

Registering Body Report

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Flexible Training Solutions
Street Address	2/79 Manningham Road
City/town/suburb	Bulleen
State	VIC
Post code	3105
NTIS number	6333

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	Employers		
	Response count	Average score	Average variation
Trainer Quality	50	76.9	13.2
Effective Assessment	50	77.5	13.1
Clear Expectations			
Learning Stimulation			
Training Relevance	50	76.0	12.4
Competency Development	50	74.7	13.1
Training Resources	50	75.8	13.0
Effective Support	50	75.2	14.4
Active Learning			
Overall Satisfaction	50	79.3	16.0

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		Employers		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
TOTAL		0	0	0.0

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 aspects of education and training.

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	2	34	14	48	2
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	2	33	15	48	2
EQ3	The training organisation was flexible enough to meet our needs.	2	0	29	19	48	2
EQ4	Assessment was at an appropriate standard.	0	3	36	11	47	2
EQ5	The training resources were appropriate for learner needs.	0	2	31	17	48	2
EQ6	The training reflected current practice.	0	0	37	13	50	2
EQ7	The training organisation developed customised programs.	0	4	22	20	42	6
EQ8	The training organisation provided good support for workplace training and assessment.	0	2	31	17	48	2
EQ9	The training focused on relevant skills.	0	0	33	17	50	2
EQ10	Our employees gained the skills they needed from this training.	0	2	28	19	47	3
EQ11	The training was effectively integrated into our organisation.	2	2	28	18	46	2
EQ12	Overall, we are satisfied with the training.	0	2	23	25	48	2
EQ13	We would recommend the training organisation to others.	0	2	32	16	48	2
EQ14	We would recommend the training to others.	0	2	26	22	48	2
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	31	16	47	3
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	2	26	21	47	3
EQ17	Trainers had good knowledge and experience of the industry.	0	0	35	15	50	2
EQ18	Assessments were based on realistic activities.	0	0	26	24	50	2
EQ19	Trainers were effective in their teaching.	0	0	32	18	50	2
EQ20	The training was an effective investment.	0	2	35	13	48	2
EQ21	Trainers were able to relate material to the workplace.	0	0	37	13	50	2
EQ22	The training had a good mix of theory and practice.	0	2	32	16	48	2
EQ23	The training organisation acted on feedback from employers.	0	2	33	12	45	5
EQ24	The training has helped our employees work with people.	0	6	29	15	44	2
EQ25	Training resources and equipment were in good condition.	0	0	36	14	50	2
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	2	30	18	48	2
EQ27	The training prepared employees well for work.	0	0	33	17	50	2
EQ28	Our employees gained the knowledge they needed from this training.	0	0	41	9	50	2
EQ29	The training prepared our employees for the demands of work.	0	2	37	11	48	2
EQ30	The training organisation clearly explained what was expected from employers.	0	2	38	10	48	2

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	4.0	68.0	28.0	96.0	3.9
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	4.0	66.0	30.0	96.0	3.9
EQ3	The training organisation was flexible enough to meet our needs.	4.0	0.0	58.0	38.0	96.0	3.9
EQ4	Assessment was at an appropriate standard.	0.0	6.0	72.0	22.0	94.0	3.9
EQ5	The training resources were appropriate for learner needs.	0.0	4.0	62.0	34.0	96.0	3.9
EQ6	The training reflected current practice.	0.0	0.0	74.0	26.0	100.0	3.9
EQ7	The training organisation developed customised programs.	0.0	8.7	47.8	43.5	91.3	11.5
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	4.0	62.0	34.0	96.0	3.9
EQ9	The training focused on relevant skills.	0.0	0.0	66.0	34.0	100.0	3.9
EQ10	Our employees gained the skills they needed from this training.	0.0	4.1	57.2	38.8	95.9	5.8
EQ11	The training was effectively integrated into our organisation.	4.0	4.0	56.0	36.0	92.0	3.9
EQ12	Overall, we are satisfied with the training.	0.0	4.0	46.0	50.0	96.0	3.9
EQ13	We would recommend the training organisation to others.	0.0	4.0	64.0	32.0	96.0	3.9
EQ14	We would recommend the training to others.	0.0	4.0	52.0	44.0	96.0	3.9
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	4.1	63.3	32.7	95.9	5.8
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	4.1	53.1	42.9	95.9	5.8
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	70.0	30.0	100.0	3.9
EQ18	Assessments were based on realistic activities.	0.0	0.0	52.0	48.0	100.0	3.9
EQ19	Trainers were effective in their teaching.	0.0	0.0	64.0	36.0	100.0	3.9
EQ20	The training was an effective investment.	0.0	4.0	70.0	26.0	96.0	3.9
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	74.0	26.0	100.0	3.9
EQ22	The training had a good mix of theory and practice.	0.0	4.0	64.0	32.0	96.0	3.9
EQ23	The training organisation acted on feedback from employers.	0.0	4.3	70.2	25.5	95.8	9.6
EQ24	The training has helped our employees work with people.	0.0	12.0	58.0	30.0	88.0	3.9
EQ25	Training resources and equipment were in good condition.	0.0	0.0	72.0	28.0	100.0	3.9
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	4.0	60.0	36.0	96.0	3.9
EQ27	The training prepared employees well for work.	0.0	0.0	66.0	34.0	100.0	3.9
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	82.0	18.0	100.0	3.9
EQ29	The training prepared our employees for the demands of work.	0.0	4.0	74.0	22.0	96.0	3.9
EQ30	The training organisation clearly explained what was expected from employers.	0.0	4.0	76.0	20.0	96.0	3.9

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	74.7	17.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	75.3	17.6
EQ3	The training organisation was flexible enough to meet our needs.	76.7	22.6
EQ4	Assessment was at an appropriate standard.	72.0	17.0
EQ5	The training resources were appropriate for learner needs.	76.7	18.1
EQ6	The training reflected current practice.	75.3	14.8
EQ7	The training organisation developed customised programs.	78.3	21.3
EQ8	The training organisation provided good support for workplace training and assessment.	76.7	18.1
EQ9	The training focused on relevant skills.	78.0	16.0
EQ10	Our employees gained the skills they needed from this training.	78.2	18.7
EQ11	The training was effectively integrated into our organisation.	74.7	23.9
EQ12	Overall, we are satisfied with the training.	82.0	19.3
EQ13	We would recommend the training organisation to others.	76.0	17.9
EQ14	We would recommend the training to others.	80.0	19.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	76.2	18.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	79.6	19.0
EQ17	Trainers had good knowledge and experience of the industry.	76.7	15.4
EQ18	Assessments were based on realistic activities.	82.7	16.8
EQ19	Trainers were effective in their teaching.	78.7	16.2
EQ20	The training was an effective investment.	74.0	16.9
EQ21	Trainers were able to relate material to the workplace.	75.3	14.8
EQ22	The training had a good mix of theory and practice.	76.0	17.9
EQ23	The training organisation acted on feedback from employers.	73.8	16.9
EQ24	The training has helped our employees work with people.	72.7	21.0
EQ25	Training resources and equipment were in good condition.	76.0	15.1
EQ26	The training helped employees identify how to build on their current knowledge and skills.	77.3	18.4
EQ27	The training prepared employees well for work.	78.0	16.0
EQ28	Our employees gained the knowledge they needed from this training.	72.7	12.9
EQ29	The training prepared our employees for the demands of work.	72.7	16.1
EQ30	The training organisation clearly explained what was expected from employers.	72.0	15.6

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.

EQ best aspects

Acknowledgement & refinement of existing skills
Employees identifying how to build on their curren knowledge and skills
Flexibility
Flexibility to work with staff and around theirrostering requirements
Flexible and autonomous
Flexible and autonomous.
Gillian is a great source of information and help. She has great people skills. She is wonderful.
I only met onte on the trainers the other night for a brief moment and don't think I can give a fair assessment
It is somewhat difficult to guage at this stage as the trainee in the program has only had one visit.
Practical and relevant
Practical and relevant
Really nice people to deal with.
Specific to work
Support provided for Team Members, Excellent.
The trainer was the key tool for our site.
The trainer was well organised, prompt and reliable, worked well with people's different learnin methods
Trainers have built a strong rapport eith staff. Staff look forward to training days.
Very friendly, very informative, excellent execution, included everybody & made everyone fell valued.

EQ needs improvement

Assessment question don't always relate to that chapter. a little repetitive in the assessment questions; appear more than once in a different interpretation.

Communication

Could do with more regular training sessions.

Greater communication is needed

Materia;s

Materials

None

Only the time taken used to do the training, as at times we get really busy at work.

Overall training relates well to our employees

n/a

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

Summary statistics

Scale	Learners		
	Response count	Average score	Average variation
Trainer Quality	91	83.3	14.2
Effective Assessment	93	80.5	13.9
Clear Expectations	92	77.0	14.4
Learning Stimulation	93	74.4	14.1
Training Relevance	92	75.8	13.3
Competency Development	90	73.7	12.7
Training Resources	91	76.2	13.5
Effective Support	92	79.6	13.3
Active Learning	90	73.0	13.4
Overall Satisfaction	92	81.8	14.6

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.

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

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences	0	0	0.0
	Information technology	0	1	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	0	0	0.0
	Education	0	4	0.0
	Management and commerce	9	15	166.7
	Society and culture	0	0	0.0
	Creative arts	0	0	0.0
	Food, hospitality and personal services	0	1	0.0
	Other	32	58	181.2
	TOTAL	41	79	192.7
Qualification level	Certificate I	0	0	0.0
	Certificate II	0	0	0.0
	Certificate III	30	60	200.0
	Certificate IV	6	21	350.0
	Certificate level unknown	0	2	0.0
	Diploma	0	0	0.0
	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	5	1	20.0
	Total	41	85	207.3

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

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

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

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	41	49	90	6
LQ2	Trainers made the subject as interesting as possible.	0	4	52	33	85	7
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	39	54	93	3
LQ4	Trainers explained things clearly.	0	2	35	54	89	5
LQ5	Overall, I am satisfied with the training.	0	0	53	39	92	4
LQ6	I would recommend the training to others.	0	1	49	41	90	5
LQ7	I would recommend the training organisation to others.	0	0	46	46	92	4
LQ8	I received useful feedback on my assessments.	0	2	47	42	89	5
LQ9	Assessments were based on realistic activities.	0	1	53	39	92	3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	1	50	40	90	5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	50	38	88	6
LQ12	It was always easy to know the standards expected.	0	4	60	27	87	5
LQ13	I usually had a clear idea of what was expected of me.	1	4	58	28	86	5
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	46	42	88	7
LQ15	I was given enough material to keep up my interest.	0	2	58	26	84	10
LQ16	The amount of work I had to do was reasonable.	0	0	64	29	93	3
LQ17	The training was at the right level of difficulty for me.	1	8	62	20	82	5
LQ18	The training focused on relevant skills.	0	0	59	32	91	5
LQ19	The training prepared me well for work.	0	4	58	26	84	8
LQ20	The training had a good mix of theory and practice.	0	4	62	25	87	5
LQ21	I developed the skills expected from this training.	0	1	64	26	90	5
LQ22	I learned to work with people.	0	11	58	20	78	7
LQ23	I identified ways to build on my current knowledge and skills.	0	2	65	24	89	5
LQ24	I developed the knowledge expected from this training.	0	2	63	25	88	6
LQ25	I learned to plan and manage my work.	1	5	58	23	81	9
LQ26	Training resources were available when I needed them.	0	2	64	23	87	7
LQ27	The training used up-to-date equipment, facilities and materials.	0	4	59	24	83	9
LQ28	Training facilities and materials were in good condition.	0	1	52	35	87	8
LQ29	Training organisation staff respected my background and needs.	1	0	41	49	90	5
LQ30	The training was flexible enough to meet my needs.	0	0	53	37	90	6
LQ31	The training organisation had a range of services to support learners.	0	6	55	26	81	9
LQ32	I set high standards for myself in this training.	0	1	66	23	89	6
LQ33	I pushed myself to understand things I found confusing.	2	7	59	23	82	5
LQ34	I looked for my own resources to help me learn.	2	11	56	20	76	7
LQ35	I approached trainers if I needed help.	0	3	55	31	86	7

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	45.6	54.5	100.0	6.3
LQ2	Trainers made the subject as interesting as possible.	0.0	4.5	58.4	37.1	95.5	7.3
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	41.9	58.1	100.0	3.1
LQ4	Trainers explained things clearly.	0.0	2.2	38.5	59.4	97.8	5.2
LQ5	Overall, I am satisfied with the training.	0.0	0.0	57.6	42.4	100.0	4.2
LQ6	I would recommend the training to others.	0.0	1.1	53.9	45.1	98.9	5.2
LQ7	I would recommend the training organisation to others.	0.0	0.0	50.0	50.0	100.0	4.2
LQ8	I received useful feedback on my assessments.	0.0	2.2	51.7	46.2	97.8	5.2
LQ9	Assessments were based on realistic activities.	0.0	1.1	57.0	41.9	98.9	3.1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	1.1	55.0	44.0	98.9	5.2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	2.2	55.6	42.2	97.8	6.3
LQ12	It was always easy to know the standards expected.	0.0	4.4	65.9	29.7	95.6	5.2
LQ13	I usually had a clear idea of what was expected of me.	1.1	4.4	63.7	30.8	94.5	5.2
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	1.1	51.7	47.2	98.9	7.3
LQ15	I was given enough material to keep up my interest.	0.0	2.3	67.5	30.2	97.7	10.4
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	68.8	31.2	100.0	3.1
LQ17	The training was at the right level of difficulty for me.	1.1	8.8	68.1	22.0	90.1	5.2
LQ18	The training focused on relevant skills.	0.0	0.0	64.8	35.2	100.0	5.2
LQ19	The training prepared me well for work.	0.0	4.6	65.9	29.6	95.5	8.3
LQ20	The training had a good mix of theory and practice.	0.0	4.4	68.1	27.5	95.6	5.2
LQ21	I developed the skills expected from this training.	0.0	1.1	70.3	28.6	98.9	5.2
LQ22	I learned to work with people.	0.0	12.4	65.2	22.5	87.7	7.3
LQ23	I identified ways to build on my current knowledge and skills.	0.0	2.2	71.4	26.4	97.8	5.2
LQ24	I developed the knowledge expected from this training.	0.0	2.2	70.0	27.8	97.8	6.3
LQ25	I learned to plan and manage my work.	1.2	5.8	66.7	26.4	93.1	9.4
LQ26	Training resources were available when I needed them.	0.0	2.3	71.9	25.9	97.8	7.3
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	4.6	67.8	27.6	95.4	9.4
LQ28	Training facilities and materials were in good condition.	0.0	1.1	59.1	39.8	98.9	8.3
LQ29	Training organisation staff respected my background and needs.	1.1	0.0	45.1	53.9	98.9	5.2
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	58.9	41.1	100.0	6.3
LQ31	The training organisation had a range of services to support learners.	0.0	6.9	63.2	29.9	93.1	9.4
LQ32	I set high standards for myself in this training.	0.0	1.1	73.3	25.6	98.9	6.3
LQ33	I pushed myself to understand things I found confusing.	2.2	7.7	64.8	25.3	90.1	5.2
LQ34	I looked for my own resources to help me learn.	2.3	12.4	62.9	22.5	85.4	7.3
LQ35	I approached trainers if I needed help.	0.0	3.4	61.8	34.8	96.6	7.3

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	84.8	16.7
LQ2	Trainers made the subject as interesting as possible.	77.5	18.7
LQ3	Trainers had an excellent knowledge of the subject content.	86.0	16.5
LQ4	Trainers explained things clearly.	85.7	18.0
LQ5	Overall, I am satisfied with the training.	80.8	16.6
LQ6	I would recommend the training to others.	81.3	17.4
LQ7	I would recommend the training organisation to others.	83.3	16.8
LQ8	I received useful feedback on my assessments.	81.3	18.1
LQ9	Assessments were based on realistic activities.	80.3	17.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	81.0	17.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	80.0	17.9
LQ12	It was always easy to know the standards expected.	75.1	17.6
LQ13	I usually had a clear idea of what was expected of me.	74.7	19.5
LQ14	Trainers made it clear right from the start what they expected from me.	82.0	17.4
LQ15	I was given enough material to keep up my interest.	76.0	16.7
LQ16	The amount of work I had to do was reasonable.	77.1	15.5
LQ17	The training was at the right level of difficulty for me.	70.3	19.5
LQ18	The training focused on relevant skills.	78.4	16.0
LQ19	The training prepared me well for work.	75.0	17.7
LQ20	The training had a good mix of theory and practice.	74.4	17.3
LQ21	I developed the skills expected from this training.	75.8	15.8
LQ22	I learned to work with people.	70.0	19.5
LQ23	I identified ways to build on my current knowledge and skills.	74.7	16.0
LQ24	I developed the knowledge expected from this training.	75.2	16.2
LQ25	I learned to plan and manage my work.	72.8	19.4
LQ26	Training resources were available when I needed them.	74.5	15.9
LQ27	The training used up-to-date equipment, facilities and materials.	74.3	17.4
LQ28	Training facilities and materials were in good condition.	79.5	17.1
LQ29	Training organisation staff respected my background and needs.	83.9	18.8
LQ30	The training was flexible enough to meet my needs.	80.4	16.5
LQ31	The training organisation had a range of services to support learners.	74.3	18.8
LQ32	I set high standards for myself in this training.	74.8	15.2
LQ33	I pushed myself to understand things I found confusing.	71.1	21.2
LQ34	I looked for my own resources to help me learn.	68.5	22.1
LQ35	I approached trainers if I needed help.	77.2	17.8

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	91	83.3	14.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	82.8	14.6
	Certificate IV	20	85.8	13.3
	Certificate level unknown	2	70.8	5.9
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	91.7	0.0
	Do not know	1	91.7	0.0
	Total	83	83.4	14.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	83.3	14.2
Field of education	Natural and physical sciences			
	Information technology	1	44.4	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	87.5	10.8
	Management and commerce	14	88.7	14.5
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	83.7	12.9
	Total	77	84.1	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	78.3	20.1
	February	23	86.1	13.4
	March	4	75.7	21.2
	April	1	66.7	0.0
	May	4	89.6	15.8
	June	3	86.1	4.8
	July	3	77.8	19.2
	August	3	86.1	17.3
	September	8	91.7	11.8
	October	11	81.8	11.7
	November	4	72.9	17.2
	December	5	91.7	8.3
	Do not know			
	Training start year	2011		
2010		11	75.8	11.5
2009		51	84.7	13.0
2008		11	83.6	22.2
2007		6	91.7	9.1
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	85.0	13.7
	Not apprenticeship or traineeship	30	81.2	14.7
Recognition of prior learning	Recognition of prior learning	9	87.0	12.6
	No recognition of prior learning	74	83.1	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	37	83.1	14.1
	Male	52	83.2	14.4
	Total	89	83.1	14.2
Learner age	Under 15			
	15 to 19	1	83.3	0.0
	20 to 24	10	87.5	11.3
	25 to 34	17	80.9	12.8
	35 to 44	32	84.9	14.6
	45 to 54	19	77.8	15.6
	55 to 64	10	87.2	14.8
	65 or over			
	Total	89	83.1	14.2
Aboriginal or Torres Strait Islander origin	No	88	83.2	14.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	75.0	0.0
	Total	89	83.1	14.2
Home language	English	76	82.6	14.2
	Language other than English	13	86.5	14.6
	Total	89	83.1	14.2
Permanent residency or citizenship	Australian	87	83.2	14.2
	Not Australian	2	79.2	17.7
	Total	89	83.1	14.2
Disability status	Disability identified	1	100.0	0.0
	No disability identified	87	82.8	14.1
	Total	88	83.0	14.2
Groups	1	91	83.3	14.2
	Total	91	83.3	14.2

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	93	80.5	13.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	81.1	13.6
	Certificate IV	21	83.2	16.2
	Certificate level unknown	2	75.0	11.8
	Diploma			
	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	1	66.7	0.0
	Total	84	81.2	14.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	93	80.5	13.9
Field of education	Natural and physical sciences			
	Information technology	1	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	68.7	17.2
	Management and commerce	15	90.4	12.5
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	80.8	12.7
	Total	78	81.6	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	80.0	18.3
	February	23	83.5	12.7
	March	4	85.4	17.2
	April	2	77.8	15.7
	May	4	83.3	19.2
	June	3	69.4	4.8
	July	3	75.0	8.3
	August	3	86.1	17.3
	September	8	83.3	10.0
	October	11	77.3	15.9
	November	4	70.8	14.4
	December	5	88.3	11.2
	Do not know			
	Training start year	2011		
2010		12	73.4	13.4
2009		51	80.3	12.6
2008		11	84.1	18.0
2007		6	91.7	10.5
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	82.4	13.3
	Not apprenticeship or traineeship	32	78.7	14.8
Recognition of prior learning	Recognition of prior learning	9	88.0	11.1
	No recognition of prior learning	76	80.2	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	38	81.4	13.7
	Male	53	79.8	14.3
	Total	91	80.5	14.0
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	10	81.7	11.0
	25 to 34	18	81.0	12.2
	35 to 44	33	81.5	14.6
	45 to 54	19	77.6	16.4
	55 to 64	10	78.3	13.7
	65 or over			
	Total	91	80.5	14.0
Aboriginal or Torres Strait Islander origin	No	90	80.4	14.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	83.3	0.0
	Total	91	80.5	14.0
Home language	English	78	80.0	14.3
	Language other than English	13	83.3	12.3
	Total	91	80.5	14.0
Permanent residency or citizenship	Australian	89	80.4	13.9
	Not Australian	2	83.3	23.6
	Total	91	80.5	14.0
Disability status	Disability identified	1	91.7	0.0
	No disability identified	89	80.1	14.0
	Total	90	80.2	13.9
Groups	1	93	80.5	13.9
	Total	93	80.5	13.9

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	77.0	14.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	76.6	14.0
	Certificate IV	20	81.1	16.6
	Certificate level unknown	2	66.7	0.0
	Diploma			
	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	1	77.8	0.0
	Total	83	77.3	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	77.0	14.4
Field of education	Natural and physical sciences			
	Information technology	1	50.0	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	72.2	11.1
	Management and commerce	14	87.3	13.7
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	76.6	14.2
	Total	77	77.8	14.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	77.8	15.7
	February	23	79.7	17.0
	March	4	76.4	22.4
	April	1	66.7	0.0
	May	4	75.0	10.6
	June	3	70.4	12.8
	July	3	70.4	6.4
	August	3	81.5	12.8
	September	8	77.8	10.3
	October	11	74.7	13.2
	November	4	80.6	19.0
	December	5	84.4	14.9
	Do not know			
	Training start year	2011		
2010		11	69.7	5.2
2009		51	78.0	13.1
2008		11	74.2	22.8
2007		6	92.6	5.7
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	79.7	14.6
	Not apprenticeship or traineeship	31	73.7	13.9
Recognition of prior learning	Recognition of prior learning	9	77.8	13.6
	No recognition of prior learning	75	77.3	14.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	37	78.7	12.9
	Male	53	76.0	15.2
	Total	90	77.1	14.3
Learner age	Under 15			
	15 to 19	1	88.9	0.0
	20 to 24	10	77.8	16.6
	25 to 34	17	73.9	14.7
	35 to 44	33	78.8	13.4
	45 to 54	19	75.1	15.1
	55 to 64	10	78.9	14.3
	65 or over			
	Total	90	77.1	14.3
Aboriginal or Torres Strait Islander origin	No	89	77.2	14.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	90	77.1	14.3
Home language	English	77	76.8	14.6
	Language other than English	13	78.6	12.4
	Total	90	77.1	14.3
Permanent residency or citizenship	Australian	88	77.1	14.3
	Not Australian	2	77.8	15.7
	Total	90	77.1	14.3
Disability status	Disability identified	1	88.9	0.0
	No disability identified	88	76.7	14.2
	Total	89	76.8	14.1
Groups	1	92	77.0	14.4
	Total	92	77.0	14.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	93	74.4	14.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	73.1	14.2
	Certificate IV	21	81.0	14.1
	Certificate level unknown	2	66.7	0.0
	Diploma			
	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	1	77.8	0.0
	Total	84	74.9	14.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	93	74.4	14.1
Field of education	Natural and physical sciences			
	Information technology	1	55.6	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	69.4	5.6
	Management and commerce	15	80.7	14.2
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	74.9	14.0
	Total	78	75.4	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	77.8	15.7
	February	23	77.3	16.2
	March	4	77.8	18.1
	April	2	61.1	7.9
	May	4	80.6	16.7
	June	3	70.4	6.4
	July	3	70.4	6.4
	August	3	74.1	12.8
	September	8	72.2	13.3
	October	11	71.7	7.6
	November	4	66.7	18.1
	December	5	80.0	18.3
	Do not know			
	Training start year	2011		
2010		12	66.7	4.7
2009		51	74.5	13.9
2008		11	76.8	18.2
2007		6	85.2	15.2
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	76.7	14.2
	Not apprenticeship or traineeship	32	71.5	13.8
Recognition of prior learning	Recognition of prior learning	9	76.5	15.2
	No recognition of prior learning	76	74.6	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	38	74.6	12.9
	Male	53	74.4	15.2
	Total	91	74.5	14.2
Learner age	Under 15			
	15 to 19	1	77.8	0.0
	20 to 24	10	77.8	16.6
	25 to 34	18	74.7	11.3
	35 to 44	33	77.8	13.6
	45 to 54	19	69.0	15.1
	55 to 64	10	70.0	15.8
	65 or over			
	Total	91	74.5	14.2
Aboriginal or Torres Strait Islander origin	No	90	74.6	14.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	91	74.5	14.2
Home language	English	78	73.8	14.3
	Language other than English	13	78.6	13.2
	Total	91	74.5	14.2
Permanent residency or citizenship	Australian	89	74.3	14.1
	Not Australian	2	83.3	23.6
	Total	91	74.5	14.2
Disability status	Disability identified	1	88.9	0.0
	No disability identified	89	74.0	14.0
	Total	90	74.2	14.0
Groups	1	93	74.4	14.1
	Total	93	74.4	14.1

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	75.8	13.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	75.9	13.6
	Certificate IV	21	79.4	13.7
	Certificate level unknown	2	66.7	0.0
	Diploma			
	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	1	66.7	0.0
	Total	84	76.3	13.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	75.8	13.3
Field of education	Natural and physical sciences			
	Information technology	1	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	72.2	14.3
	Management and commerce	15	85.2	14.9
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	75.0	12.6
	Total	78	76.6	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	75.6	14.5
	February	23	77.8	14.2
	March	4	77.8	9.1
	April	2	66.7	15.7
	May	4	80.6	16.7
	June	3	63.0	6.4
	July	3	70.4	6.4
	August	3	88.9	11.1
	September	8	77.8	13.3
	October	11	73.7	13.4
	November	4	72.2	6.4
	December	5	77.8	17.6
	Do not know			
	Training start year	2011		
2010		12	66.7	8.2
2009		51	75.4	13.0
2008		11	83.8	15.2
2007		6	83.3	11.7
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	78.0	13.5
	Not apprenticeship or traineeship	31	72.8	12.8
Recognition of prior learning	Recognition of prior learning	9	75.3	13.4
	No recognition of prior learning	75	76.0	13.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	38	76.3	14.4
	Male	52	75.2	12.4
	Total	90	75.7	13.2
Learner age	Under 15			
	15 to 19	1	77.8	0.0
	20 to 24	10	76.7	14.3
	25 to 34	18	75.3	9.8
	35 to 44	32	80.6	14.7
	45 to 54	19	67.8	10.4
	55 to 64	10	74.4	12.9
	65 or over			
	Total	90	75.7	13.2
Aboriginal or Torres Strait Islander origin	No	89	75.7	13.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	90	75.7	13.2
Home language	English	77	74.6	12.6
	Language other than English	13	82.1	15.4
	Total	90	75.7	13.2
Permanent residency or citizenship	Australian	88	75.5	13.3
	Not Australian	2	83.3	7.9
	Total	90	75.7	13.2
Disability status	Disability identified	1	100.0	0.0
	No disability identified	88	75.1	12.8
	Total	89	75.4	13.0
Groups	1	92	75.8	13.3
	Total	92	75.8	13.3

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	90	73.7	12.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	72.2	12.5
	Certificate IV	21	77.6	14.3
	Certificate level unknown	1	66.7	0.0
	Diploma			
	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	1	66.7	0.0
	Total	83	73.4	12.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	90	73.7	12.7
Field of education	Natural and physical sciences			
	Information technology	1	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	76.7	15.9
	Management and commerce	15	80.2	16.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	60.0	0.0
	Other	56	72.4	11.3
	Total	77	73.9	12.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	68.0	15.2
	February	23	73.9	12.5
	March	4	76.7	8.6
	April	2	75.0	11.8
	May	4	80.0	16.3
	June	3	68.9	3.8
	July	3	68.9	3.8
	August	3	86.7	6.7
	September	8	74.2	12.1
	October	10	72.0	15.3
	November	4	71.7	15.8
	December	5	73.7	15.7
	Do not know			
	Training start year	2011		
2010		12	65.8	10.6
2009		50	73.0	11.9
2008		11	80.0	16.3
2007		6	82.2	9.1
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	52	73.9	13.2
	Not apprenticeship or traineeship	31	72.6	12.6
Recognition of prior learning	Recognition of prior learning	9	72.6	12.7
	No recognition of prior learning	74	73.2	12.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	38	74.7	14.6
	Male	50	72.3	11.0
	Total	88	73.3	12.6
Learner age	Under 15			
	15 to 19	1	80.0	0.0
	20 to 24	10	76.7	13.4
	25 to 34	18	72.0	10.0
	35 to 44	31	74.4	13.3
	45 to 54	18	70.8	11.7
	55 to 64	10	72.7	16.8
	65 or over			
	Total	88	73.3	12.6
Aboriginal or Torres Strait Islander origin	No	87	73.4	12.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	88	73.3	12.6
Home language	English	75	72.6	12.4
	Language other than English	13	77.4	13.8
	Total	88	73.3	12.6
Permanent residency or citizenship	Australian	86	73.1	12.7
	Not Australian	2	83.3	4.7
	Total	88	73.3	12.6
Disability status	Disability identified	1	93.3	0.0
	No disability identified	86	72.8	12.2
	Total	87	73.0	12.4
Groups	1	90	73.7	12.7
	Total	90	73.7	12.7

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	76.2	13.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	75.3	13.5
	Certificate IV	20	81.1	14.0
	Certificate level unknown	2	66.7	0.0
	Diploma			
	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	1	66.7	0.0
	Total	83	76.3	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	91	76.2	13.5
Field of education	Natural and physical sciences			
	Information technology	1	55.6	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	72.2	6.4
	Management and commerce	14	85.7	13.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	75.6	13.5
	Total	77	76.9	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	80.0	18.3
	February	23	79.7	14.5
	March	4	77.8	18.1
	April	1	66.7	0.0
	May	4	69.4	14.0
	June	3	66.7	0.0
	July	3	74.1	6.4
	August	3	77.8	11.1
	September	8	76.4	11.0
	October	11	73.7	10.3
	November	4	69.4	14.0
	December	5	80.0	19.9
	Do not know			
	Training start year	2011		
2010		11	69.7	5.2
2009		51	75.8	13.5
2008		11	79.8	17.8
2007		6	83.3	11.7
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	79.2	14.0
	Not apprenticeship or traineeship	30	71.9	11.2
Recognition of prior learning	Recognition of prior learning	9	77.8	14.7
	No recognition of prior learning	74	75.8	13.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	37	77.8	11.7
	Male	52	74.4	14.4
	Total	89	75.8	13.4
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	10	77.8	14.8
	25 to 34	17	75.2	12.1
	35 to 44	32	77.8	14.1
	45 to 54	19	71.3	12.5
	55 to 64	10	74.4	11.8
	65 or over			
	Total	89	75.8	13.4
Aboriginal or Torres Strait Islander origin	No	88	75.9	13.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	89	75.8	13.4
Home language	English	76	75.3	13.5
	Language other than English	13	78.6	12.4
	Total	89	75.8	13.4
Permanent residency or citizenship	Australian	87	76.1	13.3
	Not Australian	2	61.1	7.9
	Total	89	75.8	13.4
Disability status	Disability identified	1	88.9	0.0
	No disability identified	87	75.4	13.2
	Total	88	75.5	13.2
Groups	1	91	76.2	13.5
	Total	91	76.2	13.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	79.6	13.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	79.6	12.7
	Certificate IV	20	82.8	13.7
	Certificate level unknown	2	75.0	11.8
	Diploma			
	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	1	77.8	0.0
	Total	83	80.1	12.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	79.6	13.3
Field of education	Natural and physical sciences			
	Information technology	1	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	72.2	6.4
	Management and commerce	14	88.9	13.8
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	79.9	11.9
	Total	77	80.8	12.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	75.6	18.3
	February	23	83.1	12.9
	March	4	86.1	14.0
	April	1	66.7	0.0
	May	4	80.6	14.0
	June	3	70.4	12.8
	July	3	85.2	6.4
	August	3	81.5	12.8
	September	8	81.9	10.2
	October	11	74.2	9.4
	November	4	69.4	10.6
	December	5	85.6	14.5
	Do not know			
	Training start year	2011		
2010		11	70.7	9.0
2009		51	80.4	12.6
2008		11	81.8	15.9
2007		6	83.3	9.3
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	83.0	13.1
	Not apprenticeship or traineeship	31	76.0	11.5
Recognition of prior learning	Recognition of prior learning	9	82.7	12.6
	No recognition of prior learning	75	79.9	12.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	37	80.0	13.8
	Male	53	79.4	12.5
	Total	90	79.6	13.0
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	10	82.2	15.0
	25 to 34	17	75.8	10.6
	35 to 44	33	83.2	13.4
	45 to 54	19	76.0	12.3
	55 to 64	10	76.7	12.2
	65 or over			
	Total	90	79.6	13.0
Aboriginal or Torres Strait Islander origin	No	89	79.7	13.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	90	79.6	13.0
Home language	English	77	78.6	12.7
	Language other than English	13	85.5	13.9
	Total	90	79.6	13.0
Permanent residency or citizenship	Australian	88	79.8	13.1
	Not Australian	2	72.2	7.9
	Total	90	79.6	13.0
Disability status	Disability identified	1	100.0	0.0
	No disability identified	88	79.2	12.8
	Total	89	79.4	12.9
Groups	1	92	79.6	13.3
	Total	92	79.6	13.3

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	90	73.0	13.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	71.5	13.2
	Certificate IV	21	79.1	12.8
	Certificate level unknown	1	66.7	0.0
	Diploma			
	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	1	66.7	0.0
	Total	83	73.2	13.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	90	73.0	13.4
Field of education	Natural and physical sciences			
	Information technology	1	58.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	72.9	12.5
	Management and commerce	15	80.7	15.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	56	72.5	12.5
	Total	77	73.8	13.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	70.0	9.5
	February	23	72.8	12.9
	March	4	77.1	14.2
	April	2	72.2	7.9
	May	4	79.2	10.8
	June	3	66.7	0.0
	July	3	66.7	8.3
	August	3	66.7	22.0
	September	8	77.1	10.7
	October	10	74.2	12.1
	November	4	70.8	17.3
	December	5	83.3	15.6
	Do not know			
	Training start year	2011		
2010		12	65.5	12.4
2009		50	74.0	11.7
2008		11	76.5	17.8
2007		6	76.4	16.2
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	52	75.2	12.7
	Not apprenticeship or traineeship	31	69.4	13.2
Recognition of prior learning	Recognition of prior learning	9	76.9	10.0
	No recognition of prior learning	74	72.4	13.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	38	73.1	13.1
	Male	50	72.5	13.8
	Total	88	72.8	13.4
Learner age	Under 15			
	15 to 19	1	91.7	0.0
	20 to 24	10	79.2	11.9
	25 to 34	17	71.2	8.0
	35 to 44	31	73.7	14.9
	45 to 54	19	69.3	12.4
	55 to 64	10	70.8	17.7
	65 or over			
	Total	88	72.8	13.4
Aboriginal or Torres Strait Islander origin	No	87	72.8	13.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	88	72.8	13.4
Home language	English	75	72.4	13.7
	Language other than English	13	75.0	11.8
	Total	88	72.8	13.4
Permanent residency or citizenship	Australian	86	72.7	13.3
	Not Australian	2	75.0	23.6
	Total	88	72.8	13.4
Disability status	Disability identified	1	83.3	0.0
	No disability identified	86	72.3	13.2
	Total	87	72.4	13.2
Groups	1	90	73.0	13.4
	Total	90	73.0	13.4

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	81.8	14.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	59	81.0	15.2
	Certificate IV	21	87.6	12.7
	Certificate level unknown	2	66.7	0.0
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	1	77.8	0.0
	Do not know	1	66.7	0.0
	Total	84	82.1	14.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	92	81.8	14.6
Field of education	Natural and physical sciences			
	Information technology	1	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	4	94.4	6.4
	Management and commerce	15	87.0	15.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	57	80.5	14.7
	Total	78	82.1	14.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	5	77.8	15.7
	February	23	83.1	16.0
	March	4	91.7	16.7
	April	2	75.0	11.8
	May	4	86.1	16.7
	June	3	74.1	12.8
	July	3	74.1	12.8
	August	3	85.2	17.0
	September	8	90.3	13.8
	October	11	83.8	13.5
	November	4	69.4	5.6
	December	5	84.4	14.9
	Do not know			
	Training start year	2011		
2010		12	75.5	12.0
2009		51	82.1	14.8
2008		11	87.9	16.8
2007		6	87.0	13.0
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	53	82.0	15.1
	Not apprenticeship or traineeship	31	82.6	14.3
Recognition of prior learning	Recognition of prior learning	9	84.0	14.8
	No recognition of prior learning	75	81.7	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	38	80.3	13.7
	Male	52	82.7	15.5
	Total	90	81.7	14.7
Learner age	Under 15			
	15 to 19	1	100.0	0.0
	20 to 24	10	77.8	12.8
	25 to 34	18	81.8	13.7
	35 to 44	32	82.6	15.9
	45 to 54	19	78.9	14.8
	55 to 64	10	85.6	14.9
	65 or over			
	Total	90	81.7	14.7
Aboriginal or Torres Strait Islander origin	No	89	81.5	14.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
	Total	90	81.7	14.7
Home language	English	77	81.0	14.6
	Language other than English	13	85.5	15.3
	Total	90	81.7	14.7
Permanent residency or citizenship	Australian	88	81.9	14.8
	Not Australian	2	72.2	7.9
	Total	90	81.7	14.7
Disability status	Disability identified	1	100.0	0.0
	No disability identified	88	81.2	14.6
	Total	89	81.5	14.7
Groups	1	92	81.8	14.6
	Total	92	81.8	14.6

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

3
3
Able to complete all RPL and evidence of completion.
All aspects was excellent
Assessments were fun and enjoyable.
Being able to do ti during work
Being on site & during work hours
Challenged me to organise my work priorities and knowledge of the company.
Clear & realistic guide links & time frames. Support from Trainer & the mix of theory and practice
Conducted in work hours
Delivered on the job
Done at my workplace and worked around me
Done on the job
Easy to understand, no stress involved
Everything was explained in a clear and easy to understand manner
Face to face contact with the trainer and able to contact them with questions whenever I neede.
Flexibility and the trainer was easy to talk to
Flexibility, modern approach to learning.
Flexible
Giving me the support required to fulfil my duties
Great trainer, approachable and flexible
Group training sessions
Hand on learning
Helpful and relevant study leave subject
I did it all at work
I have the opportunity to ask questions with the trainer and employer face to face at real wor places
I was able to go at my own pace while still working . If I needed help the trainer we assist.
It was made fun and interesting.
Learning more about warehousing
Learning mort about the organisation. I'm employed within.
Learning new skills
Learning new skills, so as to make areas of work mor streamlined (eg excel). Trainer really helpful, nice and efficient.
Learnt some new ideas about how to do my work in a more efficient way.
OH & S

On site.
On th job. Trainer skills & rapport
One on one.
Presentations
Question time.
Related to my actual everyday work.
Seeing other perspectives
Sharing knowledge between departments through group meetings.
Teacher was great
The ability to do it at your own pace whithin working hours.
The amount of resources and ffeedback
The certificate at the end.
The knowledge and experience of the trainer
The need to resource information, use skills that will be required for training others
The trainers were easy going and very approachable.
Trainer knows his stuff and is a good trainer
Trainer was always available and gave useful feedback.
Trainer was flexible in regard to workloads and also hours to accomodate us
Trainer was very good trainer who taught me a lot.
Trainers worked around my availability.
Trainier made it easy and explained many things in transport to me.
When the trainer watched me work and asked me questions in which I was always happy to anser for them. The ttrainer encouraged me to keep up my good work.
Written information including hand outs with new tasks and projects to complete.
enjoyed meeting with the trainer. She was great and explained and discussed at length which was very helpful.

LQ needs improvement

A broader range of subjects/topics
A lot of questions throughout the training were similar, worded differently.
Content applicable to actual role.
Found the training too easy, would of preferred a higher level
I needed to do other ares to work fo the trainers to see me actually do the work.
I would like more real live example on the job tasks in dealing with my current job.
Interaction and gasining knowledge
Less paperwork, forms and signing of documents.
More hours of study (not a training fault).
More time with the trainee and more description of had to be done.
Nil
None
None
None
None
None, all good.
None.
None.
Nothing more from the trainer and more preparation from me
Nothing you guys are a 'Class Act'
Perhaps a greater range of subjects - many were not relevant to my work.
Perhaps mor visual hands-on material.
Understanding of what needed to be done.
Where possible a group discussion will be beneficial to trainees.
n/a
n/a
n/a
n/a

