RTO Information

This report presents summary information about the Registered Training Organisation

Name	Nepean Industry Edge Training
Street Address	405 Nepean Highway
City/town/suburb	Frankston
State	VIC
Post code	3199
NTIS number	22214

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

	Learners			Employers		
Scale	**Response count**	**Average score**	**Average variation**	**Response count**	**Average score**	**Average variation**
Trainer Quality	115	89.6	13.4			
Effective Assessment	115	82.0	15.0			
Clear Expectations	115	82.1	15.8			
Learning Stimulation	115	79.5	14.9			
Training Relevance	115	84.9	15.2			
Competency Development	115	83.5	13.1			
Training Resources	115	81.9	16.2			
Effective Support	115	84.2	14.1			
Active Learning	115	82.0	12.6			
Overall Satisfaction	115	88.7	14.3			

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	1	0.0			
	Information technology	6	0	0.0			
	Engineering and related technologies	0	0	0.0			
	Architecture and building	0	0	0.0			
	Agriculture, environmental and related studies	0	0	0.0			
	Health	28	28	100.0			
	Education	74	65	87.8			
	Management and commerce	0	2	0.0			
	Society and culture	7	7	100.0			
	Creative arts	0	0	0.0			
	Food, hospitality and personal services	0	4	0.0			
	Other	0	6	0.0			
	TOTAL	115	113	98.3	0	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	6	6	100.0			
	Certificate III	77	76	98.7			
	Certificate IV	27	25	92.6			
	Certificate level unknown	0	0	0.0			
	Diploma	5	7	140.0			
	Advanced diploma	0	0	0.0			
	Associate degree	0	0	0.0			
	Degree	0	0	0.0			
	Short course or statement of attainment	0	0	0.0			
	VET Graduate Certificate or Diploma	0	0	0.0			
	Other qualification or training	0	1	0.0			
	Do not know	0	0	0.0			
	Total	115	115	100.0			

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 aaspects of education and training.

LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	38	77	115	0
LQ2	Trainers made the subject as interesting as possible.	0	1	35	79	114	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	27	87	114	1
LQ4	Trainers explained things clearly.	0	0	41	74	115	0
LQ5	Overall, I am satisfied with the training.	0	1	41	73	114	0
LQ6	I would recommend the training to others.	0	2	32	80	112	1
LQ7	I would recommend the training organisation to others.	0	1	35	79	114	0
LQ8	I received useful feedback on my assessments.	2	5	52	55	107	1
LQ9	Assessments were based on realistic activities.	0	4	57	54	111	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	53	60	113	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	51	59	110	3
LQ12	It was always easy to know the standards expected.	0	6	62	47	109	0
LQ13	I usually had a clear idea of what was expected of me.	0	5	57	53	110	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	42	72	114	0
LQ15	I was given enough material to keep up my interest.	0	0	55	60	115	0
LQ16	The amount of work I had to do was reasonable.	0	7	65	42	107	1
LQ17	The training was at the right level of difficulty for me.	0	5	67	43	110	0
LQ18	The training focused on relevant skills.	0	1	51	63	114	0
LQ19	The training prepared me well for work.	0	0	47	68	115	0
LQ20	The training had a good mix of theory and practice.	0	4	48	62	110	1
LQ21	I developed the skills expected from this training.	0	0	46	69	115	0
LQ22	I learned to work with people.	0	2	54	58	112	1
LQ23	I identified ways to build on my current knowledge and skills.	0	1	58	56	114	0
LQ24	I developed the knowledge expected from this training.	0	1	45	69	114	0
LQ25	I learned to plan and manage my work.	0	4	65	46	111	0
LQ26	Training resources were available when I needed them.	0	2	62	50	112	1
LQ27	The training used up-to-date equipment, facilities and materials.	0	2	56	56	112	1
LQ28	Training facilities and materials were in good condition.	0	4	50	61	111	0
LQ29	Training organisation staff respected my background and needs.	0	2	47	66	113	0
LQ30	The training was flexible enough to meet my needs.	0	0	45	70	115	0
LQ31	The training organisation had a range of services to support learners.	0	4	58	51	109	2
LQ32	I set high standards for myself in this training.	0	5	51	59	110	0
LQ33	I pushed myself to understand things I found confusing.	1	2	60	51	111	1
LQ34	I looked for my own resources to help me learn.	0	6	64	45	109	0
LQ35	I approached trainers if I needed help.	0	0	44	71	115	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	33.1	67.0	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.9	30.4	68.7	99.1	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	23.7	76.3	100.0	0.9
LQ4	Trainers explained things clearly.	0.0	0.0	35.7	64.4	100.0	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.9	35.7	63.5	99.1	0.0
LQ6	I would recommend the training to others.	0.0	1.8	28.1	70.2	98.3	0.9
LQ7	I would recommend the training organisation to others.	0.0	0.9	30.4	68.7	99.1	0.0
LQ8	I received useful feedback on my assessments.	1.8	4.4	45.6	48.3	93.9	0.9
LQ9	Assessments were based on realistic activities.	0.0	3.5	49.6	47.0	96.5	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	1.7	46.1	52.2	98.3	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	1.8	45.5	52.7	98.2	2.6
LQ12	It was always easy to know the standards expected.	0.0	5.2	53.9	40.9	94.8	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	4.4	49.6	46.1	95.7	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.9	36.5	62.6	99.1	0.0
LQ15	I was given enough material to keep up my interest.	0.0	0.0	47.8	52.2	100.0	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	6.2	57.0	36.9	93.9	0.9
LQ17	The training was at the right level of difficulty for me.	0.0	4.4	58.3	37.4	95.7	0.0
LQ18	The training focused on relevant skills.	0.0	0.9	44.4	54.8	99.1	0.0
LQ19	The training prepared me well for work.	0.0	0.0	40.9	59.1	100.0	0.0
LQ20	The training had a good mix of theory and practice.	0.0	3.5	42.1	54.4	96.5	0.9
LQ21	I developed the skills expected from this training.	0.0	0.0	40.0	60.0	100.0	0.0
LQ22	I learned to work with people.	0.0	1.8	47.4	50.9	98.3	0.9
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.9	50.4	48.7	99.1	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.9	39.1	60.0	99.1	0.0
LQ25	I learned to plan and manage my work.	0.0	3.5	56.5	40.0	96.5	0.0
LQ26	Training resources were available when I needed them.	0.0	1.8	54.4	43.9	98.3	0.9
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	1.8	49.1	49.1	98.3	0.9
LQ28	Training facilities and materials were in good condition.	0.0	3.5	43.5	53.1	96.5	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	1.7	40.9	57.4	98.3	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	39.1	60.9	100.0	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	3.5	51.3	45.1	96.5	1.7
LQ32	I set high standards for myself in this training.	0.0	4.4	44.4	51.3	95.7	0.0
LQ33	I pushed myself to understand things I found confusing.	0.9	1.8	52.6	44.7	97.4	0.9
LQ34	I looked for my own resources to help me learn.	0.0	5.2	55.7	39.1	94.8	0.0
LQ35	I approached trainers if I needed help.	0.0	0.0	38.3	61.7	100.0	0.0

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	89.0	15.7
LQ2	Trainers made the subject as interesting as possible.	89.3	16.3
LQ3	Trainers had an excellent knowledge of the subject content.	92.1	14.2
LQ4	Trainers explained things clearly.	88.1	16.0
LQ5	Overall, I am satisfied with the training.	87.5	16.8
LQ6	I would recommend the training to others.	89.5	16.8
LQ7	I would recommend the training organisation to others.	89.3	16.3
LQ8	I received useful feedback on my assessments.	80.1	22.0
LQ9	Assessments were based on realistic activities.	81.2	18.8
LQ10	The way I was assessed was a fair test of my skills and knowledge.	83.5	17.9
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	83.6	17.9
LQ12	It was always easy to know the standards expected.	78.6	19.3
LQ13	I usually had a clear idea of what was expected of me.	80.6	19.2
LQ14	Trainers made it clear right from the start what they expected from me.	87.2	16.9
LQ15	I was given enough material to keep up my interest.	84.1	16.7
LQ16	The amount of work I had to do was reasonable.	76.9	19.4
LQ17	The training was at the right level of difficulty for me.	77.7	18.6
LQ18	The training focused on relevant skills.	84.6	17.3
LQ19	The training prepared me well for work.	86.4	16.5
LQ20	The training had a good mix of theory and practice.	83.6	18.9
LQ21	I developed the skills expected from this training.	86.7	16.4
LQ22	I learned to work with people.	83.0	17.9
LQ23	I identified ways to build on my current knowledge and skills.	82.6	17.3
LQ24	I developed the knowledge expected from this training.	86.4	17.0
LQ25	I learned to plan and manage my work.	78.8	18.4
LQ26	Training resources were available when I needed them.	80.7	17.7
LQ27	The training used up-to-date equipment, facilities and materials.	82.5	17.9
LQ28	Training facilities and materials were in good condition.	83.2	18.9
LQ29	Training organisation staff respected my background and needs.	85.2	17.8
LQ30	The training was flexible enough to meet my needs.	87.0	16.3
LQ31	The training organisation had a range of services to support learners.	80.5	18.8
LQ32	I set high standards for myself in this training.	82.3	19.4
LQ33	I pushed myself to understand things I found confusing.	80.4	19.2
LQ34	I looked for my own resources to help me learn.	78.0	19.2
LQ35	I approached trainers if I needed help.	87.2	16.3

EQ response category numbers

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

EQ response category percentages

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

EQ item averages and variations

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

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**	115	89.6	13.4
Qualification Level	**Certificate I**			
	Certificate II	6	86.1	13.6
	Certificate III	76	90.5	13.3
	Certificate IV	25	85.7	13.7
	Certificate level unknown			
	Diploma	7	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	115	89.6	13.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	89.6	13.4
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	96.4	9.2
	Education	65	87.6	13.8
	Management and commerce	2	75.0	0.0
	Society and culture	7	86.9	15.1
	Creative arts			
	Food, hospitality and personal services	4	85.4	17.2
	Other	6	93.1	13.4
	Total	113	89.5	13.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	95.6	9.4
	March	31	85.2	14.4
	April			
	May	16	91.1	12.0
	June	14	92.9	12.2
	July	6	81.9	13.4
	August	2	100.0	0.0
	September	6	90.3	15.3
	October	10	89.2	16.2
	November	9	92.6	14.7
	December	2	83.3	11.8
	Do not know			
Training start year	2012			
	2011	107	89.3	13.5
	2010	4	100.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	99	89.1	13.7
Recognition of prior learning	Recognition of prior learning	4	91.7	11.8
	No recognition of prior learning	96	89.1	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	89.7	13.7
	Male	17	89.7	11.2
	Total	113	89.7	13.3
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	91.7	11.8
	20 to 24	24	89.9	14.3
	25 to 34	13	89.7	14.9
	35 to 44	27	87.3	13.7
	45 to 54	22	89.0	13.5
	55 to 64	14	89.9	13.9
	65 or over	2	95.8	5.9
	Total	114	89.5	13.4
Aboriginal or Torres Strait Islander origin	No	111	89.9	13.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	89.9	13.3
Home language	English	105	89.9	13.4
	Language other than English	8	86.5	13.3
	Total	113	89.7	13.3
Permanent residency or citizenship	Australian	110	90.2	13.0
	Not Australian	2	75.0	23.6
	Total	112	89.9	13.2
Disability status	Disability identified	9	88.0	13.2
	No disability identified	101	90.2	13.1
	Total	110	90.0	13.1
Groups	1	6	77.8	12.5
	2	6	86.1	13.6
	3	6	100.0	0.0
	4	4	91.7	16.7
	5	5	98.3	3.7
	6	6	88.9	12.5
	7	21	81.7	13.8
	8	4	91.7	16.7
	9	10	93.3	11.0
	10	7	95.2	12.6
	11	2	100.0	0.0
	12	5	93.3	14.9
	13	2	100.0	0.0
	14	1	83.3	0.0
	15	12	87.5	14.4

	16	7	86.9	15.1
	17	6	88.9	14.6
	18	5	100.0	0.0
	Total	115	89.6	13.4

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	82.0	15.0
Qualification Level	Certificate I			
	Certificate II	6	77.8	13.6
	Certificate III	76	82.6	15.5
	Certificate IV	25	80.3	13.1
	Certificate level unknown			
	Diploma	7	88.1	15.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	58.3	0.0
	Do not know			
	Total	115	82.0	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	82.0	15.0
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	87.8	12.1
	Education	65	79.4	15.9
	Management and commerce	2	79.2	17.7
	Society and culture	7	83.3	14.4
	Creative arts			
	Food, hospitality and personal services	4	75.7	6.9
	Other	6	86.1	16.4
	Total	113	81.8	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	83.9	17.9
	March	31	78.5	15.2
	April			
	May	16	82.3	16.4
	June	14	83.5	12.1
	July	6	66.7	0.0
	August	2	100.0	0.0
	September	6	87.5	16.5
	October	10	87.5	13.2
	November	9	82.4	11.4
	December	2	79.2	17.7
	Do not know			
Training start year	2012			
	2011	107	81.2	14.9
	2010	4	97.9	4.2
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	75.0	0.0
	Not apprenticeship or traineeship	99	81.5	14.6
Recognition of prior learning	Recognition of prior learning	4	81.2	12.5
	No recognition of prior learning	96	81.5	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	82.1	15.5
	Male	17	81.4	11.2
	Total	113	82.0	14.9
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	83.3	14.9
	20 to 24	24	83.7	15.8
	25 to 34	13	82.1	15.9
	35 to 44	27	78.4	16.2
	45 to 54	22	80.8	12.4
	55 to 64	14	83.9	15.8
	65 or over	2	83.3	0.0
	Total	114	81.8	14.9
Aboriginal or Torres Strait Islander origin	No	111	82.2	14.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	82.2	14.9
Home language	English	105	82.3	14.6
	Language other than English	8	76.0	19.1
	Total	113	81.9	15.0
Permanent residency or citizenship	Australian	110	82.1	14.9
	Not Australian	2	75.0	23.6
	Total	112	82.0	15.0
Disability status	Disability identified	9	81.5	15.5
	No disability identified	101	82.1	14.9
	Total	110	82.1	14.8
Groups	1	6	77.8	15.5
	2	6	77.8	13.6
	3	6	91.7	7.5
	4	4	79.9	17.2
	5	5	98.3	3.7
	6	6	66.7	14.9
	7	21	74.2	15.8
	8	4	91.7	16.7
	9	10	84.2	13.3
	10	7	82.1	8.9
	11	2	100.0	0.0
	12	5	91.7	14.4
	13	2	83.3	23.6
	14	1	66.7	0.0
	15	12	79.2	13.1

	16	7	83.3	14.4
	17	6	86.1	11.4
	18	5	90.0	14.9
	Total	115	82.0	15.0

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	82.1	15.8
Qualification Level	Certificate I			
	Certificate II	6	79.6	13.0
	Certificate III	76	83.9	16.0
	Certificate IV	25	75.6	14.7
	Certificate level unknown			
	Diploma	7	92.1	8.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	55.6	0.0
	Do not know			
	Total	115	82.1	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	82.1	15.8
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	90.5	13.8
	Education	65	79.1	15.5
	Management and commerce	2	66.7	0.0
	Society and culture	7	79.4	16.3
	Creative arts			
	Food, hospitality and personal services	4	75.0	19.0
	Other	6	88.9	14.1
	Total	113	82.0	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	85.2	18.6
	March	31	80.3	16.2
	April			
	May	16	80.6	16.0
	June	14	83.3	13.6
	July	6	70.4	11.5
	August	2	100.0	0.0
	September	6	83.3	15.3
	October	10	87.8	16.1
	November	9	82.7	16.8
	December	2	72.2	7.9
	Do not know			
Training start year	2012			
	2011	107	81.4	15.8
	2010	4	100.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	55.6	0.0
	Not apprenticeship or traineeship	99	81.5	15.8
Recognition of prior learning	Recognition of prior learning	4	75.0	19.0
	No recognition of prior learning	96	81.5	15.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	83.0	15.8
	Male	17	77.1	14.9
	Total	113	82.1	15.7
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	84.8	14.3
	20 to 24	24	86.1	14.7
	25 to 34	13	83.8	19.0
	35 to 44	27	78.6	17.4
	45 to 54	22	77.3	14.3
	55 to 64	14	84.1	13.6
	65 or over	2	77.8	15.7
	Total	114	82.0	15.7
Aboriginal or Torres Strait Islander origin	No	111	82.4	15.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	82.4	15.7
Home language	English	105	82.4	15.3
	Language other than English	8	77.8	21.4
	Total	113	82.1	15.7
Permanent residency or citizenship	Australian	110	82.4	15.8
	Not Australian	2	72.2	7.9
	Total	112	82.2	15.7
Disability status	Disability identified	9	82.7	14.8
	No disability identified	101	82.3	15.7
	Total	110	82.3	15.6
Groups	1	6	70.4	16.7
	2	6	79.6	13.0
	3	6	94.4	6.1
	4	4	86.1	16.7
	5	5	97.8	5.0
	6	6	66.7	15.7
	7	21	75.7	14.7
	8	4	91.7	16.7
	9	10	90.0	13.3
	10	7	82.5	16.8
	11	2	100.0	0.0
	12	5	86.7	14.5
	13	2	94.4	7.9
	14	1	55.6	0.0
	15	12	75.9	13.3

	16	7	79.4	16.3
	17	6	85.2	16.7
	18	5	91.1	9.3
	Total	115	82.1	15.8

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	79.5	14.9
Qualification Level	Certificate I			
	Certificate II	6	74.1	13.5
	Certificate III	76	81.3	14.2
	Certificate IV	25	75.1	15.5
	Certificate level unknown			
	Diploma	7	84.1	18.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	55.6	0.0
	Do not know			
	Total	115	79.5	14.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	79.5	14.9
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	82.9	13.0
	Education	65	78.8	14.7
	Management and commerce	2	66.7	0.0
	Society and culture	7	81.0	20.0
	Creative arts			
	Food, hospitality and personal services	4	63.9	14.0
	Other	6	85.2	16.7
	Total	113	79.4	14.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	82.2	14.4
	March	31	78.9	15.5
	April			
	May	16	79.9	14.8
	June	14	78.6	15.4
	July	6	64.8	4.5
	August	2	88.9	15.7
	September	6	85.2	16.7
	October	10	85.6	17.4
	November	9	75.3	13.4
	December	2	77.8	0.0
	Do not know			
Training start year	2012			
	2011	107	79.0	14.8
	2010	4	91.7	16.7
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	99	79.0	14.9
Recognition of prior learning	Recognition of prior learning	4	75.0	5.6
	No recognition of prior learning	96	79.1	15.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	80.0	14.7
	Male	17	77.1	14.9
	Total	113	79.5	14.7
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	82.8	11.5
	20 to 24	24	81.5	17.2
	25 to 34	13	82.1	15.4
	35 to 44	27	76.5	14.6
	45 to 54	22	75.3	13.3
	55 to 64	14	80.2	15.8
	65 or over	2	83.3	7.9
	Total	114	79.3	14.8
Aboriginal or Torres Strait Islander origin	No	111	79.7	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	79.7	14.8
Home language	English	105	79.4	15.0
	Language other than English	8	79.2	15.1
	Total	113	79.4	14.9
Permanent residency or citizenship	Australian	110	79.8	14.8
	Not Australian	2	66.7	15.7
	Total	112	79.6	14.8
Disability status	Disability identified	9	77.8	12.4
	No disability identified	101	79.8	14.9
	Total	110	79.6	14.6
Groups	1	6	66.7	18.6
	2	6	74.1	13.5
	3	6	87.0	8.4
	4	4	75.0	19.0
	5	5	88.9	15.7
	6	6	70.4	11.5
	7	21	78.3	13.8
	8	4	86.1	16.7
	9	10	84.4	11.9
	10	7	73.0	10.8
	11	2	88.9	15.7
	12	5	88.9	15.7
	13	2	77.8	15.7
	14	1	66.7	0.0
	15	12	75.9	12.4

	16	7	81.0	20.0
	17	6	87.0	16.4
	18	5	84.4	18.6
	Total	115	79.5	14.9

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	84.9	15.2
Qualification Level	Certificate I			
	Certificate II	6	75.9	8.4
	Certificate III	76	86.3	14.8
	Certificate IV	25	81.8	16.3
	Certificate level unknown			
	Diploma	7	93.7	10.8
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	55.6	0.0
	Do not know			
	Total	115	84.9	15.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	84.9	15.2
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	91.3	13.3
	Education	65	82.7	15.6
	Management and commerce	2	72.2	7.9
	Society and culture	7	92.1	13.9
	Creative arts			
	Food, hospitality and personal services	4	72.2	11.1
	Other	6	85.2	13.5
	Total	113	84.9	15.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	88.9	13.3
	March	31	83.2	15.7
	April			
	May	16	79.9	16.8
	June	14	84.9	14.2
	July	6	79.6	16.4
	August	2	100.0	0.0
	September	6	88.9	17.2
	October	10	88.9	14.8
	November	9	85.2	15.7
	December	2	88.9	15.7
	Do not know			
Training start year	2012			
	2011	107	84.3	15.2
	2010	4	100.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	99	84.8	15.2
Recognition of prior learning	Recognition of prior learning	4	86.1	16.7
	No recognition of prior learning	96	84.6	15.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	85.8	15.0
	Male	17	80.4	15.5
	Total	113	85.0	15.1
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	87.9	13.6
	20 to 24	24	84.7	14.9
	25 to 34	13	85.5	17.2
	35 to 44	27	84.0	15.5
	45 to 54	22	83.8	14.4
	55 to 64	14	81.7	17.2
	65 or over	2	100.0	0.0
	Total	114	84.8	15.2
Aboriginal or Torres Strait Islander origin	No	111	85.3	15.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	85.3	15.0
Home language	English	105	84.7	15.1
	Language other than English	8	87.5	17.3
	Total	113	84.9	15.2
Permanent residency or citizenship	Australian	110	85.3	15.2
	Not Australian	2	72.2	7.9
	Total	112	85.0	15.2
Disability status	Disability identified	9	86.4	14.5
	No disability identified	101	85.0	15.1
	Total	110	85.2	15.0
Groups	1	6	75.9	16.4
	2	6	75.9	8.4
	3	6	90.7	13.0
	4	4	80.6	16.7
	5	5	100.0	0.0
	6	6	81.5	13.5
	7	21	77.8	14.5
	8	4	91.7	16.7
	9	10	92.2	11.8
	10	7	85.7	15.3
	11	2	100.0	0.0
	12	5	93.3	14.9
	13	2	88.9	15.7
	14	1	66.7	0.0
	15	12	77.8	17.1

	16	7	92.1	13.9
	17	6	85.2	16.7
	18	5	95.6	9.9
	Total	115	84.9	15.2

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	83.5	13.1
Qualification Level	Certificate I			
	Certificate II	6	75.6	11.7
	Certificate III	76	84.9	12.5
	Certificate IV	25	79.2	13.5
	Certificate level unknown			
	Diploma	7	92.4	13.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	115	83.5	13.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	83.5	13.1
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	88.3	9.4
	Education	65	82.8	13.7
	Management and commerce	2	66.7	0.0
	Society and culture	7	80.0	16.3
	Creative arts			
	Food, hospitality and personal services	4	75.0	6.4
	Other	6	85.6	15.4
	Total	113	83.4	13.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	87.6	10.7
	March	31	83.7	12.6
	April			
	May	16	80.8	16.8
	June	14	81.9	13.4
	July	6	73.3	9.4
	August	2	90.0	4.7
	September	6	85.6	15.4
	October	10	86.0	13.9
	November	9	85.2	11.9
	December	2	80.0	9.4
	Do not know			
Training start year	2012			
	2011	107	82.9	13.0
	2010	4	98.3	3.3
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	80.0	0.0
	Not apprenticeship or traineeship	99	82.8	13.4
Recognition of prior learning	Recognition of prior learning	4	83.3	8.6
	No recognition of prior learning	96	82.8	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	84.5	13.0
	Male	17	77.6	12.0
	Total	113	83.5	13.0
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	86.1	10.9
	20 to 24	24	86.7	12.9
	25 to 34	13	83.6	15.1
	35 to 44	27	81.0	12.8
	45 to 54	22	80.9	12.9
	55 to 64	14	82.4	13.5
	65 or over	2	83.3	23.6
	Total	114	83.3	13.1
Aboriginal or Torres Strait Islander origin	No	111	83.9	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	83.9	12.8
Home language	English	105	83.4	13.1
	Language other than English	8	85.0	10.5
	Total	113	83.5	12.9
Permanent residency or citizenship	Australian	110	83.9	12.9
	Not Australian	2	70.0	4.7
	Total	112	83.7	12.9
Disability status	Disability identified	9	80.7	13.1
	No disability identified	101	84.0	12.8
	Total	110	83.7	12.8
Groups	1	6	78.9	12.9
	2	6	75.6	11.7
	3	6	88.9	8.1
	4	4	75.0	19.9
	5	5	97.3	3.7
	6	6	81.1	10.7
	7	21	79.7	12.9
	8	4	88.3	15.8
	9	10	87.3	11.1
	10	7	85.7	9.8
	11	2	90.0	4.7
	12	5	89.3	13.8
	13	2	86.7	18.9
	14	1	73.3	0.0
	15	12	78.3	13.7

	16	7	80.0	16.3
	17	6	86.7	12.6
	18	5	94.7	11.9
	Total	115	83.5	13.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	81.9	16.2
Qualification Level	Certificate I			
	Certificate II	6	74.1	13.5
	Certificate III	76	83.6	16.6
	Certificate IV	25	76.4	14.8
	Certificate level unknown			
	Diploma	7	92.1	10.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	115	81.9	16.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	81.9	16.2
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	88.1	15.7
	Education	65	80.1	14.9
	Management and commerce	2	77.8	15.7
	Society and culture	7	82.5	16.8
	Creative arts			
	Food, hospitality and personal services	4	66.7	28.7
	Other	6	85.2	16.7
	Total	113	81.9	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	89.6	14.2
	March	31	79.7	16.6
	April			
	May	16	79.9	14.8
	June	14	78.6	19.7
	July	6	66.7	7.0
	August	2	100.0	0.0
	September	6	87.0	16.4
	October	10	87.8	14.3
	November	9	80.2	15.5
	December	2	77.8	15.7
	Do not know			
Training start year	2012			
	2011	107	81.2	16.2
	2010	4	97.2	5.6
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	77.8	0.0
	Not apprenticeship or traineeship	99	80.9	16.3
Recognition of prior learning	Recognition of prior learning	4	83.3	14.3
	No recognition of prior learning	96	80.7	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	82.2	16.6
	Male	17	79.7	13.7
	Total	113	81.9	16.2
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	82.3	18.4
	20 to 24	24	83.8	15.4
	25 to 34	13	86.3	13.7
	35 to 44	27	80.7	15.0
	45 to 54	22	75.3	17.8
	55 to 64	14	84.1	17.8
	65 or over	2	83.3	7.9
	Total	114	81.7	16.2
Aboriginal or Torres Strait Islander origin	No	111	82.2	16.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	82.2	16.0
Home language	English	105	81.3	16.4
	Language other than English	8	88.9	11.9
	Total	113	81.9	16.2
Permanent residency or citizenship	Australian	110	82.3	16.2
	Not Australian	2	66.7	0.0
	Total	112	82.0	16.2
Disability status	Disability identified	9	77.8	20.0
	No disability identified	101	82.3	15.8
	Total	110	82.0	16.2
Groups	1	6	75.9	16.4
	2	6	74.1	13.5
	3	6	96.3	5.7
	4	4	75.0	31.9
	5	5	97.8	5.0
	6	6	75.9	13.0
	7	21	75.9	14.2
	8	4	91.7	16.7
	9	10	83.3	19.1
	10	7	79.4	14.9
	11	2	100.0	0.0
	12	5	91.1	14.5
	13	2	83.3	7.9
	14	1	66.7	0.0
	15	12	74.1	14.5

	16	7	82.5	16.8
	17	6	87.0	14.8
	18	5	93.3	9.9
	Total	115	81.9	16.2

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	84.2	14.1
Qualification Level	Certificate I			
	Certificate II	6	79.6	13.0
	Certificate III	76	85.7	13.8
	Certificate IV	25	78.7	14.0
	Certificate level unknown			
	Diploma	7	93.7	12.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	115	84.2	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	84.2	14.1
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	87.3	13.1
	Education	65	84.2	13.7
	Management and commerce	2	77.8	0.0
	Society and culture	7	81.0	15.3
	Creative arts			
	Food, hospitality and personal services	4	69.4	21.0
	Other	6	88.9	14.1
	Total	113	84.2	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	87.4	13.2
	March	31	82.6	14.0
	April			
	May	16	84.0	14.6
	June	14	84.9	14.8
	July	6	68.5	4.5
	August	2	100.0	0.0
	September	6	88.9	14.1
	October	10	91.1	14.6
	November	9	80.2	13.4
	December	2	77.8	15.7
	Do not know			
Training start year	2012			
	2011	107	83.5	14.1
	2010	4	100.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	99	84.1	14.0
Recognition of prior learning	Recognition of prior learning	4	77.8	12.8
	No recognition of prior learning	96	84.2	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	85.0	14.3
	Male	17	79.7	11.9
	Total	113	84.2	14.1
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	86.4	12.0
	20 to 24	24	88.4	14.5
	25 to 34	13	86.3	15.1
	35 to 44	27	81.9	13.8
	45 to 54	22	79.3	13.4
	55 to 64	14	82.5	14.9
	65 or over	2	88.9	15.7
	Total	114	84.1	14.1
Aboriginal or Torres Strait Islander origin	No	111	84.5	14.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	84.5	14.0
Home language	English	105	84.5	14.2
	Language other than English	8	80.6	12.9
	Total	113	84.2	14.1
Permanent residency or citizenship	Australian	110	84.5	14.0
	Not Australian	2	77.8	15.7
	Total	112	84.4	14.0
Disability status	Disability identified	9	79.0	11.7
	No disability identified	101	84.9	14.1
	Total	110	84.4	14.0
Groups	1	6	75.9	16.4
	2	6	79.6	13.0
	3	6	88.9	12.2
	4	4	80.6	22.9
	5	5	97.8	5.0
	6	6	77.8	9.9
	7	21	82.3	12.9
	8	4	91.7	16.7
	9	10	85.6	13.9
	10	7	79.4	11.9
	11	2	100.0	0.0
	12	5	91.1	14.5
	13	2	83.3	23.6
	14	1	77.8	0.0
	15	12	77.8	13.4

	16	7	81.0	15.3
	17	6	90.7	14.8
	18	5	97.8	5.0
	Total	115	84.2	14.1

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	82.0	12.6
Qualification Level	Certificate I			
	Certificate II	6	70.8	11.5
	Certificate III	76	82.0	12.6
	Certificate IV	25	83.0	10.6
	Certificate level unknown			
	Diploma	7	89.3	15.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	66.7	0.0
	Do not know			
	Total	115	82.0	12.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	82.0	12.6
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	81.2	13.7
	Education	65	82.7	11.7
	Management and commerce	2	83.3	23.6
	Society and culture	7	79.8	11.6
	Creative arts			
	Food, hospitality and personal services	4	81.2	10.5
	Other	6	81.9	17.8
	Total	113	81.9	12.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	85.6	11.6
	March	31	82.3	14.2
	April			
	May	16	81.8	12.6
	June	14	80.4	13.3
	July	6	79.2	7.0
	August	2	79.2	5.9
	September	6	83.3	16.7
	October	10	84.2	9.2
	November	9	75.0	12.5
	December	2	79.2	5.9
	Do not know			
Training start year	2012			
	2011	107	81.2	12.3
	2010	4	97.9	4.2
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	75.0	0.0
	Not apprenticeship or traineeship	99	81.0	12.4
Recognition of prior learning	Recognition of prior learning	4	75.0	6.8
	No recognition of prior learning	96	81.2	12.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	81.6	13.1
	Male	17	83.8	8.6
	Total	113	81.9	12.5
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	80.3	10.7
	20 to 24	24	82.6	14.9
	25 to 34	13	78.8	15.1
	35 to 44	27	79.9	11.6
	45 to 54	22	83.3	10.3
	55 to 64	14	84.5	13.0
	65 or over	2	79.2	5.9
	Total	114	81.8	12.5
Aboriginal or Torres Strait Islander origin	No	111	81.9	12.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	81.9	12.6
Home language	English	105	81.9	12.7
	Language other than English	8	80.2	11.7
	Total	113	81.8	12.6
Permanent residency or citizenship	Australian	110	82.0	12.6
	Not Australian	2	75.0	0.0
	Total	112	81.9	12.6
Disability status	Disability identified	9	76.9	19.4
	No disability identified	101	82.3	11.7
	Total	110	81.9	12.5
Groups	1	6	88.9	12.5
	2	6	70.8	11.5
	3	6	84.7	14.4
	4	4	79.2	16.0
	5	5	98.3	3.7
	6	6	81.9	8.2
	7	21	80.2	10.4
	8	4	85.4	14.2
	9	10	82.5	16.4
	10	7	72.6	9.3
	11	2	79.2	5.9
	12	5	86.7	16.2
	13	2	87.5	5.9
	14	1	83.3	0.0
	15	12	81.2	10.7

	16	7	79.8	11.6
	17	6	79.2	10.2
	18	5	88.3	18.3
	Total	115	82.0	12.6

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	88.7	14.3
Qualification Level	Certificate I			
	Certificate II	6	83.3	15.3
	Certificate III	76	89.5	14.3
	Certificate IV	25	85.8	13.8
	Certificate level unknown			
	Diploma	7	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	55.6	0.0
	Do not know			
	Total	115	88.7	14.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	115	88.7	14.3
Field of education	Natural and physical sciences	1	66.7	0.0
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	28	94.4	11.9
	Education	65	87.2	14.3
	Management and commerce	2	83.3	23.6
	Society and culture	7	88.9	15.7
	Creative arts			
	Food, hospitality and personal services	4	75.0	16.7
	Other	6	90.7	14.8
	Total	113	88.6	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	15	96.3	9.1
	March	31	86.0	15.7
	April			
	May	16	86.8	12.3
	June	14	89.7	14.8
	July	6	81.5	11.5
	August	2	88.9	15.7
	September	6	88.9	17.2
	October	10	87.8	19.2
	November	9	91.4	14.5
	December	2	94.4	7.9
	Do not know			
Training start year	2012			
	2011	107	88.3	14.5
	2010	4	100.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	1	88.9	0.0
	Not apprenticeship or traineeship	99	88.4	14.4
Recognition of prior learning	Recognition of prior learning	4	94.4	6.4
	No recognition of prior learning	96	88.2	14.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	96	89.0	14.3
	Male	17	87.6	14.6
	Total	113	88.8	14.3
Learner age	Under 15	1	100.0	0.0
	15 to 19	11	96.0	9.0
	20 to 24	24	90.7	13.0
	25 to 34	13	87.2	16.3
	35 to 44	27	86.4	14.6
	45 to 54	22	84.8	15.2
	55 to 64	14	88.1	16.6
	65 or over	2	100.0	0.0
	Total	114	88.6	14.4
Aboriginal or Torres Strait Islander origin	No	111	89.2	14.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	111	89.2	14.0
Home language	English	105	88.8	14.3
	Language other than English	8	88.9	14.5
	Total	113	88.8	14.3
Permanent residency or citizenship	Australian	110	89.3	13.6
	Not Australian	2	72.2	39.3
	Total	112	89.0	14.2
Disability status	Disability identified	9	88.9	14.7
	No disability identified	101	89.2	13.9
	Total	110	89.2	13.9
Groups	1	6	77.8	18.6
	2	6	83.3	15.3
	3	6	100.0	0.0
	4	4	83.3	19.2
	5	5	100.0	0.0
	6	6	90.7	13.0
	7	21	81.0	15.4
	8	4	91.7	16.7
	9	10	92.2	12.9
	10	7	93.7	12.6
	11	2	88.9	15.7
	12	5	93.3	14.9
	13	2	100.0	0.0
	14	1	77.8	0.0
	15	12	86.1	12.6

	16	7	88.9	15.7
	17	6	88.9	14.1
	18	5	100.0	0.0
	Total	115	88.7	14.3

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

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	77.8	12.5		
Effective Assessment	77.8	15.5		
Clear Expectations	70.4	16.7		
Learning Stimulation	66.7	18.6		
Training Relevance	75.9	16.4		
Competency Development	78.9	12.9		
Training Resources	75.9	16.4		
Effective Support	75.9	16.4		
Active Learning	88.9	12.5		
Overall Satisfaction	77.8	18.6		

Group 2

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	86.1	13.6		
Effective Assessment	77.8	13.6		
Clear Expectations	79.6	13.0		
Learning Stimulation	74.1	13.5		
Training Relevance	75.9	8.4		
Competency Development	75.6	11.7		
Training Resources	74.1	13.5		
Effective Support	79.6	13.0		
Active Learning	70.8	11.5		
Overall Satisfaction	83.3	15.3		

Group 3

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	100.0	0.0		
Effective Assessment	91.7	7.5		
Clear Expectations	94.4	6.1		
Learning Stimulation	87.0	8.4		
Training Relevance	90.7	13.0		
Competency Development	88.9	8.1		
Training Resources	96.3	5.7		
Effective Support	88.9	12.2		
Active Learning	84.7	14.4		
Overall Satisfaction	100.0	0.0		

Group 4

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	91.7	16.7		
Effective Assessment	79.9	17.2		
Clear Expectations	86.1	16.7		
Learning Stimulation	75.0	19.0		
Training Relevance	80.6	16.7		
Competency Development	75.0	19.9		
Training Resources	75.0	31.9		
Effective Support	80.6	22.9		
Active Learning	79.2	16.0		
Overall Satisfaction	83.3	19.2		

Group 5

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	98.3	3.7		
Effective Assessment	98.3	3.7		
Clear Expectations	97.8	5.0		
Learning Stimulation	88.9	15.7		
Training Relevance	100.0	0.0		
Competency Development	97.3	3.7		
Training Resources	97.8	5.0		
Effective Support	97.8	5.0		
Active Learning	98.3	3.7		
Overall Satisfaction	100.0	0.0		

Group 6

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	88.9	12.5		
Effective Assessment	66.7	14.9		
Clear Expectations	66.7	15.7		
Learning Stimulation	70.4	11.5		
Training Relevance	81.5	13.5		
Competency Development	81.1	10.7		
Training Resources	75.9	13.0		
Effective Support	77.8	9.9		
Active Learning	81.9	8.2		
Overall Satisfaction	90.7	13.0		

Group 7

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	81.7	13.8		
Effective Assessment	74.2	15.8		
Clear Expectations	75.7	14.7		
Learning Stimulation	78.3	13.8		
Training Relevance	77.8	14.5		
Competency Development	79.7	12.9		
Training Resources	75.9	14.2		
Effective Support	82.3	12.9		
Active Learning	80.2	10.4		
Overall Satisfaction	81.0	15.4		

Group 8

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	91.7	16.7		
Effective Assessment	91.7	16.7		
Clear Expectations	91.7	16.7		
Learning Stimulation	86.1	16.7		
Training Relevance	91.7	16.7		
Competency Development	88.3	15.8		
Training Resources	91.7	16.7		
Effective Support	91.7	16.7		
Active Learning	85.4	14.2		
Overall Satisfaction	91.7	16.7		

Group 9

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	93.3	11.0		
Effective Assessment	84.2	13.3		
Clear Expectations	90.0	13.3		
Learning Stimulation	84.4	11.9		
Training Relevance	92.2	11.8		
Competency Development	87.3	11.1		
Training Resources	83.3	19.1		
Effective Support	85.6	13.9		
Active Learning	82.5	16.4		
Overall Satisfaction	92.2	12.9		

Group 10

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	95.2	12.6		
Effective Assessment	82.1	8.9		
Clear Expectations	82.5	16.8		
Learning Stimulation	73.0	10.8		
Training Relevance	85.7	15.3		
Competency Development	85.7	9.8		
Training Resources	79.4	14.9		
Effective Support	79.4	11.9		
Active Learning	72.6	9.3		
Overall Satisfaction	93.7	12.6		

Group 11

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	100.0	0.0		
Effective Assessment	100.0	0.0		
Clear Expectations	100.0	0.0		
Learning Stimulation	88.9	15.7		
Training Relevance	100.0	0.0		
Competency Development	90.0	4.7		
Training Resources	100.0	0.0		
Effective Support	100.0	0.0		
Active Learning	79.2	5.9		
Overall Satisfaction	88.9	15.7		

Group 12

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	93.3	14.9		
Effective Assessment	91.7	14.4		
Clear Expectations	86.7	14.5		
Learning Stimulation	88.9	15.7		
Training Relevance	93.3	14.9		
Competency Development	89.3	13.8		
Training Resources	91.1	14.5		
Effective Support	91.1	14.5		
Active Learning	86.7	16.2		
Overall Satisfaction	93.3	14.9		

Group 13

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	100.0	0.0		
Effective Assessment	83.3	23.6		
Clear Expectations	94.4	7.9		
Learning Stimulation	77.8	15.7		
Training Relevance	88.9	15.7		
Competency Development	86.7	18.9		
Training Resources	83.3	7.9		
Effective Support	83.3	23.6		
Active Learning	87.5	5.9		
Overall Satisfaction	100.0	0.0		

Group 14

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	83.3	0.0		
Effective Assessment	66.7	0.0		
Clear Expectations	55.6	0.0		
Learning Stimulation	66.7	0.0		
Training Relevance	66.7	0.0		
Competency Development	73.3	0.0		
Training Resources	66.7	0.0		
Effective Support	77.8	0.0		
Active Learning	83.3	0.0		
Overall Satisfaction	77.8	0.0		

Group 15

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	87.5	14.4		
Effective Assessment	79.2	13.1		
Clear Expectations	75.9	13.3		
Learning Stimulation	75.9	12.4		
Training Relevance	77.8	17.1		
Competency Development	78.3	13.7		
Training Resources	74.1	14.5		
Effective Support	77.8	13.4		
Active Learning	81.2	10.7		
Overall Satisfaction	86.1	12.6		

Group 16

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	86.9	15.1		
Effective Assessment	83.3	14.4		
Clear Expectations	79.4	16.3		
Learning Stimulation	81.0	20.0		
Training Relevance	92.1	13.9		
Competency Development	80.0	16.3		
Training Resources	82.5	16.8		
Effective Support	81.0	15.3		
Active Learning	79.8	11.6		
Overall Satisfaction	88.9	15.7		

Group 17

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	88.9	14.6		
Effective Assessment	86.1	11.4		
Clear Expectations	85.2	16.7		
Learning Stimulation	87.0	16.4		
Training Relevance	85.2	16.7		
Competency Development	86.7	12.6		
Training Resources	87.0	14.8		
Effective Support	90.7	14.8		
Active Learning	79.2	10.2		
Overall Satisfaction	88.9	14.1		

Group 18

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
Trainer Quality	100.0	0.0		
Effective Assessment	90.0	14.9		
Clear Expectations	91.1	9.3		
Learning Stimulation	84.4	18.6		
Training Relevance	95.6	9.9		
Competency Development	94.7	11.9		
Training Resources	93.3	9.9		
Effective Support	97.8	5.0		
Active Learning	88.3	18.3		
Overall Satisfaction	100.0	0.0		

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 of it was best.
Brilliant trainer - fills you with confidence
Clear, easy to understand, well set out.
Different things we did, posters, homework etc.
Doing Presentation
Easy to follow.
Enjoyed site visits and trainer.
Enjoyed the class group. wished it didnt finish!
Essential knowledge on TAE.
Everything.
Facilitator
Flexibility and approachability of staff.
Frances and the whole group.
Fun relaxed environment to learn. Visits to Domain Aged Care Facility. Mandy teaching.
GRASPING SOMETHING NEW AND CHALLENGING
Gaining the knowledge I need. Getting experience in child care.
Good fun group - nice people. I liked Louise. Sense of achievement.
Good instructor.
Good trainer.
Great group of learners. Fun as well as high learning experience.
Great group of people.
Group interaction and discussions informative and fun.
Group work and new skills learned
I enjoyed working in the day time class as we had a lot of group discussions.
I learnt so much that I never knew.
I liked the small group so I felt I could participate. The info was clearly put across.
I loved the training from the teacher. She is a great teacher.
In group discusions and up to date info.
Information provided.
Interaction
Interaction with like minded people and learning how to use a computer.
It was easy.
It was good, I got the help I neede, and was never confused.
It was great, a new experience to improve myself.
Knowledge and delivery of material by Louise.
Learning about Aged Care.

Learning about all children and how they play, learn and grow.
Learning about computers.
Learning all aspects of childcare.
Learning more.
Learning new skills.
Learning new skills.
Learning new understanding of children and gaining great knowledge.
Learnt a lot and hopefully get a job because of it.
Linnea's experience and stories.
Linnea.
Lisa was amazing - fantastic course.
Managing to get through and allof the work full time.
Mandy kept us very interested.
Mandy's knowledge. Group discussions. Site visits.
Meeting up with the gorup and discussing the topics.
On the job learning. Lots of examples.
Onsite visits. Trainer.
Placement
Placement
Placement 3-5 year olds
Placements taught me I dont like long day care.
Shown a structured method of design and assessment
Studying in our own time and sharing idea's.
Teacher.
The communication, everyone worked together great. And our trainer made everything easy to understand.
The help given was efficient.
The teacher and the group of girls.
The teacher.
The teachers - down to earth, good natured and taught well - was flexible.
The trainer / teacher.
The trainer makes it clear and interesting when studying.
The trainers.
Trainer and on site training.
Trainer fun and interesting course.
Trainer knowledge and flexibility.
Trainer. Pleasant Staff.
Trainers knowledge and gorup discussions. Placement Visits.
Trainers knowledge.
Was at a convenient tiem and place for me, forced myself to learn how to organise and research on my own.
We get lots of practical training.
We were able to study and complete work at our own pace and it was all made interesting.
Well presented, excelletn knowledge, interaction.

LQ needs improvement

About dates and finding out questions at the beginning.
All fantastic.
All of it.
Assignment record needs clarity.
At the beginning of the course I would recommend letting everyone know how much they will need a computer and computer skills.
CD needs to be same as manual. Major activities and workbased project he kept seperate.
Concentration
Consider a saturday session.
Course material particularily re activities needs work.
Feedback on progression.
Flow of the course.
Homework assignments confusing.
Lett us know how we are going with our work.
Longer course with less repitition.
Material and information.
More one on one help and more homework help.
More time allowed for delivering training.
None I can think of.
None.
None.
None.
None.
None.
None. I believe the course was excellent.
Nothing
Nothing
Nothing.
Nothing.
Nothing.
Nothing.
Placement organisation followin up with assessor/director with feedback.
Plan not clearly explained.
Police checks take too long.
Quicker response via email to homework submitted.
Setting clear guidance on what was required with homework task.
Several questions duplicated or not interesting.
TIME
The assignment list. Program Calander.
The books.
The way the books are written.
The wording of the booklets.
To include first aid.
Too many time consuming posters - probably doing more work in the class less at home.

Training resouces (powerpoint).
Workbooks repatitive at times.
n.a.
n/a
n/a

EQ best aspects

EQ needs improvement

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

28 Jun 2012

RTO Information

NTIS number	22214
Name	Nepean Industry Edge Training
Street Address	405 Nepean Highway
City/town/suburb	Frankston
State	VIC
Post code	3199

Learner and employer response

	Learners	Employers
Response count (number)	115	0
Population count (number)	115	
Response rate (per cent)	100.0	

Learner and employer feedback

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
All scales	83.9	18.1		
Trainer Quality	89.6	13.4		
Effective Assessment	82.0	15.0		
Clear Expectations	82.1	15.8		
Learning Stimulation	79.5	14.9		
Training Relevance	84.9	15.2		
Competency Development	83.5	13.1		
Training Resources	81.9	16.2		
Effective Support	84.2	14.1		
Active Learning	82.0	12.6		
Overall Satisfaction	88.7	14.3		

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	