

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Gippsland Employment Skills Training Inc
Street Address	7 Anzac Street
City/town/suburb	Moe
State	VIC
Post code	3825
NTIS number	3828

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

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

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

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

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

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

Summary statistics

Scale	Learners		
	Response count	Average score	Average variation
Trainer Quality	64	83.6	18.0
Effective Assessment	63	77.5	17.6
Clear Expectations	64	78.6	16.5
Learning Stimulation	64	76.0	17.5
Training Relevance	64	77.1	19.3
Competency Development	64	78.7	16.1
Training Resources	64	78.6	19.0
Effective Support	64	79.7	17.5
Active Learning	64	76.8	14.5
Overall Satisfaction	64	82.3	18.8

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences	0	0	0.0
	Information technology	3	3	100.0
	Engineering and related technologies	1	1	100.0
	Architecture and building	0	0	0.0
	Agriculture, environmental and related studies	8	8	100.0
	Health	28	28	100.0
	Education	1	1	100.0
	Management and commerce	1	1	100.0
	Society and culture	2	2	100.0
	Creative arts	0	0	0.0
	Food, hospitality and personal services	3	3	100.0
	Other	17	16	94.1
	TOTAL	64	63	98.4
Qualification level	Certificate I	9	9	100.0
	Certificate II	11	11	100.0
	Certificate III	42	42	100.0
	Certificate IV	0	0	0.0
	Certificate level unknown	0	0	0.0
	Diploma	0	0	0.0
	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	1	1	100.0
	Do not know	1	0	0.0
	Total	64	63	98.4

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	4	23	37	60	0
LQ2	Trainers made the subject as interesting as possible.	2	3	25	33	58	1
LQ3	Trainers had an excellent knowledge of the subject content.	0	3	18	42	60	1
LQ4	Trainers explained things clearly.	1	2	25	36	61	0
LQ5	Overall, I am satisfied with the training.	0	6	25	33	58	0
LQ6	I would recommend the training to others.	1	3	24	36	60	0
LQ7	I would recommend the training organisation to others.	0	2	28	34	62	0
LQ8	I received useful feedback on my assessments.	0	5	28	27	55	4
LQ9	Assessments were based on realistic activities.	1	7	34	21	55	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	4	33	24	57	3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	3	32	28	60	1
LQ12	It was always easy to know the standards expected.	0	4	38	20	58	2
LQ13	I usually had a clear idea of what was expected of me.	1	2	34	25	59	2
LQ14	Trainers made it clear right from the start what they expected from me.	0	3	26	35	61	0
LQ15	I was given enough material to keep up my interest.	1	2	33	28	61	0
LQ16	The amount of work I had to do was reasonable.	0	11	30	22	52	1
LQ17	The training was at the right level of difficulty for me.	0	5	36	23	59	0
LQ18	The training focused on relevant skills.	0	1	35	27	62	1
LQ19	The training prepared me well for work.	0	5	29	29	58	1
LQ20	The training had a good mix of theory and practice.	2	11	26	25	51	0
LQ21	I developed the skills expected from this training.	1	1	33	29	62	0
LQ22	I learned to work with people.	2	5	30	27	57	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	34	30	64	0
LQ24	I developed the knowledge expected from this training.	0	0	35	27	62	2
LQ25	I learned to plan and manage my work.	3	1	38	22	60	0
LQ26	Training resources were available when I needed them.	0	7	24	33	57	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	9	23	28	51	4
LQ28	Training facilities and materials were in good condition.	1	3	33	27	60	0
LQ29	Training organisation staff respected my background and needs.	0	4	31	29	60	0
LQ30	The training was flexible enough to meet my needs.	0	3	31	30	61	0
LQ31	The training organisation had a range of services to support learners.	0	8	25	29	54	2
LQ32	I set high standards for myself in this training.	1	2	38	21	59	2
LQ33	I pushed myself to understand things I found confusing.	0	4	37	23	60	0
LQ34	I looked for my own resources to help me learn.	0	5	43	15	58	1
LQ35	I approached trainers if I needed help.	0	3	27	34	61	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	6.3	35.9	57.8	93.8	0.0
LQ2	Trainers made the subject as interesting as possible.	3.2	4.8	39.7	52.4	92.1	1.6
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	4.8	28.6	66.7	95.2	1.6
LQ4	Trainers explained things clearly.	1.6	3.1	39.1	56.3	95.3	0.0
LQ5	Overall, I am satisfied with the training.	0.0	9.4	39.1	51.6	90.6	0.0
LQ6	I would recommend the training to others.	1.6	4.7	37.5	56.3	93.8	0.0
LQ7	I would recommend the training organisation to others.	0.0	3.1	43.8	53.1	96.9	0.0
LQ8	I received useful feedback on my assessments.	0.0	8.3	46.7	45.0	91.7	6.3
LQ9	Assessments were based on realistic activities.	1.6	11.1	54.0	33.3	87.3	1.6
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	6.6	54.1	39.4	93.5	4.7
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	4.8	50.8	44.5	95.2	1.6
LQ12	It was always easy to know the standards expected.	0.0	6.5	61.3	32.3	93.6	3.1
LQ13	I usually had a clear idea of what was expected of me.	1.6	3.2	54.8	40.3	95.2	3.1
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	4.7	40.6	54.7	95.3	0.0
LQ15	I was given enough material to keep up my interest.	1.6	3.1	51.6	43.8	95.3	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	17.5	47.6	34.9	82.5	1.6
LQ17	The training was at the right level of difficulty for me.	0.0	7.8	56.3	35.9	92.2	0.0
LQ18	The training focused on relevant skills.	0.0	1.6	55.6	42.9	98.4	1.6
LQ19	The training prepared me well for work.	0.0	7.9	46.0	46.0	92.1	1.6
LQ20	The training had a good mix of theory and practice.	3.1	17.2	40.6	39.1	79.7	0.0
LQ21	I developed the skills expected from this training.	1.6	1.6	51.6	45.3	96.9	0.0
LQ22	I learned to work with people.	3.1	7.8	46.9	42.2	89.1	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	53.1	46.9	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	56.5	43.6	100.0	3.1
LQ25	I learned to plan and manage my work.	4.7	1.6	59.4	34.4	93.8	0.0
LQ26	Training resources were available when I needed them.	0.0	10.9	37.5	51.6	89.1	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	15.0	38.3	46.7	85.0	6.3
LQ28	Training facilities and materials were in good condition.	1.6	4.7	51.6	42.2	93.8	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	6.3	48.4	45.3	93.8	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	4.7	48.4	46.9	95.3	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	12.9	40.3	46.8	87.1	3.1
LQ32	I set high standards for myself in this training.	1.6	3.2	61.3	33.9	95.2	3.1
LQ33	I pushed myself to understand things I found confusing.	0.0	6.3	57.8	35.9	93.8	0.0
LQ34	I looked for my own resources to help me learn.	0.0	7.9	68.3	23.8	92.1	1.6
LQ35	I approached trainers if I needed help.	0.0	4.7	42.2	53.1	95.3	0.0

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	83.9	20.6
LQ2	Trainers made the subject as interesting as possible.	80.4	24.4
LQ3	Trainers had an excellent knowledge of the subject content.	87.3	19.3
LQ4	Trainers explained things clearly.	83.3	21.4
LQ5	Overall, I am satisfied with the training.	80.7	22.1
LQ6	I would recommend the training to others.	82.8	22.2
LQ7	I would recommend the training organisation to others.	83.3	18.8
LQ8	I received useful feedback on my assessments.	78.9	21.2
LQ9	Assessments were based on realistic activities.	73.0	23.1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	77.6	19.9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	79.9	19.4
LQ12	It was always easy to know the standards expected.	75.3	19.0
LQ13	I usually had a clear idea of what was expected of me.	78.0	20.9
LQ14	Trainers made it clear right from the start what they expected from me.	83.3	19.7
LQ15	I was given enough material to keep up my interest.	79.2	21.0
LQ16	The amount of work I had to do was reasonable.	72.5	23.6
LQ17	The training was at the right level of difficulty for me.	76.0	20.1
LQ18	The training focused on relevant skills.	80.4	17.6
LQ19	The training prepared me well for work.	79.4	21.1
LQ20	The training had a good mix of theory and practice.	71.9	27.4
LQ21	I developed the skills expected from this training.	80.2	20.3
LQ22	I learned to work with people.	76.0	24.8
LQ23	I identified ways to build on my current knowledge and skills.	82.3	16.8
LQ24	I developed the knowledge expected from this training.	81.2	16.7
LQ25	I learned to plan and manage my work.	74.5	23.6
LQ26	Training resources were available when I needed them.	80.2	22.8
LQ27	The training used up-to-date equipment, facilities and materials.	77.2	24.2
LQ28	Training facilities and materials were in good condition.	78.1	21.6
LQ29	Training organisation staff respected my background and needs.	79.7	20.2
LQ30	The training was flexible enough to meet my needs.	80.7	19.5
LQ31	The training organisation had a range of services to support learners.	78.0	23.3
LQ32	I set high standards for myself in this training.	75.8	20.2
LQ33	I pushed myself to understand things I found confusing.	76.6	19.4
LQ34	I looked for my own resources to help me learn.	72.0	18.2
LQ35	I approached trainers if I needed help.	82.8	19.7

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	64	83.6	18.0
Qualification Level	Certificate I	9	85.2	12.3
	Certificate II	11	75.3	18.7
	Certificate III	42	85.2	19.0
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	91.7	0.0
	Do not know			
	Total	63	83.6	18.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	83.6	18.0
Field of education	Natural and physical sciences			
	Information technology	3	72.2	9.6
	Engineering and related technologies	1	77.8	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	77.1	21.7
	Health	28	87.0	15.5
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	75.0	35.4
	Creative arts			
	Food, hospitality and personal services	3	61.1	41.9
	Other	16	91.1	9.8
	Total	63	83.7	18.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	89.6	17.4
	March	1	100.0	0.0
	April			
	May	13	80.8	13.3
	June	2	75.0	11.8
	July	6	68.5	20.7
	August	8	81.6	23.0
	September	1	75.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	93.9
2013		32	85.8	15.0
2012		18	74.7	22.6
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	4	89.6
	Not apprenticeship or traineeship	55	82.2	19.0
Recognition of prior learning	Recognition of prior learning	5	73.9	32.4
	No recognition of prior learning	46	83.8	17.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	87.7	12.9
	Male	20	74.9	24.4
	Total	62	83.6	18.3
Learner age	Under 15			
	15 to 19	10	68.3	26.6
	20 to 24	10	89.2	11.1
	25 to 34	14	92.3	10.1
	35 to 44	17	79.6	13.2
	45 to 54	6	94.4	6.8
	55 to 64	6	76.9	26.4
	65 or over			
	Total	63	83.3	18.1
Aboriginal or Torres Strait Islander origin	No	62	83.8	18.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	83.6	18.2
Home language	English	51	82.4	17.7
	Language other than English	13	88.0	19.5
	Total	64	83.6	18.0
Permanent residency or citizenship	Australian	59	83.0	18.5
	Not Australian	2	87.5	5.9
	Total	61	83.2	18.2
Disability status	Disability identified	10	74.2	19.8
	No disability identified	48	85.0	16.9
	Total	58	83.1	17.7
Groups	1	12	94.4	8.9
	2	9	83.6	20.1
	3	6	77.8	14.6
	4	9	91.7	11.8
	5	28	77.5	20.1
	Total	64	83.6	18.0

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	63	77.5	17.6
Qualification Level	Certificate I	9	80.6	13.2
	Certificate II	11	68.2	17.0
	Certificate III	41	78.7	18.3
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	100.0	0.0
	Do not know			
	Total	62	77.4	17.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	63	77.5	17.6
Field of education	Natural and physical sciences			
	Information technology	3	58.3	8.3
	Engineering and related technologies	1	75.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	72.9	18.8
	Health	28	80.1	16.7
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	75.0	35.4
	Creative arts			
	Food, hospitality and personal services	3	69.4	29.3
	Other	15	85.0	12.3
	Total	62	78.1	17.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	27	83.6	18.1
	March	1	75.0	0.0
	April			
	May	13	76.9	12.3
	June	2	62.5	5.9
	July	6	63.9	19.5
	August	8	74.0	22.9
	September	1	75.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	10	84.2
2013		32	79.9	15.1
2012		18	70.4	19.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	4	79.2	4.8
	Not apprenticeship or traineeship	54	76.5	18.5
Recognition of prior learning	Recognition of prior learning	5	70.0	27.4
	No recognition of prior learning	45	78.1	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	41	79.3	16.4
	Male	20	74.2	20.6
	Total	61	77.6	17.8
Learner age	Under 15			
	15 to 19	10	68.3	20.0
	20 to 24	10	77.5	14.2
	25 to 34	13	85.3	14.9
	35 to 44	17	73.5	15.7
	45 to 54	6	90.3	13.4
	55 to 64	6	70.8	23.4
	65 or over			
	Total	62	77.2	17.5
Aboriginal or Torres Strait Islander origin	No	61	77.7	17.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	62	77.6	17.8
Home language	English	51	76.0	17.0
	Language other than English	12	84.0	19.3
	Total	63	77.5	17.6
Permanent residency or citizenship	Australian	58	76.9	17.8
	Not Australian	2	75.0	11.8
	Total	60	76.8	17.6
Disability status	Disability identified	10	67.5	17.8
	No disability identified	48	79.3	16.8
	Total	58	77.3	17.4
Groups	1	11	84.1	20.6
	2	9	77.8	20.0
	3	6	69.4	4.3
	4	9	87.0	13.2
	5	28	73.5	17.4
	Total	63	77.5	17.6

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	78.6	16.5
Qualification Level	Certificate I	9	80.2	15.5
	Certificate II	11	71.7	14.4
	Certificate III	42	79.6	17.3
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	88.9	0.0
	Do not know			
	Total	63	78.5	16.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	78.6	16.5
Field of education	Natural and physical sciences			
	Information technology	3	70.4	6.4
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	75.0	17.6
	Health	28	82.9	14.7
	Education	1	66.7	0.0
	Management and commerce	1	55.6	0.0
	Society and culture	2	77.8	31.4
	Creative arts			
	Food, hospitality and personal services	3	66.7	33.3
	Other	16	80.6	15.4
	Total	63	78.8	16.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	82.1	17.7
	March	1	66.7	0.0
	April			
	May	13	77.8	14.3
	June	2	66.7	0.0
	July	6	70.4	16.7
	August	8	77.8	20.6
	September	1	77.8	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	84.8
2013		32	80.6	14.4
2012		18	72.2	18.8
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	4	72.2	6.4
	Not apprenticeship or traineeship	55	78.2	16.8
Recognition of prior learning	Recognition of prior learning	5	73.3	20.2
	No recognition of prior learning	46	79.2	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	79.4	14.8
	Male	20	76.7	19.7
	Total	62	78.5	16.5
Learner age	Under 15			
	15 to 19	10	67.8	18.5
	20 to 24	10	82.2	13.0
	25 to 34	14	82.5	15.5
	35 to 44	17	73.9	14.1
	45 to 54	6	92.6	13.5
	55 to 64	6	77.8	18.6
	65 or over			
	Total	63	78.3	16.4
Aboriginal or Torres Strait Islander origin	No	62	79.0	16.6
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	78.8	16.5
Home language	English	51	78.0	15.9
	Language other than English	13	81.2	18.9
	Total	64	78.6	16.5
Permanent residency or citizenship	Australian	59	77.8	16.4
	Not Australian	2	83.3	23.6
	Total	61	78.0	16.4
Disability status	Disability identified	10	73.3	18.3
	No disability identified	48	79.6	15.9
	Total	58	78.5	16.4
Groups	1	12	85.2	16.6
	2	9	84.0	14.8
	3	6	70.4	9.1
	4	9	82.7	14.8
	5	28	74.6	17.6
	Total	64	78.6	16.5

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	76.0	17.5
Qualification Level	Certificate I	9	79.0	17.1
	Certificate II	11	64.6	17.1
	Certificate III	42	77.8	17.0
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	100.0	0.0
	Do not know			
	Total	63	76.0	17.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	76.0	17.5
Field of education	Natural and physical sciences			
	Information technology	3	63.0	6.4
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	66.7	20.6
	Health	28	79.0	17.2
	Education	1	55.6	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	66.7	15.7
	Creative arts			
	Food, hospitality and personal services	3	63.0	17.0
	Other	16	84.7	15.1
	Total	63	76.2	17.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	82.1	16.9
	March	1	100.0	0.0
	April			
	May	13	75.2	15.1
	June	2	61.1	7.9
	July	6	74.1	13.5
	August	8	62.5	22.2
	September	1	55.6	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	80.8
2013		32	79.2	16.9
2012		18	69.1	18.5
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	4	88.9	9.1
	Not apprenticeship or traineeship	55	73.9	17.5
Recognition of prior learning	Recognition of prior learning	5	68.9	28.8
	No recognition of prior learning	46	75.6	17.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	78.3	16.3
	Male	20	70.6	19.2
	Total	62	75.8	17.5
Learner age	Under 15			
	15 to 19	10	64.4	22.7
	20 to 24	10	80.0	14.6
	25 to 34	14	82.5	16.1
	35 to 44	17	71.2	11.8
	45 to 54	6	90.7	13.0
	55 to 64	6	75.9	20.4
	65 or over			
	Total	63	76.4	17.5
Aboriginal or Torres Strait Islander origin	No	62	76.2	17.5
	Yes, Aboriginal	1	55.6	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	75.8	17.6
Home language	English	51	74.3	17.3
	Language other than English	13	82.9	17.3
	Total	64	76.0	17.5
Permanent residency or citizenship	Australian	59	75.9	17.3
	Not Australian	2	88.9	15.7
	Total	61	76.3	17.3
Disability status	Disability identified	10	72.2	22.4
	No disability identified	48	77.8	16.5
	Total	58	76.8	17.6
Groups	1	12	79.6	17.0
	2	9	74.1	18.4
	3	6	72.2	13.6
	4	9	87.7	15.2
	5	28	72.2	18.0
	Total	64	76.0	17.5

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	77.1	19.3
Qualification Level	Certificate I	9	84.0	14.8
	Certificate II	11	58.6	15.8
	Certificate III	42	79.9	18.7
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	88.9	0.0
	Do not know			
	Total	63	76.9	19.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	77.1	19.3
Field of education	Natural and physical sciences			
	Information technology	3	51.9	12.8
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	63.9	19.5
	Health	28	79.8	17.6
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	72.2	39.3
	Creative arts			
	Food, hospitality and personal services	3	70.4	28.0
	Other	16	86.8	14.8
	Total	63	76.9	19.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	85.3	17.6
	March	1	55.6	0.0
	April			
	May	13	78.6	14.7
	June	2	55.6	15.7
	July	6	63.0	20.7
	August	8	68.1	21.8
	September	1	77.8	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	90.9
2013		32	80.2	16.6
2012		18	66.0	19.6
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	4	83.3
	Not apprenticeship or traineeship	55	76.0	19.1
Recognition of prior learning	Recognition of prior learning	5	66.7	22.2
	No recognition of prior learning	46	75.8	18.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	79.6	17.3
	Male	20	70.6	22.3
	Total	62	76.7	19.4
Learner age	Under 15			
	15 to 19	10	64.4	20.8
	20 to 24	10	70.0	20.3
	25 to 34	14	88.1	14.1
	35 to 44	17	75.2	14.4
	45 to 54	6	92.6	13.5
	55 to 64	6	70.4	24.0
	65 or over			
	Total	63	76.7	19.2
Aboriginal or Torres Strait Islander origin	No	62	76.9	19.3
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	76.7	19.2
Home language	English	51	74.3	18.0
	Language other than English	13	88.0	21.0
	Total	64	77.1	19.3
Permanent residency or citizenship	Australian	59	76.1	19.3
	Not Australian	2	83.3	23.6
	Total	61	76.3	19.3
Disability status	Disability identified	10	67.8	21.9
	No disability identified	48	78.5	18.4
	Total	58	76.6	19.3
Groups	1	12	88.9	16.4
	2	9	80.2	19.1
	3	6	64.8	4.5
	4	9	85.2	16.7
	5	28	71.0	20.1
	Total	64	77.1	19.3

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	78.7	16.1
Qualification Level	Certificate I	9	80.7	14.7
	Certificate II	11	66.1	17.8
	Certificate III	42	81.6	15.1
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	80.0	0.0
	Do not know			
	Total	63	78.7	16.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	78.7	16.1
Field of education	Natural and physical sciences			
	Information technology	3	53.3	13.3
	Engineering and related technologies	1	53.3	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	74.2	16.1
	Health	28	82.6	14.2
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	73.3	28.3
	Creative arts			
	Food, hospitality and personal services	3	75.6	21.4
	Other	16	84.2	13.7
	Total	63	78.9	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	85.2	14.3
	March	1	73.3	0.0
	April			
	May	13	77.4	13.5
	June	2	53.3	18.9
	July	6	66.7	14.6
	August	8	75.0	18.4
	September	1	66.7	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	89.1
2013		32	80.2	13.4
2012		18	70.4	17.6
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	4	71.7
	Not apprenticeship or traineeship	55	78.5	16.4
Recognition of prior learning	Recognition of prior learning	5	74.7	18.5
	No recognition of prior learning	46	79.3	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	80.3	14.9
	Male	20	74.7	18.7
	Total	62	78.5	16.3
Learner age	Under 15			
	15 to 19	10	67.3	16.8
	20 to 24	10	81.3	14.7
	25 to 34	14	85.7	12.5
	35 to 44	17	73.7	15.0
	45 to 54	6	91.1	12.4
	55 to 64	6	76.7	19.2
	65 or over			
	Total	63	78.5	16.1
Aboriginal or Torres Strait Islander origin	No	62	79.1	16.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	78.9	16.2
Home language	English	51	77.0	15.6
	Language other than English	13	85.6	17.0
	Total	64	78.7	16.1
Permanent residency or citizenship	Australian	59	78.1	16.2
	Not Australian	2	86.7	9.4
	Total	61	78.4	16.1
Disability status	Disability identified	10	71.3	15.7
	No disability identified	48	79.2	15.8
	Total	58	77.8	15.9
Groups	1	12	90.0	14.1
	2	9	81.5	13.7
	3	6	70.0	5.6
	4	9	83.7	14.2
	5	28	73.3	17.0
	Total	64	78.7	16.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	78.6	19.0
Qualification Level	Certificate I	9	85.2	13.6
	Certificate II	11	70.7	13.4
	Certificate III	42	78.3	20.6
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	100.0	0.0
	Do not know			
	Total	63	78.3	19.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	78.6	19.0
Field of education	Natural and physical sciences			
	Information technology	3	66.7	11.1
	Engineering and related technologies	1	55.6	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	77.8	15.7
	Health	28	78.2	21.1
	Education	1	66.7	0.0
	Management and commerce	1	44.4	0.0
	Society and culture	2	88.9	15.7
	Creative arts			
	Food, hospitality and personal services	3	66.7	33.3
	Other	16	88.2	10.9
	Total	63	78.8	19.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	84.1	19.2
	March	1	88.9	0.0
	April			
	May	13	76.9	13.2
	June	2	77.8	31.4
	July	6	70.4	19.5
	August	8	68.1	25.5
	September	1	66.7	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	84.8
2013		32	79.9	18.8
2012		18	72.8	19.5
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	4	83.3	4.5
	Not apprenticeship or traineeship	55	77.8	20.1
Recognition of prior learning	Recognition of prior learning	5	75.6	19.9
	No recognition of prior learning	46	78.3	20.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	79.6	19.3
	Male	20	76.7	19.7
	Total	62	78.7	19.3
Learner age	Under 15			
	15 to 19	10	71.1	20.4
	20 to 24	10	85.6	11.8
	25 to 34	14	84.1	16.6
	35 to 44	17	73.2	18.5
	45 to 54	6	88.9	14.1
	55 to 64	6	68.5	28.5
	65 or over			
	Total	63	78.3	19.0
Aboriginal or Torres Strait Islander origin	No	62	78.8	19.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	78.6	19.1
Home language	English	51	76.0	19.3
	Language other than English	13	88.9	14.2
	Total	64	78.6	19.0
Permanent residency or citizenship	Australian	59	78.2	19.3
	Not Australian	2	77.8	0.0
	Total	61	78.1	19.0
Disability status	Disability identified	10	72.2	15.9
	No disability identified	48	78.2	19.1
	Total	58	77.2	18.6
Groups	1	12	86.1	18.4
	2	9	74.1	25.5
	3	6	70.4	9.1
	4	9	85.2	18.2
	5	28	76.6	18.2
	Total	64	78.6	19.0

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	79.7	17.5
Qualification Level	Certificate I	9	85.2	12.4
	Certificate II	11	65.7	18.9
	Certificate III	42	81.5	16.8
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	88.9	0.0
	Do not know			
	Total	63	79.4	17.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	79.7	17.5
Field of education	Natural and physical sciences			
	Information technology	3	63.0	6.4
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	70.8	25.2
	Health	28	80.6	16.2
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	77.8	15.7
	Creative arts			
	Food, hospitality and personal services	3	70.4	28.0
	Other	16	91.0	10.1
	Total	63	79.9	17.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	86.1	17.0
	March	1	88.9	0.0
	April			
	May	13	78.6	14.0
	June	2	72.2	7.9
	July	6	68.5	16.4
	August	8	73.6	18.7
	September	1	66.7	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	87.9
2013		32	82.3	15.4
2012		18	72.2	17.1
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	4	97.2	5.6
	Not apprenticeship or traineeship	55	78.0	17.4
Recognition of prior learning	Recognition of prior learning	5	77.8	26.1
	No recognition of prior learning	46	78.7	17.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	82.8	15.8
	Male	20	72.8	20.2
	Total	62	79.6	17.8
Learner age	Under 15			
	15 to 19	10	65.6	21.9
	20 to 24	10	86.7	15.5
	25 to 34	14	87.3	13.7
	35 to 44	17	75.8	14.8
	45 to 54	6	92.6	9.1
	55 to 64	6	70.4	16.7
	65 or over			
	Total	63	79.5	17.6
Aboriginal or Torres Strait Islander origin	No	62	79.6	17.6
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	79.4	17.5
Home language	English	51	76.9	17.2
	Language other than English	13	90.6	14.9
	Total	64	79.7	17.5
Permanent residency or citizenship	Australian	59	79.1	17.9
	Not Australian	2	88.9	0.0
	Total	61	79.4	17.7
Disability status	Disability identified	10	65.6	19.9
	No disability identified	48	81.7	15.8
	Total	58	78.9	17.5
Groups	1	12	88.9	15.0
	2	9	77.8	17.6
	3	6	70.4	9.1
	4	9	90.1	15.2
	5	28	75.0	18.3
	Total	64	79.7	17.5

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	76.8	14.5
Qualification Level	Certificate I	9	78.1	13.8
	Certificate II	11	68.2	12.3
	Certificate III	42	78.2	14.8
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	91.7	0.0
	Do not know			
	Total	63	76.7	14.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	76.8	14.5
Field of education	Natural and physical sciences			
	Information technology	3	58.3	14.4
	Engineering and related technologies	1	75.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	72.9	10.7
	Health	28	78.9	17.2
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	83.3	11.8
	Creative arts			
	Food, hospitality and personal services	3	69.4	4.8
	Other	16	81.1	10.7
	Total	63	76.9	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	82.5	13.4
	March	1	100.0	0.0
	April			
	May	13	75.2	12.3
	June	2	66.7	0.0
	July	6	62.5	21.6
	August	8	72.9	8.6
	September	1	58.3	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	82.6
2013		32	76.7	13.9
2012		18	74.1	14.8
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	4	75.7	1.4
	Not apprenticeship or traineeship	55	76.3	15.1
Recognition of prior learning	Recognition of prior learning	5	66.7	18.6
	No recognition of prior learning	46	77.1	14.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	77.3	14.4
	Male	20	74.6	15.2
	Total	62	76.4	14.6
Learner age	Under 15			
	15 to 19	10	72.8	11.2
	20 to 24	10	75.8	17.3
	25 to 34	14	80.0	11.1
	35 to 44	17	74.0	13.1
	45 to 54	6	84.7	13.4
	55 to 64	6	75.0	24.7
	65 or over			
	Total	63	76.5	14.5
Aboriginal or Torres Strait Islander origin	No	62	76.9	14.7
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
Total	63	76.8	14.6	
Home language	English	51	75.7	13.2
	Language other than English	13	81.0	18.7
	Total	64	76.8	14.5
Permanent residency or citizenship	Australian	59	76.5	14.4
	Not Australian	2	75.0	11.8
	Total	61	76.5	14.2
Disability status	Disability identified	10	71.7	14.8
	No disability identified	48	77.9	13.1
	Total	58	76.8	13.5
Groups	1	12	82.6	15.7
	2	9	72.2	17.7
	3	6	73.6	13.4
	4	9	80.9	10.1
	5	28	75.1	14.2
	Total	64	76.8	14.5

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	82.3	18.8
Qualification Level	Certificate I	9	88.9	16.7
	Certificate II	11	75.8	13.9
	Certificate III	42	82.0	20.2
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	100.0	0.0
	Do not know			
	Total	63	82.2	18.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	82.3	18.8
Field of education	Natural and physical sciences			
	Information technology	3	70.4	6.4
	Engineering and related technologies	1	66.7	0.0
	Architecture and building			
	Agriculture, environmental and related studies	8	80.6	15.4
	Health	28	83.3	18.5
	Education	1	66.7	0.0
	Management and commerce	1	66.7	0.0
	Society and culture	2	72.2	39.3
	Creative arts			
	Food, hospitality and personal services	3	63.0	39.0
	Other	16	91.0	13.6
	Total	63	82.2	18.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	28	88.1	19.3
	March	1	77.8	0.0
	April			
	May	13	84.6	17.3
	June	2	66.7	0.0
	July	6	68.5	19.1
	August	8	79.2	18.2
	September	1	77.8	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2014	11	94.9
2013		32	81.9	18.7
2012		18	75.9	21.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	4	94.4
	Not apprenticeship or traineeship	55	80.4	19.4
Recognition of prior learning	Recognition of prior learning	5	82.2	24.3
	No recognition of prior learning	46	80.7	18.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	85.4	16.4
	Male	20	74.4	22.0
	Total	62	81.9	18.9
Learner age	Under 15			
	15 to 19	10	73.3	24.1
	20 to 24	10	86.7	16.4
	25 to 34	14	90.5	12.2
	35 to 44	17	77.1	18.2
	45 to 54	6	92.6	11.5
	55 to 64	6	72.2	23.0
	65 or over			
	Total	63	82.0	18.8
Aboriginal or Torres Strait Islander origin	No	62	82.4	18.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	82.2	18.9
Home language	English	51	80.2	18.4
	Language other than English	13	90.6	18.6
	Total	64	82.3	18.8
Permanent residency or citizenship	Australian	59	81.4	19.1
	Not Australian	2	94.4	7.9
	Total	61	81.8	18.9
Disability status	Disability identified	10	73.3	15.9
	No disability identified	48	83.6	18.9
	Total	58	81.8	18.7
Groups	1	12	95.4	7.4
	2	9	76.5	18.8
	3	6	74.1	13.5
	4	9	84.0	22.3
	5	28	79.8	20.1
	Total	64	82.3	18.8

Group Report

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

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

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

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

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

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

Group 1: 13/05/2014

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	94.4	8.9		
Effective Assessment	84.1	20.6		
Clear Expectations	85.2	16.6		
Learning Stimulation	79.6	17.0		
Training Relevance	88.9	16.4		
Competency Development	90.0	14.1		
Training Resources	86.1	18.4		
Effective Support	88.9	15.0		
Active Learning	82.6	15.7		
Overall Satisfaction	95.4	7.4		

Group 2: 1/11/2013

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	83.6	20.1		
Effective Assessment	77.8	20.0		
Clear Expectations	84.0	14.8		
Learning Stimulation	74.1	18.4		
Training Relevance	80.2	19.1		
Competency Development	81.5	13.7		
Training Resources	74.1	25.5		
Effective Support	77.8	17.6		
Active Learning	72.2	17.7		
Overall Satisfaction	76.5	18.8		

Group 3:6/09/2013

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	77.8	14.6		
Effective Assessment	69.4	4.3		
Clear Expectations	70.4	9.1		
Learning Stimulation	72.2	13.6		
Training Relevance	64.8	4.5		
Competency Development	70.0	5.6		
Training Resources	70.4	9.1		
Effective Support	70.4	9.1		
Active Learning	73.6	13.4		
Overall Satisfaction	74.1	13.5		

Group 4: 27/06/2013

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	91.7	11.8		
Effective Assessment	87.0	13.2		
Clear Expectations	82.7	14.8		
Learning Stimulation	87.7	15.2		
Training Relevance	85.2	16.7		
Competency Development	83.7	14.2		
Training Resources	85.2	18.2		
Effective Support	90.1	15.2		
Active Learning	80.9	10.1		
Overall Satisfaction	84.0	22.3		

Group 5: 17/06/2013

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	77.5	20.1		
Effective Assessment	73.5	17.4		
Clear Expectations	74.6	17.6		
Learning Stimulation	72.2	18.0		
Training Relevance	71.0	20.1		
Competency Development	73.3	17.0		
Training Resources	76.6	18.2		
Effective Support	75.0	18.3		
Active Learning	75.1	14.2		
Overall Satisfaction	79.8	20.1		

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

LQ 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

23 Jun 2014

RTO Information

NTIS number	3828
Name	Gippsland Employment Skills Training Inc
Street Address	7 Anzac Street
City/town/suburb	Moe
State	VIC
Post code	3825

Learner and employer response

	Learners	Employers
Response count (number)	64	0
Population count (number)	64	
Response rate (per cent)	100.0	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	78.9	21.3		
Trainer Quality	83.6	18.0		
Effective Assessment	77.5	17.6		
Clear Expectations	78.6	16.5		
Learning Stimulation	76.0	17.5		
Training Relevance	77.1	19.3		
Competency Development	78.7	16.1		
Training Resources	78.6	19.0		
Effective Support	79.7	17.5		
Active Learning	76.8	14.5		
Overall Satisfaction	82.3	18.8		

Survey contexts and use

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

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