

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER
SATISFACTION QUALITY INDICATORS**

FROM: TOID 4207 Yarraville Community Centre

TELEPHONE: Chris McCall 03 9687 1560

DATE: 25/05/18

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	100	0
Total number of surveys received	77	0
Response rate (per cent)	77	0

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

The surveys showed a high general level of satisfaction from learners in various courses and classes. In particular the clients expressed satisfaction with Trainer encouragement, clarity of expectations, demonstrated respect for client backgrounds and needs and therefore clients indicated a high probability of recommending their training to others. Very positive comments were also made about how trainers made the subject as interesting as possible and the development of the employability skill of team work and high levels of satisfaction with the facilities and material conditions.

YCC will use this information to continue to ensure a high level is maintained in

these areas. They are discussed at staff meetings and teachers and trainers are considering these in their session plans.

In 2017 a few students expressed some concerns about the apparent lack of support services available at the sites and a very small number felt that the training had not prepared them well for work. YCC has taken action to ensure these issues are being addressed with training for teaching as well as support staff and trainer support to ensure a clear and focused attention on employability skills and job search activities. It is important to note that 51 of the 77 respondents (66.2%) are aged over 55 and 17 (22%) self-identified as having a disability. These cohort factors have an impact on the interests, goals and aspirations of the client body.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

Not Applicable

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

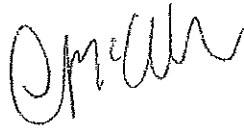
Yarraville Community Centre did not conduct any training on behalf of employers for the 2017 calendar year.

Declaration

I confirm that Yarraville Community Centre

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Office (PEO) Christine McCall

A handwritten signature in black ink, appearing to read 'C. McCall', written in a cursive style.

Signature of PEO.....

..Date:.....28...../.....05...../2018