

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Institute of Training and Further Education
Street Address	Level 6, 250 Collins St
City/town/suburb	MELBOURNE
State	VIC
Post code	3000
NTIS number	6372

Summary Report

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

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

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

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

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

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

Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	197	87.8	15.7	14	83.3	19.4
Effective Assessment	195	85.3	15.7	14	72.0	23.9
Clear Expectations	197	85.1	16.2			
Learning Stimulation	198	82.5	17.2			
Training Relevance	199	84.3	16.1	14	76.7	20.2
Competency Development	199	82.0	16.2	14	74.0	19.8
Training Resources	199	84.2	16.6	14	71.4	24.2
Effective Support	198	84.0	16.0	14	74.6	22.4
Active Learning	198	77.5	16.5			
Overall Satisfaction	199	86.7	16.6	14	83.3	18.4

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	2	2	100.0	0	0	0.0
	Engineering and related technologies	1	1	100.0	0	0	0.0
	Architecture and building	2	2	100.0	0	0	0.0
	Agriculture, environmental and related studies	2	2	100.0	0	0	0.0
	Health	2	2	100.0	0	0	0.0
	Education	3	3	100.0	0	0	0.0
	Management and commerce	5	5	100.0	0	0	0.0
	Society and culture	2	2	100.0	0	0	0.0
	Creative arts	2	2	100.0	0	0	0.0
	Food, hospitality and personal services	132	132	100.0	14	0	0.0
	Other	47	4	8.5	0	0	0.0
	TOTAL	200	157	78.5	14	0	0.0
	Qualification level	Certificate I	2	2	100.0		
Certificate II		1	1	100.0			
Certificate III		8	8	100.0			
Certificate IV		1	1	100.0			
Certificate level unknown		1	1	100.0			
Diploma		3	3	100.0			
Advanced diploma		2	2	100.0			
Associate degree		1	1	100.0			
Degree		12	12	100.0			
Short course or statement of attainment		112	112	100.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		3	3	100.0			
Do not know		54	9	16.7			
Total		200	155	77.5			

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.	2	2	63	129	192	4
LQ2	Trainers made the subject as interesting as possible.	2	2	70	120	190	6
LQ3	Trainers had an excellent knowledge of the subject content.	1	1	57	140	197	1
LQ4	Trainers explained things clearly.	1	0	69	127	196	3
LQ5	Overall, I am satisfied with the training.	1	2	74	121	195	2
LQ6	I would recommend the training to others.	1	2	67	125	192	5
LQ7	I would recommend the training organisation to others.	2	2	69	125	194	2
LQ8	I received useful feedback on my assessments.	1	2	82	103	185	12
LQ9	Assessments were based on realistic activities.	1	0	76	116	192	7
LQ10	The way I was assessed was a fair test of my skills and knowledge.	2	1	83	105	188	9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1	2	73	115	188	9
LQ12	It was always easy to know the standards expected.	1	2	94	97	191	6
LQ13	I usually had a clear idea of what was expected of me.	1	5	79	112	191	3
LQ14	Trainers made it clear right from the start what they expected from me.	1	1	65	127	192	6
LQ15	I was given enough material to keep up my interest.	2	3	88	103	191	4
LQ16	The amount of work I had to do was reasonable.	2	1	90	103	193	4
LQ17	The training was at the right level of difficulty for me.	3	7	86	99	185	5
LQ18	The training focused on relevant skills.	1	1	75	121	196	2
LQ19	The training prepared me well for work.	1	2	85	109	194	3
LQ20	The training had a good mix of theory and practice.	2	10	81	103	184	4
LQ21	I developed the skills expected from this training.	2	0	76	121	197	1
LQ22	I learned to work with people.	5	15	103	67	170	10
LQ23	I identified ways to build on my current knowledge and skills.	1	1	78	119	197	1
LQ24	I developed the knowledge expected from this training.	1	1	81	114	195	3
LQ25	I learned to plan and manage my work.	2	15	94	82	176	7
LQ26	Training resources were available when I needed them.	2	5	88	99	187	6
LQ27	The training used up-to-date equipment, facilities and materials.	1	2	83	110	193	4
LQ28	Training facilities and materials were in good condition.	2	0	78	118	196	2
LQ29	Training organisation staff respected my background and needs.	1	2	70	125	195	2
LQ30	The training was flexible enough to meet my needs.	1	1	93	97	190	8
LQ31	The training organisation had a range of services to support learners.	2	5	88	97	185	8
LQ32	I set high standards for myself in this training.	1	6	105	84	189	4
LQ33	I pushed myself to understand things I found confusing.	5	12	91	88	179	4
LQ34	I looked for my own resources to help me learn.	6	36	96	57	153	5
LQ35	I approached trainers if I needed help.	2	1	85	105	190	7

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1.0	1.0	32.2	65.8	98.0	2.0
LQ2	Trainers made the subject as interesting as possible.	1.0	1.0	36.1	61.9	97.9	3.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.5	0.5	28.7	70.4	99.0	0.5
LQ4	Trainers explained things clearly.	0.5	0.0	35.0	64.5	99.5	1.5
LQ5	Overall, I am satisfied with the training.	0.5	1.0	37.4	61.1	98.5	1.0
LQ6	I would recommend the training to others.	0.5	1.0	34.4	64.1	98.5	2.5
LQ7	I would recommend the training organisation to others.	1.0	1.0	34.9	63.1	98.0	1.0
LQ8	I received useful feedback on my assessments.	0.5	1.1	43.6	54.8	98.4	6.0
LQ9	Assessments were based on realistic activities.	0.5	0.0	39.4	60.1	99.5	3.5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1.1	0.5	43.5	55.0	98.4	4.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.5	1.1	38.2	60.2	98.4	4.5
LQ12	It was always easy to know the standards expected.	0.5	1.0	48.5	50.0	98.5	3.0
LQ13	I usually had a clear idea of what was expected of me.	0.5	2.5	40.1	56.9	97.0	1.5
LQ14	Trainers made it clear right from the start what they expected from me.	0.5	0.5	33.5	65.5	99.0	3.0
LQ15	I was given enough material to keep up my interest.	1.0	1.5	44.9	52.6	97.5	2.0
LQ16	The amount of work I had to do was reasonable.	1.0	0.5	45.9	52.6	98.5	2.0
LQ17	The training was at the right level of difficulty for me.	1.5	3.6	44.1	50.8	94.9	2.5
LQ18	The training focused on relevant skills.	0.5	0.5	37.9	61.1	99.0	1.0
LQ19	The training prepared me well for work.	0.5	1.0	43.2	55.3	98.5	1.5
LQ20	The training had a good mix of theory and practice.	1.0	5.1	41.3	52.6	93.9	2.0
LQ21	I developed the skills expected from this training.	1.0	0.0	38.2	60.8	99.0	0.5
LQ22	I learned to work with people.	2.6	7.9	54.2	35.3	89.5	5.0
LQ23	I identified ways to build on my current knowledge and skills.	0.5	0.5	39.2	59.8	99.0	0.5
LQ24	I developed the knowledge expected from this training.	0.5	0.5	41.1	57.9	99.0	1.5
LQ25	I learned to plan and manage my work.	1.0	7.8	48.7	42.5	91.2	3.5
LQ26	Training resources were available when I needed them.	1.0	2.6	45.4	51.0	96.4	3.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.5	1.0	42.4	56.1	98.5	2.0
LQ28	Training facilities and materials were in good condition.	1.0	0.0	39.4	59.6	99.0	1.0
LQ29	Training organisation staff respected my background and needs.	0.5	1.0	35.4	63.1	98.5	1.0
LQ30	The training was flexible enough to meet my needs.	0.5	0.5	48.4	50.5	99.0	4.0
LQ31	The training organisation had a range of services to support learners.	1.1	2.6	45.8	50.5	96.4	4.0
LQ32	I set high standards for myself in this training.	0.5	3.1	53.6	42.9	96.4	2.0
LQ33	I pushed myself to understand things I found confusing.	2.6	6.1	46.4	44.9	91.3	2.0
LQ34	I looked for my own resources to help me learn.	3.1	18.5	49.2	29.2	78.5	2.5
LQ35	I approached trainers if I needed help.	1.0	0.5	44.1	54.4	98.5	3.5

LQ item averages and variations

Item	Average score	Average variation
LQ1	87.6	18.8
LQ2	86.3	19.0
LQ3	89.6	16.9
LQ4	87.8	17.1
LQ5	86.4	18.1
LQ6	87.4	17.9
LQ7	86.7	18.9
LQ8	84.2	18.4
LQ9	86.4	17.5
LQ10	84.1	19.0
LQ11	86.0	18.2
LQ12	82.6	18.3
LQ13	84.4	19.2
LQ14	88.0	17.4
LQ15	83.0	19.5
LQ16	83.3	18.9
LQ17	81.4	21.4
LQ18	86.5	17.7
LQ19	84.4	18.3
LQ20	81.8	21.4
LQ21	86.3	18.4
LQ22	74.0	23.3
LQ23	86.1	17.8
LQ24	85.4	17.9
LQ25	77.5	22.1
LQ26	82.1	20.1
LQ27	84.7	18.3
LQ28	85.9	18.5
LQ29	87.0	17.9
LQ30	83.0	18.0
LQ31	81.9	20.1
LQ32	79.6	19.2
LQ33	77.9	23.6
LQ34	68.2	25.8
LQ35	83.9	19.0

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	3	5	6	11	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	3	4	7	11	0
EQ3	The training organisation was flexible enough to meet our needs.	0	2	7	5	12	0
EQ4	Assessment was at an appropriate standard.	0	4	4	6	10	0
EQ5	The training resources were appropriate for learner needs.	0	2	6	6	12	0
EQ6	The training reflected current practice.	1	2	4	7	11	0
EQ7	The training organisation developed customised programs.	0	2	5	7	12	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	2	5	7	12	0
EQ9	The training focused on relevant skills.	0	2	5	7	12	0
EQ10	Our employees gained the skills they needed from this training.	0	1	8	5	13	0
EQ11	The training was effectively integrated into our organisation.	0	0	6	7	13	1
EQ12	Overall, we are satisfied with the training.	0	1	3	10	13	0
EQ13	We would recommend the training organisation to others.	0	1	6	7	13	0
EQ14	We would recommend the training to others.	0	1	6	7	13	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	3	6	5	11	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	5	3	6	9	0
EQ17	Trainers had good knowledge and experience of the industry.	0	1	5	8	13	0
EQ18	Assessments were based on realistic activities.	1	2	3	8	11	0
EQ19	Trainers were effective in their teaching.	0	2	3	9	12	0
EQ20	The training was an effective investment.	0	0	8	6	14	0
EQ21	Trainers were able to relate material to the workplace.	0	1	5	8	13	0
EQ22	The training had a good mix of theory and practice.	1	1	8	4	12	0
EQ23	The training organisation acted on feedback from employers.	1	2	5	6	11	0
EQ24	The training has helped our employees work with people.	2	2	5	5	10	0
EQ25	Training resources and equipment were in good condition.	0	6	3	5	8	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	7	6	13	1
EQ27	The training prepared employees well for work.	0	3	4	7	11	0
EQ28	Our employees gained the knowledge they needed from this training.	0	3	5	6	11	0
EQ29	The training prepared our employees for the demands of work.	0	2	6	6	12	0
EQ30	The training organisation clearly explained what was expected from employers.	1	3	4	6	10	0

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	21.4	35.7	42.9	78.6	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	21.4	28.6	50.0	78.6	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	14.3	50.0	35.7	85.7	0.0
EQ4	Assessment was at an appropriate standard.	0.0	28.6	28.6	42.9	71.4	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	14.3	42.9	42.9	85.7	0.0
EQ6	The training reflected current practice.	7.2	14.3	28.6	50.0	78.6	0.0
EQ7	The training organisation developed customised programs.	0.0	14.3	35.7	50.0	85.7	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	14.3	35.7	50.0	85.7	0.0
EQ9	The training focused on relevant skills.	0.0	14.3	35.7	50.0	85.7	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	7.2	57.2	35.7	92.9	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	46.2	53.9	100.0	7.2
EQ12	Overall, we are satisfied with the training.	0.0	7.2	21.4	71.4	92.9	0.0
EQ13	We would recommend the training organisation to others.	0.0	7.2	42.9	50.0	92.9	0.0
EQ14	We would recommend the training to others.	0.0	7.2	42.9	50.0	92.9	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	21.4	42.9	35.7	78.6	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	35.7	21.4	42.9	64.3	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	7.2	35.7	57.2	92.9	0.0
EQ18	Assessments were based on realistic activities.	7.2	14.3	21.4	57.2	78.6	0.0
EQ19	Trainers were effective in their teaching.	0.0	14.3	21.4	64.3	85.7	0.0
EQ20	The training was an effective investment.	0.0	0.0	57.2	42.9	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	7.2	35.7	57.2	92.9	0.0
EQ22	The training had a good mix of theory and practice.	7.2	7.2	57.2	28.6	85.7	0.0
EQ23	The training organisation acted on feedback from employers.	7.2	14.3	35.7	42.9	78.6	0.0
EQ24	The training has helped our employees work with people.	14.3	14.3	35.7	35.7	71.4	0.0
EQ25	Training resources and equipment were in good condition.	0.0	42.9	21.4	35.7	57.2	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	53.9	46.2	100.0	7.2
EQ27	The training prepared employees well for work.	0.0	21.4	28.6	50.0	78.6	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	21.4	35.7	42.9	78.6	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	14.3	42.9	42.9	85.7	0.0
EQ30	The training organisation clearly explained what was expected from employers.	7.2	21.4	28.6	42.9	71.4	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	73.8	26.7
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	76.2	27.5
EQ3	The training organisation was flexible enough to meet our needs.	73.8	23.3
EQ4	Assessment was at an appropriate standard.	71.4	28.8
EQ5	The training resources were appropriate for learner needs.	76.2	24.2
EQ6	The training reflected current practice.	73.8	32.5
EQ7	The training organisation developed customised programs.	78.6	24.8
EQ8	The training organisation provided good support for workplace training and assessment.	78.6	24.8
EQ9	The training focused on relevant skills.	78.6	24.8
EQ10	Our employees gained the skills they needed from this training.	76.2	20.4
EQ11	The training was effectively integrated into our organisation.	84.6	17.3
EQ12	Overall, we are satisfied with the training.	88.1	21.1
EQ13	We would recommend the training organisation to others.	81.0	21.5
EQ14	We would recommend the training to others.	81.0	21.5
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	71.4	25.7
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	69.0	30.6
EQ17	Trainers had good knowledge and experience of the industry.	83.3	21.7
EQ18	Assessments were based on realistic activities.	76.2	33.1
EQ19	Trainers were effective in their teaching.	83.3	25.3
EQ20	The training was an effective investment.	81.0	17.1
EQ21	Trainers were able to relate material to the workplace.	83.3	21.7
EQ22	The training had a good mix of theory and practice.	69.0	27.6
EQ23	The training organisation acted on feedback from employers.	71.4	31.6
EQ24	The training has helped our employees work with people.	64.3	35.7
EQ25	Training resources and equipment were in good condition.	64.3	30.6
EQ26	The training helped employees identify how to build on their current knowledge and skills.	82.1	17.3
EQ27	The training prepared employees well for work.	76.2	27.5
EQ28	Our employees gained the knowledge they needed from this training.	73.8	26.7
EQ29	The training prepared our employees for the demands of work.	76.2	24.2
EQ30	The training organisation clearly explained what was expected from employers.	69.0	33.2

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	197	87.8	15.7
Qualification Level	Certificate I	2	95.8	5.9
	Certificate II	1	100.0	0.0
	Certificate III	8	88.5	11.7
	Certificate IV	1	100.0	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	77.8	19.2
	Advanced diploma	2	87.5	17.7
	Associate degree	1	83.3	0.0
	Degree	12	93.3	12.4
	Short course or statement of attainment	110	87.5	13.9
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	84.3	15.8
	Total	153	87.5	15.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	197	87.8	15.7
Field of education	Natural and physical sciences			
	Information technology	2	87.5	17.7
	Engineering and related technologies	1	77.8	0.0
	Architecture and building	2	100.0	0.0
	Agriculture, environmental and related studies	2	100.0	0.0
	Health	2	83.3	23.6
	Education	3	100.0	0.0
	Management and commerce	5	86.7	18.3
	Society and culture	2	70.8	5.9
	Creative arts	2	70.8	5.9
	Food, hospitality and personal services	130	87.6	15.5
	Other	4	85.4	17.2
	Total	155	87.5	15.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	70.8	4.8
	February	24	89.9	11.5
	March	25	88.3	13.0
	April	6	73.6	37.8
	May	16	87.5	14.6
	June	1	100.0	0.0
	July	1	75.0	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	80.6	17.3
	November			
	December			
	Do not know			
Training start year	2014	118	87.1	15.8
	2013	6	84.7	17.0
	2012			
	2011	2	83.3	23.6
	2010	2	79.2	17.7
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	75.0	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	93.7	12.4
	Not apprenticeship or traineeship	121	86.5	15.8
Recognition of prior learning	Recognition of prior learning	13	84.0	15.0
	No recognition of prior learning	102	87.3	16.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	72	87.4	13.8
	Male	90	87.6	16.5
	Total	162	87.5	15.3
Learner age	Under 15	2	95.8	5.9
	15 to 19	19	89.5	12.1
	20 to 24	45	86.9	14.0
	25 to 34	61	86.2	18.0
	35 to 44	17	91.7	12.8
	45 to 54	15	85.6	13.9
	55 to 64	6	84.7	17.0
	65 or over	2	91.7	11.8
	Total	167	87.4	15.2
Aboriginal or Torres Strait Islander origin	No	160	87.4	15.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	75.0	0.0
	Total	162	87.4	15.4
Home language	English	104	88.7	13.7
	Language other than English	60	85.7	17.7
	Total	164	87.6	15.3
Permanent residency or citizenship	Australian	118	87.4	15.8
	Not Australian	43	88.6	14.1
	Total	161	87.7	15.3
Disability status	Disability identified	4	97.9	4.2
	No disability identified	151	87.7	15.5
	Total	155	87.9	15.4
Groups	1	197	87.8	15.7
	Total	197	87.8	15.7

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	195	85.3	15.7
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	1	91.7	0.0
	Certificate III	8	89.6	13.2
	Certificate IV	1	88.9	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	83.3	16.7
	Advanced diploma	2	100.0	0.0
	Associate degree	1	91.7	0.0
	Degree	11	91.7	12.9
	Short course or statement of attainment	108	83.8	14.1
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	84.3	15.3
	Total	150	85.0	15.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	195	85.3	15.7
Field of education	Natural and physical sciences			
	Information technology	2	79.2	17.7
	Engineering and related technologies			
	Architecture and building	2	100.0	0.0
	Agriculture, environmental and related studies	2	100.0	0.0
	Health	2	79.2	17.7
	Education	3	100.0	0.0
	Management and commerce	5	85.0	14.9
	Society and culture	2	83.3	23.6
	Creative arts	2	66.7	0.0
	Food, hospitality and personal services	128	84.7	15.8
	Other	4	85.4	17.2
	Total	152	85.0	15.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	79.2	8.3
	February	24	87.3	13.6
	March	25	87.3	14.5
	April	6	71.8	37.6
	May	16	85.2	14.7
	June	1	100.0	0.0
	July	1	75.0	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	80.6	17.3
	November			
	December			
	Do not know			
Training start year	2014	116	84.3	16.2
	2013	6	87.5	14.7
	2012			
	2011	2	83.3	23.6
	2010	2	87.5	5.9
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	66.7	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	93.7	11.6
	Not apprenticeship or traineeship	118	83.7	16.3
Recognition of prior learning	Recognition of prior learning	13	84.0	15.4
	No recognition of prior learning	102	84.5	16.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	70	84.1	14.8
	Male	89	85.8	16.7
	Total	159	85.0	15.9
Learner age	Under 15	2	91.7	0.0
	15 to 19	19	87.1	11.9
	20 to 24	44	86.0	14.7
	25 to 34	59	84.0	18.7
	35 to 44	17	90.2	13.6
	45 to 54	15	78.7	13.1
	55 to 64	6	69.4	4.3
	65 or over	2	91.7	11.8
	Total	164	84.7	15.8
Aboriginal or Torres Strait Islander origin	No	158	84.8	15.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	91.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	160	84.7	15.9
Home language	English	103	85.0	14.4
	Language other than English	58	85.2	18.1
	Total	161	85.1	15.8
Permanent residency or citizenship	Australian	115	84.4	16.3
	Not Australian	43	86.6	14.7
	Total	158	85.0	15.9
Disability status	Disability identified	4	89.6	15.8
	No disability identified	148	85.1	15.9
	Total	152	85.2	15.9
Groups	1	195	85.3	15.7
	Total	195	85.3	15.7

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	197	85.1	16.2
Qualification Level	Certificate I	2	94.4	7.9
	Certificate II	1	100.0	0.0
	Certificate III	8	87.5	13.8
	Certificate IV	1	88.9	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	77.8	19.2
	Advanced diploma	2	83.3	23.6
	Associate degree	1	66.7	0.0
	Degree	12	88.0	16.7
	Short course or statement of attainment	109	84.0	14.8
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	81.5	17.6
	Total	152	84.2	16.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	197	85.1	16.2
Field of education	Natural and physical sciences			
	Information technology	2	88.9	15.7
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	2	94.4	7.9
	Agriculture, environmental and related studies	2	83.3	23.6
	Health	2	72.2	7.9
	Education	3	100.0	0.0
	Management and commerce	5	82.2	16.9
	Society and culture	2	66.7	0.0
	Creative arts	2	61.1	7.9
	Food, hospitality and personal services	129	84.5	16.5
	Other	4	83.3	19.2
	Total	154	84.2	16.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	66.7	0.0
	February	24	88.0	13.5
	March	25	84.4	15.7
	April	6	75.9	38.8
	May	16	82.6	18.1
	June	1	100.0	0.0
	July	1	66.7	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	77.8	19.2
	November			
	December			
	Do not know			
Training start year	2014	117	83.6	16.7
	2013	6	83.3	18.3
	2012			
	2011	2	83.3	23.6
	2010	2	77.8	15.7
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	55.6	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	91.7	15.4
	Not apprenticeship or traineeship	120	83.5	16.6
Recognition of prior learning	Recognition of prior learning	13	80.3	17.7
	No recognition of prior learning	102	84.3	16.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	71	83.6	15.6
	Male	90	85.0	17.1
	Total	161	84.4	16.4
Learner age	Under 15	2	88.9	0.0
	15 to 19	19	85.4	13.9
	20 to 24	45	84.0	14.5
	25 to 34	60	83.0	19.8
	35 to 44	17	90.8	13.7
	45 to 54	15	83.7	13.8
	55 to 64	6	75.9	13.0
	65 or over	2	83.3	23.6
	Total	166	84.2	16.4
Aboriginal or Torres Strait Islander origin	No	159	84.2	16.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	55.6	0.0
	Total	161	84.0	16.4
Home language	English	104	86.0	14.0
	Language other than English	59	81.8	19.3
	Total	163	84.5	16.2
Permanent residency or citizenship	Australian	117	84.9	16.3
	Not Australian	43	83.1	16.7
	Total	160	84.4	16.3
Disability status	Disability identified	4	91.7	10.6
	No disability identified	150	84.8	16.1
	Total	154	85.0	16.0
Groups	1	197	85.1	16.2
	Total	197	85.1	16.2

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	198	82.5	17.2
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	1	100.0	0.0
	Certificate III	8	88.9	14.5
	Certificate IV	1	77.8	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	77.8	19.2
	Advanced diploma	2	77.8	0.0
	Associate degree	1	66.7	0.0
	Degree	12	84.3	15.3
	Short course or statement of attainment	110	81.0	16.7
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	81.5	17.6
	Total	153	81.7	17.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	198	82.5	17.2
Field of education	Natural and physical sciences			
	Information technology	2	94.4	7.9
	Engineering and related technologies	1	66.7	0.0
	Architecture and building	2	88.9	15.7
	Agriculture, environmental and related studies	2	83.3	23.6
	Health	2	72.2	7.9
	Education	3	96.3	6.4
	Management and commerce	5	86.7	18.3
	Society and culture	2	72.2	7.9
	Creative arts	2	66.7	0.0
	Food, hospitality and personal services	130	81.7	18.1
	Other	4	77.8	15.7
	Total	155	81.8	17.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	72.2	6.4
	February	24	86.6	15.0
	March	25	82.2	16.0
	April	6	70.4	37.6
	May	16	78.5	21.6
	June	1	100.0	0.0
	July	1	55.6	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	77.8	19.2
	November			
	December			
	Do not know			
Training start year	2014	118	81.2	18.2
	2013	6	77.8	18.6
	2012			
	2011	2	77.8	15.7
	2010	2	77.8	15.7
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	66.7	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	90.3	15.1
	Not apprenticeship or traineeship	121	81.1	17.8
Recognition of prior learning	Recognition of prior learning	13	81.2	15.3
	No recognition of prior learning	102	82.2	18.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	72	82.7	15.9
	Male	90	82.6	18.6
	Total	162	82.6	17.4
Learner age	Under 15	2	88.9	0.0
	15 to 19	19	87.7	13.8
	20 to 24	45	81.7	16.8
	25 to 34	61	80.5	19.3
	35 to 44	17	89.5	16.9
	45 to 54	15	75.6	13.4
	55 to 64	6	79.6	16.4
	65 or over	2	83.3	23.6
	Total	167	82.2	17.3
Aboriginal or Torres Strait Islander origin	No	160	82.4	17.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	162	82.3	17.4
Home language	English	104	83.0	16.2
	Language other than English	60	81.7	19.2
	Total	164	82.5	17.3
Permanent residency or citizenship	Australian	118	82.5	17.9
	Not Australian	43	82.4	16.1
	Total	161	82.5	17.4
Disability status	Disability identified	4	97.2	5.6
	No disability identified	151	82.5	17.4
	Total	155	82.9	17.3
Groups	1	198	82.5	17.2
	Total	198	82.5	17.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	84.3	16.1
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	1	100.0	0.0
	Certificate III	8	83.3	19.7
	Certificate IV	1	83.3	0.0
	Certificate level unknown	1	88.9	0.0
	Diploma	3	81.5	17.0
	Advanced diploma	2	83.3	7.9
	Associate degree	1	88.9	0.0
	Degree	12	85.2	11.9
	Short course or statement of attainment	111	83.5	15.4
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	85.2	17.6
	Total	154	83.7	16.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	84.3	16.1
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	1	88.9	0.0
	Architecture and building	2	88.9	15.7
	Agriculture, environmental and related studies	2	83.3	7.9
	Health	2	77.8	15.7
	Education	3	88.9	11.1
	Management and commerce	5	84.4	14.9
	Society and culture	2	72.2	7.9
	Creative arts	2	72.2	7.9
	Food, hospitality and personal services	131	84.0	17.2
	Other	4	80.6	16.7
	Total	156	83.7	16.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	75.0	10.6
	February	24	84.7	13.0
	March	25	84.4	15.7
	April	6	70.4	37.6
	May	16	83.3	20.3
	June	1	100.0	0.0
	July	1	66.7	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	81.5	17.0
	November			
	December			
	Do not know			
Training start year	2014	119	82.8	17.6
	2013	6	81.5	11.5
	2012			
	2011	2	77.8	15.7
	2010	2	83.3	7.9
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	66.7	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	93.1	11.8
	Not apprenticeship or traineeship	121	82.8	17.3
Recognition of prior learning	Recognition of prior learning	13	83.8	15.5
	No recognition of prior learning	102	83.1	17.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	72	83.9	14.9
	Male	91	84.2	17.5
	Total	163	84.1	16.3
Learner age	Under 15	2	77.8	15.7
	15 to 19	19	84.2	13.0
	20 to 24	45	81.7	15.2
	25 to 34	61	83.6	18.8
	35 to 44	18	90.1	15.2
	45 to 54	15	81.9	15.5
	55 to 64	6	77.8	9.9
	65 or over	2	100.0	0.0
	Total	168	83.6	16.3
Aboriginal or Torres Strait Islander origin	No	161	84.0	16.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	55.6	0.0
	Total	163	83.7	16.5
Home language	English	104	84.5	14.6
	Language other than English	61	83.4	18.7
	Total	165	84.1	16.2
Permanent residency or citizenship	Australian	119	83.8	16.7
	Not Australian	43	84.0	16.0
	Total	162	83.8	16.5
Disability status	Disability identified	4	91.7	10.6
	No disability identified	152	83.7	16.7
	Total	156	83.9	16.6
Groups	1	199	84.3	16.1
	Total	199	84.3	16.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	82.0	16.2
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	1	86.7	0.0
	Certificate III	8	85.8	13.1
	Certificate IV	1	83.3	0.0
	Certificate level unknown	1	93.3	0.0
	Diploma	3	75.6	21.4
	Advanced diploma	2	80.0	18.9
	Associate degree	1	86.7	0.0
	Degree	12	85.6	14.2
	Short course or statement of attainment	111	80.3	15.1
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	83.7	16.7
	Total	154	81.3	16.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	82.0	16.2
Field of education	Natural and physical sciences			
	Information technology	2	76.7	14.1
	Engineering and related technologies	1	66.7	0.0
	Architecture and building	2	83.3	23.6
	Agriculture, environmental and related studies	2	90.0	4.7
	Health	2	76.7	14.1
	Education	3	93.3	11.5
	Management and commerce	5	80.0	18.9
	Society and culture	2	66.7	0.0
	Creative arts	2	70.0	4.7
	Food, hospitality and personal services	131	81.4	16.6
	Other	4	81.7	17.5
	Total	156	81.2	16.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	71.7	6.4
	February	24	83.8	14.7
	March	25	82.4	13.3
	April	6	66.7	36.5
	May	16	77.9	21.0
	June	1	100.0	0.0
	July	1	73.3	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	82.2	16.8
	November			
	December			
	Do not know			
Training start year	2014	119	80.4	16.9
	2013	6	81.1	16.6
	2012			
	2011	2	73.3	9.4
	2010	2	76.7	14.1
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	73.3	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	92.5	12.1
	Not apprenticeship or traineeship	121	79.9	16.7
Recognition of prior learning	Recognition of prior learning	13	82.2	14.7
	No recognition of prior learning	102	80.5	17.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	72	81.1	15.0
	Male	91	81.8	17.5
	Total	163	81.5	16.4
Learner age	Under 15	2	73.3	18.9
	15 to 19	19	82.8	13.0
	20 to 24	45	80.8	17.4
	25 to 34	61	80.5	17.7
	35 to 44	18	88.8	13.4
	45 to 54	15	75.3	13.6
	55 to 64	6	75.6	10.9
	65 or over	2	93.3	9.4
	Total	168	81.1	16.2
Aboriginal or Torres Strait Islander origin	No	161	81.4	16.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	60.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	60.0	0.0
	Total	163	81.2	16.4
Home language	English	104	81.2	14.8
	Language other than English	61	81.9	18.7
	Total	165	81.5	16.3
Permanent residency or citizenship	Australian	119	80.7	16.9
	Not Australian	43	83.4	15.1
	Total	162	81.4	16.4
Disability status	Disability identified	4	93.3	7.7
	No disability identified	152	81.2	16.4
	Total	156	81.5	16.3
Groups	1	199	82.0	16.2
	Total	199	82.0	16.2

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	84.2	16.6
Qualification Level	Certificate I	2	88.9	15.7
	Certificate II	1	100.0	0.0
	Certificate III	8	86.1	12.9
	Certificate IV	1	66.7	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	81.5	17.0
	Advanced diploma	2	88.9	15.7
	Associate degree	1	66.7	0.0
	Degree	12	86.6	13.3
	Short course or statement of attainment	111	83.9	15.1
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	82.7	13.7
	Total	154	83.9	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	84.2	16.6
Field of education	Natural and physical sciences			
	Information technology	2	88.9	15.7
	Engineering and related technologies	1	83.3	0.0
	Architecture and building	2	94.4	7.9
	Agriculture, environmental and related studies	2	77.8	15.7
	Health	2	77.8	15.7
	Education	3	96.3	6.4
	Management and commerce	5	84.4	12.7
	Society and culture	2	72.2	7.9
	Creative arts	2	66.7	0.0
	Food, hospitality and personal services	131	83.9	16.8
	Other	4	86.1	16.7
	Total	156	83.9	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	80.6	10.6
	February	24	85.6	15.5
	March	25	85.3	13.9
	April	6	68.5	36.8
	May	16	85.1	14.4
	June	1	100.0	0.0
	July	1	66.7	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	77.8	11.1
	November			
	December			
	Do not know			
Training start year	2014	119	83.7	16.7
	2013	6	85.2	16.7
	2012			
	2011	2	77.8	15.7
	2010	2	77.8	0.0
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	77.8	0.0
	2005			
	2004			
	2003	1	66.7	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	91.7	15.4
	Not apprenticeship or traineeship	121	83.6	16.7
Recognition of prior learning	Recognition of prior learning	13	82.9	15.5
	No recognition of prior learning	102	84.3	17.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	72	83.5	15.3
	Male	91	84.3	17.1
	Total	163	83.9	16.3
Learner age	Under 15	2	83.3	7.9
	15 to 19	19	90.9	11.0
	20 to 24	45	82.6	14.3
	25 to 34	61	82.6	18.6
	35 to 44	18	88.3	15.5
	45 to 54	15	77.8	17.3
	55 to 64	6	83.3	15.3
	65 or over	2	77.8	15.7
	Total	168	83.7	16.2
Aboriginal or Torres Strait Islander origin	No	161	84.0	16.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	163	83.9	16.3
Home language	English	104	84.3	15.4
	Language other than English	61	83.9	17.7
	Total	165	84.1	16.2
Permanent residency or citizenship	Australian	119	83.7	16.9
	Not Australian	43	84.5	15.0
	Total	162	83.9	16.4
Disability status	Disability identified	4	94.4	11.1
	No disability identified	152	84.0	16.5
	Total	156	84.2	16.4
Groups	1	199	84.2	16.6
	Total	199	84.2	16.6

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	198	84.0	16.0
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	1	88.9	0.0
	Certificate III	8	90.3	12.5
	Certificate IV	1	77.8	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	77.8	22.2
	Advanced diploma	2	83.3	23.6
	Associate degree	1	88.9	0.0
	Degree	12	85.2	15.2
	Short course or statement of attainment	110	82.9	14.5
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	82.7	16.8
	Total	153	83.4	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	198	84.0	16.0
Field of education	Natural and physical sciences			
	Information technology	2	77.8	15.7
	Engineering and related technologies	1	66.7	0.0
	Architecture and building	2	94.4	7.9
	Agriculture, environmental and related studies	2	88.9	0.0
	Health	2	66.7	0.0
	Education	3	92.6	12.8
	Management and commerce	5	86.7	19.9
	Society and culture	2	66.7	0.0
	Creative arts	2	66.7	0.0
	Food, hospitality and personal services	130	83.6	16.2
	Other	4	83.3	19.2
	Total	155	83.2	16.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	75.0	10.6
	February	24	84.3	15.0
	March	25	84.9	14.7
	April	6	70.4	37.6
	May	16	84.0	14.6
	June	1	100.0	0.0
	July	1	66.7	0.0
	August	1	100.0	0.0
	September	1	100.0	0.0
	October	3	81.5	17.0
	November			
	December			
	Do not know			
Training start year	2014	118	83.0	16.4
	2013	6	83.3	15.3
	2012			
	2011	2	72.2	7.9
	2010	2	88.9	15.7
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	66.7	0.0
	2002			
	2001	1	100.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	93.1	11.8
	Not apprenticeship or traineeship	120	82.7	16.6
Recognition of prior learning	Recognition of prior learning	13	83.8	14.8
	No recognition of prior learning	102	83.6	16.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	71	83.4	14.3
	Male	91	83.8	17.2
	Total	162	83.6	15.9
Learner age	Under 15	2	88.9	15.7
	15 to 19	19	87.7	13.3
	20 to 24	45	83.5	14.1
	25 to 34	60	82.4	18.2
	35 to 44	18	88.3	14.0
	45 to 54	15	77.0	14.2
	55 to 64	6	77.8	18.6
	65 or over	2	83.3	23.6
	Total	167	83.4	15.9
Aboriginal or Torres Strait Islander origin	No	160	83.7	16.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	162	83.6	16.0
Home language	English	104	84.0	14.7
	Language other than English	60	83.3	18.0
	Total	164	83.7	15.9
Permanent residency or citizenship	Australian	118	83.4	16.5
	Not Australian	43	84.8	15.0
	Total	161	83.8	16.1
Disability status	Disability identified	4	94.4	11.1
	No disability identified	151	83.7	16.2
	Total	155	83.9	16.2
Groups	1	198	84.0	16.0
	Total	198	84.0	16.0

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	198	77.5	16.5
Qualification Level	Certificate I	2	87.5	17.7
	Certificate II	1	83.3	0.0
	Certificate III	8	78.1	14.0
	Certificate IV	1	77.8	0.0
	Certificate level unknown	1	83.3	0.0
	Diploma	3	77.8	25.5
	Advanced diploma	2	75.0	11.8
	Associate degree	1	75.0	0.0
	Degree	12	74.3	16.5
	Short course or statement of attainment	110	76.1	15.5
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	55.6	50.9
	Do not know	9	78.7	14.5
	Total	153	76.1	16.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	198	77.5	16.5
Field of education	Natural and physical sciences			
	Information technology	2	87.5	5.9
	Engineering and related technologies	1	66.7	0.0
	Architecture and building	2	75.0	35.4
	Agriculture, environmental and related studies	2	79.2	17.7
	Health	2	58.3	11.8
	Education	3	83.3	16.7
	Management and commerce	5	71.7	20.1
	Society and culture	2	66.7	0.0
	Creative arts	2	70.8	5.9
	Food, hospitality and personal services	130	76.6	16.9
	Other	4	75.0	6.8
	Total	155	76.2	16.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	66.7	11.8
	February	24	75.3	13.3
	March	25	78.3	13.0
	April	6	69.4	36.0
	May	16	78.1	20.6
	June	1	75.0	0.0
	July	1	66.7	0.0
	August	1	100.0	0.0
	September	1	75.0	0.0
	October	3	61.1	26.8
	November			
	December			
	Do not know			
Training start year	2014	118	76.3	16.9
	2013	6	66.7	9.1
	2012			
	2011	2	75.0	11.8
	2010	2	87.5	5.9
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	91.7	0.0
	2005			
	2004			
	2003	1	75.0	0.0
	2002			
	2001	1	75.0	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	88.5	18.3
	Not apprenticeship or traineeship	120	75.1	16.6
Recognition of prior learning	Recognition of prior learning	13	78.2	15.8
	No recognition of prior learning	102	75.1	17.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	71	76.0	15.4
	Male	91	76.5	17.8
	Total	162	76.3	16.7
Learner age	Under 15	2	79.2	17.7
	15 to 19	19	74.1	15.2
	20 to 24	45	75.6	16.8
	25 to 34	60	76.4	17.7
	35 to 44	18	83.3	16.9
	45 to 54	15	71.9	11.3
	55 to 64	6	68.1	14.4
	65 or over	2	91.7	11.8
	Total	167	76.2	16.5
Aboriginal or Torres Strait Islander origin	No	160	76.4	16.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	75.0	0.0
	Total	162	76.4	16.6
Home language	English	104	76.9	15.0
	Language other than English	60	75.2	19.4
	Total	164	76.3	16.7
Permanent residency or citizenship	Australian	118	75.5	16.7
	Not Australian	43	78.6	17.0
	Total	161	76.4	16.8
Disability status	Disability identified	4	91.7	6.8
	No disability identified	151	76.0	16.9
	Total	155	76.4	16.9
Groups	1	198	77.5	16.5
	Total	198	77.5	16.5

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	86.7	16.6
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	1	100.0	0.0
	Certificate III	8	90.3	12.5
	Certificate IV	1	100.0	0.0
	Certificate level unknown	1	100.0	0.0
	Diploma	3	81.5	17.0
	Advanced diploma	2	94.4	7.9
	Associate degree	1	100.0	0.0
	Degree	12	88.9	15.0
	Short course or statement of attainment	111	85.4	15.8
	VET Graduate Certificate or Diploma			
	Other qualification or training	3	66.7	57.7
	Do not know	9	82.7	16.8
	Total	154	86.0	16.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	199	86.7	16.6
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	1	66.7	0.0
	Architecture and building	2	100.0	0.0
	Agriculture, environmental and related studies	2	94.4	7.9
	Health	2	83.3	23.6
	Education	3	100.0	0.0
	Management and commerce	5	88.9	15.7
	Society and culture	2	77.8	15.7
	Creative arts	2	66.7	0.0
	Food, hospitality and personal services	131	86.2	17.2
	Other	4	80.6	16.7
	Total	156	86.1	16.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	77.8	9.1
	February	24	88.4	14.1
	March	25	84.9	14.3
	April	6	74.1	38.9
	May	16	83.3	21.1
	June	1	100.0	0.0
	July	1	88.9	0.0
	August	1	100.0	0.0
	September	1	88.9	0.0
	October	3	81.5	17.0
	November			
	December			
	Do not know			
Training start year	2014	119	85.0	17.6
	2013	6	85.2	15.2
	2012			
	2011	2	83.3	23.6
	2010	2	88.9	15.7
	2009			
	2008			
	2007	1	100.0	0.0
	2006	1	100.0	0.0
	2005			
	2004			
	2003	1	66.7	0.0
	2002			
	2001	1	88.9	0.0
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	8	95.8	11.8
	Not apprenticeship or traineeship	121	84.8	17.5
Recognition of prior learning	Recognition of prior learning	13	85.5	15.3
	No recognition of prior learning	102	85.4	17.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	72	85.5	15.9
	Male	91	86.7	17.9
	Total	163	86.2	17.0
Learner age	Under 15	2	94.4	7.9
	15 to 19	19	89.5	12.5
	20 to 24	45	84.2	17.6
	25 to 34	61	85.1	19.0
	35 to 44	18	91.4	14.0
	45 to 54	15	83.7	15.1
	55 to 64	6	85.2	15.2
	65 or over	2	94.4	7.9
	Total	168	86.1	16.8
Aboriginal or Torres Strait Islander origin	No	161	86.2	16.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	55.6	0.0
	Total	163	86.0	16.9
Home language	English	104	87.8	15.6
	Language other than English	61	84.2	18.4
	Total	165	86.5	16.7
Permanent residency or citizenship	Australian	119	86.3	17.0
	Not Australian	43	85.5	16.9
	Total	162	86.1	16.9
Disability status	Disability identified	4	97.2	5.6
	No disability identified	152	85.8	17.2
	Total	156	86.1	17.1
Groups	1	199	86.7	16.6
	Total	199	86.7	16.6

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	87.8	15.7	83.3	19.4
Effective Assessment	85.3	15.7	72.0	23.9
Clear Expectations	85.1	16.2		
Learning Stimulation	82.5	17.2		
Training Relevance	84.3	16.1	76.7	20.2
Competency Development	82.0	16.2	74.0	19.8
Training Resources	84.2	16.6	71.4	24.2
Effective Support	84.0	16.0	74.6	22.4
Active Learning	77.5	16.5		
Overall Satisfaction	86.7	16.6	83.3	18.4

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

All information provided was understandable
All was great learning aspect
Australian law concerning alcohol
Barry, good presentation
Cass the trainer
Clear delivery of info
Clear explanation and friendly speech
Clear explanation, interesting and practical examples
Clear explanation, relevant informations and examples
Coffee
Communicating and interaction
Content and pace were good
Easy to follow
Easy to understand
Everything was explained in depth
Excellent presenter
Friendly & interesting instructor
Fun, nice trainers, nice people
Good presenter
Good trainer
I learned a lot about the damage of alcohol
I liked it all
Improve skills
Insight into current statistics
Interesting and engaging
Learning
Learn how to make coffee
Lots of hand on practice involved
Notes, scenarios explained as examples
Practical organised trainer
Practical session
Practice
Real life examples
Real life examples
Relaxed atmosphere
Ricard De G was a very good trainer - helped keep the content light & interesting

Simple to understand
Some great industry knowledge
The Practice
The pace is good
The practical aspects as they allowed me to put what was learnt into action
The right learn contact with alcohol & conscmess
The trainers sense of humour & a positive class
The tutor was excellent
Time effective
To learn new skills
To learn new skills
Trainer is nice and friendly
Trainer made the class & day interesting & engaging
Trainer made the subject interesting
Trainer running through the content in great detail
Trainers encourage particicipation
Trainers encourage particicipation
Tutor's presentation
Videos
Videos & diagrams & games in the booklet kept it all interesting instead of writing lines
Warm friendly group
booklet
comforable environment
communication
excellent lecturer, Sarah knows her stuff
frequent breaks, good caring teacher
funny stories
good information
good teacher, visual learning
got to practise more to get better
group activity conversation with teacher
i learned alot of things i wouldnt have known prior to doing this course
information
intersting informative, relevent to subject
it was made simple & clear having had no previous first aid training. Things were made relevent
knowledge learned about anti-gambling force
learn how to del with intoxicated people
learning how to deal with intox & learn more about alchohol
more indepth explanation of different situdations
open environment
plenty of time to work, no pressure, trainers accent, dot points keep info & to the point
practical
practical & easy to understand, small group, great teacher, down to earth
practical application tht was interesting & helpful
practical teaching, knowleagable instructor
presenter was friendly

related to real life scenarios
teacher was funny & realistic
the best aspects of the training was through the pracs because it gave me better understanding as well as theory
the explanation was clear & short & concise
the instructor was very friendly & engaging & clarified areas which needed clarification
the knowledge & life experience of the instructor & how well everything was explained for easy understanding
the teacher
the teacher
the teaching was very clear & shared his relevent industry knowledge & experience
the trainer Cass was very friendly & patient
the tutors knowledge & making sure everything was thoroughly understood
the visuals - video's of real life examples of effects of gambling
trainer made us comfortable
trainers sense of humour & approachability
up to date subject matters
various multimedia real workplace stories
very basic context & easy to understand
very detailed and clear
very informative easy to understand engaging
very informative, engaging, interesting matarial
very simple & easy to understand
we learn about responsible service of alchohol
working as a team; cocktails, wine tasting

LQ needs improvement

Government issue
I don't think any really
I firmly believed this can be delievered in 2 hrs
I think it should be avaibale online again
It was a little bit too fast sometimes
It would be nice to have mor machines or a smaller troupe to get even more practice
Less questions
Little hard to understand the prounciation
May be a little harder
More ppt use of videos to demonstate example
N/A
N/A
N/A
N/A
Need to be more interactiv
Needs to be smaller class so individuals get undivided attention
Nil
Nil
Nil
Noise from other room
None
None
Nothig
Nothing
People who turned up late from the start & after breaks with no apologies to the trainer
Reduced to 3hrs
Room was freezing
Slightly longer breaks
Smaller classes
Smaller classes
Staff and behavior towards patrons
There was a lot to do in 1 day. Could possibly length the course to complete all aspects sufficiently
booklets & questions were too repetitive, changing the words alittle does nt mean more info or a different answer. Class discussion could be helpful in understanding
iin need of improvement was during the level 2 first aid
it would be more helpful if htere was more job opporutnities linked or offered during my training
just reading from book
may be more structure which highlights the key issues we need to be familiar with
may be some practical hands-on examples
more practical if possible
more practical work
more senarios
n/a
needs more images for visual learning which will make subject more interesting

nil
nil
none
not much
not much really
people struggling were passed anyway
probably more examples in life
reassurance that everyone at the same pace
standard drink info
the class is Responsible service of alcohol not alcohol education on whether you should major issue is drugs
the first aid trainer Andrew Page needs to do more prac work instead of just verbal teaching
the first aid trainer was not too good he started talking about other things rather than first aid- didnt do any practical
the legal obligation for me to participate in order to work (not your fault)
the long parts that were read out loudly
the time keeping manners of the other students
time for more practical
timetable ; first aid training needs improving ie more practical
too long

EQ best aspects

Cocktails course
Cocktails course
Industry information presented by facilitator
Not having to pay for RSA and RCG
The trainer
The training was on the job and our students didn't have to travel
one on one training
one on one training
staff mentoring
the informed industry trainers

EQ needs improvement

Coffee
Coffee classes
Communication
Everything else
Too much paperwork
coffee classes
more practical

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

30 May 2014

RTO Information

NTIS number	6372
Name	Institute of Training and Further Education
Street Address	Level 6, 250 Collins St
City/town/suburb	MELBOURNE
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	200	14
Population count (number)	200	14
Response rate (per cent)	100.0	100.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	83.8	19.7	76.2	25.9
Trainer Quality	87.8	15.7	83.3	19.4
Effective Assessment	85.3	15.7	72.0	23.9
Clear Expectations	85.1	16.2		
Learning Stimulation	82.5	17.2		
Training Relevance	84.3	16.1	76.7	20.2
Competency Development	82.0	16.2	74.0	19.8
Training Resources	84.2	16.6	71.4	24.2
Effective Support	84.0	16.0	74.6	22.4
Active Learning	77.5	16.5		
Overall Satisfaction	86.7	16.6	83.3	18.4

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	