

RTO Information

This report presents summary information about the Registered Training Organisation

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State	VIC
Post code	3000
NTIS number	21282

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	391	79.5	17.4	11	86.9	13.0
Effective Assessment	391	78.1	18.2	11	85.6	14.5
Clear Expectations	391	78.1	18.4			
Learning Stimulation	391	77.4	19.2			
Training Relevance	391	77.1	19.4	11	88.4	12.8
Competency Development	391	78.3	18.3	11	86.7	14.3
Training Resources	391	78.2	18.3	11	88.9	14.1
Effective Support	391	78.8	18.6	11	88.4	12.5
Active Learning	390	78.4	16.9			
Overall Satisfaction	391	78.4	20.1	11	87.9	13.6

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	93	63	67.7	0	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	0	0	0.0	0	0	0.0
	Education	0	0	0.0	0	0	0.0
	Management and commerce	71	70	98.6	0	0	0.0
	Society and culture	12	12	100.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	282	245	86.9	11	0	0.0
	Other	0	0	0.0	0	0	0.0
	TOTAL	458	390	85.2	11	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		0	0	0.0			
Certificate III		88	73	83.0			
Certificate IV		124	112	90.3			
Certificate level unknown		0	0	0.0			
Diploma		152	121	79.6			
Advanced diploma		94	85	90.4			
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		458	391	85.4			

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.	5	8	194	184	378	0
LQ2	Trainers made the subject as interesting as possible.	7	11	203	170	373	0
LQ3	Trainers had an excellent knowledge of the subject content.	8	13	195	172	367	3
LQ4	Trainers explained things clearly.	6	13	199	173	372	0
LQ5	Overall, I am satisfied with the training.	9	16	202	161	363	3
LQ6	I would recommend the training to others.	12	13	197	168	365	1
LQ7	I would recommend the training organisation to others.	9	14	176	188	364	4
LQ8	I received useful feedback on my assessments.	8	14	202	164	366	3
LQ9	Assessments were based on realistic activities.	7	12	207	163	370	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	8	11	212	157	369	3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	6	15	205	163	368	2
LQ12	It was always easy to know the standards expected.	11	13	204	162	366	1
LQ13	I usually had a clear idea of what was expected of me.	9	15	206	157	363	4
LQ14	Trainers made it clear right from the start what they expected from me.	5	9	205	171	376	1
LQ15	I was given enough material to keep up my interest.	7	17	194	172	366	1
LQ16	The amount of work I had to do was reasonable.	5	15	212	157	369	2
LQ17	The training was at the right level of difficulty for me.	12	25	204	150	354	0
LQ18	The training focused on relevant skills.	8	15	203	165	368	0
LQ19	The training prepared me well for work.	10	15	204	161	365	1
LQ20	The training had a good mix of theory and practice.	9	22	211	148	359	1
LQ21	I developed the skills expected from this training.	11	9	222	149	371	0
LQ22	I learned to work with people.	10	11	195	173	368	2
LQ23	I identified ways to build on my current knowledge and skills.	9	13	206	162	368	1
LQ24	I developed the knowledge expected from this training.	7	14	204	163	367	3
LQ25	I learned to plan and manage my work.	5	13	192	180	372	1
LQ26	Training resources were available when I needed them.	7	12	210	160	370	2
LQ27	The training used up-to-date equipment, facilities and materials.	10	12	195	173	368	1
LQ28	Training facilities and materials were in good condition.	5	21	201	161	362	3
LQ29	Training organisation staff respected my background and needs.	12	13	189	175	364	2
LQ30	The training was flexible enough to meet my needs.	7	12	209	163	372	0
LQ31	The training organisation had a range of services to support learners.	6	10	201	172	373	2
LQ32	I set high standards for myself in this training.	5	14	220	151	371	1
LQ33	I pushed myself to understand things I found confusing.	6	24	191	167	358	3
LQ34	I looked for my own resources to help me learn.	7	16	206	158	364	4
LQ35	I approached trainers if I needed help.	5	6	202	176	378	2

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1.3	2.1	49.6	47.1	96.7	0.0
LQ2	Trainers made the subject as interesting as possible.	1.8	2.8	51.9	43.5	95.4	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	2.1	3.4	50.3	44.3	94.6	0.8
LQ4	Trainers explained things clearly.	1.5	3.3	50.9	44.3	95.2	0.0
LQ5	Overall, I am satisfied with the training.	2.3	4.1	52.1	41.5	93.6	0.8
LQ6	I would recommend the training to others.	3.1	3.3	50.5	43.1	93.6	0.3
LQ7	I would recommend the training organisation to others.	2.3	3.6	45.5	48.6	94.1	1.0
LQ8	I received useful feedback on my assessments.	2.1	3.6	52.1	42.3	94.3	0.8
LQ9	Assessments were based on realistic activities.	1.8	3.1	53.2	41.9	95.1	0.5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	2.1	2.8	54.6	40.5	95.1	0.8
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1.6	3.9	52.7	41.9	94.6	0.5
LQ12	It was always easy to know the standards expected.	2.8	3.3	52.3	41.5	93.9	0.3
LQ13	I usually had a clear idea of what was expected of me.	2.3	3.9	53.2	40.6	93.8	1.0
LQ14	Trainers made it clear right from the start what they expected from me.	1.3	2.3	52.6	43.9	96.4	0.3
LQ15	I was given enough material to keep up my interest.	1.8	4.4	49.8	44.1	93.9	0.3
LQ16	The amount of work I had to do was reasonable.	1.3	3.9	54.5	40.4	94.9	0.5
LQ17	The training was at the right level of difficulty for me.	3.1	6.4	52.2	38.4	90.5	0.0
LQ18	The training focused on relevant skills.	2.1	3.8	51.9	42.2	94.1	0.0
LQ19	The training prepared me well for work.	2.6	3.9	52.3	41.3	93.6	0.3
LQ20	The training had a good mix of theory and practice.	2.3	5.7	54.1	38.0	92.1	0.3
LQ21	I developed the skills expected from this training.	2.8	2.3	56.8	38.1	94.9	0.0
LQ22	I learned to work with people.	2.6	2.8	50.1	44.5	94.6	0.5
LQ23	I identified ways to build on my current knowledge and skills.	2.3	3.3	52.8	41.5	94.4	0.3
LQ24	I developed the knowledge expected from this training.	1.8	3.6	52.6	42.0	94.6	0.8
LQ25	I learned to plan and manage my work.	1.3	3.3	49.2	46.2	95.4	0.3
LQ26	Training resources were available when I needed them.	1.8	3.1	54.0	41.1	95.1	0.5
LQ27	The training used up-to-date equipment, facilities and materials.	2.6	3.1	50.0	44.4	94.4	0.3
LQ28	Training facilities and materials were in good condition.	1.3	5.4	51.8	41.5	93.3	0.8
LQ29	Training organisation staff respected my background and needs.	3.1	3.4	48.6	45.0	93.6	0.5
LQ30	The training was flexible enough to meet my needs.	1.8	3.1	53.5	41.7	95.2	0.0
LQ31	The training organisation had a range of services to support learners.	1.6	2.6	51.7	44.2	95.9	0.5
LQ32	I set high standards for myself in this training.	1.3	3.6	56.4	38.7	95.1	0.3
LQ33	I pushed myself to understand things I found confusing.	1.6	6.2	49.2	43.1	92.3	0.8
LQ34	I looked for my own resources to help me learn.	1.8	4.1	53.2	40.8	94.1	1.0
LQ35	I approached trainers if I needed help.	1.3	1.6	51.9	45.3	97.2	0.5

LQ item averages and variations

Item	Average score	Average variation
LQ1	80.8	20.1
LQ2	79.0	21.0
LQ3	79.0	21.7
LQ4	79.3	20.9
LQ5	77.6	22.2
LQ6	77.9	23.0
LQ7	80.1	22.5
LQ8	78.2	21.7
LQ9	78.4	21.1
LQ10	77.8	21.2
LQ11	78.3	21.0
LQ12	77.5	22.5
LQ13	77.3	22.0
LQ14	79.7	20.1
LQ15	78.7	21.8
LQ16	78.0	20.5
LQ17	75.3	23.7
LQ18	78.1	21.8
LQ19	77.4	22.4
LQ20	75.9	22.4
LQ21	76.7	21.8
LQ22	78.8	22.2
LQ23	77.9	21.8
LQ24	78.3	21.3
LQ25	80.1	20.7
LQ26	78.1	21.0
LQ27	78.7	22.3
LQ28	77.8	21.3
LQ29	78.5	23.1
LQ30	78.3	21.0
LQ31	79.5	20.6
LQ32	77.5	20.3
LQ33	77.9	22.1
LQ34	77.7	21.4
LQ35	80.4	19.7

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	3	8	11	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	3	8	11	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	3	8	11	0
EQ4	Assessment was at an appropriate standard.	0	0	5	6	11	0
EQ5	The training resources were appropriate for learner needs.	0	0	4	7	11	0
EQ6	The training reflected current practice.	0	1	4	6	10	0
EQ7	The training organisation developed customised programs.	0	0	4	7	11	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	4	7	11	0
EQ9	The training focused on relevant skills.	0	0	2	9	11	0
EQ10	Our employees gained the skills they needed from this training.	0	0	4	7	11	0
EQ11	The training was effectively integrated into our organisation.	0	0	5	6	11	0
EQ12	Overall, we are satisfied with the training.	0	0	6	5	11	0
EQ13	We would recommend the training organisation to others.	0	0	3	8	11	0
EQ14	We would recommend the training to others.	0	0	3	8	11	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	3	8	11	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	7	4	11	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	6	5	11	0
EQ18	Assessments were based on realistic activities.	0	0	4	7	11	0
EQ19	Trainers were effective in their teaching.	0	0	4	7	11	0
EQ20	The training was an effective investment.	0	0	4	7	11	0
EQ21	Trainers were able to relate material to the workplace.	0	0	3	8	11	0
EQ22	The training had a good mix of theory and practice.	0	0	3	8	11	0
EQ23	The training organisation acted on feedback from employers.	0	0	4	7	11	0
EQ24	The training has helped our employees work with people.	0	0	4	7	11	0
EQ25	Training resources and equipment were in good condition.	0	0	4	7	11	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	6	5	11	0
EQ27	The training prepared employees well for work.	0	0	3	8	11	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	5	6	11	0
EQ29	The training prepared our employees for the demands of work.	0	0	3	8	11	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	5	6	11	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	27.3	72.7	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	27.3	72.7	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	27.3	72.7	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	45.5	54.6	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	36.4	63.6	100.0	0.0
EQ6	The training reflected current practice.	0.0	9.1	36.4	54.6	90.9	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	36.4	63.6	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	36.4	63.6	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	18.2	81.8	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	36.4	63.6	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	45.5	54.6	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	54.6	45.5	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	27.3	72.7	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	27.3	72.7	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	27.3	72.7	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	63.6	36.4	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	54.6	45.5	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	36.4	63.6	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	36.4	63.6	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	36.4	63.6	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	27.3	72.7	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	27.3	72.7	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	36.4	63.6	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	36.4	63.6	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	36.4	63.6	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	54.6	45.5	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	27.3	72.7	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	45.5	54.6	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	27.3	72.7	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	45.5	54.6	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.	90.9	15.6
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	90.9	15.6
EQ3	The training organisation was flexible enough to meet our needs.	90.9	15.6
EQ4	Assessment was at an appropriate standard.	84.8	17.4
EQ5	The training resources were appropriate for learner needs.	87.9	16.8
EQ6	The training reflected current practice.	81.8	22.9
EQ7	The training organisation developed customised programs.	87.9	16.8
EQ8	The training organisation provided good support for workplace training and assessment.	87.9	16.8
EQ9	The training focused on relevant skills.	93.9	13.5
EQ10	Our employees gained the skills they needed from this training.	87.9	16.8
EQ11	The training was effectively integrated into our organisation.	84.8	17.4
EQ12	Overall, we are satisfied with the training.	81.8	17.4
EQ13	We would recommend the training organisation to others.	90.9	15.6
EQ14	We would recommend the training to others.	90.9	15.6
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	90.9	15.6
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	78.8	16.8
EQ17	Trainers had good knowledge and experience of the industry.	81.8	17.4
EQ18	Assessments were based on realistic activities.	87.9	16.8
EQ19	Trainers were effective in their teaching.	87.9	16.8
EQ20	The training was an effective investment.	87.9	16.8
EQ21	Trainers were able to relate material to the workplace.	90.9	15.6
EQ22	The training had a good mix of theory and practice.	90.9	15.6
EQ23	The training organisation acted on feedback from employers.	87.9	16.8
EQ24	The training has helped our employees work with people.	87.9	16.8
EQ25	Training resources and equipment were in good condition.	87.9	16.8
EQ26	The training helped employees identify how to build on their current knowledge and skills.	81.8	17.4
EQ27	The training prepared employees well for work.	90.9	15.6
EQ28	Our employees gained the knowledge they needed from this training.	84.8	17.4
EQ29	The training prepared our employees for the demands of work.	90.9	15.6
EQ30	The training organisation clearly explained what was expected from employers.	84.8	17.4

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	391	79.5	17.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	81.5	14.3
	Certificate IV	112	79.0	18.7
	Certificate level unknown			
	Diploma	121	80.6	17.2
	Advanced diploma	85	77.0	18.5
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	79.5	17.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	79.5	17.4
Field of education	Natural and physical sciences			
	Information technology	63	75.7	17.9
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	74.4	16.9
	Society and culture	12	95.8	8.3
	Creative arts			
	Food, hospitality and personal services	245	81.1	17.1
	Other			
	Total	390	79.5	17.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	78.5	18.0
	February	12	81.9	12.7
	March	20	78.7	22.0
	April	57	84.2	12.7
	May	4	75.0	11.8
	June	19	76.3	14.0
	July	53	78.3	19.0
	August	10	72.5	22.2
	September	60	80.8	17.8
	October	8	79.2	21.8
	November	15	76.7	17.3
	December	6	84.7	17.0
	Do not know			
	Training start year	2018		
2017		215	79.7	17.2
2016		149	80.6	16.5
2015		25	70.3	23.0
2014		2	91.7	11.8
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	79.5	17.4
Recognition of prior learning	Recognition of prior learning	52	79.2	19.6
	No recognition of prior learning	339	79.6	17.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	79.1	17.6
	Male	138	80.2	17.1
	Total	391	79.5	17.4
Learner age	Under 15			
	15 to 19	16	75.0	15.2
	20 to 24	248	79.1	17.2
	25 to 34	105	79.7	18.6
	35 to 44	17	86.3	15.9
	45 to 54	5	90.0	10.9
	55 to 64			
	65 or over			
	Total	391	79.5	17.4
Aboriginal or Torres Strait Islander origin	No	391	79.5	17.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	79.5	17.4
Home language	English	8	99.0	2.9
	Language other than English	383	79.1	17.4
	Total	391	79.5	17.4
Permanent residency or citizenship	Australian	20	90.8	14.3
	Not Australian	370	78.9	17.4
	Total	390	79.5	17.5
Disability status	Disability identified			
	No disability identified	391	79.5	17.4
	Total	391	79.5	17.4
Groups	1	391	79.5	17.4
	Total	391	79.5	17.4

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.1	18.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	80.3	15.0
	Certificate IV	112	77.7	20.4
	Certificate level unknown			
	Diploma	121	78.7	16.8
	Advanced diploma	85	76.0	19.6
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	78.1	18.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.1	18.2
Field of education	Natural and physical sciences			
	Information technology	63	74.3	17.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	74.0	19.6
	Society and culture	12	92.4	13.0
	Creative arts			
	Food, hospitality and personal services	245	79.5	17.7
	Other			
	Total	390	78.1	18.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	77.7	18.0
	February	12	77.1	10.7
	March	20	74.7	25.1
	April	57	82.0	14.1
	May	4	79.2	14.4
	June	19	72.8	14.4
	July	53	78.5	20.3
	August	10	76.7	29.6
	September	60	79.4	17.9
	October	8	72.9	21.7
	November	15	76.7	16.1
	December	6	76.4	22.0
	Do not know			
Training start year	2018			
	2017	215	78.6	17.7
	2016	149	78.8	17.4
	2015	25	68.0	24.0
	2014	2	100.0	0.0
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	78.1	18.2
Recognition of prior learning	Recognition of prior learning	52	77.7	20.8
	No recognition of prior learning	339	78.2	17.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	78.2	18.7
	Male	138	78.0	17.3
	Total	391	78.1	18.2
Learner age	Under 15			
	15 to 19	16	74.0	15.2
	20 to 24	248	77.8	18.6
	25 to 34	105	77.5	18.1
	35 to 44	17	87.3	12.5
	45 to 54	5	88.3	18.3
	55 to 64			
	65 or over			
	Total	391	78.1	18.2
Aboriginal or Torres Strait Islander origin	No	391	78.1	18.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	78.1	18.2
Home language	English	8	97.9	5.9
	Language other than English	383	77.7	18.2
	Total	391	78.1	18.2
Permanent residency or citizenship	Australian	20	90.0	14.5
	Not Australian	370	77.5	18.2
	Total	390	78.1	18.2
Disability status	Disability identified			
	No disability identified	391	78.1	18.2
	Total	391	78.1	18.2
Groups	1	391	78.1	18.2
	Total	391	78.1	18.2

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.1	18.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	81.6	15.4
	Certificate IV	112	77.8	20.1
	Certificate level unknown			
	Diploma	121	79.7	16.5
	Advanced diploma	85	73.4	20.5
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	78.1	18.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.1	18.4
Field of education	Natural and physical sciences			
	Information technology	63	73.5	16.8
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	73.7	19.8
	Society and culture	12	93.5	11.1
	Creative arts			
	Food, hospitality and personal services	245	79.8	18.1
	Other			
	Total	390	78.1	18.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	77.3	18.5
	February	12	78.7	10.0
	March	20	73.9	24.3
	April	57	83.0	15.9
	May	4	75.0	5.6
	June	19	74.0	20.8
	July	53	76.7	18.5
	August	10	78.9	24.8
	September	60	79.1	19.3
	October	8	80.6	14.2
	November	15	76.3	18.2
	December	6	81.5	16.7
	Do not know			
	Training start year	2018		
2017		215	77.8	18.6
2016		149	80.1	17.0
2015		25	68.4	22.6
2014		2	94.4	7.9
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	78.1	18.4
Recognition of prior learning	Recognition of prior learning	52	75.0	22.3
	No recognition of prior learning	339	78.6	17.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	78.1	19.2
	Male	138	78.3	16.9
	Total	391	78.1	18.4
Learner age	Under 15			
	15 to 19	16	78.5	14.3
	20 to 24	248	77.5	18.8
	25 to 34	105	78.3	18.7
	35 to 44	17	83.7	16.3
	45 to 54	5	88.9	13.6
	55 to 64			
	65 or over			
	Total	391	78.1	18.4
Aboriginal or Torres Strait Islander origin	No	391	78.1	18.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	78.1	18.4
Home language	English	8	98.6	3.9
	Language other than English	383	77.7	18.4
	Total	391	78.1	18.4
Permanent residency or citizenship	Australian	20	88.9	15.7
	Not Australian	370	77.6	18.4
	Total	390	78.2	18.4
Disability status	Disability identified			
	No disability identified	391	78.1	18.4
	Total	391	78.1	18.4
Groups	1	391	78.1	18.4
	Total	391	78.1	18.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	77.4	19.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	78.5	16.9
	Certificate IV	112	77.5	21.3
	Certificate level unknown			
	Diploma	121	77.9	18.5
	Advanced diploma	85	75.4	19.4
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	77.4	19.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	77.4	19.2
Field of education	Natural and physical sciences			
	Information technology	63	72.7	19.6
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	72.5	19.7
	Society and culture	12	93.5	11.1
	Creative arts			
	Food, hospitality and personal services	245	79.0	18.6
	Other			
	Total	390	77.3	19.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	77.2	20.0
	February	12	74.1	13.7
	March	20	73.9	26.6
	April	57	81.3	15.0
	May	4	69.4	5.6
	June	19	76.6	16.1
	July	53	75.9	18.6
	August	10	78.9	29.4
	September	60	77.6	20.3
	October	8	81.9	15.6
	November	15	73.3	20.5
	December	6	81.5	15.2
	Do not know			
	Training start year	2018		
2017		215	78.3	18.6
2016		149	77.6	18.9
2015		25	67.1	23.9
2014		2	83.3	23.6
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	77.4	19.2
Recognition of prior learning	Recognition of prior learning	52	78.0	20.5
	No recognition of prior learning	339	77.3	19.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	77.3	20.2
	Male	138	77.5	17.3
	Total	391	77.4	19.2
Learner age	Under 15			
	15 to 19	16	75.7	23.0
	20 to 24	248	76.8	18.4
	25 to 34	105	76.6	20.6
	35 to 44	17	86.3	18.2
	45 to 54	5	93.3	9.9
	55 to 64			
	65 or over			
	Total	391	77.4	19.2
Aboriginal or Torres Strait Islander origin	No	391	77.4	19.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	77.4	19.2
Home language	English	8	93.1	13.2
	Language other than English	383	77.0	19.2
	Total	391	77.4	19.2
Permanent residency or citizenship	Australian	20	89.4	14.6
	Not Australian	370	76.7	19.2
	Total	390	77.3	19.2
Disability status	Disability identified			
	No disability identified	391	77.4	19.2
	Total	391	77.4	19.2
Groups	1	391	77.4	19.2
	Total	391	77.4	19.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	77.1	19.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	80.5	17.0
	Certificate IV	112	78.1	18.5
	Certificate level unknown			
	Diploma	121	76.8	20.6
	Advanced diploma	85	73.5	20.4
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	77.1	19.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	77.1	19.4
Field of education	Natural and physical sciences			
	Information technology	63	69.7	22.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	74.0	18.7
	Society and culture	12	97.2	6.9
	Creative arts			
	Food, hospitality and personal services	245	78.9	18.3
	Other			
	Total	390	77.1	19.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	77.0	17.8
	February	12	76.9	8.8
	March	20	67.8	29.3
	April	57	82.9	15.4
	May	4	69.4	5.6
	June	19	77.8	14.3
	July	53	75.7	21.9
	August	10	67.8	31.2
	September	60	79.3	19.6
	October	8	81.9	17.8
	November	15	68.1	20.9
	December	6	83.3	15.3
	Do not know			
Training start year	2018			
	2017	215	77.1	19.1
	2016	149	78.6	18.4
	2015	25	67.1	24.5
	2014	2	100.0	0.0
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	77.1	19.4
Recognition of prior learning	Recognition of prior learning	52	76.7	20.0
	No recognition of prior learning	339	77.2	19.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	76.8	20.1
	Male	138	77.8	18.1
	Total	391	77.1	19.4
Learner age	Under 15			
	15 to 19	16	75.7	12.3
	20 to 24	248	76.9	18.9
	25 to 34	105	75.7	21.7
	35 to 44	17	86.3	16.0
	45 to 54	5	93.3	9.9
	55 to 64			
	65 or over			
	Total	391	77.1	19.4
Aboriginal or Torres Strait Islander origin	No	391	77.1	19.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	77.1	19.4
Home language	English	8	98.6	3.9
	Language other than English	383	76.7	19.3
	Total	391	77.1	19.4
Permanent residency or citizenship	Australian	20	91.7	14.4
	Not Australian	370	76.4	19.4
	Total	390	77.1	19.4
Disability status	Disability identified			
	No disability identified	391	77.1	19.4
	Total	391	77.1	19.4
Groups	1	391	77.1	19.4
	Total	391	77.1	19.4

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.3	18.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	80.5	15.1
	Certificate IV	112	78.7	18.6
	Certificate level unknown			
	Diploma	121	78.7	18.7
	Advanced diploma	85	75.5	19.7
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	78.3	18.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.3	18.3
Field of education	Natural and physical sciences			
	Information technology	63	72.8	18.7
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	73.3	19.1
	Society and culture	12	98.9	2.6
	Creative arts			
	Food, hospitality and personal services	245	80.1	17.4
	Other			
	Total	390	78.3	18.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	77.7	17.5
	February	12	75.0	13.4
	March	20	72.7	26.3
	April	57	83.9	13.9
	May	4	76.7	6.7
	June	19	75.8	16.4
	July	53	79.1	20.2
	August	10	76.3	21.5
	September	60	79.2	18.1
	October	8	76.7	19.2
	November	15	71.1	24.8
	December	6	81.1	16.6
	Do not know			
	Training start year	2018		
2017		215	78.5	18.1
2016		149	79.1	17.3
2015		25	70.1	23.5
2014		2	100.0	0.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	78.3	18.3
Recognition of prior learning	Recognition of prior learning	52	78.7	19.8
	No recognition of prior learning	339	78.3	18.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	77.3	19.0
	Male	138	80.2	16.9
	Total	391	78.3	18.3
Learner age	Under 15			
	15 to 19	16	77.9	17.0
	20 to 24	248	77.6	18.4
	25 to 34	105	77.7	18.5
	35 to 44	17	87.1	14.8
	45 to 54	5	98.7	3.0
	55 to 64			
	65 or over			
	Total	391	78.3	18.3
Aboriginal or Torres Strait Islander origin	No	391	78.3	18.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	78.3	18.3
Home language	English	8	100.0	0.0
	Language other than English	383	77.9	18.2
	Total	391	78.3	18.3
Permanent residency or citizenship	Australian	20	94.0	12.0
	Not Australian	370	77.5	18.2
	Total	390	78.3	18.3
Disability status	Disability identified			
	No disability identified	391	78.3	18.3
	Total	391	78.3	18.3
Groups	1	391	78.3	18.3
	Total	391	78.3	18.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.2	18.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	80.9	16.1
	Certificate IV	112	77.7	19.1
	Certificate level unknown			
	Diploma	121	79.3	18.0
	Advanced diploma	85	75.0	19.2
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	78.2	18.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.2	18.3
Field of education	Natural and physical sciences			
	Information technology	63	72.0	18.4
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	74.5	17.6
	Society and culture	12	90.7	12.4
	Creative arts			
	Food, hospitality and personal services	245	80.2	18.1
	Other			
	Total	390	78.2	18.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	78.1	17.7
	February	12	77.8	14.2
	March	20	73.3	23.5
	April	57	81.3	14.3
	May	4	76.4	11.5
	June	19	77.2	16.8
	July	53	77.6	19.7
	August	10	74.4	29.2
	September	60	79.6	18.9
	October	8	80.6	14.2
	November	15	73.3	24.4
	December	6	81.5	15.2
	Do not know			
	Training start year	2018		
2017		215	78.1	17.6
2016		149	79.9	17.7
2015		25	67.1	23.7
2014		2	100.0	0.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	78.2	18.3
Recognition of prior learning	Recognition of prior learning	52	76.7	20.0
	No recognition of prior learning	339	78.5	18.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	77.8	19.0
	Male	138	78.9	17.0
	Total	391	78.2	18.3
Learner age	Under 15			
	15 to 19	16	72.9	16.2
	20 to 24	248	78.1	18.2
	25 to 34	105	77.8	19.2
	35 to 44	17	84.3	14.7
	45 to 54	5	88.9	15.7
	55 to 64			
	65 or over			
	Total	391	78.2	18.3
Aboriginal or Torres Strait Islander origin	No	391	78.2	18.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	78.2	18.3
Home language	English	8	94.4	10.3
	Language other than English	383	77.9	18.3
	Total	391	78.2	18.3
Permanent residency or citizenship	Australian	20	87.8	14.8
	Not Australian	370	77.7	18.4
	Total	390	78.2	18.3
Disability status	Disability identified			
	No disability identified	391	78.2	18.3
	Total	391	78.2	18.3
Groups	1	391	78.2	18.3
	Total	391	78.2	18.3

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.8	18.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	81.6	14.7
	Certificate IV	112	76.9	20.9
	Certificate level unknown			
	Diploma	121	80.8	16.8
	Advanced diploma	85	75.9	20.4
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	78.8	18.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.8	18.6
Field of education	Natural and physical sciences			
	Information technology	63	73.2	17.2
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	74.8	21.6
	Society and culture	12	88.9	15.7
	Creative arts			
	Food, hospitality and personal services	245	80.8	17.7
	Other			
	Total	390	78.7	18.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	78.0	18.6
	February	12	82.4	12.9
	March	20	73.3	24.6
	April	57	82.7	14.6
	May	4	75.0	10.6
	June	19	78.4	13.6
	July	53	76.7	20.5
	August	10	75.6	23.3
	September	60	80.6	20.1
	October	8	77.8	18.8
	November	15	76.3	21.4
	December	6	85.2	13.5
	Do not know			
	Training start year	2018		
2017		215	79.6	17.8
2016		149	79.3	17.9
2015		25	67.6	26.0
2014		2	88.9	15.7
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	78.8	18.6
Recognition of prior learning	Recognition of prior learning	52	77.8	19.6
	No recognition of prior learning	339	78.9	18.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	79.0	19.4
	Male	138	78.3	17.2
	Total	391	78.8	18.6
Learner age	Under 15			
	15 to 19	16	71.5	17.7
	20 to 24	248	78.3	19.1
	25 to 34	105	79.6	18.0
	35 to 44	17	86.9	14.3
	45 to 54	5	80.0	19.9
	55 to 64			
	65 or over			
	Total	391	78.8	18.6
Aboriginal or Torres Strait Islander origin	No	391	78.8	18.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	78.8	18.6
Home language	English	8	94.4	15.7
	Language other than English	383	78.4	18.6
	Total	391	78.8	18.6
Permanent residency or citizenship	Australian	20	87.2	15.8
	Not Australian	370	78.3	18.7
	Total	390	78.8	18.6
Disability status	Disability identified			
	No disability identified	391	78.8	18.6
	Total	391	78.8	18.6
Groups	1	391	78.8	18.6
	Total	391	78.8	18.6

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	390	78.4	16.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	79.9	14.5
	Certificate IV	111	77.9	18.4
	Certificate level unknown			
	Diploma	121	80.6	15.8
	Advanced diploma	85	74.7	17.8
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	390	78.4	16.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	390	78.4	16.9
Field of education	Natural and physical sciences			
	Information technology	63	75.1	15.6
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	69	73.6	15.1
	Society and culture	12	95.8	6.6
	Creative arts			
	Food, hospitality and personal services	245	79.6	17.3
	Other			
	Total	389	78.3	16.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	126	78.3	15.9
	February	12	79.2	11.5
	March	20	76.2	21.5
	April	57	82.6	13.7
	May	4	75.0	6.8
	June	19	78.1	14.8
	July	53	76.9	18.8
	August	10	73.3	23.2
	September	60	78.1	18.2
	October	8	78.1	21.3
	November	15	74.4	20.3
	December	6	84.7	14.4
	Do not know			
	Training start year	2018		
2017		215	78.8	16.9
2016		148	79.3	15.8
2015		25	68.3	20.7
2014		2	91.7	11.8
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	390	78.4	16.9
Recognition of prior learning	Recognition of prior learning	52	78.5	19.2
	No recognition of prior learning	338	78.4	16.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	252	78.1	17.1
	Male	138	78.9	16.5
	Total	390	78.4	16.9
Learner age	Under 15			
	15 to 19	16	74.5	15.7
	20 to 24	247	77.5	17.3
	25 to 34	105	79.5	16.5
	35 to 44	17	83.8	14.0
	45 to 54	5	95.0	7.5
	55 to 64			
	65 or over			
	Total	390	78.4	16.9
Aboriginal or Torres Strait Islander origin	No	390	78.4	16.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	390	78.4	16.9
Home language	English	8	96.9	6.2
	Language other than English	382	78.0	16.8
	Total	390	78.4	16.9
Permanent residency or citizenship	Australian	20	92.1	11.6
	Not Australian	369	77.7	16.8
	Total	389	78.4	16.9
Disability status	Disability identified			
	No disability identified	390	78.4	16.9
	Total	390	78.4	16.9
Groups	1	390	78.4	16.9
	Total	390	78.4	16.9

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.4	20.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	73	80.1	16.2
	Certificate IV	112	78.4	21.6
	Certificate level unknown			
	Diploma	121	79.3	21.4
	Advanced diploma	85	75.6	19.3
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	391	78.4	20.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	391	78.4	20.1
Field of education	Natural and physical sciences			
	Information technology	63	72.0	23.1
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce	70	73.7	21.5
	Society and culture	12	94.9	8.0
	Creative arts			
	Food, hospitality and personal services	245	80.5	18.5
	Other			
	Total	390	78.3	20.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	127	77.1	21.2
	February	12	73.1	11.1
	March	20	76.1	27.0
	April	57	83.3	14.4
	May	4	77.8	9.1
	June	19	80.1	16.8
	July	53	77.0	20.3
	August	10	74.4	28.7
	September	60	79.3	19.9
	October	8	77.8	25.2
	November	15	77.8	24.8
	December	6	83.3	15.3
	Do not know			
	Training start year	2018		
2017		215	79.5	19.4
2016		149	78.2	19.6
2015		25	68.4	26.8
2014		2	100.0	0.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	391	78.4	20.1
Recognition of prior learning	Recognition of prior learning	52	77.1	20.8
	No recognition of prior learning	339	78.6	20.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	253	78.4	20.7
	Male	138	78.3	19.0
	Total	391	78.4	20.1
Learner age	Under 15			
	15 to 19	16	74.3	20.6
	20 to 24	248	78.7	19.5
	25 to 34	105	76.5	22.0
	35 to 44	17	85.0	16.2
	45 to 54	5	94.4	7.9
	55 to 64			
	65 or over			
	Total	391	78.4	20.1
Aboriginal or Torres Strait Islander origin	No	391	78.4	20.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	391	78.4	20.1
Home language	English	8	98.6	3.9
	Language other than English	383	78.0	20.1
	Total	391	78.4	20.1
Permanent residency or citizenship	Australian	20	89.2	16.4
	Not Australian	370	77.8	20.2
	Total	390	78.4	20.1
Disability status	Disability identified			
	No disability identified	391	78.4	20.1
	Total	391	78.4	20.1
Groups	1	391	78.4	20.1
	Total	391	78.4	20.1

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	79.5	17.4	86.9	13.0
Effective Assessment	78.1	18.2	85.6	14.5
Clear Expectations	78.1	18.4		
Learning Stimulation	77.4	19.2		
Training Relevance	77.1	19.4	88.4	12.8
Competency Development	78.3	18.3	86.7	14.3
Training Resources	78.2	18.3	88.9	14.1
Effective Support	78.8	18.6	88.4	12.5
Active Learning	78.4	16.9		
Overall Satisfaction	78.4	20.1	87.9	13.6

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

According to my experience I studied with Aliye Anote. He was the best aspect of the training
Aliye give the source that I need
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All my training was really good
All the teachers have good teaching ways
All training is good
Allgood
Andy
Andy Chahan
Andy Chahun
Best aspects of training were small classes
Best aspects would be trainers and resources provided
Clear lecturing. Flexibility of teaching and so easy to understand
Cleared spoken and so considerable sometimes
Cookery classes
Cooking classes was the best part for me to learn
Cooking the kitchen
Could ask trainers whenever we feel like
Course, Chefs
Develop my skill and knowledge. Teach us very interesting way. Have good knowledge about the course

Developed my skills
Doing training in the kitchen
Dynamics of students and trainer within classroom
Emily is friendly
Enough resoruces for studying and good or practice assessment
Environment
Equipment and materials
Everybody was family and it was nice experience learning with such a qualified trainer
Everything
Everything
Everything
Everything
Everything are best
Everything good
Everything good
Everything is best
Everything is good
Everything is good
Everything is so good
Everything ok
Everything was intereseting. I enjoyed my studies
Excellent staff, good knowledge
Experienced and good teachers
Faculty
Flexibility
Flexibility
Flexibility
Friendly trainer
Fun, good people and get to learn new things
Get the good knowledge
Getting good material and did good study in classroom
Good classrooms, competent teachers
Good condition to study, support from teachers
Good dates arrangement
Good education staff
Good environment and teachers
Good explanation, everything good
Good knowledge
Good learning environment, good trainers
Good lecture, field visits, presentations
Good maintenance
Good mix of theoretical and practical knowledge
Good practical
Good resources
Good saff helps us
Good services

Good standard for training
Good teacher, great environment
Good teachers
Good teachers
Good teachers and training programs
Good trainers
Good trainers and are passionate
Good trainers and good studying material
Great teacher, Julie Cushon, took time to explain and was patient
Helpful staff
Helps to make the person perfect
High skills
How to lead and manage people
I come to know more about management
I develop the confidence and experience
I develop the skills
I enjoyed every part of all assessments and role plays
I enjoyed whenever I was doing my study here
I gained more practical knowledge
I get more knowledge about my career from the training
I got good quality of education and facilities
I have improved a lot of skills through the trainers
I learn how to work in a team and develop and make my future bright
I learned all the management process in Australia. The rules of the country
I learned how to work in the kitchen
I like the way that all the trainers gave me knowledge and practice which helps me have skills in my course
I think this training help to improve my ability to become a chef
Improved skills, learned other things in real environment
Is is relevant with what is needed in the sector
It helped me to increase my knowledge and skill. I would like to thank my teachers for it
It was good as I expected
It was good as I expected
It was well as in need for career
Kitchen class was very good
Knowledge
Knowledgeable teachers
Learn how to work like a team. Receiving good feedback from trainer
Learn many things from training
Learn more due to training
Learn new things
Learn new things which is used in life
Learn skills for operations
Learned lots of skills in the notes of trainers
Learning
Learning and good customer service
Leaving early

Lecture explanation
Lectures explanation, personal help
Lessons in class
Many teacher are so good, friendly and making feel close-relationship
More understanding of industry knowledge
My teacher was so funny and friendly. He supported to many lectyres for us.
My teachers who Ziggy and Reece often push me learn all skill for diploma courses
My trainer is very good to give best and useful material
Nice education practices
No comment
None
None
None
Nothing
Nothing
Opportunity for work placements
Our chef was so nice and helpful
Our team
Our trainer made our learning experience fun and enjoyable along with studying
Practical
Practical Class
Practical and fun
Practical based by having enough resources for training
Practical classes in kitchen
Practical knowledge
Practical knowledge
Practical learning
Practical work
Practice based training
Practice with theory
Ratio of Financial Report
Realize on how to work in kitchen
Resources of learning
Resources were relevant
Sharing experience
She was very friendly and kind
Short time and lots of useful information
Staff and teachers are so cooperative
Staff is good
Teach in details
Teach in details every subject
Teacher
Teacher and class diversity
Teacher is so good
Teachers
Teachers are very cooperative when I asked help they always ready to help me. Increased my knowledge and skills as well

Teachers are very friendly. Educational tips were very interesting
Teachers are very good. They helped me to learn more
Teachers especially Ziggy
Teachers give us support and help when necessary
Teachers good
Teachers perform their best everyday
Teaching aspects
Teaching method is good
Teaching method is outstanding. We enhanced our theoretical and practical knowledge.
Teaching program
The best aspect of this training is the availability of the trainers
The best aspect of the teaching is the friendly and cooperative environment
The best aspects of the training is the support of trainers.
The best aspects of training is that their trainers
The fact that you have a real chance to cook for real
The knowledge of lectures, the methods of teaching is very useful
The lectures and the topics
The practical work that we did.
The quality of food or goods is important
The strictness of the trainer pushed me to work harder and develop my skills
The teacher is responsible and describe very clearly
The teachers are careful
The teachers with good knowledge
The teachers' patience
The trainer I had made my study interesting and kept me focused
The trainer was good and helpful. I was able to gain part time employment through my placement
The trainers and method of delivery
The training I had was a mix of theory and practice
The training was very good and method of developing fundamental subjects
The whole training was very good. I develop the skills from training which I need for further studies
Theoretical aspects are good
Theoretical aspects are good
There was practice
They always focus on the weakness and try to improve that
They give in a practical knowledge which is very helpful in the future
They give practical as well as theoretical knowledge
They provide a practical knowledge which is good for it builds up my knowledge
They taught about about all the essential parts
This training help for further studies
Through the teacher recommendation method of different training
To gather the knowledge for cookery
To learn how to work in a commercial kitchen
Trainer's way is friendly
Trainers
Trainers
Trainers and accessibility

Trainers are helpful
Trainers are really good, friendly and have knowledge of subject especially Matthew Bagra and Emily McLennan
Trainers are well qualified helpful and flexible college time, easy environment
Training facilities and materials
Training program, professional trainers, good environment
Training system was so good I had a great experience
Training was very cooperative
Training with Rob
Tutor explains very briefly
Useful materials provided by teachers and long to do study
Very good support and helps from teacher and Reece
Very knowledgeable teachers
We get to interact and improve our knowledge and skill
We got enough materials for our training
We practice a lot
Work related subject
Zygi is fun and respectful, very knowledgeable and helpful

LQ needs improvement

All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good
All good. Thanks for supporting me
All is good
All ok
All the slides are not updated for more than a year
All things are pretty good
All was good
All, nothing needs to improve
Assessment feedback not clear and relevant, grading need consistency, should be based on individual work
Assessment grammar
Assessment time period
Assessment timing
Assignments
Better computer equipment
Chairs
Class timing
Communication
Communication
Communication
Communication
Communication and knowledge is very important to improve
Complete software
Computer
Computer availability
Computer labs
Computer skills

Computers and wifi
Computers at Swanston St
Consulted with teacher so we can get wide knowledge about topic
Cook training
Course material, training, software trainer
Deepness of contents
Desktop computers need upgrades
Emotion from some teacher need to improve. Creating good environment is better than pressure environment
Equipment of kitchen
Equipments
Everything
Everything is alright
Everything is fine
Everything is fine
Everything is good
Everything is good
Everything is good of AAPoly training
Everything is good. Is is very reliable and helpful for students. I feel very good studying in this college
Everything is good. No need for improvement
Everything is ok for me
Everything is perfect
Everything is perfect
Everything was good
Everything was nice and good
Expectation about the tasks and assess that we had to do.
Facilities
Facilities on some computer labs need improvement
Facility
Fees and proper description of subjects
Few of the data needs to be updated
Field visits should be organised as more as possible
Further studies
Good
Good trainers to teach students with passion and professional
Hands-on teaching
Help in further studies
I do not think so
I think no need for improvement for this training
I think the quality of internet should be improved
I think there is no need for improvement
I think training and staff were all good
If we get computer on time or more that would be better
Improve food quality
Insufficient resources
Internet
Internet access

Internet is the most in need of improvement and the way my teacher taught me
It is better to have more dishes to practice
It's very good institution to study and I think there is no need of any improvement
Kitchen equipment
Kitchen equipment
Kitchen room
Lack of computers
Lots of required of customers
Maybe need to have big kitchen in Swanston
More assignments related to work fields
More computers to use and printer needed
More equipment in the kitchen and better classroom facilities, better desk and more computers
More examples for the how to finish the project
More information on LMS please
More interesting
More practical
More practical activities
More practical activity
More practical lessons
N/A
N/A
N/A
Need more computer at Swanston St
Need more practical activity
Need to be considerate
Need to give choice to select the host for training
Network need to be improve, wifi
No
No
No
No need all good
No need for any improvement
No need for improvement
No need in improvement
No one
None
None
None
None
None
None
None
None
None
None
None
None
None I can think of apart from having too big units one after another and short time from to do them in

None, all good
Not any
Not at the moment
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing to improve
Nothing to improve
Nothing, all good
Nothing, all good
Nothing, everything good
Nothing. All is fine
Nothing. Everything is good
Number of students were very big in class
Outgoing field visits
Please increase holiday break
Practical
Practical
Practical of cookery
Practical studies
Practical training
Practically nothing
Presentation and Research
Selection of students based on their level of English
Should be more clear in class
Should do more detailed explanation for some of the areas
So far so good
Some equipments
Some practical things
Some teachers need to be improved
Sometimes computers are insufficient
Sometimes, he forgot something but he was all good.
Students grasp of the English language
Taxation and Payroll System
Teaching methods, treatment of students is a primary school level. Give students more responsibility and freedom on how to achieve their goals

Teaching quality. Stages 3 and 4 are not well prepared and don't know how to teach
The facility should improve
The facilities but the building has now been changed
The internet speed was too slow. It needs to improve
The kitchen of cookery course need to be improved.
The need to improve are washrooms
The organisation with assessments and internal documents
The theory classes
There is no need to improve. Everything is perfectly fine
There is some of things need to improve, the internet, reception service
They do not listen to student
To communicate real time and exercise busy times
Trainers, resources, agenda, course lectures
Training was not as flexible to meet adult learners who have children in school. Different Academic Calendar
Waste Management
Work as a team, learning new things
Work with school terms for parents going kids in school
Writing and speaking. My skill about Tourism and Hospitality Management
Yes good

EQ best aspects

Friendly and cooperative trainee
Give a chance for student who wants to work in this industry
Good understanding of basic skills required for workforce
Student has general idea about the kitchen, and he helps us as well
Trainee has enough knowledge to start in any kitchen
Trainees have good basic knowledge of the industry

EQ needs improvement

Need to focus on the different types of establishments and their requirements eg a fine dining not fast food
--

Sometimes, communication is a barrier, it is hard to explain things to a trainee
--

knife skills and time management

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	3
Cost of direct expenses of learner survey	
Problems encountered during learner survey	Nil
Employer survey feedback	
Staff days spent managing employer survey	3
Cost of direct expenses of employer survey	0
Problems encountered during employer survey	

Registering body report

13 Jun 2018

RTO Information

NTIS number	21282
Name	ACADEMIES AUSTRALASIA POLYTECHNIC PTY LIMITED
Street Address	Level 7 628 Bourke Street
City/town/suburb	Melbourne
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	391	11
Population count (number)	458	11
Response rate (per cent)	85.4	100.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	78.3	21.6	87.6	16.4
Trainer Quality	79.5	17.4	86.9	13.0
Effective Assessment	78.1	18.2	85.6	14.5
Clear Expectations	78.1	18.4		
Learning Stimulation	77.4	19.2		
Training Relevance	77.1	19.4	88.4	12.8
Competency Development	78.3	18.3	86.7	14.3
Training Resources	78.2	18.3	88.9	14.1
Effective Support	78.8	18.6	88.4	12.5
Active Learning	78.4	16.9		
Overall Satisfaction	78.4	20.1	87.9	13.6

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	