  |
| LQ24 | I developed the knowledge expected from this training.                                   | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ25 | I learned to plan and manage my work.  | 0  | 0 | 8 | 4  | 12 | 0  |
| LQ26 | Training resources were available when I needed them.                                    | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ27 | The training used up-to-date equipment, facilities and materials.                        | 0  | 0 | 6 | 6  | 12 | 0  |
| LQ28 | Training facilities and materials were in good condition.                                | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ29 | Training organisation staff respected my background and needs.                           | 0  | 0 | 3 | 9  | 12 | 0  |
| LQ30 | The training was flexible enough to meet my needs.                                       | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ31 | The training organisation had a range of services to support learners.                   | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ32 | I set high standards for myself in this training.  | 0  | 0 | 9 | 2  | 11 | 1  |
| LQ33 | I pushed myself to understand things I found confusing.                                  | 0  | 0 | 7 | 5  | 12 | 0  |
| LQ34 | I looked for my own resources to help me learn.  | 0  | 1 | 7 | 4  | 11 | 0  |
| LQ35 | I approached trainers if I needed help.  | 0  | 0 | 9 | 3  | 12 | 0  |

## LQ response category percentages

| Item |  | SD  | D   | A    | SA   | AG    | MI  |
|------|--|-----|-----|------|------|-------|-----|
| LQ1  | Trainers encouraged learners to ask questions.   | 0.0 | 0.0 | 41.7 | 58.3 | 100.0 | 0.0 |
| LQ2  | Trainers made the subject as interesting as possible.                                    | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ3  | Trainers had an excellent knowledge of the subject content.                              | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ4  | Trainers explained things clearly.   | 0.0 | 0.0 | 75.0 | 25.0 | 100.0 | 0.0 |
| LQ5  | Overall, I am satisfied with the training.   | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ6  | I would recommend the training to others.  | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ7  | I would recommend the training organisation to others.                                   | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ8  | I received useful feedback on my assessments.  | 0.0 | 0.0 | 41.7 | 58.3 | 100.0 | 0.0 |
| LQ9  | Assessments were based on realistic activities.  | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ10 | The way I was assessed was a fair test of my skills and knowledge.                       | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ11 | The training organisation gave appropriate recognition of existing knowledge and skills. | 0.0 | 0.0 | 33.3 | 66.7 | 100.0 | 0.0 |
| LQ12 | It was always easy to know the standards expected.                                       | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ13 | I usually had a clear idea of what was expected of me.                                   | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ14 | Trainers made it clear right from the start what they expected from me.                  | 0.0 | 0.0 | 33.3 | 66.7 | 100.0 | 0.0 |
| LQ15 | I was given enough material to keep up my interest.                                      | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ16 | The amount of work I had to do was reasonable.   | 0.0 | 0.0 | 41.7 | 58.3 | 100.0 | 0.0 |
| LQ17 | The training was at the right level of difficulty for me.                                | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ18 | The training focused on relevant skills.   | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ19 | The training prepared me well for work.  | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ20 | The training had a good mix of theory and practice.                                      | 0.0 | 0.0 | 81.8 | 18.2 | 100.0 | 8.3 |
| LQ21 | I developed the skills expected from this training.                                      | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ22 | I learned to work with people.   | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ23 | I identified ways to build on my current knowledge and skills.                           | 0.0 | 0.0 | 41.7 | 58.3 | 100.0 | 0.0 |
| LQ24 | I developed the knowledge expected from this training.                                   | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ25 | I learned to plan and manage my work.  | 0.0 | 0.0 | 66.7 | 33.3 | 100.0 | 0.0 |
| LQ26 | Training resources were available when I needed them.                                    | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ27 | The training used up-to-date equipment, facilities and materials.                        | 0.0 | 0.0 | 50.0 | 50.0 | 100.0 | 0.0 |
| LQ28 | Training facilities and materials were in good condition.                                | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ29 | Training organisation staff respected my background and needs.                           | 0.0 | 0.0 | 25.0 | 75.0 | 100.0 | 0.0 |
| LQ30 | The training was flexible enough to meet my needs.                                       | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ31 | The training organisation had a range of services to support learners.                   | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ32 | I set high standards for myself in this training.  | 0.0 | 0.0 | 81.8 | 18.2 | 100.0 | 8.3 |
| LQ33 | I pushed myself to understand things I found confusing.                                  | 0.0 | 0.0 | 58.3 | 41.7 | 100.0 | 0.0 |
| LQ34 | I looked for my own resources to help me learn.  | 0.0 | 8.3 | 58.3 | 33.3 | 91.7  | 0.0 |
| LQ35 | I approached trainers if I needed help.  | 0.0 | 0.0 | 75.0 | 25.0 | 100.0 | 0.0 |

## LQ item averages and variations

| Item | Average score | Average variation |
|------|---------------|-------------------|
| LQ1  | 86.1          | 17.2              |
| LQ2  | 80.6          | 17.2              |
| LQ3  | 83.3          | 17.4              |
| LQ4  | 75.0          | 15.1              |
| LQ5  | 83.3          | 17.4              |
| LQ6  | 77.8          | 16.4              |
| LQ7  | 83.3          | 17.4              |
| LQ8  | 86.1          | 17.2              |
| LQ9  | 80.6          | 17.2              |
| LQ10 | 80.6          | 17.2              |
| LQ11 | 88.9          | 16.4              |
| LQ12 | 77.8          | 16.4              |
| LQ13 | 77.8          | 16.4              |
| LQ14 | 88.9          | 16.4              |
| LQ15 | 83.3          | 17.4              |
| LQ16 | 86.1          | 17.2              |
| LQ17 | 77.8          | 16.4              |
| LQ18 | 83.3          | 17.4              |
| LQ19 | 80.6          | 17.2              |
| LQ20 | 72.7          | 13.5              |
| LQ21 | 77.8          | 16.4              |
| LQ22 | 77.8          | 16.4              |
| LQ23 | 86.1          | 17.2              |
| LQ24 | 83.3          | 17.4              |
| LQ25 | 77.8          | 16.4              |
| LQ26 | 83.3          | 17.4              |
| LQ27 | 83.3          | 17.4              |
| LQ28 | 80.6          | 17.2              |
| LQ29 | 91.7          | 15.1              |
| LQ30 | 80.6          | 17.2              |
| LQ31 | 80.6          | 17.2              |
| LQ32 | 72.7          | 13.5              |
| LQ33 | 80.6          | 17.2              |
| LQ34 | 75.0          | 20.7              |
| LQ35 | 75.0          | 15.1              |



## EQ response category numbers

|      | Item   | SD | D | A | SA | AG | MI |
|------|--|----|---|---|----|----|----|
| EQ1  | The training used up-to-date equipment, facilities and materials.                          | 0  | 0 | 1 | 0  | 1  | 0  |
| EQ2  | The training organisation dealt satisfactorily with any issues or complaints.              | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ3  | The training organisation was flexible enough to meet our needs.                           | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ4  | Assessment was at an appropriate standard.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ5  | The training resources were appropriate for learner needs.                                 | 0  | 0 | 1 | 0  | 1  | 0  |
| EQ6  | The training reflected current practice.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ7  | The training organisation developed customised programs.                                   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ8  | The training organisation provided good support for workplace training and assessment.     | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ9  | The training focused on relevant skills.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ10 | Our employees gained the skills they needed from this training.                            | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ11 | The training was effectively integrated into our organisation.                             | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ12 | Overall, we are satisfied with the training.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ13 | We would recommend the training organisation to others.                                    | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ14 | We would recommend the training to others.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ15 | The training organisation gave appropriate recognition of existing knowledge and skills.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ16 | The way employees were assessed was a fair test of their skills and knowledge.             | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ17 | Trainers had good knowledge and experience of the industry.                                | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ18 | Assessments were based on realistic activities.  | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ19 | Trainers were effective in their teaching.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ20 | The training was an effective investment.  | 0  | 0 | 1 | 0  | 1  | 0  |
| EQ21 | Trainers were able to relate material to the workplace.                                    | 0  | 0 | 1 | 0  | 1  | 0  |
| EQ22 | The training had a good mix of theory and practice.  | 0  | 0 | 1 | 0  | 1  | 0  |
| EQ23 | The training organisation acted on feedback from employers.                                | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ24 | The training has helped our employees work with people.                                    | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ25 | Training resources and equipment were in good condition.                                   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ26 | The training helped employees identify how to build on their current knowledge and skills. | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ27 | The training prepared employees well for work.   | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ28 | Our employees gained the knowledge they needed from this training.                         | 0  | 0 | 0 | 1  | 1  | 0  |
| EQ29 | The training prepared our employees for the demands of work.                               | 0  | 0 | 1 | 0  | 1  | 0  |
| EQ30 | The training organisation clearly explained what was expected from employers.              | 0  | 0 | 0 | 1  | 1  | 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 | 100.0 | 0.0   | 100.0 | 0.0 |
| EQ2  | The training organisation dealt satisfactorily with any issues or complaints.              | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ3  | The training organisation was flexible enough to meet our needs.                           | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ4  | Assessment was at an appropriate standard.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ5  | The training resources were appropriate for learner needs.                                 | 0.0 | 0.0 | 100.0 | 0.0   | 100.0 | 0.0 |
| EQ6  | The training reflected current practice.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ7  | The training organisation developed customised programs.                                   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ8  | The training organisation provided good support for workplace training and assessment.     | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ9  | The training focused on relevant skills.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ10 | Our employees gained the skills they needed from this training.                            | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ11 | The training was effectively integrated into our organisation.                             | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ12 | Overall, we are satisfied with the training.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ13 | We would recommend the training organisation to others.                                    | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ14 | We would recommend the training to others.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ15 | The training organisation gave appropriate recognition of existing knowledge and skills.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ16 | The way employees were assessed was a fair test of their skills and knowledge.             | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ17 | Trainers had good knowledge and experience of the industry.                                | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ18 | Assessments were based on realistic activities.  | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ19 | Trainers were effective in their teaching.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ20 | The training was an effective investment.  | 0.0 | 0.0 | 100.0 | 0.0   | 100.0 | 0.0 |
| EQ21 | Trainers were able to relate material to the workplace.                                    | 0.0 | 0.0 | 100.0 | 0.0   | 100.0 | 0.0 |
| EQ22 | The training had a good mix of theory and practice.  | 0.0 | 0.0 | 100.0 | 0.0   | 100.0 | 0.0 |
| EQ23 | The training organisation acted on feedback from employers.                                | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ24 | The training has helped our employees work with people.                                    | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ25 | Training resources and equipment were in good condition.                                   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ26 | The training helped employees identify how to build on their current knowledge and skills. | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ27 | The training prepared employees well for work.   | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ28 | Our employees gained the knowledge they needed from this training.                         | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |
| EQ29 | The training prepared our employees for the demands of work.                               | 0.0 | 0.0 | 100.0 | 0.0   | 100.0 | 0.0 |
| EQ30 | The training organisation clearly explained what was expected from employers.              | 0.0 | 0.0 | 0.0   | 100.0 | 100.0 | 0.0 |

## EQ item averages and variations

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

# 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 |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 81.2    | 13.8      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 80.6    | 12.7      |
|                            | Certificate level unknown               | 2        | 75.0    | 11.8      |
|                            | Diploma                                 | 6        | 80.6    | 15.5      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 79.5    | 13.1      |

| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 81.2    | 13.8      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 75.0    | 8.3       |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 75.0    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 75.0    | 11.8      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 80.6    | 17.3      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 86.1    | 4.8       |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 83.3    | 0.0       |
|                               | 2015                              | 6        | 91.7    | 10.5      |
|                               | 2014                              | 3        | 69.4    | 4.8       |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 79.5    | 13.1      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 80.6    | 16.4      |
|                               | No recognition of prior learning  | 6        | 81.9    | 12.3      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 81.7    | 12.4      |
|   | Male  | 6        | 83.3    | 15.8      |
|   | Total   | 11       | 82.6    | 13.7      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 100.0   | 0.0       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 80.0    | 9.5       |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 70.8    | 5.9       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 82.6    | 13.7      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 81.2    | 13.8      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 81.2    | 13.8      |
| Home language                               | English   | 10       | 81.7    | 15.1      |
|   | Language other than English                     | 2        | 79.2    | 5.9       |
|   | Total   | 12       | 81.2    | 13.8      |
| Permanent residency or citizenship          | Australian                                      | 4        | 89.6    | 12.5      |
|   | Not Australian                                  | 8        | 77.1    | 13.2      |
|   | Total   | 12       | 81.2    | 13.8      |
| Disability status                           | Disability identified                           | 1        | 75.0    | 0.0       |
|   | No disability identified                        | 11       | 81.8    | 14.3      |
|   | Total   | 12       | 81.2    | 13.8      |
| Groups                                      | 1   | 12       | 81.2    | 13.8      |
|   | Total   | 12       | 81.2    | 13.8      |

# Effective Assessment

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 84.0    | 14.0      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 88.9    | 12.7      |
|                            | Certificate level unknown               | 2        | 75.0    | 11.8      |
|                            | Diploma                                 | 6        | 81.9    | 15.3      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 82.6    | 13.7      |



| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 84.0    | 14.0      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 80.6    | 4.8       |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 75.0    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 77.1    | 11.6      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 83.3    | 16.7      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 91.7    | 8.3       |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 83.3    | 0.0       |
|                               | 2015                              | 6        | 94.4    | 10.1      |
|                               | 2014                              | 3        | 72.2    | 9.6       |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 82.6    | 13.7      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 84.7    | 17.0      |
|                               | No recognition of prior learning  | 6        | 83.3    | 11.8      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 86.7    | 13.9      |
|   | Male  | 6        | 84.7    | 14.4      |
|   | Total   | 11       | 85.6    | 13.5      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 100.0   | 0.0       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 85.0    | 12.4      |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 75.0    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 85.6    | 13.5      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 84.0    | 14.0      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 84.0    | 14.0      |
| Home language                               | English   | 10       | 84.2    | 15.4      |
|   | Language other than English                     | 2        | 83.3    | 0.0       |
|   | Total   | 12       | 84.0    | 14.0      |
| Permanent residency or citizenship          | Australian                                      | 4        | 91.7    | 9.6       |
|   | Not Australian                                  | 8        | 80.2    | 14.7      |
|   | Total   | 12       | 84.0    | 14.0      |
| Disability status                           | Disability identified                           | 1        | 83.3    | 0.0       |
|   | No disability identified                        | 11       | 84.1    | 14.7      |
|   | Total   | 12       | 84.0    | 14.0      |
| Groups                                      | 1   | 12       | 84.0    | 14.0      |
|   | Total   | 12       | 84.0    | 14.0      |

# Clear Expectations

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 81.5    | 13.7      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 88.9    | 11.1      |
|                            | Certificate level unknown               | 2        | 72.2    | 7.9       |
|                            | Diploma                                 | 6        | 79.6    | 16.4      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 80.8    | 14.1      |

| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 81.5    | 13.7      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 74.1    | 6.4       |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 77.8    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 75.0    | 11.5      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 74.1    | 12.8      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 88.9    | 11.1      |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 77.8    | 0.0       |
|                               | 2015                              | 6        | 92.6    | 9.1       |
|                               | 2014                              | 3        | 66.7    | 0.0       |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 79.8    | 13.0      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 81.5    | 13.5      |
|                               | No recognition of prior learning  | 6        | 81.5    | 15.2      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 80.0    | 14.5      |
|   | Male  | 6        | 85.2    | 13.5      |
|   | Total   | 11       | 82.8    | 13.5      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 94.4    | 7.9       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 80.0    | 14.5      |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 77.8    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 82.8    | 13.5      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 81.5    | 13.7      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 81.5    | 13.7      |
| Home language                               | English   | 10       | 83.3    | 14.1      |
|   | Language other than English                     | 2        | 72.2    | 7.9       |
|   | Total   | 12       | 81.5    | 13.7      |
| Permanent residency or citizenship          | Australian                                      | 4        | 86.1    | 16.7      |
|   | Not Australian                                  | 8        | 79.2    | 12.5      |
|   | Total   | 12       | 81.5    | 13.7      |
| Disability status                           | Disability identified                           | 1        | 66.7    | 0.0       |
|   | No disability identified                        | 11       | 82.8    | 13.5      |
|   | Total   | 12       | 81.5    | 13.7      |
| Groups                                      | 1   | 12       | 81.5    | 13.7      |
|   | Total   | 12       | 81.5    | 13.7      |

# Learning Stimulation

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 82.4    | 15.3      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 88.9    | 19.2      |
|                            | Certificate level unknown               | 2        | 72.2    | 7.9       |
|                            | Diploma                                 | 6        | 81.5    | 16.7      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 81.8    | 15.9      |



| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 82.4    | 15.3      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 77.8    | 11.1      |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 66.7    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 75.0    | 12.9      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 81.5    | 12.8      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 92.6    | 12.8      |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 77.8    | 0.0       |
|                               | 2015                              | 6        | 92.6    | 13.5      |
|                               | 2014                              | 3        | 74.1    | 12.8      |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 80.8    | 15.0      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 81.5    | 16.7      |
|                               | No recognition of prior learning  | 6        | 83.3    | 15.3      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 86.7    | 14.5      |
|   | Male  | 6        | 81.5    | 16.7      |
|   | Total   | 11       | 83.8    | 15.2      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 94.4    | 7.9       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 86.7    | 14.5      |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 66.7    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 83.8    | 15.2      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 82.4    | 15.3      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 82.4    | 15.3      |
| Home language                               | English   | 10       | 82.2    | 16.7      |
|   | Language other than English                     | 2        | 83.3    | 7.9       |
|   | Total   | 12       | 82.4    | 15.3      |
| Permanent residency or citizenship          | Australian                                      | 4        | 91.7    | 10.6      |
|   | Not Australian                                  | 8        | 77.8    | 15.7      |
|   | Total   | 12       | 82.4    | 15.3      |
| Disability status                           | Disability identified                           | 1        | 88.9    | 0.0       |
|   | No disability identified                        | 11       | 81.8    | 15.9      |
|   | Total   | 12       | 82.4    | 15.3      |
| Groups                                      | 1   | 12       | 82.4    | 15.3      |
|   | Total   | 12       | 82.4    | 15.3      |

# Training Relevance

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 78.7    | 12.0      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 74.1    | 6.4       |
|                            | Certificate level unknown               | 2        | 72.2    | 7.9       |
|                            | Diploma                                 | 6        | 83.3    | 15.3      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 78.8    | 12.6      |

| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 78.7    | 12.0      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 77.8    | 11.1      |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 66.7    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 88.9    | 15.7      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 76.4    | 12.5      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 77.8    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 77.8    | 11.1      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 77.8    | 0.0       |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 77.8    | 0.0       |
|                               | 2015                              | 6        | 83.3    | 13.6      |
|                               | 2014                              | 3        | 74.1    | 12.8      |
|                               | 2013                              | 1        | 77.8    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
|                               | 1999                              |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 76.8    | 10.5      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 77.8    | 12.2      |
|                               | No recognition of prior learning  | 6        | 79.6    | 13.0      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 82.2    | 12.7      |
|   | Male  | 6        | 77.8    | 12.2      |
|   | Total   | 11       | 79.8    | 12.0      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 88.9    | 15.7      |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 77.8    | 7.9       |
|   | 45 to 54  | 2        | 88.9    | 15.7      |
|   | 55 to 64  | 2        | 66.7    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 79.8    | 12.0      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 78.7    | 12.0      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 78.7    | 12.0      |
| Home language                               | English   | 10       | 77.8    | 12.8      |
|   | Language other than English                     | 2        | 83.3    | 7.9       |
|   | Total   | 12       | 78.7    | 12.0      |
| Permanent residency or citizenship          | Australian                                      | 4        | 91.7    | 10.6      |
|   | Not Australian                                  | 8        | 72.2    | 5.9       |
|   | Total   | 12       | 78.7    | 12.0      |
| Disability status                           | Disability identified                           | 1        | 88.9    | 0.0       |
|   | No disability identified                        | 11       | 77.8    | 12.2      |
|   | Total   | 12       | 78.7    | 12.0      |
| Groups                                      | 1   | 12       | 78.7    | 12.0      |
|   | Total   | 12       | 78.7    | 12.0      |

# Competency Development

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 80.6    | 12.5      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 80.0    | 6.7       |
|                            | Certificate level unknown               | 2        | 70.0    | 4.7       |
|                            | Diploma                                 | 6        | 82.2    | 15.6      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 79.4    | 12.5      |



| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 80.6    | 12.5      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 77.8    | 7.7       |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 73.3    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 75.8    | 11.8      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 82.2    | 13.9      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 80.0    | 6.7       |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 73.3    | 0.0       |
|                               | 2015                              | 6        | 88.9    | 10.9      |
|                               | 2014                              | 3        | 73.3    | 11.5      |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 78.8    | 11.5      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 81.1    | 14.2      |
|                               | No recognition of prior learning  | 6        | 80.0    | 11.9      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 82.7    | 13.0      |
|   | Male  | 6        | 81.1    | 12.9      |
|   | Total   | 11       | 81.8    | 12.3      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 96.7    | 4.7       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 78.7    | 8.7       |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 73.3    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 81.8    | 12.3      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 80.6    | 12.5      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 80.6    | 12.5      |
| Home language                               | English   | 10       | 80.7    | 13.5      |
|   | Language other than English                     | 2        | 80.0    | 9.4       |
|   | Total   | 12       | 80.6    | 12.5      |
| Permanent residency or citizenship          | Australian                                      | 4        | 90.0    | 12.8      |
|   | Not Australian                                  | 8        | 75.8    | 10.0      |
|   | Total   | 12       | 80.6    | 12.5      |
| Disability status                           | Disability identified                           | 1        | 86.7    | 0.0       |
|   | No disability identified                        | 11       | 80.0    | 13.0      |
|   | Total   | 12       | 80.6    | 12.5      |
| Groups                                      | 1   | 12       | 80.6    | 12.5      |
|   | Total   | 12       | 80.6    | 12.5      |

# Training Resources

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 82.4    | 15.3      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 85.2    | 17.0      |
|                            | Certificate level unknown               | 2        | 66.7    | 0.0       |
|                            | Diploma                                 | 6        | 83.3    | 15.3      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 80.8    | 15.0      |

| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 82.4    | 15.3      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 74.1    | 12.8      |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 77.8    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 75.0    | 12.9      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 85.2    | 17.0      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 85.2    | 17.0      |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 66.7    | 0.0       |
|                               | 2015                              | 6        | 94.4    | 9.3       |
|                               | 2014                              | 3        | 74.1    | 12.8      |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 80.8    | 15.0      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 83.3    | 18.3      |
|                               | No recognition of prior learning  | 6        | 81.5    | 13.5      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 84.4    | 16.9      |
|   | Male  | 6        | 83.3    | 15.3      |
|   | Total   | 11       | 83.8    | 15.2      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 100.0   | 0.0       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 82.2    | 14.9      |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 72.2    | 7.9       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 83.8    | 15.2      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 82.4    | 15.3      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 82.4    | 15.3      |
| Home language                               | English   | 10       | 83.3    | 15.9      |
|   | Language other than English                     | 2        | 77.8    | 15.7      |
|   | Total   | 12       | 82.4    | 15.3      |
| Permanent residency or citizenship          | Australian                                      | 4        | 88.9    | 15.7      |
|   | Not Australian                                  | 8        | 79.2    | 15.1      |
|   | Total   | 12       | 82.4    | 15.3      |
| Disability status                           | Disability identified                           | 1        | 88.9    | 0.0       |
|   | No disability identified                        | 11       | 81.8    | 15.9      |
|   | Total   | 12       | 82.4    | 15.3      |
| Groups                                      | 1   | 12       | 82.4    | 15.3      |
|   | Total   | 12       | 82.4    | 15.3      |

# Effective Support

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 84.3    | 13.8      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 88.9    | 11.1      |
|                            | Certificate level unknown               | 2        | 77.8    | 15.7      |
|                            | Diploma                                 | 6        | 81.5    | 15.2      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 82.8    | 13.5      |



| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 84.3    | 13.8      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 81.5    | 6.4       |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 77.8    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 77.8    | 11.9      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 81.5    | 17.0      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 92.6    | 6.4       |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 88.9    | 0.0       |
|                               | 2015                              | 6        | 94.4    | 9.3       |
|                               | 2014                              | 3        | 70.4    | 6.4       |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 82.8    | 13.5      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 85.2    | 16.7      |
|                               | No recognition of prior learning  | 6        | 83.3    | 11.7      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 86.7    | 14.5      |
|   | Male  | 6        | 85.2    | 13.5      |
|   | Total   | 11       | 85.9    | 13.2      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 100.0   | 0.0       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 84.4    | 12.7      |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 77.8    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 85.9    | 13.2      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 84.3    | 13.8      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 84.3    | 13.8      |
| Home language                               | English   | 10       | 84.4    | 15.0      |
|   | Language other than English                     | 2        | 83.3    | 7.9       |
|   | Total   | 12       | 84.3    | 13.8      |
| Permanent residency or citizenship          | Australian                                      | 4        | 91.7    | 10.6      |
|   | Not Australian                                  | 8        | 80.6    | 14.2      |
|   | Total   | 12       | 84.3    | 13.8      |
| Disability status                           | Disability identified                           | 1        | 77.8    | 0.0       |
|   | No disability identified                        | 11       | 84.8    | 14.3      |
|   | Total   | 12       | 84.3    | 13.8      |
| Groups                                      | 1   | 12       | 84.3    | 13.8      |
|   | Total   | 12       | 84.3    | 13.8      |

# Active Learning

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 75.7    | 13.0      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 72.2    | 9.6       |
|                            | Certificate level unknown               | 2        | 66.7    | 0.0       |
|                            | Diploma                                 | 6        | 79.2    | 16.5      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 75.0    | 13.4      |

| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 75.7    | 13.0      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 69.4    | 4.8       |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 66.7    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 83.3    | 23.6      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 71.9    | 11.7      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 66.7    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 75.0    | 8.3       |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 72.2    | 9.6       |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 66.7    | 0.0       |
|                               | 2015                              | 6        | 83.3    | 14.9      |
|                               | 2014                              | 3        | 69.4    | 4.8       |
|                               | 2013                              | 1        | 66.7    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 73.5    | 11.1      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 75.0    | 13.9      |
|                               | No recognition of prior learning  | 6        | 76.4    | 13.4      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 75.0    | 14.4      |
|   | Male  | 6        | 77.8    | 13.6      |
|   | Total   | 11       | 76.5    | 13.3      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 91.7    | 11.8      |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 71.7    | 7.5       |
|   | 45 to 54  | 2        | 83.3    | 23.6      |
|   | 55 to 64  | 2        | 66.7    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 76.5    | 13.3      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 75.7    | 13.0      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 75.7    | 13.0      |
| Home language                               | English   | 10       | 76.7    | 14.1      |
|   | Language other than English                     | 2        | 70.8    | 5.9       |
|   | Total   | 12       | 75.7    | 13.0      |
| Permanent residency or citizenship          | Australian                                      | 4        | 85.4    | 17.2      |
|   | Not Australian                                  | 8        | 70.8    | 7.7       |
|   | Total   | 12       | 75.7    | 13.0      |
| Disability status                           | Disability identified                           | 1        | 75.0    | 0.0       |
|   | No disability identified                        | 11       | 75.8    | 13.7      |
|   | Total   | 12       | 75.7    | 13.0      |
| Groups                                      | 1   | 12       | 75.7    | 13.0      |
|   | Total   | 12       | 75.7    | 13.0      |

# Overall Satisfaction

## Training characteristics

| Characteristic             |   | Learners |         |           |
|----------------------------|---|----------|---------|-----------|
|                            |   | Count    | Average | Variation |
| <b>Provider</b>            | <b>Total</b>                            | 12       | 81.5    | 14.5      |
| <b>Qualification Level</b> | Certificate I                           |          |         |           |
|                            | Certificate II                          |          |         |           |
|                            | Certificate III                         |          |         |           |
|                            | Certificate IV                          | 3        | 70.4    | 6.4       |
|                            | Certificate level unknown               | 2        | 83.3    | 23.6      |
|                            | Diploma                                 | 6        | 83.3    | 13.6      |
|                            | Advanced diploma                        |          |         |           |
|                            | Associate degree                        |          |         |           |
|                            | Degree                                  |          |         |           |
|                            | Short course or statement of attainment |          |         |           |
|                            | VET Graduate Certificate or Diploma     |          |         |           |
|                            | Other qualification or training         |          |         |           |
|                            | Do not know                             |          |         |           |
|                            | <b>Total</b>                            | 11       | 79.8    | 13.9      |



| Characteristic            |   | Learners |         |           |
|---------------------------|---|----------|---------|-----------|
|                           |   | Count    | Average | Variation |
| <b>Provider</b>           | <b>Total</b>  | 12       | 81.5    | 14.5      |
| <b>Field of education</b> | <b>Natural and physical sciences</b>                  |          |         |           |
|                           | <b>Information technology</b>                         |          |         |           |
|                           | <b>Engineering and related technologies</b>           |          |         |           |
|                           | <b>Architecture and building</b>                      |          |         |           |
|                           | <b>Agriculture, environmental and related studies</b> | 3        | 85.2    | 12.8      |
|                           | <b>Health</b>   | 2        | 66.7    | 0.0       |
|                           | <b>Education</b>                                      | 1        | 77.8    | 0.0       |
|                           | <b>Management and commerce</b>                        | 2        | 88.9    | 15.7      |
|                           | <b>Society and culture</b>                            |          |         |           |
|                           | <b>Creative arts</b>                                  |          |         |           |
|                           | <b>Food, hospitality and personal services</b>        |          |         |           |
|                           | <b>Other</b>  |          |         |           |
|                           | <b>Total</b>  | 8        | 80.6    | 12.9      |

| Characteristic                |                                   | Learners |         |           |
|-------------------------------|-----------------------------------|----------|---------|-----------|
|                               |                                   | Count    | Average | Variation |
| Training start month          | January                           |          |         |           |
|                               | February                          | 1        | 66.7    | 0.0       |
|                               | March                             | 2        | 100.0   | 0.0       |
|                               | April                             |          |         |           |
|                               | May                               | 1        | 77.8    | 0.0       |
|                               | June                              |          |         |           |
|                               | July                              |          |         |           |
|                               | August                            | 3        | 81.5    | 17.0      |
|                               | September                         |          |         |           |
|                               | October                           | 3        | 77.8    | 19.2      |
|                               | November                          |          |         |           |
|                               | December                          |          |         |           |
|                               | Do not know                       |          |         |           |
| Training start year           | 2017                              |          |         |           |
|                               | 2016                              | 1        | 100.0   | 0.0       |
|                               | 2015                              | 6        | 85.2    | 16.7      |
|                               | 2014                              | 3        | 70.4    | 6.4       |
|                               | 2013                              | 1        | 77.8    | 0.0       |
|                               | 2012                              |          |         |           |
|                               | 2011                              |          |         |           |
|                               | 2010                              |          |         |           |
|                               | 2009                              |          |         |           |
|                               | 2008                              |          |         |           |
|                               | 2007                              |          |         |           |
|                               | 2006                              |          |         |           |
|                               | 2005                              |          |         |           |
|                               | 2004                              |          |         |           |
|                               | 2003                              |          |         |           |
|                               | 2002                              |          |         |           |
|                               | 2001                              |          |         |           |
|                               | 2000                              |          |         |           |
| 1999                          |                                   |          |         |           |
| Apprenticeship or traineeship | Apprenticeship or traineeship     | 1        | 100.0   | 0.0       |
|                               | Not apprenticeship or traineeship | 11       | 79.8    | 13.9      |
| Recognition of prior learning | Recognition of prior learning     | 6        | 81.5    | 15.2      |
|                               | No recognition of prior learning  | 6        | 81.5    | 15.2      |

## Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 5        | 82.2    | 16.9      |
|   | Male  | 6        | 83.3    | 13.6      |
|   | Total   | 11       | 82.8    | 14.4      |
| Learner age                                 | Under 15  |          |         |           |
|   | 15 to 19  |          |         |           |
|   | 20 to 24  | 2        | 100.0   | 0.0       |
|   | 25 to 34  |          |         |           |
|   | 35 to 44  | 5        | 75.6    | 14.5      |
|   | 45 to 54  | 2        | 88.9    | 15.7      |
|   | 55 to 64  | 2        | 77.8    | 0.0       |
|   | 65 or over                                      |          |         |           |
|   | Total   | 11       | 82.8    | 14.4      |
| Aboriginal or Torres Strait Islander origin | No  | 12       | 81.5    | 14.5      |
|   | Yes, Aboriginal                                 |          |         |           |
|   | Yes, Torres Strait Islander                     |          |         |           |
|   | Yes, both Aboriginal and Torres Strait Islander |          |         |           |
|   | Total   | 12       | 81.5    | 14.5      |
| Home language                               | English   | 10       | 80.0    | 14.6      |
|   | Language other than English                     | 2        | 88.9    | 15.7      |
|   | Total   | 12       | 81.5    | 14.5      |
| Permanent residency or citizenship          | Australian                                      | 4        | 94.4    | 11.1      |
|   | Not Australian                                  | 8        | 75.0    | 11.5      |
|   | Total   | 12       | 81.5    | 14.5      |
| Disability status                           | Disability identified                           | 1        | 77.8    | 0.0       |
|   | No disability identified                        | 11       | 81.8    | 15.1      |
|   | Total   | 12       | 81.5    | 14.5      |
| Groups                                      | 1   | 12       | 81.5    | 14.5      |
|   | Total   | 12       | 81.5    | 14.5      |

# Group Report

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

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

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

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

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

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

## Group 1

| Scale                  | Learners      |                   | Employers     |                   |
|------------------------|---------------|-------------------|---------------|-------------------|
|                        | Average score | Average variation | Average score | Average variation |
| Trainer Quality        | 81.2          | 13.8              | 88.9          | 0.0               |
| Effective Assessment   | 84.0          | 14.0              | 100.0         | 0.0               |
| Clear Expectations     | 81.5          | 13.7              |               |                   |
| Learning Stimulation   | 82.4          | 15.3              |               |                   |
| Training Relevance     | 78.7          | 12.0              | 88.9          | 0.0               |
| Competency Development | 80.6          | 12.5              | 93.3          | 0.0               |
| Training Resources     | 82.4          | 15.3              | 77.8          | 0.0               |
| Effective Support      | 84.3          | 13.8              | 100.0         | 0.0               |
| Active Learning        | 75.7          | 13.0              |               |                   |
| Overall Satisfaction   | 81.5          | 14.5              | 100.0         | 0.0               |

# 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

|  |
|--|
| Certificate IV in small business Management  |
| Flexibility with time, lots of reading material available  |
| Good clear Literature and good coaching  |
| I found the trainers very helpful I Knowledgeable. The online was excellent and easy follow with good revision tools |
| The support given by Trainers  |
| Trainers support   |
| Trainers were professional and helpful. I enjoyed the online learning  |
| everyone was very helpful  |
| finding out things at work I hadn't looked into before   |
| good content   |

## LQ needs improvement

|  |
|--|
| None                                       |
| None                                       |
| Nothing                                    |
| glitches on website                        |
| nothing                                    |
| some of the trainers ie OHS and financials |

## **EQ best aspects**

We were able to establish clearly our weak points in the business administration and concentrate on remedy

## EQ needs improvement

I really dont see ay



# 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

08 Mar 2017

## RTO Information

|                  |                              |
|------------------|------------------------------|
| NTIS number      | 3875                         |
| Name             | Innovative Business Training |
| Street Address   | 15 Andrew Street             |
| City/town/suburb | Castlemaine                  |
| State            | VIC                          |
| Post code        | 3450                         |

## Learner and employer response

|                           | Learners | Employers |
|---------------------------|----------|-----------|
| Response count (number)   | 12       | 1         |
| Population count (number) | 50       | 5         |
| Response rate (per cent)  | 24.0     | 20.0      |

## Learner and employer feedback

| Scale                  | Learners      |                   | Employers     |                   |
|------------------------|---------------|-------------------|---------------|-------------------|
|                        | Average score | Average variation | Average score | Average variation |
| All scales             | 81.2          | 16.7              | 93.3          | 13.6              |
| Trainer Quality        | 81.2          | 13.8              | 88.9          | 0.0               |
| Effective Assessment   | 84.0          | 14.0              | 100.0         | 0.0               |
| Clear Expectations     | 81.5          | 13.7              |               |                   |
| Learning Stimulation   | 82.4          | 15.3              |               |                   |
| Training Relevance     | 78.7          | 12.0              | 88.9          | 0.0               |
| Competency Development | 80.6          | 12.5              | 93.3          | 0.0               |
| Training Resources     | 82.4          | 15.3              | 77.8          | 0.0               |
| Effective Support      | 84.3          | 13.8              | 100.0         | 0.0               |
| Active Learning        | 75.7          | 13.0              |               |                   |
| Overall Satisfaction   | 81.5          | 14.5              | 100.0         | 0.0               |

## 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        |                   |