

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Job Training Institute Pty Ltd
Street Address	Level 5, Plaza Business Centre 26 McCrae Street
City/town/suburb	Dandenong
State	VIC
Post code	3175
NTIS number	122208

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	733	83.1	16.9
Effective Assessment	734	80.7	16.4
Clear Expectations	735	79.1	17.0
Learning Stimulation	735	76.9	16.2
Training Relevance	738	81.1	17.1
Competency Development	736	81.4	16.1
Training Resources	736	78.2	17.7
Effective Support	735	80.6	16.5
Active Learning	736	78.7	15.9
Overall Satisfaction	736	80.9	18.1

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	3	3	100.0
	Information technology	2	2	100.0
	Engineering and related technologies	2	2	100.0
	Architecture and building	2	2	100.0
	Agriculture, environmental and related studies	1	1	100.0
	Health	182	182	100.0
	Education	284	284	100.0
	Management and commerce	2	2	100.0
	Society and culture	22	22	100.0
	Creative arts	1	1	100.0
	Food, hospitality and personal services	39	39	100.0
	Other	209	182	87.1
	TOTAL	749	722	96.4
Qualification level	Certificate I	1	1	100.0
	Certificate II	2	2	100.0
	Certificate III	262	262	100.0
	Certificate IV	229	229	100.0
	Certificate level unknown	0	0	0.0
	Diploma	213	213	100.0
	Advanced diploma	1	1	100.0
	Associate degree	0	0	0.0
	Degree	3	3	100.0
	Short course or statement of attainment	5	5	100.0
	VET Graduate Certificate or Diploma	1	1	100.0
	Other qualification or training	4	4	100.0
	Do not know	28	8	28.6
	Total	749	729	97.3

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.	6	7	340	375	715	21
LQ2	Trainers made the subject as interesting as possible.	5	9	354	360	714	21
LQ3	Trainers had an excellent knowledge of the subject content.	7	6	325	394	719	17
LQ4	Trainers explained things clearly.	7	15	310	398	708	19
LQ5	Overall, I am satisfied with the training.	7	10	367	349	716	16
LQ6	I would recommend the training to others.	10	15	361	346	707	17
LQ7	I would recommend the training organisation to others.	10	18	365	338	703	18
LQ8	I received useful feedback on my assessments.	7	7	353	366	719	16
LQ9	Assessments were based on realistic activities.	6	4	421	300	721	18
LQ10	The way I was assessed was a fair test of my skills and knowledge.	8	4	380	339	719	18
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	7	14	394	312	706	22
LQ12	It was always easy to know the standards expected.	5	17	442	265	707	20
LQ13	I usually had a clear idea of what was expected of me.	6	12	431	281	712	19
LQ14	Trainers made it clear right from the start what they expected from me.	8	10	360	352	712	19
LQ15	I was given enough material to keep up my interest.	5	12	433	281	714	18
LQ16	The amount of work I had to do was reasonable.	4	10	443	272	715	20
LQ17	The training was at the right level of difficulty for me.	10	59	427	230	657	23
LQ18	The training focused on relevant skills.	7	3	388	337	725	14
LQ19	The training prepared me well for work.	7	7	353	368	721	14
LQ20	The training had a good mix of theory and practice.	9	10	396	319	715	15
LQ21	I developed the skills expected from this training.	8	5	378	348	726	10
LQ22	I learned to work with people.	7	8	354	363	717	17
LQ23	I identified ways to build on my current knowledge and skills.	6	1	391	334	725	17
LQ24	I developed the knowledge expected from this training.	8	4	377	343	720	17
LQ25	I learned to plan and manage my work.	4	5	396	320	716	24
LQ26	Training resources were available when I needed them.	8	12	418	294	712	17
LQ27	The training used up-to-date equipment, facilities and materials.	11	17	430	272	702	19
LQ28	Training facilities and materials were in good condition.	10	15	407	299	706	18
LQ29	Training organisation staff respected my background and needs.	7	7	372	347	719	16
LQ30	The training was flexible enough to meet my needs.	6	5	388	331	719	19
LQ31	The training organisation had a range of services to support learners.	5	21	400	301	701	22
LQ32	I set high standards for myself in this training.	7	4	389	333	722	16
LQ33	I pushed myself to understand things I found confusing.	14	55	395	263	658	22
LQ34	I looked for my own resources to help me learn.	8	31	418	275	693	17
LQ35	I approached trainers if I needed help.	7	6	361	353	714	22

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.8	1.0	46.7	51.5	98.2	2.8
LQ2	Trainers made the subject as interesting as possible.	0.7	1.2	48.6	49.5	98.1	2.8
LQ3	Trainers had an excellent knowledge of the subject content.	1.0	0.8	44.4	53.8	98.2	2.3
LQ4	Trainers explained things clearly.	1.0	2.1	42.5	54.5	97.0	2.5
LQ5	Overall, I am satisfied with the training.	1.0	1.4	50.1	47.6	97.7	2.1
LQ6	I would recommend the training to others.	1.4	2.1	49.3	47.3	96.6	2.3
LQ7	I would recommend the training organisation to others.	1.4	2.5	49.9	46.2	96.2	2.4
LQ8	I received useful feedback on my assessments.	1.0	1.0	48.2	49.9	98.1	2.1
LQ9	Assessments were based on realistic activities.	0.8	0.6	57.6	41.0	98.6	2.4
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1.1	0.6	52.0	46.4	98.4	2.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1.0	1.9	54.2	42.9	97.1	2.9
LQ12	It was always easy to know the standards expected.	0.7	2.3	60.6	36.4	97.0	2.7
LQ13	I usually had a clear idea of what was expected of me.	0.8	1.7	59.1	38.5	97.5	2.5
LQ14	Trainers made it clear right from the start what they expected from me.	1.1	1.4	49.3	48.2	97.5	2.5
LQ15	I was given enough material to keep up my interest.	0.7	1.7	59.2	38.5	97.7	2.4
LQ16	The amount of work I had to do was reasonable.	0.6	1.4	60.8	37.3	98.1	2.7
LQ17	The training was at the right level of difficulty for me.	1.4	8.1	58.8	31.7	90.5	3.1
LQ18	The training focused on relevant skills.	1.0	0.4	52.8	45.9	98.6	1.9
LQ19	The training prepared me well for work.	1.0	1.0	48.0	50.1	98.1	1.9
LQ20	The training had a good mix of theory and practice.	1.2	1.4	54.0	43.5	97.4	2.0
LQ21	I developed the skills expected from this training.	1.1	0.7	51.2	47.1	98.3	1.3
LQ22	I learned to work with people.	1.0	1.1	48.4	49.6	98.0	2.3
LQ23	I identified ways to build on my current knowledge and skills.	0.8	0.1	53.4	45.6	99.1	2.3
LQ24	I developed the knowledge expected from this training.	1.1	0.6	51.5	46.9	98.4	2.3
LQ25	I learned to plan and manage my work.	0.6	0.7	54.6	44.1	98.8	3.2
LQ26	Training resources were available when I needed them.	1.1	1.6	57.1	40.2	97.3	2.3
LQ27	The training used up-to-date equipment, facilities and materials.	1.5	2.3	58.9	37.3	96.2	2.5
LQ28	Training facilities and materials were in good condition.	1.4	2.1	55.7	40.9	96.6	2.4
LQ29	Training organisation staff respected my background and needs.	1.0	1.0	50.8	47.3	98.1	2.1
LQ30	The training was flexible enough to meet my needs.	0.8	0.7	53.2	45.4	98.5	2.5
LQ31	The training organisation had a range of services to support learners.	0.7	2.9	55.0	41.4	96.4	2.9
LQ32	I set high standards for myself in this training.	1.0	0.6	53.1	45.4	98.5	2.1
LQ33	I pushed myself to understand things I found confusing.	1.9	7.6	54.3	36.2	90.5	2.9
LQ34	I looked for my own resources to help me learn.	1.1	4.2	57.1	37.6	94.7	2.3
LQ35	I approached trainers if I needed help.	1.0	0.8	49.7	48.6	98.2	2.9

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	83.0	18.8
LQ2	Trainers made the subject as interesting as possible.	82.3	18.7
LQ3	Trainers had an excellent knowledge of the subject content.	83.7	19.0
LQ4	Trainers explained things clearly.	83.5	19.7
LQ5	Overall, I am satisfied with the training.	81.4	19.2
LQ6	I would recommend the training to others.	80.8	20.2
LQ7	I would recommend the training organisation to others.	80.3	20.4
LQ8	I received useful feedback on my assessments.	82.4	19.0
LQ9	Assessments were based on realistic activities.	79.6	18.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	81.2	18.9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	79.7	19.3
LQ12	It was always easy to know the standards expected.	77.5	18.5
LQ13	I usually had a clear idea of what was expected of me.	78.4	18.6
LQ14	Trainers made it clear right from the start what they expected from me.	81.6	19.5
LQ15	I was given enough material to keep up my interest.	78.5	18.4
LQ16	The amount of work I had to do was reasonable.	78.3	17.9
LQ17	The training was at the right level of difficulty for me.	73.6	21.4
LQ18	The training focused on relevant skills.	81.2	18.6
LQ19	The training prepared me well for work.	82.4	19.0
LQ20	The training had a good mix of theory and practice.	79.9	19.5
LQ21	I developed the skills expected from this training.	81.4	19.0
LQ22	I learned to work with people.	82.2	19.1
LQ23	I identified ways to build on my current knowledge and skills.	81.3	18.2
LQ24	I developed the knowledge expected from this training.	81.4	19.0
LQ25	I learned to plan and manage my work.	80.8	18.0
LQ26	Training resources were available when I needed them.	78.8	19.2
LQ27	The training used up-to-date equipment, facilities and materials.	77.3	19.9
LQ28	Training facilities and materials were in good condition.	78.7	19.8
LQ29	Training organisation staff respected my background and needs.	81.5	19.0
LQ30	The training was flexible enough to meet my needs.	81.0	18.5
LQ31	The training organisation had a range of services to support learners.	79.0	19.2
LQ32	I set high standards for myself in this training.	81.0	18.7
LQ33	I pushed myself to understand things I found confusing.	74.9	22.5
LQ34	I looked for my own resources to help me learn.	77.0	20.1
LQ35	I approached trainers if I needed help.	81.9	18.9

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	733	83.1	16.9
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	79.2	5.9
	Certificate III	260	83.8	14.9
	Certificate IV	223	84.5	19.6
	Certificate level unknown			
	Diploma	210	81.1	16.2
	Advanced diploma	1	75.0	0.0
	Associate degree			
	Degree	2	87.5	17.7
	Short course or statement of attainment	5	80.0	12.6
	VET Graduate Certificate or Diploma	1	58.3	0.0
	Other qualification or training	4	79.2	16.0
	Do not know	8	86.5	16.6
	Total	717	83.1	16.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	733	83.1	16.9
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	79.2	5.9
	Engineering and related technologies	2	100.0	0.0
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	75.0	0.0
	Health	180	82.1	18.9
	Education	281	83.4	15.1
	Management and commerce	2	75.0	11.8
	Society and culture	22	85.1	14.9
	Creative arts	1	100.0	0.0
	Food, hospitality and personal services	38	86.2	14.7
	Other	180	82.9	18.1
	Total	712	83.1	16.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	81.4	16.3
	February	92	81.7	20.0
	March	54	83.0	17.7
	April	73	83.7	17.6
	May	49	86.6	15.0
	June	64	85.5	15.9
	July	67	80.7	16.4
	August	52	84.4	15.5
	September	54	79.6	18.7
	October	48	81.6	14.1
	November	56	84.1	16.6
	December	37	85.0	14.8
	Do not know			
	Training start year	2016	22	83.0
2015		349	85.3	15.7
2014		285	81.9	15.8
2013		21	73.8	24.2
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	41.7	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	83.7
	Not apprenticeship or traineeship	597	83.0	17.1
Recognition of prior learning	Recognition of prior learning	177	83.6	16.6
	No recognition of prior learning	524	83.1	17.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	82.4	16.7
	Male	115	87.7	15.9
	Total	608	83.4	16.7
Learner age	Under 15			
	15 to 19	16	76.7	18.8
	20 to 24	77	81.4	19.3
	25 to 34	257	83.2	16.8
	35 to 44	240	83.7	15.9
	45 to 54	83	83.4	17.3
	55 to 64	32	83.1	16.6
	65 or over			
	Total	705	83.0	16.9
Aboriginal or Torres Strait Islander origin	No	700	83.1	16.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	700	83.1	16.9
Home language	English	137	82.3	18.8
	Language other than English	560	83.2	16.4
	Total	697	83.0	16.9
Permanent residency or citizenship	Australian	640	82.5	17.0
	Not Australian	64	88.7	14.3
	Total	704	83.0	16.9
Disability status	Disability identified	16	78.1	18.0
	No disability identified	680	83.1	16.9
	Total	696	83.0	16.9
Groups	1	733	83.1	16.9
	Total	733	83.1	16.9

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	734	80.7	16.4
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	66.7	0.0
	Certificate III	261	81.5	14.5
	Certificate IV	223	81.1	19.5
	Certificate level unknown			
	Diploma	210	79.7	15.3
	Advanced diploma	1	75.0	0.0
	Associate degree			
	Degree	2	87.5	17.7
	Short course or statement of attainment	5	78.3	13.9
	VET Graduate Certificate or Diploma	1	58.3	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	81.2	15.9
	Total	718	80.7	16.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	734	80.7	16.4
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	79.2	17.7
	Engineering and related technologies	2	95.8	5.9
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	75.0	0.0
	Health	180	79.7	18.5
	Education	282	81.1	14.7
	Management and commerce	2	66.7	0.0
	Society and culture	22	82.6	14.8
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	38	84.6	14.3
	Other	180	80.2	17.6
	Total	713	80.7	16.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	80.8	15.9
	February	93	78.2	20.5
	March	54	79.8	14.4
	April	73	79.5	17.8
	May	49	85.0	14.2
	June	64	82.3	17.7
	July	67	80.0	15.3
	August	52	82.7	14.2
	September	54	77.6	16.5
	October	48	79.2	14.2
	November	56	81.7	16.1
	December	37	83.8	14.8
	Do not know			
	Training start year	2016	22	77.3
2015		350	82.3	16.1
2014		285	80.2	15.3
2013		21	72.6	19.6
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	66.7	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	81.3
	Not apprenticeship or traineeship	598	80.7	16.5
Recognition of prior learning	Recognition of prior learning	177	82.6	16.0
	No recognition of prior learning	525	80.2	16.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	79.8	16.2
	Male	115	84.9	15.9
	Total	608	80.7	16.3
Learner age	Under 15			
	15 to 19	16	79.2	18.3
	20 to 24	77	78.2	19.3
	25 to 34	257	81.7	16.3
	35 to 44	240	80.1	15.5
	45 to 54	84	80.8	16.8
	55 to 64	32	82.0	15.4
	65 or over			
	Total	706	80.6	16.4
Aboriginal or Torres Strait Islander origin	No	701	80.6	16.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	701	80.6	16.4
Home language	English	137	80.7	17.7
	Language other than English	561	80.6	16.1
	Total	698	80.6	16.4
Permanent residency or citizenship	Australian	641	79.9	16.5
	Not Australian	64	87.7	13.8
	Total	705	80.6	16.4
Disability status	Disability identified	16	78.1	16.6
	No disability identified	681	80.6	16.4
	Total	697	80.5	16.4
Groups	1	734	80.7	16.4
	Total	734	80.7	16.4

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	735	79.1	17.0
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	72.2	7.9
	Certificate III	261	79.8	15.1
	Certificate IV	223	79.9	19.2
	Certificate level unknown			
	Diploma	210	78.1	16.2
	Advanced diploma	1	66.7	0.0
	Associate degree			
	Degree	3	55.6	50.9
	Short course or statement of attainment	5	73.3	14.9
	VET Graduate Certificate or Diploma	1	44.4	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	77.8	15.7
	Total	719	79.1	17.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	735	79.1	17.0
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	83.3	7.9
	Engineering and related technologies	2	100.0	0.0
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	180	78.7	19.5
	Education	282	79.5	15.3
	Management and commerce	2	66.7	0.0
	Society and culture	22	77.8	15.7
	Creative arts	1	77.8	0.0
	Food, hospitality and personal services	38	82.7	14.3
	Other	180	78.6	17.2
	Total	713	79.1	16.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	79.1	16.9
	February	93	76.6	20.2
	March	54	78.2	14.9
	April	73	79.1	17.9
	May	49	81.7	16.0
	June	64	80.6	19.8
	July	67	80.1	16.5
	August	52	80.3	14.7
	September	54	75.3	15.7
	October	48	77.3	13.7
	November	56	81.5	15.0
	December	37	82.3	14.9
	Do not know			
	Training start year	2016	22	73.2
2015		350	81.2	16.3
2014		285	77.9	16.1
2013		21	74.1	17.3
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	44.4	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	81.1
	Not apprenticeship or traineeship	598	79.0	16.9
Recognition of prior learning	Recognition of prior learning	177	80.8	16.9
	No recognition of prior learning	525	78.8	16.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	78.2	17.0
	Male	115	83.8	14.9
	Total	608	79.3	16.7
Learner age	Under 15			
	15 to 19	16	77.1	16.0
	20 to 24	77	77.3	20.4
	25 to 34	257	79.9	16.0
	35 to 44	240	78.9	16.1
	45 to 54	84	79.0	18.2
	55 to 64	32	80.2	16.6
	65 or over			
	Total	706	79.1	16.8
Aboriginal or Torres Strait Islander origin	No	701	79.1	16.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	701	79.1	16.8
Home language	English	137	79.6	17.9
	Language other than English	561	78.9	16.5
	Total	698	79.1	16.8
Permanent residency or citizenship	Australian	641	78.5	16.8
	Not Australian	64	85.1	15.5
	Total	705	79.1	16.8
Disability status	Disability identified	16	79.2	19.8
	No disability identified	681	79.0	16.8
	Total	697	79.0	16.8
Groups	1	735	79.1	17.0
	Total	735	79.1	17.0

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	735	76.9	16.2
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	66.7	0.0
	Certificate III	261	76.6	14.7
	Certificate IV	223	78.4	18.9
	Certificate level unknown			
	Diploma	211	75.9	14.9
	Advanced diploma	1	66.7	0.0
	Associate degree			
	Degree	2	83.3	23.6
	Short course or statement of attainment	5	73.3	14.9
	VET Graduate Certificate or Diploma	1	44.4	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	73.6	16.7
	Total	719	76.8	16.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	735	76.9	16.2
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	77.8	15.7
	Engineering and related technologies	2	88.9	15.7
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	77.8	0.0
	Health	180	77.8	17.7
	Education	283	76.0	15.3
	Management and commerce	2	61.1	7.9
	Society and culture	22	76.5	12.6
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	38	79.5	14.5
	Other	180	76.6	17.1
	Total	714	76.8	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	77.2	17.4
	February	93	75.3	17.7
	March	54	74.8	14.4
	April	73	76.3	18.9
	May	49	78.9	14.9
	June	64	78.5	16.4
	July	68	78.3	16.3
	August	52	77.6	15.2
	September	54	74.7	18.0
	October	48	74.1	14.2
	November	56	79.4	14.0
	December	37	78.4	14.8
	Do not know			
	Training start year	2016	22	69.7
2015		350	78.3	16.4
2014		286	76.0	14.5
2013		21	72.5	21.3
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	77.8	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	66.7	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	77.1
	Not apprenticeship or traineeship	598	76.7	16.5
Recognition of prior learning	Recognition of prior learning	177	77.7	16.4
	No recognition of prior learning	525	76.5	16.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	494	75.9	15.8
	Male	115	80.7	17.1
	Total	609	76.8	16.1
Learner age	Under 15			
	15 to 19	16	81.2	15.0
	20 to 24	77	77.2	18.5
	25 to 34	258	77.1	16.5
	35 to 44	240	75.7	14.7
	45 to 54	84	76.5	17.8
	55 to 64	32	78.5	15.4
	65 or over			
	Total	707	76.7	16.2
Aboriginal or Torres Strait Islander origin	No	702	76.7	16.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	702	76.7	16.2
Home language	English	137	79.5	17.4
	Language other than English	562	75.9	15.8
	Total	699	76.6	16.2
Permanent residency or citizenship	Australian	642	76.1	16.1
	Not Australian	64	82.6	16.1
	Total	706	76.7	16.2
Disability status	Disability identified	17	78.4	17.8
	No disability identified	681	76.5	16.2
	Total	698	76.6	16.2
Groups	1	735	76.9	16.2
	Total	735	76.9	16.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	738	81.1	17.1
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	72.2	7.9
	Certificate III	261	81.6	14.9
	Certificate IV	224	82.3	20.4
	Certificate level unknown			
	Diploma	212	79.6	15.9
	Advanced diploma	1	77.8	0.0
	Associate degree			
	Degree	2	83.3	23.6
	Short course or statement of attainment	5	77.8	13.6
	VET Graduate Certificate or Diploma	1	44.4	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	81.9	11.8
	Total	721	81.1	17.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	738	81.1	17.1
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	83.3	23.6
	Engineering and related technologies	2	100.0	0.0
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	180	79.5	19.8
	Education	283	81.4	15.4
	Management and commerce	2	72.2	7.9
	Society and culture	22	83.3	12.7
	Creative arts	1	100.0	0.0
	Food, hospitality and personal services	38	83.9	14.1
	Other	181	81.2	18.0
	Total	715	81.0	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	83.2	16.1
	February	93	78.4	21.0
	March	54	81.1	16.7
	April	73	81.6	17.5
	May	49	85.3	15.3
	June	64	82.8	19.3
	July	69	78.6	16.0
	August	52	81.0	15.8
	September	54	76.5	18.4
	October	48	78.9	14.9
	November	56	83.9	14.2
	December	37	82.6	14.5
	Do not know			
	Training start year	2016	22	79.3
2015		350	83.2	16.4
2014		287	79.6	16.5
2013		21	72.5	21.6
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	66.7	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	82.6
	Not apprenticeship or traineeship	599	80.9	17.2
Recognition of prior learning	Recognition of prior learning	177	81.9	16.6
	No recognition of prior learning	526	80.8	17.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	495	80.2	16.8
	Male	115	85.9	15.9
	Total	610	81.3	16.8
Learner age	Under 15			
	15 to 19	16	83.3	14.1
	20 to 24	77	78.2	20.7
	25 to 34	258	81.9	16.9
	35 to 44	240	80.5	16.3
	45 to 54	84	81.9	17.0
	55 to 64	32	80.6	17.2
	65 or over			
	Total	707	81.0	17.1
Aboriginal or Torres Strait Islander origin	No	702	81.0	17.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	702	81.0	17.1
Home language	English	137	79.8	18.4
	Language other than English	562	81.3	16.7
	Total	699	81.0	17.1
Permanent residency or citizenship	Australian	642	80.3	17.2
	Not Australian	64	87.5	14.6
	Total	706	81.0	17.1
Disability status	Disability identified	17	81.0	15.6
	No disability identified	681	80.9	17.2
	Total	698	80.9	17.1
Groups	1	738	81.1	17.1
	Total	738	81.1	17.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	81.4	16.1
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	70.0	4.7
	Certificate III	261	82.0	14.5
	Certificate IV	224	82.6	19.2
	Certificate level unknown			
	Diploma	210	79.9	14.6
	Advanced diploma	1	80.0	0.0
	Associate degree			
	Degree	2	93.3	9.4
	Short course or statement of attainment	5	74.7	14.5
	VET Graduate Certificate or Diploma	1	60.0	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	81.9	14.0
	Total	719	81.4	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	81.4	16.1
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	83.3	23.6
	Engineering and related technologies	2	86.7	18.9
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	73.3	0.0
	Health	180	80.7	18.5
	Education	282	81.3	14.8
	Management and commerce	2	70.0	4.7
	Society and culture	22	84.9	12.4
	Creative arts	1	80.0	0.0
	Food, hospitality and personal services	38	84.2	14.6
	Other	180	81.4	16.6
	Total	713	81.4	16.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	82.0	15.5
	February	93	78.3	19.4
	March	54	79.7	15.3
	April	73	81.3	17.2
	May	49	85.0	14.8
	June	64	84.0	18.8
	July	67	80.4	15.0
	August	52	83.2	15.1
	September	54	78.4	16.6
	October	48	79.3	13.2
	November	56	83.0	13.5
	December	37	84.6	14.5
	Do not know			
	Training start year	2016	22	74.7
2015		350	83.3	15.7
2014		285	80.3	15.3
2013		21	75.2	18.8
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	73.3	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	82.4
	Not apprenticeship or traineeship	598	81.3	16.4
Recognition of prior learning	Recognition of prior learning	177	82.6	15.8
	No recognition of prior learning	525	81.1	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	80.3	16.0
	Male	115	86.2	15.2
	Total	608	81.5	16.0
Learner age	Under 15			
	15 to 19	16	84.2	12.1
	20 to 24	77	79.3	20.1
	25 to 34	257	82.2	16.2
	35 to 44	240	80.7	14.6
	45 to 54	84	81.7	17.2
	55 to 64	32	81.0	15.8
	65 or over			
	Total	706	81.3	16.2
Aboriginal or Torres Strait Islander origin	No	701	81.3	16.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	701	81.3	16.2
Home language	English	137	81.3	17.6
	Language other than English	561	81.3	15.8
	Total	698	81.3	16.2
Permanent residency or citizenship	Australian	641	80.5	16.2
	Not Australian	64	89.1	13.1
	Total	705	81.3	16.2
Disability status	Disability identified	16	79.2	15.8
	No disability identified	681	81.3	16.2
	Total	697	81.2	16.2
Groups	1	736	81.4	16.1
	Total	736	81.4	16.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	78.2	17.7
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	66.7	0.0
	Certificate III	261	78.9	15.8
	Certificate IV	224	79.9	20.1
	Certificate level unknown			
	Diploma	210	76.0	17.4
	Advanced diploma	1	66.7	0.0
	Associate degree			
	Degree	2	83.3	23.6
	Short course or statement of attainment	5	73.3	14.9
	VET Graduate Certificate or Diploma	1	55.6	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	72.2	18.8
	Total	719	78.2	17.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	78.2	17.7
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	72.2	7.9
	Engineering and related technologies	2	94.4	7.9
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	77.8	0.0
	Health	180	76.6	22.5
	Education	282	78.2	15.5
	Management and commerce	2	66.7	0.0
	Society and culture	22	80.3	14.9
	Creative arts	1	66.7	0.0
	Food, hospitality and personal services	38	81.6	14.2
	Other	181	78.7	17.0
	Total	714	78.1	17.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	76.4	19.8
	February	93	75.7	21.4
	March	54	76.7	17.2
	April	73	77.9	18.5
	May	50	82.4	15.6
	June	64	80.7	19.0
	July	67	77.8	16.3
	August	52	78.4	19.4
	September	54	75.3	16.8
	October	48	75.2	15.8
	November	56	80.2	14.5
	December	37	81.7	14.9
	Do not know			
	Training start year	2016	22	73.2
2015		351	79.7	17.7
2014		285	77.2	16.8
2013		21	72.5	19.8
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	44.4	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	80.3
	Not apprenticeship or traineeship	599	77.8	18.2
Recognition of prior learning	Recognition of prior learning	177	79.9	16.7
	No recognition of prior learning	526	77.6	18.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	77.0	17.8
	Male	115	83.5	16.5
	Total	608	78.2	17.7
Learner age	Under 15			
	15 to 19	16	79.9	15.8
	20 to 24	77	74.2	24.6
	25 to 34	257	79.7	17.1
	35 to 44	240	77.1	16.1
	45 to 54	85	78.8	18.0
	55 to 64	32	78.5	15.7
	65 or over			
	Total	707	78.0	17.8
Aboriginal or Torres Strait Islander origin	No	702	78.0	17.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	702	78.0	17.8
Home language	English	137	75.8	20.2
	Language other than English	562	78.5	17.1
	Total	699	78.0	17.8
Permanent residency or citizenship	Australian	642	77.4	17.6
	Not Australian	64	83.9	18.3
	Total	706	78.0	17.8
Disability status	Disability identified	16	79.2	19.8
	No disability identified	682	77.9	17.7
	Total	698	77.9	17.8
Groups	1	736	78.2	17.7
	Total	736	78.2	17.7

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	735	80.6	16.5
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	72.2	7.9
	Certificate III	261	81.3	15.0
	Certificate IV	223	82.1	18.9
	Certificate level unknown			
	Diploma	210	78.5	15.3
	Advanced diploma	1	66.7	0.0
	Associate degree			
	Degree	2	88.9	15.7
	Short course or statement of attainment	5	80.0	18.3
	VET Graduate Certificate or Diploma	1	55.6	0.0
	Other qualification or training	4	75.0	16.7
	Do not know	8	77.8	16.8
	Total	718	80.5	16.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	735	80.6	16.5
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	80.6	3.9
	Engineering and related technologies	2	100.0	0.0
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	77.8	0.0
	Health	180	79.4	18.9
	Education	282	80.0	14.8
	Management and commerce	2	66.7	0.0
	Society and culture	22	82.3	15.2
	Creative arts	1	77.8	0.0
	Food, hospitality and personal services	38	84.1	15.0
	Other	180	81.4	17.1
	Total	713	80.5	16.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	79.7	17.0
	February	93	77.7	19.8
	March	54	81.2	14.1
	April	73	81.0	18.0
	May	49	85.0	14.6
	June	64	83.5	16.2
	July	67	79.5	15.3
	August	52	81.6	17.0
	September	54	76.1	16.4
	October	48	78.0	13.5
	November	56	81.3	16.6
	December	37	83.9	15.1
	Do not know			
	Training start year	2016	22	77.8
2015		350	82.2	16.3
2014		285	79.5	15.3
2013		21	75.1	19.8
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	66.7	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	82.6
	Not apprenticeship or traineeship	598	80.2	16.7
Recognition of prior learning	Recognition of prior learning	177	81.5	16.7
	No recognition of prior learning	525	80.3	16.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	79.4	16.3
	Male	115	86.3	15.2
	Total	608	80.7	16.3
Learner age	Under 15			
	15 to 19	16	77.1	17.9
	20 to 24	77	78.4	19.7
	25 to 34	257	81.3	16.1
	35 to 44	240	79.8	15.3
	45 to 54	84	81.6	18.0
	55 to 64	32	80.9	15.5
	65 or over			
	Total	706	80.4	16.5
Aboriginal or Torres Strait Islander origin	No	701	80.4	16.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	701	80.4	16.5
Home language	English	137	80.0	17.9
	Language other than English	561	80.4	16.1
	Total	698	80.3	16.5
Permanent residency or citizenship	Australian	641	79.9	16.5
	Not Australian	64	84.5	16.1
	Total	705	80.4	16.5
Disability status	Disability identified	16	79.2	17.2
	No disability identified	681	80.3	16.5
	Total	697	80.3	16.5
Groups	1	735	80.6	16.5
	Total	735	80.6	16.5

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	78.7	15.9
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	70.8	5.9
	Certificate III	261	79.2	14.0
	Certificate IV	223	79.2	19.3
	Certificate level unknown			
	Diploma	210	78.2	14.2
	Advanced diploma	1	83.3	0.0
	Associate degree			
	Degree	2	95.8	5.9
	Short course or statement of attainment	5	74.4	14.9
	VET Graduate Certificate or Diploma	1	66.7	0.0
	Other qualification or training	4	70.8	14.4
	Do not know	8	78.1	18.3
	Total	718	78.8	15.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	78.7	15.9
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	87.5	5.9
	Engineering and related technologies	2	91.7	11.8
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	75.0	0.0
	Health	180	79.0	17.6
	Education	282	78.9	14.0
	Management and commerce	2	70.8	5.9
	Society and culture	22	80.3	11.9
	Creative arts	1	75.0	0.0
	Food, hospitality and personal services	38	81.8	14.9
	Other	180	77.7	17.8
	Total	713	78.8	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	80.7	16.1
	February	93	77.2	19.3
	March	54	79.9	13.7
	April	73	77.0	18.1
	May	49	80.7	14.9
	June	64	80.3	17.5
	July	67	79.1	14.6
	August	52	79.0	14.3
	September	54	75.6	17.1
	October	48	77.9	12.8
	November	56	79.3	14.1
	December	37	79.7	13.4
	Do not know			
	Training start year	2016	22	75.6
2015		350	80.4	16.1
2014		285	77.8	14.1
2013		21	72.2	20.0
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	58.3	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	78.3
	Not apprenticeship or traineeship	598	78.9	16.1
Recognition of prior learning	Recognition of prior learning	177	79.7	15.1
	No recognition of prior learning	525	78.7	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	493	78.2	15.8
	Male	115	81.6	16.2
	Total	608	78.8	15.9
Learner age	Under 15			
	15 to 19	16	80.2	14.2
	20 to 24	77	78.5	18.2
	25 to 34	257	78.8	16.0
	35 to 44	240	77.7	14.9
	45 to 54	84	79.8	16.7
	55 to 64	32	82.6	15.3
	65 or over			
	Total	706	78.7	15.9
Aboriginal or Torres Strait Islander origin	No	701	78.7	15.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	701	78.7	15.9
Home language	English	137	81.4	15.5
	Language other than English	561	78.0	15.9
	Total	698	78.6	15.9
Permanent residency or citizenship	Australian	641	78.0	15.9
	Not Australian	64	85.5	13.8
	Total	705	78.7	15.9
Disability status	Disability identified	16	80.7	15.4
	No disability identified	681	78.6	15.9
	Total	697	78.6	15.9
Groups	1	736	78.7	15.9
	Total	736	78.7	15.9

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	80.9	18.1
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	2	72.2	7.9
	Certificate III	261	81.4	15.8
	Certificate IV	223	82.5	21.5
	Certificate level unknown			
	Diploma	210	78.8	17.0
	Advanced diploma	1	66.7	0.0
	Associate degree			
	Degree	2	94.4	7.9
	Short course or statement of attainment	5	83.3	16.7
	VET Graduate Certificate or Diploma	1	55.6	0.0
	Other qualification or training	4	77.8	15.7
	Do not know	8	79.2	13.8
	Total	718	80.9	18.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	736	80.9	18.1
Field of education	Natural and physical sciences	2	66.7	0.0
	Information technology	2	77.8	15.7
	Engineering and related technologies	2	100.0	0.0
	Architecture and building	1	66.7	0.0
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	180	79.7	21.8
	Education	282	80.5	15.8
	Management and commerce	2	72.2	7.9
	Society and culture	22	83.8	13.2
	Creative arts	1	100.0	0.0
	Food, hospitality and personal services	38	83.0	16.9
	Other	180	81.7	18.4
	Total	713	80.8	18.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	41	80.8	16.7
	February	93	79.1	22.2
	March	54	78.3	19.1
	April	73	81.4	17.9
	May	49	85.3	16.7
	June	64	83.3	18.7
	July	67	79.3	17.9
	August	52	82.3	16.8
	September	54	76.1	18.1
	October	48	79.9	14.3
	November	56	81.2	17.3
	December	37	85.3	15.3
	Do not know			
	Training start year	2016	22	78.8
2015		350	82.9	16.9
2014		285	79.4	17.2
2013		21	73.0	27.1
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007		1	100.0	0.0
2006				
2005				
2004				
2003				
2002				
2001				
2000		1	44.4	0.0
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	93	83.2
	Not apprenticeship or traineeship	598	80.6	18.4
Recognition of prior learning	Recognition of prior learning	177	82.0	17.2
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Groups	1	736	80.9	18.1
	Total	736	80.9	18.1

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	83.1	16.9		
Effective Assessment	80.7	16.4		
Clear Expectations	79.1	17.0		
Learning Stimulation	76.9	16.2		
Training Relevance	81.1	17.1		
Competency Development	81.4	16.1		
Training Resources	78.2	17.7		
Effective Support	80.6	16.5		
Active Learning	78.7	15.9		
Overall Satisfaction	80.9	18.1		

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

Well experienced Trainers, encouraging & helpful staff. teaching environment
Excellent, well communicated and clear deliveries with examples carried out towards students in different situations regarding the course we tackled every week.
This training very useful for me and how to caring people and how to support the elderly people ,facilities and materials used updatefor me .
it was good combination of theoretical and practical knowledge for me. specially workplace, It was great experience for me.
1) Good trainer 2) Supportive classmates 3) Class time is appropriate to my schedule 4) Easy enrolment / registration
1- Clear Explanation and flexible resources2- flexible trainers and helpful
1. Great helpful lectures to make the subject more interesting manner2. Enough amount of resources available on the moodle portal3. Flexible class time arrangements & friendlier JTI staff
10
100
Ability to find workplacement facilities that are useful and the trainers passion and motivation towards fulfilment of course especially Gethys I say big up to her.
All educators provide good resources for student I am satisfied with the teaching procedure
All of it
All of them
An excellent trainer with lots of knowledge and experience.
Apply what was learnt in the course at placement
Archana was an amazing teacher
As I already work in the industry it gave me an opportunity to refresh my knowledge and to apply it to my area of work.
Aspects are discussing the assessments in more informative manner.
Assignments are well designed and relevant
BEST TEACHER. EXPLAINED EVERYTHING VERY WELL.
Be strong ,active , ready
Bec had a great flow, was alwsys on hand for any questions that I had.
Being able to ask questions and get response as quick
Being able to complete assignments at my own pace and desired learning time
Being able to do at my own pace
Being able to do work placement and experiencing different educational needs of students.
Being able to join the class and share views with other students.Asking Suzanne my trainer questions and getting very helpful answers
Being able to study online and work while completing the course
Being able to understand my trainer(Gail Harris), her explaining of the units were very clear
Best aspects of training include meeting new people, easy to navigate website having the suport of my teacher and

a reasonable timeframe to complete units
Best aspects of training include meeting new people, easy to navigate website, having the support of my teacher and a reasonable time frame to complete units.
Both online and in class training enhance my knowledge in the field of disability, & for support and assist clients.
Class room discussions
Class room discussions
Class structure and trainer is very helpful for our studies.
Classroom Learning
Classroom lectures are very enriching and useful.
Clear and enough resources.
Clear information from trainer and organisation
Co operative
Coming to class and knowing what is expected of me to be done.
Communication was very good and Rebecca was very helpful.
Confidence
Confidence
Contents of the course
DURING THE CLASS ROOM TEACHING WITH MY TRAINER HE OR SHE TAKE TIME TO EXPLAIN TO ME WELL.
Delivery was excellent and trainer was having great knowledge.
Demonstrates clinical care consistency based on the needs and wishes of our future clients/residents
Detailed course outlines- in depth assignments- Reading material and moodle access
Detailed process and structure of work. Attained new skills to implemented at new job
Discussed about the relevant questions in a very clear way.
Discussions and group activities
Discussions in the classroom
Discussions with our trainee ,she was very creative when explaining things.
Doing my work placement.
Doing practical work/learning and demonstrating the skill and ability as working as a lifestyle assistance.
During the course term, the training covers detail knowledge i.e both practically as well as theoretical.
Ease of access to course and trainers were both understanding.
Educator
Enhance parcticsl knowledge
Enjoyed the class
Esters passion
Every aspect of the training was best and excellent as the whole provides the knowledge and skills required by great potential employers out there. But what I absolutely found best include among others
Everything
Everything was new and interesting; learning particular approaches to supporting people with disabilities, including communication.
Excellent Learning
Excellent training
Explain very clear and easy to understand what i want to know and also give more instruction to understand and build up my skills.
Explaining what knowledge i gained was interesting and easy to comprehend.
Finishing.
Flexibility
Flexibility and understanding of trainers for individual needs of students

Flexibility and understanding of trainers for individual needs of students.
Flexible learning and helpful trainer
Flexible timing
Flexible timing, course materials and cooperation from all staffs including trainers
Flexibility in terms of delivery
Friendly and welcoming atmosphere. And gud trainer.
Friendly trainers and a good chance was given to clarify doubts and ask questions.
GOOD SUPPORT AND EXPLAIN THING CLEARLY THROUGHT OUT THE COURSE.
GROUP DISCUSSIONS
GROUP DISCUSSIONS
Gail Harris was a great, approachable and understanding teacher.
Gaye Jackson was excellent !!! very knowledgeable and invaluable insight to the training
Gethsy was a fabulous teacher and without her the experience at JTI would not have been the same.
Getting a clear knowledge of the course
Getting the relevant knowledge and skills theoretically and practically for for an Education Support Aide.
Getting together with others in the class, and learning from others in class.
Going on placement
Good Trainers and easy to communicate with the staff. Clear communication and good understanding of each unit.
Good conduct of the trainer and students. The trainer was always willing to answer any question the students asked her.
Good thinking
Great trainers and staffs.
Health and safety
Help from the Trainer
Helpful
Helpful Tranees
Helping clients fulfill their goals
Helping people especially the elderly
Helping the patients was amazing. I learnt to operate a lot of machines such as the lifting and the standing machine.
How to deal and communicate with autistic clients. 2. Active support(do with not for). 3. To maintain their privacy 4, how to respect different culture background clients.
I FOUND IT NICE WAY OF TEACHING,USING GOOD RESOURCES MATERIALS,GREAT ENVIRONMENT.
I LOVE THE WAY SHE EXPLAIN THINGS.
I am really happy about the course I have done wiht JTI it helped me a lot to develop ne skill
I developed the skills and knowledge and learned to plan and manage my work
I developed the skills and understanding from this training which will make it easier when I work under disability
I did learn enough to help in my Job
I did my training online so the best aspects of this training was flexibility.
I did the online training and it was great, and gave me the flexibility to manage the assignments in my time. Ester is a great teacher and always explained if not understood
I did the online training, I enjoyed it I had the flexibility to do my assignments in my own time.Ester is a great teacher
I do understand, the staff are very friendly,very kind,easy to approach,good set out of assessment easy to follow the instruction, my trainer was very easy to understand the way she speak I'm very satisfied with her ability and skills as a trainer very friendly and approachable attitude as a trainer,flexible and clear to follow.
I enjoyed all of it. I realised after my placement that this is a perfect career choice.
I enjoyed going to class. Shivangi was very thorough, involved and encouraged all students to participate in discussions. This is a different avenue for me and am enjoying it immensely. Thank you JTI

I enjoyed the online class with Suzzane
I find the assessments and case studies challenging and informative. This training prepared me well for work.
I found that the training organisation for disability is the best for knowledge.
I gain confidence
I gained a good knowledge and understanding of children of different ages. I learnt something every minute I spent with them. Most of all the communicating with them to help them to develop their character. Help them with the physical and cognitive development was equally important within that age.
I gained confidence
I get lots of information like School's curriculum in this country, how they teach their students, how they provide extra care for weak student etc.
I got a job in the field
I gained solid knowledge and skills through my trainer, the course materials and my placement. It will be a very good help for me to work in this field in future. Thank you.
I had improved my skills and knowledge in the training. I
I had improved my skills and knowledge. I have learnt more things behalf of clients and challenges behavior.
I have a great interest in this field that's why i find it's enjoyable
I have done certificate III in EARLY CHILDHOOD EDUCATION AND CARE. The units of this course are well formed and up-to-date.
I have learned a lot and the training prepared me well for work. I was well supported during my training.
I learned the usefulness of working as a team especially during my placements.
I learned to plan and manage my work
I learnt alot about chidrens childcare centres and the requiremts of staff and tbe learning outcomes
I learnt something every moment I spent there with the children. As they were early learners, as an educator I should be well prepared and must give a prompt and satisfactory answers for their questions which will help their character development. understand each child is unique and support them with individual level of understanding
I learnt things I never knew would be so important during the course/training. The best part of the training was that it was something I really was passionate about. I enjoyed all the prac and theory work.
I like the teaching method and the quality of assignment marking.
I liked to work with the children and the supervisor , it was a good experience overall
I love they teaching skills very clear and understand able
I really enjoyed the classes. The teachers were helpful and I benefited a lot from it/
IT IS VERY GOOD
Indu my trainer explained everything and even gave us scenarios that had happened in order for us to understand what subject we were covering
It build my confidence to learn and improv my skill to worke with the community and make me easy to achieve my goal I am very happy with training and i would like to do my doploma from the same institute
It is so important
It is very useful
It was according to the need and standards of the profession. i was very convenient for me as well as it was according to my needs.
It was convenient for me to do it online. The trainer was approachable and very supportive. The case studies were realistic and I gained knowledge in dealing with certain situations.
It was fun and i made new friends from different cultures and background.
It was informative
It was such a good experience of working with various people. I had the best time ever on that period.
It's was good
Its was clear from first start
JTI have Professional trainers. They supported us and given knowledge for every difficult time.
Just bettering my skills within the course's knowledge.
Knowledge

Knowledge of teacher and send for placement to best place
Knowledge,positive relationships,training to work
Kylie is great Trainer. she is very good at training and full of knowledge .
LOGGING ONLINE FOR LIVE TEACHINGS WITH THE TRAINER.
Learning
Learning about the subject more clearly and the policy and procedure way we have to work in the origisation. The trainer was very good in teaching the subject and very friendly explained very thing clearly. And give us the confidence of working in the schools . and JTI also gives us helpful material and good Trainer or teacher.
Learning and Practice
Learning and gaining a lot of important information to do with enrolled nursing. Training and using the equipment in the lab. Learning to work as a team and gaining friendships along the way.
Learning different skills and getting to practise them during placement and the trainer helping along the way with anything that i didn't understand.
Learning environment
Learning how to treat the clients with respect for them
Learning how to understand people with disabilities's need and how to support them.
Learning materials and the way of presenting the leacture
Learning new things
Learning new things
Learning new things about the children
Learning new things all the time and skills knowledge that we gain and the clear understanding I recieve from our trainer.
Learning new things and meeting people.
Learning!
Learnt working in different situations and gained good experience
Lots of resources provided
Make new friends,Learn new knowledge and gaining work experience.
Meeting and networking with other childcare workers
Meeting new people and working together to learn new things.
Milk and tea
Miss Gail is the best every thing about her is best she is very helpful thank you Miss Gail
More confident in using the machines.
More knowleg
Motivated n very clear
My Trainer and my classmates. topics/subjects and its relevance to work.
My best aspects for me , my trainer was very helpful and she was everytime teached me . I learned a lot of information in my trainer.
My best aspects of the training was when I was intracting with the clients n also leaning new things
My fellow students/Teacher
My lovely trainer Indu
My trainer Chandana did really well. she was so supportive in all the situations. she have a perfect knowledge to teach and we have learnt so much from her knowledge and training.
My trainer Nashmeen is excellent, very helpful and understanding.
My trainer is very helpful. I also like the study materials which are very organized.
My trainer was always available to guide.
My trainer was so supportive and encourage me a lot. Thanks for everyone and everything.
My trainer's teaching.
My work placement

Nice and always has a good advice
Non
Nothing
On the job training is the best way to get the training and it will help to use theory to practical.
One of the best teacher I ever had Miss Gail all ways helped me in each step of my class I am blessed to have her !
One to one teaching for every student
Online
Online interaction with trainer.
Overall training was wonderful as our trainer who always be there to help and support us.
PLAINING THE THEORY WITH SERVICE EXPERIENCES.
Pattern of doing thing in a better way
Perfect.I build up my skills and knowledge.Thank you.
Personally i would say the assessment were challenging enough and i give credit because in my placement everything i did it was in the powerpoint and assessment.
Placements
Placements
Practices lots better than the theory, it makes easy to understand the role.
Preparing myself
RESPECT TO ELDERS ,USE ADL Equipments
Ravenas enthusiasm
Reading the course resources.
Really practicable. lecturers guided well
Regarding placement and certificates
Research Activity and work placement.
Researching assignments and learning along the way
Resources, trainer and work placement
Responsibility, AwarenessCommitment , punctuality, Concentration.
SIMULATIONS, ONLINE MATERIAL, EQUIPMENTS AND PROVIDING THE WIDE RANGE OF KNOWLEDGE AND INFORMATION ABOUT MEDICATIONS.
Saturday classes available.
Small class size.
Small classes means that you get the information needed and helps with one on one teaching for students it also allows the class to bond and become comfortable with performing tasks in front of one another.
So helpful
Strongly believe that there were best communication each other (Staffs & Clients). Respectful and lot of opportunities to learn special skills like (Method of communication language)
Student Interaction
Sumita Bagchi is an excellent trainer. She put her 100% effort to make all students understand. Really fantastic trainer.
Sumita is a very good teacher,the way of her teaching is really good. I learned a lot from her.
Sumita was the best trainer for anyone to have.she was very challenging n strong motivated to all aspects of the teaching process..
Support from the trainer
Supportive staff, online access.
Suzanne was a fabulous trainer, any help I needed she would help and explain things to me. All information was great as well.
Suzanne was very helpful
TRAINER EXPLAINED EVERYTHING IN DETAIL.

TRAINERS EXPLAIN IS PERFECT.
Tea, coffee and milk
Teacher
Teacher used to explain each and every topic in detail and with examples
Teacher and all staff
Teaching strategies was very good.
That the course the wanted was available in online mode which made it possible for me to complete with having a child.
The Assignments had real life scenarios which helped me relate.
The Best aspect of the training was having Nancy Li as our trainer.
The Trainer Guye provides very good knowledge and administration staffs are very helpful like Elizabeth
The Trainer and staff were all supportive to the students and encouraged to learn more and achieve their dreams.
The Trainer delivered the course really great. Very helpful to the Students and very approachable.
The Trainer had a lot of experience in the field and was able to make class interesting and engaging.
The Trainer was really good and helpful at any time.
The aspects of training to be hones, respectful with clients.
The assessments given on each units of the course help me to broaden my knowledge by doing researches and case studies are challenging for me.
The best aspect of my training was at the work placement were i had the opportunity to apply what i have learn in class, also it gave me more confidence and encouragement to work with elderly people.
The best aspect of my training was the work placement.
The best aspect of the course was having Nancy Li as our classes trainer.
The best aspect of the training is involving in community support.
The best aspect of the training is to learned to have all the necessary skills and knowledge in caring older people and to those with disabilities.
The best aspect of the training was learning about how to work with the children at school in the most satisfying and respectful manner. The greatest things happened when the children learn a lot from your help and assistance,it feels great seeing them happy and active, really work hard on the downside of their learning.
The best aspect of the training were the trainer is able to support you when you needed a help'
The best aspects of the training are the collaboration and team work and the support that was provided to me during the training.
The best aspects of the training for me are the systematic of training schedule because I am an online students. Also the resources and study references are very good. Most of all, the placement is very helpful and the trainer has the knowledge and skills which is flexible enough to meet my needs.
The best aspects of the training is intracting with the clients n also leaning new things.
The best aspects of the training is the trainer herself as she is very knowledgeable and always give motivation in train and guiding the students.
The best aspects of the training is to work and meet the people or resident in person and you can feel that they need you and comfort them.
The best aspects of the training was all of the assessments/Work placement and the quality of teaching from the teacher.
The best aspects of the training was getting to know all the clients and working with other co-workers
The best aspects of the training was that I learnt a lot of new and interesting things. The training was very useful and it made it very clear as to what is to be undertaken while working.
The best aspects of the training was the content of some of the modules which were interesting. I enjoyed learning new things and found moodle to be easy to navigate once I got used to it.
The best aspects of the training were, the atmosphere, the content and top of all the instructor.
The best aspects of this training is that i got a lot of experience how to meet different people from different background, and different cultures , and religion.secondly i got different types of experience, because of the different topics i did.
The best aspects of training was all of the relevant Information that was handed out and the amount of help that was

provided from the trainer.
The best aspects was working with close with the clients and being able to see there smiles when you're assisting them.
The best part of the training was its flexibility of finishing it from anywhere. I could chose the mode of study, face to face or online.
The best training for new students ever
The best training instructor and approachable
The class of Certificate IV in disability and the trainer herself.
The corse
The course, work experience
The educator
The face to face training and review of the assessment was very useful.
The fact that I was able to relate in some because I habe children of my own
The flexibility of the course
The flexibility of the time schedule and the simplicity of the assignment were the best aspects of this training.
The flexibility of time and training.
The friends I made within the class,The trainer (Gail), was always willing to help and explain over and over again if we didn,t understand anything,JTI as a whole made me fell welcome right from the first time I rang to enquire about the course even now as I have just completed my certificate 111 in Education Support.Thank you,it,s given me a new outlook on life,and I have even gained some casual relief teaching days,which im really enjoying.
The instructor, and the atmosphere.
The interaction between staffs and students. The reading materials provided were awesome.
The lovely teacher
The online learning opportunity
The people of got to meet and work with at the jti and the workplacement.
The placement
The placement which crowned it all to equip me with skills and knowledge to encounter the daily challenges
The point was in more how to treat a person with Disability or how to work with somenone with a different skills
The practical application of theory skill learned in the class to the real work experience.
The practical work.
The quality, passion and experience of the trainers and their industry knowledge
The relevance of theory to practice
The support from the trainer is most important. She explains everything clearly.
The tainers help and advices towards achieving the best results.
The teacher
The teacher and her quality of checking our assignments was very professional and thorough.
The teacher making it easy for students to understand the concept of the subject
The teachers - Nashmeen and Indu were fantastic. Very knowledgeable and always made the topics interesting.
The teaching from my instructor Gail Harris, she is really a fantastic teacher and always encouraging and always helping when needed.
The trainer always made the subject very interesting.
The trainer helped me understand how to work with children and gave me skills to work in childcare.
The trainer is very amicable and always understood my circumstances,supporting me from the inception till the finish
The trainer is very helpful lady never come across somelike her get on well with the student in the class
The trainer is very professional and helpful
The trainer made the class very interest that I love to learn
The trainer made the experience more interesting and fruitful

The trainer my teacher was very helpful. I gained so much from the course.
The trainer taught in term 3 and 4 was excellent. She taught important and key things theoretically and practically.
The trainer that I delt with were nice people.
The trainer was always ready to explain the topics I was confused about.
The trainer was easy going.
The trainer was the best in presenting and answering any questions. She is very good in working with people from all backgrounds.
The trainer was very,very helpful
The trainer, was understanding and supportive to the individual needs and standards of the students
The trainers went through each questions and clarified them when needed.
The trainers were always very helpful.
The trainers were prompt and made the process interesting and fun to learn
The trainers were very helpful
The training has conveyed some practical skills.
The training materials were clear and straight forward. Shivangi is a great trainer!
The training modules are very informative, I have learned a lot.
The training show us lots examples, it can make us easy to understand.
The training was a fantastic learning experience.
The training was interactive and I was able to learn teaching techniques and helping children become better individuals.
The training was interesting, light yet relevant and most informed.The units were illustrated with colourful and interesting anecdotes to make it more interesting.The trainer also gave emotional support and good practice guidelines to follow when confronted with difficult moral or emotional dilemma during training or work. Well done Nashmeen!
The triane her knowledge and willingness to help me with tasks I found challenging.
The units are well formed and the trainer(Marie woods) gave us sufficient information about the topics and gave us enough hand outs as well which helped us to build our knowledge to make us competent for the job.
The way trainer explain the topic.
The work placement as it was hands on which i loved
The work placement which provided me hands on opportunity. Other than that I found Sumita Bagchi as a quite understanding and helpful person.
Theory, practical and trainer she is fantastic.
Through this training I acquired more knowledge which made it easier for me during my placements.
To be able to do it in my own time and to beable to ask my trainer if I needed clarification
To be strong active and supporter
To get cknowladge and skills
To improve myself as well as to meet the career goal.
To understand better about all subjects and Trainer is strategies of teaching
Totally satisfied of the whole procedure
Trainer (Gail) had an excellent knowledge.
Trainer Sumita is so good and she is available whenever we need her and response quickly to clear our confusion.
Trainer always help me when I needed
Trainer and flexibility of training sessions
Trainer and methods of teaching
Trainer cooperative
Trainer easily to approach and good enough resources, material and suits my needs
Trainer had a clear understanding of what was being taught, in result I had an excellent idea of what was been taught.
Trainer had excellent knowledge and experience on the subject she was teaching

Trainer is so supportive
Trainer is very good
Trainer provides a good knowledge and helpful administration staffs like Elizabeth
Trainer was friendly and taught at the level of students. Eg breaking down in plain English for multicultural student and demonstrating in class.
Trainer was the best aspect of the training
Trainer was very cooperative.helpful materials.
Trainer was very patient & helpful
Trainer, Suzzane is very helpful
Trainer-Sumita;very understanding and have empathy. It made you want to keep going.
Trainers always help me when i needed
Trainers commitment to syudents
Trainers communicated to students whenever they needed help which i personal liked. Trainers explained things clearly. the training Organization had a range of services to support learners.
Trainers good communication n understanding with the students...
Trainers had excellent knowledgeTrainers were helpful
Trainers were approachable.
Trainers were very helpful in understanding and completing my training as much as possible. They encouraged learners to ask questions.
Training helped me to upgrade my level of skills
Training resources were available when I needed them and also the training organisation staff respected my background and needs a lot
Training resources were available whenever I needed. It was flexible. Training focused on relevant skills and prepared me well for work.
Trainors are well experienced, all the thoughts/examples they are sharing fact.
Traner
UNDERSTANDING THE TEACHINGS CUS MY TRIANER TAUGHT ME WELL.
USE OF CURRENT TECHNOLOGY.learning was quite practical and interactive.
Understanding things that I didn't know and working with them to become better in the work filed.
VERY FLEXIBLE BUT TIME MANAGEMENT IS IMPORTANT. NURSING IS BROD FIELD SO WE HAVE TO PUT SOME EFFORT AS WELL.
Very Comfortable and easy mode of learning
Very Helpful
Very experienced and understanding trainer
Very good course!
Very good trainer...had lot of patience in explaining all my doubts very good feedbacks for assignments
Very good, very clear n motivated to learn from her especially Sumita B.
Very interesting class room lectures and video support.
Very prepared and very clear how to explain and I understand easily when she explained.
Very supportive environment was provided.
Was the teaching abd explanations.
Way of teaching
Well-constructed study materials, supporting staff and easy to learn methods.
Work Placement
Work Placement.
Work experience
Work placement
Work placement book exercise (on the job training)

Work placement helped put learning into perspective.
Work placement helps me learn reality skills and practise what I have learnt at school and well-prepare in looking for a job confidently
Work placement training
Working with Children
Working with different people Learning new things Learning new skills
Working with other students and interacting with them to discuss assessments. A very knowledgeable trainer.
Workplacement
Would be my trainer Ashmeet who supported me and helped me with my work and explained things specifically to me when I needed extra assistance. Also the work experience was a great aspect of the course for me
all of it
all of the above, as I develop my skills and my feeling or myths about this work totally change due to the information, teaching and practical examples provided by the trainee.
being educated the child carer role and it's responsibilities
being able to do online
being able to put into practice the theory learnt
best of training is very nice in the class. the trainer is very nice teaches very confidently.
builds confidence level high to the learner
classes and work placement
clear explanation and practical aspects of the training
coaching
convenience of time that there was available reading material and support from the trainer all time
convenience schedule for my family commitment.
course content
developed skills and also they explained think clearly
doing a portfolio of the children
doing placement
everything good.
everything was good for knowledge and improve skill
excellent trainer.
experiencing first hand what we learnt in our books and being able to familiarise oneself as a result.
face to face lectures
fhybnju
flexibility
flexibility
flexibility
flexibility and support
flexibility to my learning pace., supportive
flexible timings- friendly teacher and helpful if students have any problems
get lots of knowledge
getting to know the difference types of disability
good combination of theory and practise
good trainer
good training
good.
great instructor
group descisions

groupwork
having the knowledge of working with resident in aged care
how to approach the children
i did worked in high care
i loved the equipment and resourses in the centre
i was have interest about learning thing.
it is balance of good theorital and pratical training.
it supported to get knowledge in the particular area. trainers were flexible and made clear all our subjects
knowledge transfer
kylie is excellent. She is full of knowledge.
I liked both theory and practical because they go hand in hand .
I was loving my trainer the why she show how to learn.
learning and empowering students to real world to assist
learning and practice
learning new thing and developing new skills
learning new things
learning theory and finding the exact situation in real life.
learning to use machines
lot informatrion about childcare industry, and how to handle the situation with children as well
loud voice
manual handling
meeting and interacting with students from different background, making the learning environment very pleasant and fun-filled. The trainer was an amazing teacher with the knowledge, loving and caring person to deliver the one year course.
meeting different people and culture
meeting new people
meeting the other students
methods and techniques of presenting the training;the placement and practical approach employment has been very effective and useful to me.
my teacher gave me a good knowledge of working with children
my trainer was so very patient and supportive. She was full of the correct knowledge, i was very happy with her training style
my view , the best aspect of he training was the meet different people in class and shard some learning ideas
my view the best aspect of the training was to participated in group questions answers
oUR TRainer chandana madam and her expertise and patience in clarifying any doubts. She supported us in all times. She is very committed and thorough and genuine.
our trainer has been quite concerned and she s put a lot of effort to make the best understanding of the course,classes were always on time n we had all the reading material and moodle asses on hand.
participation in conversations and giving opinions
participatry classes and responsive learning
paticipation
placement hours
placement hours
placement hours
placement learning new skills
pleasant classroom training
practical approacy to theory
practicing

qualified teacher
required skill, develop more confident in my level of training.
resources provided by JTI, staff and trainers
resources were available when I needed them
seeing new people and meeting the teachers. also being able to be confident within my self
she is kind and every one can rellia at her.
she make sure that the students understand
simulations and online available material
students were always encourages to contribute in class discussions and express their thoughts.
support learners
tThe best aspects of the training were learning new things meeting new people and interacting with others.
teacher
teacher's Lecture
teacher's lecture
teachers were wonderful in their job and all organized
teaching
test given after training to check knowledge level
that is offered online support class
the best aspect of this course is that, it has tought me more about how Disability start. which I have known little about it before this course.by
the best aspect were that whenever we need help from the trainers they were always stood first to help us
the best aspects for the training were the contact, atmosphere and the instructor.
the best aspects of the training for me was making to prepare ahead of the class and the question and answer section involving student to share ideals
the best aspects of the training was just getting feedback from the teachers when needed and they were always willing to help and explain further
the best aspects of the training was the support form the trainers.
the best aspects of the training were the content, the teachers and the resources.
the best aspects of the training was learning everyday
the best aspects of the was placement
the best resources are trainers
the best was the trainer had a good experienced about aged care that gives them a good Idea to deliver to her students.
the environment and the training materials and of course the trainer was well trained to teach us .
the fact that the teaches are at the standard for everyone , although english is my second language. help and guidnace was provided when needed and an excellent trainer.
the fact that there were a lot of helpful resources provided, and they really assisted with the learning process.
the flexibility of the course
the good explanation of the units and the help that is avaiable when the needs ariese.
the good mix of theory and practice during the course make me confidante enough to prepare my self to work.
the group and the trainer
the information was presented so it was made easy to understand
the instructor is good and approachable
the knowledge I gained about aged care
the knowledge i have learning
the learning process is the best part of the training and working with children is always enjoyable
the resource and help given
the teacher

the teachers are very helpful.
the thinking i like for JTI - Job Training Institute the training.
the trainer
the trainer always answer questions and not matter how many times you ask if you did not understand the question
the trainer approached everyone individually about everything.
the trainer was always available to help
the trainer was very good in her job.
the trainer was very invovled with the students and always helpful and making sure we all had a clear understanding
the training had a good mixture of theory and practice
the training were all good
the training were very good at explaining the tasks.she spook very slow and clearly
the whole course in general..
theory class
there was a chance to give duscussiions
they had taught me every thing how the system goes on the agedcare sector..and how to do my training easy and punctual with quality of care
time management
to be skilled disability support worker
to encourage student to ask question and trainers made the subject very interesting
to get kno
to have a good instructor in the course
to have a good teacher with lots of knowledge of the field and help me understand what to expect for the course
trainer
trainers and resources are the best
trainers way of teaching
WORKING WITH DIFFERENT TYPES OF PEOPLE
warm environment and knowledge of trainer
was given maximum support by the trainer
was so hard foe me
when were doing the manual handling
work experience
work placement
work placement
work placement providing
work placement to getting practical knowledge
working with room leader and teach me everything relate to child care
workplacement and theory assessment

LQ needs improvement

help with assignment to my understanding of english, excellent equipment for learning and excellent staff members
-
.
1- I did not like Saturday class
1. Communication 2.
100
A better in class communication system.
A bit more of systematic approach
A lit bit of more systematic approach.
According to me everything is good enough.
Add extra day for training to be with trainers. Jti.
Admin side of JTI needs to be improved
Administration needed improvement in ways like following up with students on work placements or when a student finds his/her own work placement if staffs could please follow up on them.
Again, as far as my knowledge goes I am not sure there was any aspect that requires or needs improvement. This is because every aspect was best and professionally taught by the trainer.
All good
All good
All good
All of it
All were good
All. Resources are good
Alot was important suchAs the learning outcomes and the national quality standards
Aspects that need improvement include better explanation of some questions, more information regarding which units to complete and which are not required or are electives
Aspects that need improvement include better explanation of some questions,more information regarding which units to compete and which are not required or are electives.
Assessments are quite enormous,adding up the work placement books,for someone like me,who has a full time job and doing the FDC as well.
Assessments work be less repetitive
Assignment workbooks
Assisting and giving the residents the best service..
Before go to the centre training need to get the basic knowledge of the child care centres
Behaviours
CLINICAL LAB AND THE EQUIPMENTS PLEASE ORGANIZE MORE AND NECESSARY EQUIPMENTS FOR PRACTICAL EX :- ECG
Changing of the trainers, and the way they they mark the assessment late.
Clarification and more effective communication with assessors and participants in the work placement process
Class times
Clients' needs and behaviours of concern
Coffee
Coming out of my comfort zone and asking more questions when I was unsure of the correct answer, or when I didn't know the answer I had to ask more questions, So I can gain the correct answers to these questions.
Communication
Communication as I had a change of trainers and was not informed.
Communication between Students and Institute was not clear at some stage.

Communication between office and students
Communication between the trainer and student. Improvement in the organisation of the institute and a major improvement in the equipment in the lab.
Communication from office to students
Communication skill have to improve still more.
Communication skills
Communication skills.
Communication with students along with explicit information
Communication. Recognition of prior experience.
Contact with JTI.
DEVELOPING CONFIDENCE
Diversity of training. Giving a it of taste of all aspects of disability
Do exercises were the most in need of improvement.
During work placement, the trainer or Training Institute must check if the students were really supervised or taught by the chosen childcare center. At least once a week they call the center and check if the assigned Supervisor is really teaching and guiding the students well about their role as an child educator. Through this action, the student will rest assured that after the training he/she will learned a lot from the center.
Educators knoledge
Educators knowledge
English
Every thing is on point
Every things were perfect.
Everything
Everything
Everything is good
Everything is good.
Everything okay n well organised.
Everything seems to be up to date
Everything that I required was accessible to me.
Experimenting new skills attained.
Extra classes would have been better
For me because this is my first time to do this kind of job i still need more improvement dealing with elderly and some time im scared to approached them because i still have to know them and their attitude toward people.
For me everything was originally there
For me were most needed improvement in confidence of manual handling, like using lifting machine or standing machine, my worries were not to hurt people by doing something wrong, but after my work placement I have gain that confidence.
For my my point of view everything is good.
Front desk staff needs to be more friendly and helpful sometimes.
Getting better equipment for nurses to practice with, moving to a larger venue to allow all classes to be able to participate in hands on activity and also ensures your not in a cramped space if there are a lot of classes on the same day.
Give more resources to find the skills for the assessment.
Giving feedback to the student from time to time,more support during placement
Good improvment
Guidance how to submit assignments was poor in term 1 and 2. I am sorry to say this, but it was unorganised. Practical simulation was definitely not taught enough. Time table needs to be changed to let more students to have time to learn the intense subjects such as the acute care unit.
Health the safety of the children

Helping the slower learners
How to shave a male resident, bathing and dressing an elderly resident who was very fragile
I FOUND IT ALL GOOD, DON'T THINK THEY NEED ANY IMPROVEMENT.
I am happy.
I am very much satisfied with training with aspect of it thanks
I believe a text book to read from would help learning and could be referred to by students when required.
I can honestly say I cant think of anything that needs improving.
I can't say, it's all part of learning.
I couldnt think of any - may be ability to speak back during online training can help.
I don't think the training needed any improvement, it was a great training overall.
I dont think any of the aspect needed any improvement.
I faced a little bit problem with sound technology used by organisation for online classes. The trainer had to many times fix the connection in between, which wasted the time sometimes.
I feel sometime there is the lack communication between the trainer and administrator staffs. The information between both are not consistence
I find the assessments are enormous,adding up the work placement books,for someone like me who has a full time job and doing the Family Day Care as well.
I found every to be flexible and comfortable for me so I don't have any opinion on improvements that could be made.
I found the resource materials, in some of units, was very limited.
I had a bad experience with the staff at Yoralla handling of my workbook. As I never had a visit form my trainer during my placement, I felt unhappy because I didn't have anyone to speak for me.
I needed to improve ask more questions.
I personally think students need more time to complete this course so they can spend more time processing the knowledge needed to be the best early childcare educator...because children deserve the best.
I seen in my course mid time some of the new student join with us. And I also join with others when I was enrolled. I think its not good way for study system. don't take other ways its my opinion.
I think if we can divide our 100 hours work placement in two time frame,students will be benefited with it.And we also need more training on presentation skills.
I think in every training there are aspect to improve , it was a good to learn and manage things while working with children
I think it is for us students to make our best and give our time and effort to study.The trainer is always there to support us.We need more training on the job to be confident in every aspects of care.
I think the training covers a lot and there's no need of improvement.
I think the training is good. Maybe just lots practices to improve the skill.
I think the training is quite well planned and thorough in delivery.
I think there's much need to bring to a higher level the system and staff according to the Institutes motto.
I think they are the best
I think they need to have more resources to help me learn like a small library or some material.
I think we need to be given the placement book at least a month before placement in order for us to go thru it and study what is required of us when we are on work placement.That is my personal opinion.Thank you.
I think, the training is very good enough for me. The only concern that I have is the time frame of training. If the management can make the training in a short period of time then it is a plus compared to other training schools. Like for the online Aged Care course, it takes 6 months to finish the course. If the management can make it to finish in just 3 months, then it is an advantage.
I want to improve my writing skills.
I was happy with all of the aspects
I was happy with the overall training that's was provided.
I was in the big class of over twenty people, smaller class may better for learning.
I was in the big class, prefer smaller class.

I would like to have job recruitment services after I finished the course.
I would suggest communication of the trainer and student and they should be able to ensure the students needs are met with understanding according to the procedures of JTI.
I'm always looking for ways in which I can improve upon my performance.
I'm always looking for ways in which I can improve upon my performance;
If possible, JTI can help us write very good responses to selection criteria, which is important in job application.
If there is any thing to be improved can be achieved with the practice.
Improve audio sound quality during online class.
Improve my language and writing thing
In some units there need to be more relevant supporting reading materials.
Inform students how to fill workplacements books as its online and cannot understand what and how to do it at the time of placement.I had no idea that I need to show the work written to supervisors and get signed.So my supervisors could not write any comments of my work done.
Information
Information
Instructions on assignments and placements were however too strict in my view
It was a little unorganised at the beginning, my class days were moved around.
JTI can improve by making sure every student always start at the start of the course, not midway. Starting midway can put lots of stress on the student as he or he has to catch up. JTI can also improve their overall management.
JTI is unorganised in the office, calls and emails don't get returned and there is doubling up of paper work,
JTI should provide the text books
Joining the class online can be so challenging.sometimes I get logged in,after 30minutes
Knowing the client behaviors.
Learning at all stages and a clear picture of work in practical.
Learning behaviours
Learning resources
Less paperwork for work placements
Less paperwork on work placements
Letting the students know that he library had books where the students could borrow for their references during the course.
Library
Listening
MORE COMMUNICATION
Materials, eg textbooks
May more time otherwise was good and other students have to respect when a starting time is set try to come on time so that the trainer don't wadte time to repeat agsin same thing.
More PowerPoint
More consistency with trainers
More descriptive PPT
More explanation about work placement.
More handouts and information pamphlets
More hands on experience on manual handling at school.
More hours of workplacement.
More information in assessment books for the work books to become more clear for me.
More materials
More materials for reading as it help to improve the knowledge of the field.
More organised with paperwork with the company
More practical informations.

More practical time and better lab equipment.
More practice
More practice are needed for both manual handling and apply first aid
More reading resources
More reading resources.
More time with theory aspects
More trainers and assistant to engage with.
More work placement training is required in regards of personal care for the clients.
Most improved
Most of my training schedule was wrong.I had to up date with trainer so many times.
Motivated, very clear n well organised.
My trainer is experience and friendly. He helped all the time whenever we needed. I appreciate for all his supported and helped. Thank you.
My trainers were changed during the duration of my course and there was not enough communication to reflect this.
N/A
N/A
N/A
N/A
NA
NA
NA
NA
NEED BIGGER ADELAIDE CAMPUS.
NIL
NO IMPROVEMENT.
NONE
NOTHING.
NOTHING.
NOTHING.
NS
Na
Need bigger campus (Adelaide) with more Infrastructure.
Need meeting room for staffs and students
Need more understanding about client requirement
Need to improve how to help additional need children's
Nil
Nil
Nil i was very happy with all aspects.
No
No
No
No improvement.
No thing
Non
Non
Non
None

None
None
None
None
None
None
None
None
None I can think of
None for me
None so far.
None they were all good
None they were all good.
Not any
Not applicable
Not available
Not sure.
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing
Nothing everything was great.
Nothing in my ecec class with sumita...
Nothing in my observation.
Nothing needs improvements.
Nothing really needed improvement
Nothing that I can think of.
Nothing to be pointed out
Nothing to improve
Nothing to mention
Nothing was bad to me
Nothing's
Nothing, everything were prefect. The trainer was well understandable .
Nothing.
On average the training was good. Propably a need to have one or two student visits by JTI work placement accessor.
On the onset of the study period, we were struggling about what to learn and how to approach the course itself. But at the end of the first 2 semester, it went well
Online studies Need video conference
Organisation and communication between offices of JTI
Organized flexible time and more practice
Overall everything is good. The improvement needed might be the not enough room for class if all rooms are occupied.
PLACEMENTS
PLACEMENTS

Pedagogy
Personally I think the course units with the cover sheet attached to every unit needs to more organized. The Trainers are excellent & knowledgeable and very helpful.
Phone !! it is so difficult to contact the teachers when in need!!
Placement
PlayFullscreen05:38-27:56Loaded: 0%PlayFullscreen05:38-27:56Loaded: 0%
Providing enough and up to date materials, resources and equipments.
Providing reading material and other resources on time.The course time table was reviewed twice during the course causing many disruptions in my my work study plans as a part-time student..
REPORTING
Re writing of assignments very bad English and repetitive questions
Reading Material/Hand Out's need to improve and more return demo.
Reliability of staff
SELF CONFIDENCE !
Seeing the realities of what I learned in class
Self confidence
She explains whatever you don't understand
She very lovely teacher just JTI need to be more organise with their hands outs.
So important
Social interaction
Some more Group discussions
Some of assignment questions were worded or set out badly eg, the erikson table in CHCDIS301C was badly set out. Also the case study in CHCC422B seemed out of place for a disability course (trainer has emailed you regarding this). I also found that in the work placement book the dress code should have been omitted for this course as it was not appropriate.
Some of the classes were not always organised properly and inconsistant at times
Some of the electives didn't have that much written information provided and I know research is important but some questions were very hard to find info for.
Some questions on the assessments were illiterate were not clear on what exactly it was asking.
Some times there was a problem with trainers sound.
Sometimes during on-line course the internet connection of the trainer was a bit slow.
Sometimes the specific information was require which was not cover in the training and could not be found in books this made it hard for me to get the right answer for me sometimes.
Staff/trainers who's first language is English.
Student should not be allowed to bring kids to class as it disturbs others.
Students placement and certified process..
Students should not bring little ones (babies)to class as it disturbs the other from concentrating.
Supporting
Supporting all students
Syllabus was too long.
Teacher student communication over the telephone, I always struggled to get in contact with my teacher.
The Practical side of the training was pretty much non existent and the lab was completely out of date with no stock to be able to practice skills.
The assessment format was difficult to work with as it was confusing as it missed some parts in some students and double the work in other students. There was hardly appropriate space to write out answers by hand. The footer didn't specified the unit of work or any reference to as what unit we were working with unless going back to index which made it hard and time consuming.
The assessments were too much for diploma level
The combination of practical work to reinforce underpinning knowledge

The communication to students when one day courses such as manual handling where running and when they get cancelled
The manual handling equipments needs to be upgraded and store properly.
The manual labor component
The materials provided by JTI were very bad. They had spelling mistakes, grammer mistakes and were very poorly organised.
The moodle sometime hard to get in it.
The most aspects of the training i guess it most in need is,u need to got more trainer which u think thy are good in the training.
The most needed to be improve by me is to understand how to deal wiht people with Disability in the best driction
The most point were needed was how to feed a clients and providing personal care.
The number of hours required in the work placements maybe unnecessarily high and require revisiting.
The practical lab sessions need improvement. The available Equipment is very limited and the students are not able to gain adequate practical skills.
The questions aren't always clear and they have errors.
The resources its sometimes not meet for my needs to do my assessment i have to search more from the websites.
The section of the work placement book that required students to seek access to personal file of clients while on work placement.
The staff at the main office tend to be unhelpful.
The students must be given proper instructions how to apply for First aid training, about workplacement book and how to apply for the ceritificate.
The students sometimes lack visibility on the overall prospects of the training.
The teacher was encouraging us to solve the issues and find out the solution/answer on our own.
The trainer could give more example of the units and elaborate more so the other students will understand more specially for the students have a english is the second language.
The trainer should encourage students more.
The training was very good and not in need of improvemnt.
The wording of assistment program is not Good
The work loadTraining hours
Their poor paper work,
Theory assessments should be reduced.
There is so such improvement is required
There should be more physical training than a theoretical training
They need to improve the paperwork.
Time frame
Time management/ communication
Time period of the course
To ask more and more quetions
To be as a centre person for clients and supportive.
To communicate with non verbal clients and learn how to use sign language and deal with challenge behavior clients.
To finish my training
To get more equipment
To improve my Skills and to have hope in the future about jobs that i would like to do.
Too much trainers turnover and change of training timetable thereby prolonging the course duration. Laboratory equipment needs improvement also to meet up to date practice
Trainer needs to be more clear on what they expect.
Trainer student interrraction
Training schedules should be implemented without postponed or changed too much once started.trainers should be

more reliable to carry out courses they started in the same mode and times.
Training was upto the level a learner needs. I would suggest if possible some of the assignments needs more material to explain the topic in details.
Trying to comprehend the different types of disabilities
Understanding babies cues were some what confusing but I believe it can be achieved with the practice.
Use of current equipments
WELL I THINK IS OK DURING MY STUDY PERIOD.
We need to work more to develop our presentation skills.
When i first started Feb 2014 there were some problems with logging on to moodle,i think it may have been rectified.
Which assignments to tackle, especially when completing the course online
Work placement book
Work placement book could be condensed or made shorter
Work placement book is too much.
Working with the children
Workplacement
Written and practical work
access to the online training.
according to me everything is up to date
all good
all good
all in good shape in my own opinion
as part of the on-line training, if the comments and the lectures could be recorded, that would be helpful.
assessments and the way trainer learned us
at times it was tricky to meet students needs in an online format.
case study for some individual cases will be more practical.
clear Communication was the one that needs the most improvement.
clear instruction about the work placement
communication
communication on what was expected
communication to students
currently i am working in the field ,and studying this course has provided me with the adequate knowledge which i put it in place and i can see improved my skills and productivity
discuss difficult questions in assignments in deep
every bit of the training is of important.
every thing was best for me.
everything
everything about it
everything is good and well
extened online class hours
facilities
fdf
first aid assessment there was missing information and incorrect answers
for me all aspect good at the momment
for my all the aspect was great
free excess to education materials for students need to keep longer then their training education
good have enough material.

hybyh
hygiene - how to wash hands after every client handling
i am fully satisfied with my teacher and other staff
i don't think they need any imporvement
i found it has the acceptable standard so no need significant improvement
i found the childrens chair too small to sit on
i personally don't think there was any aspects needed improvement
i think all good
i think, it was so great.i am fully agree with training.
identified hazard
im get best training in JTI
im satisfied
in my point of view as it happened to me,changing teachers every week seem like not a good idea.
instructions about WORK PLACEMENT really "NEEDS ATTENTION". atleast basic instructions should be given about the placement for example where on the books the supervsor needs to sign and when. i was lost when I started the placement, I guess i figured out myself.
it was all good .there is nothing to improve i would say.
it was day care option so if it would have been accommodation then it would have been different experience I believe
knowledge
I think students should get more lessons using the machines .
lack of the training materials
learn easily, and get everything you need.
learning more
made the subject as interesting as possible
make available books for studnt
make it more nteresting while teaching
make sure all students complete their assessment and submit on time
manual handling equipment and more trainers
materials like power point hand outs to be given to each students for easy reading during discussion.
may be timings for the online students as in the 3 hour class its really hard to clear all the concepts of the relevant units.
moore units about course
more ease with communication between staff and students undertaking online courses.
more experiernce in required fiedld.
more group discussion
more learn
more materials
more on manual handling and personal care practical needed
more opportunities to present in front of the class.
more practice with the machines
more reading materials.
more units about childcare
n/a
n/a
n/a
n/a

n/a
n/a
need improve
need more clarification on work placement book
need more days for theory class
need more materials in the moodle
need more reading materials in moodle
need more resources to Moodle
no improvement required at that's time
no room for improvement. my trainer Gail Harris, she is very good educator, and very supportive for students.
no text provided had to find everything on line and at times didn't know if it was the right text I was reading.
none
none
none
none
none
none.
noon at all
not
nothing
nothing
nothing
nothing
nothing
nothing
nothing
nothing
nothing
nothing
nothing
nothing as such.
nothing in all aspects training was good
nothing much
nothing much
nothing right now
nothing to improve
nothing very happy
observation book need to set properly
observation book set systematicly
once i get into the field i say ,the more i learn from my experience the better it is .
online class
organisation.. messages dont get returned and paper work gets double u at times
organization must improve in the paper works specialy on how the power points will be most helpfull for the students like
placement
placement booklets needs changing as it was a repetition of day to day activities.
placement must be not at the end
placement related things

practical knowledge
provide more course materials to gain more knowledge
provide text books, clear and not confusing questions [improve english], not to repeat the same questions. A discipline in the classroom.
provided books for student
providing hard copies of course materials
reserch
resources
satisfied
she is perfect this is my oppinion.
some aspects of the assessment
some of materials need to be in muddle to help me understand more about the unit
some of the assignemnts were dull
some questions on the assessments were a little ambiguous
speed and more skill
staff at the main office are not very accomodative.
students should be treated fairly during the placement as some places do not welcome students well.
study materials
teacher student communication via emails the reply was quiet slow
the practical room where manual handling is taught. all the rest is excellent.
the staff has to be a little more competent. - work placement book needs to be improved
the staff needs to be a little more competent and during work placement at different places we got negative reviews about the work placement book and how the tasks been arrangend in the book so if it could be revised and reviewed. thanks
the student who are doing course online explain them before a class how to use moodle and how to submit assignment .
the trainer focused and gave enough knowledge relevant skills
the trainers
the trainers don't need any improvement.
the training plan needs to be accurarate at all times as it helps students plan ahead. alot of students dropped out due to the lack of siaogranised training plan . and also changing teachers can imoact on learning for the students as every teacher has different ways.
the training was perfect I learned so much and am using the skills and knowledge in my disability....
the wordings need improvement
the workplacement books were very confusing.
their no such need i found becoz all the trainers given the best to my knowledge.
there is nothing to improve according to my opinion because i was satisfy with the training provided.
there were not any that i found.
they give me knowledge and kills
time improvement/ time management
time management
timing... I think class should be 6 hours for a day.
to be successful
to give more reading materials and resources.
traing
training material and need to provide or suggest placements
traniers communication
units about the course

was to work with the client and different,activities

when was this doing to demonstration and manual handling

work placement books must be short

working in bigger groups to get the most out of the traner might be one but everything is good enough

workplacement

workplacement books

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

27 Jun 2016

RTO Information

NTIS number	122208
Name	Job Training Institute Pty Ltd
Street Address	Level 5, Plaza Business Centre 26 McCrae Street
City/town/suburb	Dandenong
State	VIC
Post code	3175

Learner and employer response

	Learners	Employers
Response count (number)	749	0
Population count (number)	749	
Response rate (per cent)	100.0	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	80.2	19.3		
Trainer Quality	83.1	16.9		
Effective Assessment	80.7	16.4		
Clear Expectations	79.1	17.0		
Learning Stimulation	76.9	16.2		
Training Relevance	81.1	17.1		
Competency Development	81.4	16.1		
Training Resources	78.2	17.7		
Effective Support	80.6	16.5		
Active Learning	78.7	15.9		
Overall Satisfaction	80.9	18.1		

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	