

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

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: (insert RTO number and name) 3977 Narre Community Learning Centre Inc.

TELEPHONE contact name and number: Joanne Bigley 9704 7388 DATE: 16/6/16

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	176	1
Total number of surveys received	122	0
Response rate (per cent)	69 %	0 %

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

All responses to the learner surveys are from students enrolled in courses within the Youth Department of the centre.

The main area identified by students that required improvement was the information technology at the centre. Students reported a lack of access to laptops or computers. Staff at the centre have been exploring a number of ways to address this issue over the past couple of years and we are happy to report that 59 new chrome books have been leased and are now operational.

Where students reported positive feedback it was generally concerning the learning environment and the trainers as they described the centre as being a positive place and the trainers as being supportive.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

In 2015 the centre had one apprentice being trained and the employer was provided with a survey and asked for their feedback. Unfortunately the employer did not complete the survey.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

The employer did not complete the survey.

Declaration

I confirm that Narre Community Learning Centre Inc.:

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)Wayne Hewitt.....

Signature of PEO.....Date: 16/6/2016