

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

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

FROM: (insert RTO number and name): TOID 4207 Yarraville Community Centre

TELEPHONE contact name and number: Chris McCall 03 9687 1560 **DATE:** 03/06/19

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	83	0
Total number of surveys received	83	0
Response rate (per cent)	100%	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 with most responses sitting at around 95% STRONGLY AGREE. In particular the clients expressed satisfaction with the RTO giving appropriate recognition of existing knowledge and skills, clarity of expectations, RTO flexibility and trainer approachability. YCC trainers were also rated highly on their ability to encourage learners to ask questions and to make the subject as interesting as possible. Some very positive comments were also made about how much the learners enjoyed their classes, talking to the teacher and making new friends.

YCC will use this information to continue to ensure a high level is maintained in these areas. The Quality Indicator outcome summary report is discussed at staff meetings and teachers and trainers take the areas covered into consideration when preparing their sessions.

In 2018 a small number of students offered some constructive opinions about where YCC as an RTO could improve particularly in some of our outreach locations. Learners expressed interest in having more up to date technology and equipment in some of these locations. YCC has improved on provision of IT in these locations by providing portable equipment for students to use to develop their digital literacy skills.

YCC's delivery in the area of employability skills for learners had a slightly lower positive rate than other judgements. YCC has further developed resources and provided PD for teachers as well as support staff to ensure attention is maintained on developing employability and job search skills in the foundation classes.

It is important to note that 74 of the 83 respondents (89.2%) are aged over 45 and 30 (36.1%) self-identified as having a disability. These cohort factors have a major 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 2018 calendar year.

Declaration

I confirm that (RTO Name):

- 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 Officer (PEO) Chris McCall



Signature of CEO

.....Date:..5/06/2019