

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Education Training & Employment Australia
Street Address	113 Burgundy Street
City/town/suburb	Heidelberg
State	VIC
Post code	3084
NTIS number	5089

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	241	74.3	12.4	12	87.0	15.6
Effective Assessment	241	74.7	12.5	12	91.0	8.3
Clear Expectations	241	74.5	12.9			
Learning Stimulation	241	74.7	13.0			
Training Relevance	241	72.5	11.7	12	93.1	6.3
Competency Development	241	73.8	11.5	12	91.1	7.7
Training Resources	241	74.1	12.7	12	89.8	8.8
Effective Support	241	74.4	12.8	12	89.4	9.0
Active Learning	241	75.6	13.5			
Overall Satisfaction	241	74.6	12.5	12	90.7	10.4

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0			
	Information technology	0	0	0.0			
	Engineering and related technologies	0	0	0.0			
	Architecture and building	0	0	0.0			
	Agriculture, environmental and related studies	0	0	0.0			
	Health	129	129	100.0			
	Education	0	0	0.0			
	Management and commerce	10	10	100.0			
	Society and culture	102	102	100.0			
	Creative arts	0	0	0.0			
	Food, hospitality and personal services	0	0	0.0			
	Other	0	0	0.0			
	TOTAL	241	241	100.0	0	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		0	0	0.0			
Certificate III		152	152	100.0			
Certificate IV		86	86	100.0			
Certificate level unknown		0	0	0.0			
Diploma		3	3	100.0			
Advanced diploma		0	0	0.0			
Associate degree		0	0	0.0			
Degree		0	0	0.0			
Short course or statement of attainment		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		0	0	0.0			
Do not know		0	0	0.0			
Total		241	241	100.0			

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	191	50	241	1
LQ2	Trainers made the subject as interesting as possible.	0	0	189	52	241	1
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	180	61	241	1
LQ4	Trainers explained things clearly.	0	0	184	57	241	1
LQ5	Overall, I am satisfied with the training.	0	0	190	51	241	1
LQ6	I would recommend the training to others.	0	0	186	55	241	1
LQ7	I would recommend the training organisation to others.	0	0	176	65	241	1
LQ8	I received useful feedback on my assessments.	0	0	181	60	241	1
LQ9	Assessments were based on realistic activities.	0	0	190	51	241	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	179	62	241	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	183	58	241	1
LQ12	It was always easy to know the standards expected.	0	0	183	58	241	1
LQ13	I usually had a clear idea of what was expected of me.	0	0	185	56	241	1
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	185	55	240	2
LQ15	I was given enough material to keep up my interest.	0	0	182	59	241	1
LQ16	The amount of work I had to do was reasonable.	0	0	183	58	241	1
LQ17	The training was at the right level of difficulty for me.	0	0	183	58	241	1
LQ18	The training focused on relevant skills.	0	0	207	34	241	1
LQ19	The training prepared me well for work.	0	0	195	46	241	1
LQ20	The training had a good mix of theory and practice.	0	0	195	46	241	1
LQ21	I developed the skills expected from this training.	0	0	216	25	241	1
LQ22	I learned to work with people.	0	0	183	58	241	1
LQ23	I identified ways to build on my current knowledge and skills.	0	0	185	56	241	1
LQ24	I developed the knowledge expected from this training.	0	0	177	64	241	1
LQ25	I learned to plan and manage my work.	0	0	186	55	241	1
LQ26	Training resources were available when I needed them.	0	0	185	56	241	1
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	189	52	241	1
LQ28	Training facilities and materials were in good condition.	0	0	187	54	241	1
LQ29	Training organisation staff respected my background and needs.	0	0	189	52	241	1
LQ30	The training was flexible enough to meet my needs.	0	1	184	56	240	1
LQ31	The training organisation had a range of services to support learners.	0	0	180	61	241	1
LQ32	I set high standards for myself in this training.	0	0	173	68	241	1
LQ33	I pushed myself to understand things I found confusing.	0	0	180	61	241	1
LQ34	I looked for my own resources to help me learn.	0	1	172	68	240	1
LQ35	I approached trainers if I needed help.	0	0	179	62	241	1

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	79.3	20.8	100.0	0.4
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	78.4	21.6	100.0	0.4
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	74.7	25.3	100.0	0.4
LQ4	Trainers explained things clearly.	0.0	0.0	76.4	23.7	100.0	0.4
LQ5	Overall, I am satisfied with the training.	0.0	0.0	78.8	21.2	100.0	0.4
LQ6	I would recommend the training to others.	0.0	0.0	77.2	22.8	100.0	0.4
LQ7	I would recommend the training organisation to others.	0.0	0.0	73.0	27.0	100.0	0.4
LQ8	I received useful feedback on my assessments.	0.0	0.0	75.1	24.9	100.0	0.4
LQ9	Assessments were based on realistic activities.	0.0	0.0	78.8	21.2	100.0	0.4
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	74.3	25.7	100.0	0.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	75.9	24.1	100.0	0.4
LQ12	It was always easy to know the standards expected.	0.0	0.0	75.9	24.1	100.0	0.4
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	76.8	23.2	100.0	0.4
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	77.1	22.9	100.0	0.8
LQ15	I was given enough material to keep up my interest.	0.0	0.0	75.5	24.5	100.0	0.4
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	75.9	24.1	100.0	0.4
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	75.9	24.1	100.0	0.4
LQ18	The training focused on relevant skills.	0.0	0.0	85.9	14.1	100.0	0.4
LQ19	The training prepared me well for work.	0.0	0.0	80.9	19.1	100.0	0.4
LQ20	The training had a good mix of theory and practice.	0.0	0.0	80.9	19.1	100.0	0.4
LQ21	I developed the skills expected from this training.	0.0	0.0	89.6	10.4	100.0	0.4
LQ22	I learned to work with people.	0.0	0.0	75.9	24.1	100.0	0.4
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	76.8	23.2	100.0	0.4
LQ24	I developed the knowledge expected from this training.	0.0	0.0	73.5	26.6	100.0	0.4
LQ25	I learned to plan and manage my work.	0.0	0.0	77.2	22.8	100.0	0.4
LQ26	Training resources were available when I needed them.	0.0	0.0	76.8	23.2	100.0	0.4
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	78.4	21.6	100.0	0.4
LQ28	Training facilities and materials were in good condition.	0.0	0.0	77.6	22.4	100.0	0.4
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	78.4	21.6	100.0	0.4
LQ30	The training was flexible enough to meet my needs.	0.0	0.4	76.4	23.2	99.6	0.4
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	74.7	25.3	100.0	0.4
LQ32	I set high standards for myself in this training.	0.0	0.0	71.8	28.2	100.0	0.4
LQ33	I pushed myself to understand things I found confusing.	0.0	0.0	74.7	25.3	100.0	0.4
LQ34	I looked for my own resources to help me learn.	0.0	0.4	71.4	28.2	99.6	0.4
LQ35	I approached trainers if I needed help.	0.0	0.0	74.3	25.7	100.0	0.4

LQ item averages and variations

Item	Average score	Average variation
LQ1	73.6	13.5
LQ2	73.9	13.7
LQ3	75.1	14.5
LQ4	74.6	14.2
LQ5	73.7	13.6
LQ6	74.3	14.0
LQ7	75.7	14.8
LQ8	75.0	14.4
LQ9	73.7	13.6
LQ10	75.2	14.6
LQ11	74.7	14.3
LQ12	74.7	14.3
LQ13	74.4	14.1
LQ14	74.3	14.0
LQ15	74.8	14.4
LQ16	74.7	14.3
LQ17	74.7	14.3
LQ18	71.4	11.6
LQ19	73.0	13.1
LQ20	73.0	13.1
LQ21	70.1	10.2
LQ22	74.7	14.3
LQ23	74.4	14.1
LQ24	75.5	14.8
LQ25	74.3	14.0
LQ26	74.4	14.1
LQ27	73.9	13.7
LQ28	74.1	13.9
LQ29	73.9	13.7
LQ30	74.3	14.3
LQ31	75.1	14.5
LQ32	76.1	15.0
LQ33	75.1	14.5
LQ34	75.9	15.3
LQ35	75.2	14.6

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	4	8	12	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	3	9	12	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	5	7	12	0
EQ4	Assessment was at an appropriate standard.	0	0	2	10	12	0
EQ5	The training resources were appropriate for learner needs.	0	0	3	9	12	0
EQ6	The training reflected current practice.	0	0	4	8	12	0
EQ7	The training organisation developed customised programs.	0	0	6	6	12	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	4	8	12	0
EQ9	The training focused on relevant skills.	0	0	2	10	12	0
EQ10	Our employees gained the skills they needed from this training.	0	0	2	10	12	0
EQ11	The training was effectively integrated into our organisation.	0	0	3	9	12	0
EQ12	Overall, we are satisfied with the training.	0	0	2	10	12	0
EQ13	We would recommend the training organisation to others.	0	0	5	7	12	0
EQ14	We would recommend the training to others.	0	0	3	9	12	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	5	7	12	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	3	9	12	0
EQ17	Trainers had good knowledge and experience of the industry.	0	1	1	10	11	0
EQ18	Assessments were based on realistic activities.	0	0	3	9	12	0
EQ19	Trainers were effective in their teaching.	0	0	6	6	12	0
EQ20	The training was an effective investment.	0	0	3	9	12	0
EQ21	Trainers were able to relate material to the workplace.	0	0	5	7	12	0
EQ22	The training had a good mix of theory and practice.	0	0	1	11	12	0
EQ23	The training organisation acted on feedback from employers.	0	0	3	9	12	0
EQ24	The training has helped our employees work with people.	0	0	3	9	12	0
EQ25	Training resources and equipment were in good condition.	0	0	4	8	12	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	3	9	12	0
EQ27	The training prepared employees well for work.	0	0	2	10	12	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	4	8	12	0
EQ29	The training prepared our employees for the demands of work.	0	0	4	8	12	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	2	10	12	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	33.3	66.7	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	25.0	75.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	41.7	58.3	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	16.7	83.3	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	25.0	75.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	33.3	66.7	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	50.0	50.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	33.3	66.7	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	16.7	83.3	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	16.7	83.3	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	25.0	75.0	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	16.7	83.3	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	41.7	58.3	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	25.0	75.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	41.7	58.3	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	25.0	75.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	8.3	8.3	83.3	91.7	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	25.0	75.0	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	50.0	50.0	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	25.0	75.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	41.7	58.3	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	8.3	91.7	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	25.0	75.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	25.0	75.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	33.3	66.7	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	25.0	75.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	16.7	83.3	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	33.3	66.7	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	33.3	66.7	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	16.7	83.3	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.	88.9	16.4
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	91.7	15.1
EQ3	The training organisation was flexible enough to meet our needs.	86.1	17.2
EQ4	Assessment was at an appropriate standard.	94.4	13.0
EQ5	The training resources were appropriate for learner needs.	91.7	15.1
EQ6	The training reflected current practice.	88.9	16.4
EQ7	The training organisation developed customised programs.	83.3	17.4
EQ8	The training organisation provided good support for workplace training and assessment.	88.9	16.4
EQ9	The training focused on relevant skills.	94.4	13.0
EQ10	Our employees gained the skills they needed from this training.	94.4	13.0
EQ11	The training was effectively integrated into our organisation.	91.7	15.1
EQ12	Overall, we are satisfied with the training.	94.4	13.0
EQ13	We would recommend the training organisation to others.	86.1	17.2
EQ14	We would recommend the training to others.	91.7	15.1
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	86.1	17.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	91.7	15.1
EQ17	Trainers had good knowledge and experience of the industry.	91.7	20.7
EQ18	Assessments were based on realistic activities.	91.7	15.1
EQ19	Trainers were effective in their teaching.	83.3	17.4
EQ20	The training was an effective investment.	91.7	15.1
EQ21	Trainers were able to relate material to the workplace.	86.1	17.2
EQ22	The training had a good mix of theory and practice.	97.2	9.6
EQ23	The training organisation acted on feedback from employers.	91.7	15.1
EQ24	The training has helped our employees work with people.	91.7	15.1
EQ25	Training resources and equipment were in good condition.	88.9	16.4
EQ26	The training helped employees identify how to build on their current knowledge and skills.	91.7	15.1
EQ27	The training prepared employees well for work.	94.4	13.0
EQ28	Our employees gained the knowledge they needed from this training.	88.9	16.4
EQ29	The training prepared our employees for the demands of work.	88.9	16.4
EQ30	The training organisation clearly explained what was expected from employers.	94.4	13.0

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
Provider	Total	241	74.3	12.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	74.9	12.7
	Certificate IV	86	73.3	12.1
	Certificate level unknown			
	Diploma	3	72.2	4.8
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.3	12.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.3	12.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	76.0	13.2
	Education			
	Management and commerce	10	70.0	5.8
	Society and culture	102	72.5	11.5
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.3	12.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	79.9	15.4
	February	35	74.5	13.2
	March	27	71.6	9.6
	April	21	75.4	14.3
	May	18	72.2	9.0
	June	20	72.9	10.1
	July	21	71.0	7.7
	August	12	79.2	16.1
	September	8	69.8	4.3
	October	35	74.0	13.1
	November	6	68.1	3.4
	December	9	77.8	16.7
		Do not know		
Training start year	2014			
	2013	101	74.8	12.6
	2012	117	74.1	12.3
	2011	21	73.8	13.3
	2010	2	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	74.3	12.4
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.3	12.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.1	12.2
	Male	51	75.0	13.1
	Total	241	74.3	12.4
Learner age	Under 15			
	15 to 19	3	75.0	8.3
	20 to 24	6	70.8	4.6
	25 to 34	90	73.9	12.4
	35 to 44	121	74.6	12.7
	45 to 54	18	75.9	13.7
	55 to 64	1	75.0	0.0
	65 or over	2	66.7	0.0
	Total	241	74.3	12.4
Aboriginal or Torres Strait Islander origin	No	241	74.3	12.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.3	12.4
Home language	English	195	73.1	11.2
	Language other than English	46	79.3	15.7
	Total	241	74.3	12.4
Permanent residency or citizenship	Australian	240	74.3	12.4
	Not Australian	1	66.7	0.0
	Total	241	74.3	12.4
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.4	12.4
	Total	241	74.3	12.4
Groups	1	241	74.3	12.4
	Total	241	74.3	12.4

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.7	12.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	75.1	12.7
	Certificate IV	86	73.9	12.4
	Certificate level unknown			
	Diploma	3	75.0	8.3
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.7	12.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.7	12.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	76.1	13.3
	Education			
	Management and commerce	10	73.3	6.6
	Society and culture	102	73.0	11.8
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.7	12.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	80.5	15.5
	February	35	75.2	13.5
	March	27	72.5	9.5
	April	21	75.0	14.4
	May	18	73.1	8.4
	June	20	74.6	11.9
	July	21	71.8	8.9
	August	12	78.5	16.1
	September	8	67.7	2.9
	October	35	73.6	12.7
	November	6	69.4	4.3
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	74.3	12.6
	2012	117	75.1	12.5
	2011	21	73.8	13.5
	2010	2	70.8	5.9
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	74.7	12.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.7	12.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.5	12.4
	Male	51	75.3	13.1
	Total	241	74.7	12.5
Learner age	Under 15			
	15 to 19	3	77.8	9.6
	20 to 24	6	75.0	7.5
	25 to 34	90	74.5	12.9
	35 to 44	121	74.7	12.7
	45 to 54	18	75.9	13.4
	55 to 64	1	66.7	0.0
	65 or over	2	66.7	0.0
	Total	241	74.7	12.5
Aboriginal or Torres Strait Islander origin	No	241	74.7	12.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.7	12.5
Home language	English	195	73.5	11.5
	Language other than English	46	79.5	15.5
	Total	241	74.7	12.5
Permanent residency or citizenship	Australian	240	74.7	12.6
	Not Australian	1	66.7	0.0
	Total	241	74.7	12.5
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.8	12.6
	Total	241	74.7	12.5
Groups	1	241	74.7	12.5
	Total	241	74.7	12.5

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.5	12.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	74.7	12.8
	Certificate IV	86	74.3	13.2
	Certificate level unknown			
	Diploma	3	70.4	6.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.5	12.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.5	12.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	75.8	13.4
	Education			
	Management and commerce	10	70.0	5.4
	Society and culture	102	73.3	12.5
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.5	12.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	80.8	16.2
	February	35	75.6	13.4
	March	27	72.0	10.4
	April	21	74.6	14.5
	May	18	70.4	6.6
	June	20	73.3	11.6
	July	21	71.4	9.7
	August	12	79.6	16.3
	September	8	70.8	8.3
	October	35	74.0	12.9
	November	6	68.5	4.5
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	74.4	12.6
	2012	117	74.6	13.0
	2011	21	75.1	14.4
	2010	2	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	74.5	12.9
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.5	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.3	12.6
	Male	51	75.2	13.8
	Total	241	74.5	12.9
Learner age	Under 15			
	15 to 19	3	74.1	6.4
	20 to 24	6	72.2	6.1
	25 to 34	90	74.4	13.0
	35 to 44	121	74.9	13.4
	45 to 54	18	73.5	12.7
	55 to 64	1	77.8	0.0
	65 or over	2	66.7	0.0
	Total	241	74.5	12.9
Aboriginal or Torres Strait Islander origin	No	241	74.5	12.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.5	12.9
Home language	English	195	73.4	11.9
	Language other than English	46	79.0	15.8
	Total	241	74.5	12.9
Permanent residency or citizenship	Australian	240	74.5	12.9
	Not Australian	1	66.7	0.0
	Total	241	74.5	12.9
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.6	12.9
	Total	241	74.5	12.9
Groups	1	241	74.5	12.9
	Total	241	74.5	12.9

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.7	13.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	74.8	13.0
	Certificate IV	86	74.5	13.2
	Certificate level unknown			
	Diploma	3	77.8	11.1
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.7	13.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.7	13.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	75.8	13.6
	Education			
	Management and commerce	10	72.2	7.9
	Society and culture	102	73.6	12.5
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.7	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	80.5	15.6
	February	35	74.3	13.4
	March	27	72.8	10.8
	April	21	74.6	14.5
	May	18	71.6	8.7
	June	20	75.0	11.9
	July	21	73.5	11.9
	August	12	79.6	16.3
	September	8	69.4	5.1
	October	35	74.0	13.2
	November	6	68.5	4.5
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	74.4	13.0
	2012	117	75.1	13.0
	2011	21	74.6	13.7
	2010	2	72.2	7.9
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	74.7	13.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.7	13.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.6	12.9
	Male	51	75.4	13.6
	Total	241	74.7	13.0
Learner age	Under 15			
	15 to 19	3	85.2	17.0
	20 to 24	6	72.2	6.1
	25 to 34	90	74.3	12.8
	35 to 44	121	75.1	13.5
	45 to 54	18	74.7	13.1
	55 to 64	1	66.7	0.0
	65 or over	2	66.7	0.0
	Total	241	74.7	13.0
Aboriginal or Torres Strait Islander origin	No	241	74.7	13.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.7	13.0
Home language	English	195	73.6	11.9
	Language other than English	46	79.5	16.1
	Total	241	74.7	13.0
Permanent residency or citizenship	Australian	240	74.8	13.0
	Not Australian	1	66.7	0.0
	Total	241	74.7	13.0
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.8	13.0
	Total	241	74.7	13.0
Groups	1	241	74.7	13.0
	Total	241	74.7	13.0

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	72.5	11.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	72.6	11.9
	Certificate IV	86	72.5	11.5
	Certificate level unknown			
	Diploma	3	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	72.5	11.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	72.5	11.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	73.6	12.7
	Education			
	Management and commerce	10	67.8	3.5
	Society and culture	102	71.6	10.8
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	72.5	11.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	78.9	15.5
	February	35	72.7	11.9
	March	27	70.4	9.2
	April	21	73.5	13.4
	May	18	68.5	7.9
	June	20	70.0	8.1
	July	21	67.7	3.3
	August	12	78.7	15.3
	September	8	69.4	5.1
	October	35	72.1	11.9
	November	6	68.5	4.5
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	71.7	11.3
	2012	117	72.8	11.9
	2011	21	74.1	13.3
	2010	2	72.2	7.9
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	72.5	11.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	72.5	11.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	72.0	11.4
	Male	51	74.1	12.9
	Total	241	72.5	11.7
Learner age	Under 15			
	15 to 19	3	70.4	6.4
	20 to 24	6	70.4	9.1
	25 to 34	90	72.7	12.4
	35 to 44	121	72.5	11.7
	45 to 54	18	72.8	11.6
	55 to 64	1	66.7	0.0
	65 or over	2	66.7	0.0
	Total	241	72.5	11.7
Aboriginal or Torres Strait Islander origin	No	241	72.5	11.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	72.5	11.7
Home language	English	195	71.1	10.2
	Language other than English	46	78.3	15.5
	Total	241	72.5	11.7
Permanent residency or citizenship	Australian	240	72.5	11.7
	Not Australian	1	66.7	0.0
	Total	241	72.5	11.7
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	72.5	11.8
	Total	241	72.5	11.7
Groups	1	241	72.5	11.7
	Total	241	72.5	11.7

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	73.8	11.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	74.3	11.9
	Certificate IV	86	72.9	11.0
	Certificate level unknown			
	Diploma	3	73.3	6.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	73.8	11.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	73.8	11.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	75.0	12.4
	Education			
	Management and commerce	10	70.7	5.6
	Society and culture	102	72.5	10.6
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	73.8	11.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	79.8	15.3
	February	35	74.5	11.6
	March	27	71.9	8.3
	April	21	73.7	12.0
	May	18	71.5	8.2
	June	20	71.7	8.3
	July	21	70.5	6.9
	August	12	78.3	14.8
	September	8	69.2	5.0
	October	35	73.7	12.6
	November	6	67.8	2.7
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	73.9	11.1
	2012	117	73.7	11.6
	2011	21	74.3	14.0
	2010	2	70.0	4.7
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	73.8	11.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	73.8	11.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	73.5	11.2
	Male	51	74.9	12.6
	Total	241	73.8	11.5
Learner age	Under 15			
	15 to 19	3	73.3	11.5
	20 to 24	6	68.9	3.4
	25 to 34	90	73.9	11.9
	35 to 44	121	73.9	11.5
	45 to 54	18	74.1	12.1
	55 to 64	1	86.7	0.0
	65 or over	2	66.7	0.0
	Total	241	73.8	11.5
Aboriginal or Torres Strait Islander origin	No	241	73.8	11.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	73.8	11.5
Home language	English	195	72.8	10.5
	Language other than English	46	78.1	14.4
	Total	241	73.8	11.5
Permanent residency or citizenship	Australian	240	73.8	11.5
	Not Australian	1	66.7	0.0
	Total	241	73.8	11.5
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	73.9	11.6
	Total	241	73.8	11.5
Groups	1	241	73.8	11.5
	Total	241	73.8	11.5

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.1	12.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	73.8	12.6
	Certificate IV	86	75.1	13.1
	Certificate level unknown			
	Diploma	3	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.1	12.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.1	12.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	74.8	13.3
	Education			
	Management and commerce	10	71.1	7.8
	Society and culture	102	73.5	12.3
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.1	12.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	80.1	15.8
	February	35	74.0	13.5
	March	27	73.3	10.8
	April	21	75.1	14.4
	May	18	69.8	6.4
	June	20	72.2	8.5
	July	21	72.0	9.7
	August	12	77.8	16.4
	September	8	70.8	8.3
	October	35	74.0	13.7
	November	6	66.7	0.0
	December	9	77.8	16.7
	Do not know			
	Training start year	2014		
2013		101	73.8	12.2
2012		117	74.5	13.1
2011		21	74.1	13.8
2010		2	66.7	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	241	74.1	12.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.1	12.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.2	12.7
	Male	51	73.9	12.9
	Total	241	74.1	12.7
Learner age	Under 15			
	15 to 19	3	70.4	6.4
	20 to 24	6	66.7	0.0
	25 to 34	90	74.3	13.1
	35 to 44	121	74.7	12.9
	45 to 54	18	73.5	12.7
	55 to 64	1	77.8	0.0
	65 or over	2	66.7	0.0
	Total	241	74.1	12.7
Aboriginal or Torres Strait Islander origin	No	241	74.1	12.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.1	12.7
Home language	English	195	73.0	11.7
	Language other than English	46	78.7	15.5
	Total	241	74.1	12.7
Permanent residency or citizenship	Australian	240	74.2	12.7
	Not Australian	1	66.7	0.0
	Total	241	74.1	12.7
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.2	12.7
	Total	241	74.1	12.7
Groups	1	241	74.1	12.7
	Total	241	74.1	12.7

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.4	12.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	74.6	12.8
	Certificate IV	86	74.3	13.0
	Certificate level unknown			
	Diploma	3	70.4	6.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.4	12.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.4	12.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	75.5	13.4
	Education			
	Management and commerce	10	72.2	7.9
	Society and culture	102	73.2	12.2
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.4	12.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	80.5	15.6
	February	35	75.6	13.7
	March	27	72.0	9.4
	April	21	74.6	14.5
	May	18	71.0	7.8
	June	20	72.8	11.1
	July	21	72.5	10.9
	August	12	79.6	16.3
	September	8	69.4	5.1
	October	35	73.7	12.9
	November	6	66.7	0.0
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	73.9	12.7
	2012	117	74.9	12.8
	2011	21	74.6	13.7
	2010	2	66.7	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	74.4	12.8
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.4	12.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.2	12.6
	Male	51	75.2	13.6
	Total	241	74.4	12.8
Learner age	Under 15			
	15 to 19	3	70.4	6.4
	20 to 24	6	70.4	5.7
	25 to 34	90	74.2	12.9
	35 to 44	121	74.7	13.2
	45 to 54	18	76.5	13.1
	55 to 64	1	77.8	0.0
	65 or over	2	66.7	0.0
	Total	241	74.4	12.8
Aboriginal or Torres Strait Islander origin	No	241	74.4	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.4	12.8
Home language	English	195	73.4	11.7
	Language other than English	46	78.5	16.0
	Total	241	74.4	12.8
Permanent residency or citizenship	Australian	240	74.4	12.8
	Not Australian	1	66.7	0.0
	Total	241	74.4	12.8
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.5	12.8
	Total	241	74.4	12.8
Groups	1	241	74.4	12.8
	Total	241	74.4	12.8

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	75.6	13.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	75.8	13.4
	Certificate IV	86	75.1	13.7
	Certificate level unknown			
	Diploma	3	77.8	12.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	75.6	13.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	75.6	13.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	76.5	13.8
	Education			
	Management and commerce	10	73.3	11.7
	Society and culture	102	74.7	13.2
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	75.6	13.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	82.2	16.2
	February	35	77.4	14.4
	March	27	75.3	13.4
	April	21	75.4	13.8
	May	18	72.2	9.9
	June	20	75.0	12.4
	July	21	71.0	10.4
	August	12	77.1	14.7
	September	8	69.8	6.2
	October	35	74.5	13.5
	November	6	70.8	7.0
	December	9	77.8	16.7
	Do not know			
Training start year	2014			
	2013	101	74.8	12.9
	2012	117	76.5	13.8
	2011	21	74.6	14.8
	2010	2	75.0	11.8
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	241	75.6	13.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	75.6	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	75.5	13.5
	Male	51	75.8	13.4
	Total	241	75.6	13.5
Learner age	Under 15			
	15 to 19	3	80.6	12.7
	20 to 24	6	75.0	7.5
	25 to 34	90	75.1	13.4
	35 to 44	121	75.7	13.8
	45 to 54	18	76.4	14.1
	55 to 64	1	100.0	0.0
	65 or over	2	66.7	0.0
	Total	241	75.6	13.5
Aboriginal or Torres Strait Islander origin	No	241	75.6	13.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	75.6	13.5
Home language	English	195	74.6	12.7
	Language other than English	46	79.7	15.8
	Total	241	75.6	13.5
Permanent residency or citizenship	Australian	240	75.6	13.5
	Not Australian	1	66.7	0.0
	Total	241	75.6	13.5
Disability status	Disability identified	3	63.9	4.8
	No disability identified	238	75.7	13.5
	Total	241	75.6	13.5
Groups	1	241	75.6	13.5
	Total	241	75.6	13.5

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.6	12.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	152	74.6	12.4
	Certificate IV	86	74.3	12.9
	Certificate level unknown			
	Diploma	3	81.5	12.8
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	241	74.6	12.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	241	74.6	12.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	129	75.5	13.0
	Education			
	Management and commerce	10	74.4	10.5
	Society and culture	102	73.3	12.1
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	241	74.6	12.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	29	80.1	15.5
	February	35	74.6	13.4
	March	27	73.7	11.2
	April	21	75.1	14.4
	May	18	72.2	8.7
	June	20	71.7	8.4
	July	21	72.0	11.4
	August	12	77.8	15.0
	September	8	72.2	8.4
	October	35	74.0	12.3
	November	6	70.4	5.7
	December	9	77.8	16.7
	Do not know			
	Training start year	2014		
2013		101	73.7	12.1
2012		117	75.4	12.9
2011		21	74.1	13.3
2010		2	72.2	7.9
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	241	74.6	12.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	241	74.6	12.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	190	74.2	12.4
	Male	51	75.8	13.1
	Total	241	74.6	12.5
Learner age	Under 15			
	15 to 19	3	70.4	6.4
	20 to 24	6	75.9	8.4
	25 to 34	90	74.3	12.9
	35 to 44	121	74.7	12.6
	45 to 54	18	75.9	13.9
	55 to 64	1	77.8	0.0
	65 or over	2	66.7	0.0
	Total	241	74.6	12.5
Aboriginal or Torres Strait Islander origin	No	241	74.6	12.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	241	74.6	12.5
Home language	English	195	73.3	11.5
	Language other than English	46	79.7	15.4
	Total	241	74.6	12.5
Permanent residency or citizenship	Australian	240	74.6	12.6
	Not Australian	1	66.7	0.0
	Total	241	74.6	12.5
Disability status	Disability identified	3	66.7	0.0
	No disability identified	238	74.6	12.6
	Total	241	74.6	12.5
Groups	1	241	74.6	12.5
	Total	241	74.6	12.5

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	74.3	12.4	87.0	15.6
Effective Assessment	74.7	12.5	91.0	8.3
Clear Expectations	74.5	12.9		
Learning Stimulation	74.7	13.0		
Training Relevance	72.5	11.7	93.1	6.3
Competency Development	73.8	11.5	91.1	7.7
Training Resources	74.1	12.7	89.8	8.8
Effective Support	74.4	12.8	89.4	9.0
Active Learning	75.6	13.5		
Overall Satisfaction	74.6	12.5	90.7	10.4

placement work
placement work
placement work
placement work
placement work
practical placement
practical placement
practical placement
practical placement
practical placement
practical placement
practical placement was the best aspect
practical placement was the best part
practical placement was the best part of the course
practical placement work
project aspect of it
the placemt part of the training
the practical placement
the whole course was great
theory and placement
training
training
understanding my new roles
using my skills ive learnt in practical4
working in a aged care environment
working in a new enviroment
working in a new environment with new people
working with a new group of people
working with diffrent groups of people.
working with educators
working with educators
working with educators one on one
working with new people
working with new people and in placement
working with new people in a diffrent environment
working with other people
working with other people
working with other people.
working with other people.

LQ needs improvement

communication
communication
communication
communication
communication
communication
communication and skills
communication and writing
communication skills
communication skills
essay writing
on the writing side of things
researching
self belief
time management
time management
writing and communication

EQ best aspects

EQ needs improvement

Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

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

Registering body report

28 May 2014

RTO Information

NTIS number	5089
Name	Education Training & Employment Australia
Street Address	113 Burgundy Street
City/town/suburb	Heidelberg
State	VIC
Post code	3084

Learner and employer response

	Learners	Employers
Response count (number)	242	12
Population count (number)	241	
Response rate (per cent)	100.4	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	74.3	14.0	90.6	15.2
Trainer Quality	74.3	12.4	87.0	15.6
Effective Assessment	74.7	12.5	91.0	8.3
Clear Expectations	74.5	12.9		
Learning Stimulation	74.7	13.0		
Training Relevance	72.5	11.7	93.1	6.3
Competency Development	73.8	11.5	91.1	7.7
Training Resources	74.1	12.7	89.8	8.8
Effective Support	74.4	12.8	89.4	9.0
Active Learning	75.6	13.5		
Overall Satisfaction	74.6	12.5	90.7	10.4

Survey contexts and use

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

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	