

RTO Information

This report presents summary information about the Registered Training Organisation

Name	The Centre of Excellence
Street Address	126 Yarra Street
City/town/suburb	Geelong
State	VIC
Post code	3220
NTIS number	3687

Summary Report

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

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

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

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

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

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

Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	12	75.0	29.7	2	77.8	15.7
Effective Assessment	11	80.3	19.8	2	70.8	5.9
Clear Expectations	12	75.9	25.0			
Learning Stimulation	12	78.7	17.4			
Training Relevance	12	76.4	22.0	2	72.2	7.9
Competency Development	11	83.6	16.2	2	70.0	4.7
Training Resources	12	77.8	19.0	2	72.2	7.9
Effective Support	12	80.6	22.8	2	72.2	7.9
Active Learning	11	83.3	13.9			
Overall Satisfaction	12	74.1	20.3	2	72.2	7.9

Respondent Report

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

For each characteristic, the Respondent Report presents the:

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

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

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

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	0	0	0.0	0	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	12	12	100.0	0	0	0.0
	Education	0	0	0.0	0	0	0.0
	Management and commerce	0	0	0.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	0	0	0.0	2	0	0.0
	TOTAL	12	12	100.0	2	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	5	5	100.0			
	Certificate IV	5	5	100.0			
	Certificate level unknown	0	0	0.0			
	Diploma	2	2	100.0			
	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	0	0.0			
	Do not know	0	0	0.0			
	Total	12	12	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 aspects of education and training.

LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1	1	4	6	10	0
LQ2	Trainers made the subject as interesting as possible.	1	2	4	5	9	0
LQ3	Trainers had an excellent knowledge of the subject content.	1	0	4	6	10	1
LQ4	Trainers explained things clearly.	1	0	4	6	10	1
LQ5	Overall, I am satisfied with the training.	0	2	6	3	9	1
LQ6	I would recommend the training to others.	0	2	4	6	10	0
LQ7	I would recommend the training organisation to others.	0	1	6	4	10	1
LQ8	I received useful feedback on my assessments.	1	0	4	6	10	1
LQ9	Assessments were based on realistic activities.	0	0	7	4	11	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1	0	3	7	10	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	7	5	12	0
LQ12	It was always easy to know the standards expected.	1	0	6	4	10	1
LQ13	I usually had a clear idea of what was expected of me.	0	1	6	4	10	1
LQ14	Trainers made it clear right from the start what they expected from me.	1	0	4	7	11	0
LQ15	I was given enough material to keep up my interest.	0	2	5	5	10	0
LQ16	The amount of work I had to do was reasonable.	0	0	6	5	11	1
LQ17	The training was at the right level of difficulty for me.	0	1	4	6	10	1
LQ18	The training focused on relevant skills.	0	0	6	6	12	0
LQ19	The training prepared me well for work.	1	3	4	4	8	0
LQ20	The training had a good mix of theory and practice.	0	1	3	7	10	1
LQ21	I developed the skills expected from this training.	0	0	7	5	12	0
LQ22	I learned to work with people.	0	0	3	8	11	1
LQ23	I identified ways to build on my current knowledge and skills.	0	0	6	5	11	1
LQ24	I developed the knowledge expected from this training.	0	1	5	6	11	0
LQ25	I learned to plan and manage my work.	0	0	6	5	11	1
LQ26	Training resources were available when I needed them.	0	1	5	6	11	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	2	3	6	9	1
LQ28	Training facilities and materials were in good condition.	0	0	8	3	11	1
LQ29	Training organisation staff respected my background and needs.	1	0	6	4	10	1
LQ30	The training was flexible enough to meet my needs.	0	1	4	7	11	0
LQ31	The training organisation had a range of services to support learners.	0	1	4	6	10	1
LQ32	I set high standards for myself in this training.	0	0	5	6	11	1
LQ33	I pushed myself to understand things I found confusing.	0	0	5	6	11	1
LQ34	I looked for my own resources to help me learn.	0	1	5	5	10	1
LQ35	I approached trainers if I needed help.	0	0	5	7	12	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	8.3	8.3	33.3	50.0	83.3	0.0
LQ2	Trainers made the subject as interesting as possible.	8.3	16.7	33.3	41.7	75.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	9.1	0.0	36.4	54.6	90.9	8.3
LQ4	Trainers explained things clearly.	9.1	0.0	36.4	54.6	90.9	8.3
LQ5	Overall, I am satisfied with the training.	0.0	18.2	54.6	27.3	81.8	8.3
LQ6	I would recommend the training to others.	0.0	16.7	33.3	50.0	83.3	0.0
LQ7	I would recommend the training organisation to others.	0.0	9.1	54.6	36.4	90.9	8.3
LQ8	I received useful feedback on my assessments.	9.1	0.0	36.4	54.6	90.9	8.3
LQ9	Assessments were based on realistic activities.	0.0	0.0	63.6	36.4	100.0	8.3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	9.1	0.0	27.3	63.6	90.9	8.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	58.3	41.7	100.0	0.0
LQ12	It was always easy to know the standards expected.	9.1	0.0	54.6	36.4	90.9	8.3
LQ13	I usually had a clear idea of what was expected of me.	0.0	9.1	54.6	36.4	90.9	8.3
LQ14	Trainers made it clear right from the start what they expected from me.	8.3	0.0	33.3	58.3	91.7	0.0
LQ15	I was given enough material to keep up my interest.	0.0	16.7	41.7	41.7	83.3	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	54.6	45.5	100.0	8.3
LQ17	The training was at the right level of difficulty for me.	0.0	9.1	36.4	54.6	90.9	8.3
LQ18	The training focused on relevant skills.	0.0	0.0	50.0	50.0	100.0	0.0
LQ19	The training prepared me well for work.	8.3	25.0	33.3	33.3	66.7	0.0
LQ20	The training had a good mix of theory and practice.	0.0	9.1	27.3	63.6	90.9	8.3
LQ21	I developed the skills expected from this training.	0.0	0.0	58.3	41.7	100.0	0.0
LQ22	I learned to work with people.	0.0	0.0	27.3	72.7	100.0	8.3
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	54.6	45.5	100.0	8.3
LQ24	I developed the knowledge expected from this training.	0.0	8.3	41.7	50.0	91.7	0.0
LQ25	I learned to plan and manage my work.	0.0	0.0	54.6	45.5	100.0	8.3
LQ26	Training resources were available when I needed them.	0.0	8.3	41.7	50.0	91.7	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	18.2	27.3	54.6	81.8	8.3
LQ28	Training facilities and materials were in good condition.	0.0	0.0	72.7	27.3	100.0	8.3
LQ29	Training organisation staff respected my background and needs.	9.1	0.0	54.6	36.4	90.9	8.3
LQ30	The training was flexible enough to meet my needs.	0.0	8.3	33.3	58.3	91.7	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	9.1	36.4	54.6	90.9	8.3
LQ32	I set high standards for myself in this training.	0.0	0.0	45.5	54.6	100.0	8.3
LQ33	I pushed myself to understand things I found confusing.	0.0	0.0	45.5	54.6	100.0	8.3
LQ34	I looked for my own resources to help me learn.	0.0	9.1	45.5	45.5	90.9	8.3
LQ35	I approached trainers if I needed help.	0.0	0.0	41.7	58.3	100.0	0.0

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	75.0	32.2
LQ2	Trainers made the subject as interesting as possible.	69.4	33.2
LQ3	Trainers had an excellent knowledge of the subject content.	78.8	30.8
LQ4	Trainers explained things clearly.	78.8	30.8
LQ5	Overall, I am satisfied with the training.	69.7	23.4
LQ6	I would recommend the training to others.	77.8	25.9
LQ7	I would recommend the training organisation to others.	75.8	21.6
LQ8	I received useful feedback on my assessments.	78.8	30.8
LQ9	Assessments were based on realistic activities.	78.8	16.8
LQ10	The way I was assessed was a fair test of my skills and knowledge.	81.8	31.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	80.6	17.2
LQ12	It was always easy to know the standards expected.	72.7	29.1
LQ13	I usually had a clear idea of what was expected of me.	75.8	21.6
LQ14	Trainers made it clear right from the start what they expected from me.	80.6	30.0
LQ15	I was given enough material to keep up my interest.	75.0	25.1
LQ16	The amount of work I had to do was reasonable.	81.8	17.4
LQ17	The training was at the right level of difficulty for me.	81.8	22.9
LQ18	The training focused on relevant skills.	83.3	17.4
LQ19	The training prepared me well for work.	63.9	33.2
LQ20	The training had a good mix of theory and practice.	84.8	22.9
LQ21	I developed the skills expected from this training.	80.6	17.2
LQ22	I learned to work with people.	90.9	15.6
LQ23	I identified ways to build on my current knowledge and skills.	81.8	17.4
LQ24	I developed the knowledge expected from this training.	80.6	22.3
LQ25	I learned to plan and manage my work.	81.8	17.4
LQ26	Training resources were available when I needed them.	80.6	22.3
LQ27	The training used up-to-date equipment, facilities and materials.	78.8	27.0
LQ28	Training facilities and materials were in good condition.	75.8	15.6
LQ29	Training organisation staff respected my background and needs.	72.7	29.1
LQ30	The training was flexible enough to meet my needs.	83.3	22.5
LQ31	The training organisation had a range of services to support learners.	81.8	22.9
LQ32	I set high standards for myself in this training.	84.8	17.4
LQ33	I pushed myself to understand things I found confusing.	84.8	17.4
LQ34	I looked for my own resources to help me learn.	78.8	22.5
LQ35	I approached trainers if I needed help.	86.1	17.2

EQ response category numbers

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	2	0	2	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	2	0	2	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	2	0	2	0
EQ4	Assessment was at an appropriate standard.	0	0	2	0	2	0
EQ5	The training resources were appropriate for learner needs.	0	0	1	1	2	0
EQ6	The training reflected current practice.	0	0	2	0	2	0
EQ7	The training organisation developed customised programs.	0	0	2	0	2	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	1	1	2	0
EQ9	The training focused on relevant skills.	0	0	1	1	2	0
EQ10	Our employees gained the skills they needed from this training.	0	0	2	0	2	0
EQ11	The training was effectively integrated into our organisation.	0	0	1	1	2	0
EQ12	Overall, we are satisfied with the training.	0	0	2	0	2	0
EQ13	We would recommend the training organisation to others.	0	0	1	1	2	0
EQ14	We would recommend the training to others.	0	0	2	0	2	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	2	0	2	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	2	0	2	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	1	1	2	0
EQ18	Assessments were based on realistic activities.	0	0	1	1	2	0
EQ19	Trainers were effective in their teaching.	0	0	2	0	2	0
EQ20	The training was an effective investment.	0	0	2	0	2	0
EQ21	Trainers were able to relate material to the workplace.	0	0	1	1	2	0
EQ22	The training had a good mix of theory and practice.	0	0	2	0	2	0
EQ23	The training organisation acted on feedback from employers.	0	0	2	0	2	0
EQ24	The training has helped our employees work with people.	0	0	2	0	2	0
EQ25	Training resources and equipment were in good condition.	0	0	2	0	2	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	1	1	2	0
EQ27	The training prepared employees well for work.	0	0	2	0	2	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	2	0	2	0
EQ29	The training prepared our employees for the demands of work.	0	0	2	0	2	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	1	1	2	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	100.0	0.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	100.0	0.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	100.0	0.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	100.0	0.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	50.0	50.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	100.0	0.0	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	100.0	0.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	50.0	50.0	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	50.0	50.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	50.0	50.0	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	50.0	50.0	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	100.0	0.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	100.0	0.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	100.0	0.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	50.0	50.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	50.0	50.0	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	100.0	0.0	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	100.0	0.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	50.0	50.0	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	100.0	0.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	100.0	0.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	100.0	0.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	100.0	0.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	50.0	50.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	100.0	0.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	100.0	0.0	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	50.0	50.0	100.0	0.0

EQ item averages and variations

Item		Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	66.7	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	66.7	0.0
EQ3	The training organisation was flexible enough to meet our needs.	66.7	0.0
EQ4	Assessment was at an appropriate standard.	66.7	0.0
EQ5	The training resources were appropriate for learner needs.	83.3	23.6
EQ6	The training reflected current practice.	66.7	0.0
EQ7	The training organisation developed customised programs.	66.7	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	83.3	23.6
EQ9	The training focused on relevant skills.	83.3	23.6
EQ10	Our employees gained the skills they needed from this training.	66.7	0.0
EQ11	The training was effectively integrated into our organisation.	83.3	23.6
EQ12	Overall, we are satisfied with the training.	66.7	0.0
EQ13	We would recommend the training organisation to others.	83.3	23.6
EQ14	We would recommend the training to others.	66.7	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	66.7	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	66.7	0.0
EQ17	Trainers had good knowledge and experience of the industry.	83.3	23.6
EQ18	Assessments were based on realistic activities.	83.3	23.6
EQ19	Trainers were effective in their teaching.	66.7	0.0
EQ20	The training was an effective investment.	66.7	0.0
EQ21	Trainers were able to relate material to the workplace.	83.3	23.6
EQ22	The training had a good mix of theory and practice.	66.7	0.0
EQ23	The training organisation acted on feedback from employers.	66.7	0.0
EQ24	The training has helped our employees work with people.	66.7	0.0
EQ25	Training resources and equipment were in good condition.	66.7	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	83.3	23.6
EQ27	The training prepared employees well for work.	66.7	0.0
EQ28	Our employees gained the knowledge they needed from this training.	66.7	0.0
EQ29	The training prepared our employees for the demands of work.	66.7	0.0
EQ30	The training organisation clearly explained what was expected from employers.	83.3	23.6

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	12	75.0	29.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	70.0	19.2
	Certificate IV	5	71.7	42.3
	Certificate level unknown			
	Diploma	2	95.8	5.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	75.0	29.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	75.0	29.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	75.0	29.7
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	75.0	29.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	0.0	0.0
	April	2	58.3	11.8
	May	1	100.0	0.0
	June			
	July	5	80.0	19.2
	August			
	September	1	91.7	0.0
	October	1	91.7	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	75.0	29.7
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	75.0	29.7
Recognition of prior learning	Recognition of prior learning	3	86.1	17.3
	No recognition of prior learning	9	71.3	32.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	75.0	29.7
	Male			
	Total	12	75.0	29.7
Learner age	Under 15	1	66.7	0.0
	15 to 19	5	70.0	19.2
	20 to 24	3	94.4	4.8
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	0.0	0.0
	55 to 64			
	65 or over			
	Total	12	75.0	29.7
Aboriginal or Torres Strait Islander origin	No	12	75.0	29.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	75.0	29.7
Home language	English	12	75.0	29.7
	Language other than English			
	Total	12	75.0	29.7
Permanent residency or citizenship	Australian	12	75.0	29.7
	Not Australian			
	Total	12	75.0	29.7
Disability status	Disability identified	1	0.0	0.0
	No disability identified	11	81.8	18.9
	Total	12	75.0	29.7
Groups	1	12	75.0	29.7
	Total	12	75.0	29.7

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	80.3	19.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	77.1	8.0
	Certificate IV	5	78.3	28.6
	Certificate level unknown			
	Diploma	2	91.7	11.8
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	11	80.3	19.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	80.3	19.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	11	80.3	19.8
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	11	80.3	19.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	33.3	0.0
	April	2	75.0	11.8
	May	1	100.0	0.0
	June			
	July	4	81.2	14.2
	August			
	September	1	83.3	0.0
	October	1	91.7	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	11	80.3	19.8
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	11	80.3	19.8
Recognition of prior learning	Recognition of prior learning	3	80.6	12.7
	No recognition of prior learning	8	80.2	22.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	80.3	19.8
	Male			
	Total	11	80.3	19.8
Learner age	Under 15			
	15 to 19	5	75.0	8.3
	20 to 24	3	91.7	8.3
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	33.3	0.0
	55 to 64			
	65 or over			
	Total	11	80.3	19.8
Aboriginal or Torres Strait Islander origin	No	11	80.3	19.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	11	80.3	19.8
Home language	English	11	80.3	19.8
	Language other than English			
	Total	11	80.3	19.8
Permanent residency or citizenship	Australian	11	80.3	19.8
	Not Australian			
	Total	11	80.3	19.8
Disability status	Disability identified	1	33.3	0.0
	No disability identified	10	85.0	12.9
	Total	11	80.3	19.8
Groups	1	11	80.3	19.8
	Total	11	80.3	19.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	75.9	25.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	71.1	6.1
	Certificate IV	5	75.6	38.8
	Certificate level unknown			
	Diploma	2	88.9	15.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	75.9	25.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	75.9	25.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	75.9	25.0
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	75.9	25.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	11.1	0.0
	April	2	66.7	0.0
	May	1	100.0	0.0
	June			
	July	5	77.8	13.6
	August			
	September	1	77.8	0.0
	October	1	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	75.9	25.0
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	75.9	25.0
Recognition of prior learning	Recognition of prior learning	3	81.5	17.0
	No recognition of prior learning	9	74.1	27.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	75.9	25.0
	Male			
	Total	12	75.9	25.0
Learner age	Under 15	1	66.7	0.0
	15 to 19	5	71.1	6.1
	20 to 24	3	92.6	12.8
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	11.1	0.0
	55 to 64			
	65 or over			
	Total	12	75.9	25.0
Aboriginal or Torres Strait Islander origin	No	12	75.9	25.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	75.9	25.0
Home language	English	12	75.9	25.0
	Language other than English			
	Total	12	75.9	25.0
Permanent residency or citizenship	Australian	12	75.9	25.0
	Not Australian			
	Total	12	75.9	25.0
Disability status	Disability identified	1	11.1	0.0
	No disability identified	11	81.8	15.1
	Total	12	75.9	25.0
Groups	1	12	75.9	25.0
	Total	12	75.9	25.0

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	78.7	17.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	68.9	12.2
	Certificate IV	5	82.2	20.2
	Certificate level unknown			
	Diploma	2	94.4	7.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	78.7	17.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	78.7	17.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	78.7	17.4
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	78.7	17.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	55.6	0.0
	April	2	66.7	0.0
	May	1	100.0	0.0
	June			
	July	5	75.6	18.3
	August			
	September	1	88.9	0.0
	October	1	88.9	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	78.7	17.4
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	78.7	17.4
Recognition of prior learning	Recognition of prior learning	3	81.5	12.8
	No recognition of prior learning	9	77.8	19.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	78.7	17.4
	Male			
	Total	12	78.7	17.4
Learner age	Under 15	1	66.7	0.0
	15 to 19	5	68.9	12.2
	20 to 24	3	92.6	6.4
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	55.6	0.0
	55 to 64			
	65 or over			
	Total	12	78.7	17.4
Aboriginal or Torres Strait Islander origin	No	12	78.7	17.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	78.7	17.4
Home language	English	12	78.7	17.4
	Language other than English			
	Total	12	78.7	17.4
Permanent residency or citizenship	Australian	12	78.7	17.4
	Not Australian			
	Total	12	78.7	17.4
Disability status	Disability identified	1	55.6	0.0
	No disability identified	11	80.8	16.5
	Total	12	78.7	17.4
Groups	1	12	78.7	17.4
	Total	12	78.7	17.4

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	76.4	22.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	54.4	8.2
	Certificate IV	5	88.9	13.6
	Certificate level unknown			
	Diploma	2	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	76.4	22.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	76.4	22.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	76.4	22.0
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	76.4	22.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	88.9	0.0
	April	2	55.6	15.7
	May	1	100.0	0.0
	June			
	July	5	65.6	20.2
	August			
	September	1	100.0	0.0
	October	1	88.9	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	76.4	22.0
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	76.4	22.0
Recognition of prior learning	Recognition of prior learning	3	70.4	17.0
	No recognition of prior learning	9	78.4	24.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	76.4	22.0
	Male			
	Total	12	76.4	22.0
Learner age	Under 15	1	50.0	0.0
	15 to 19	5	57.8	9.3
	20 to 24	3	96.3	6.4
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	88.9	0.0
	55 to 64			
	65 or over			
	Total	12	76.4	22.0
Aboriginal or Torres Strait Islander origin	No	12	76.4	22.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	76.4	22.0
Home language	English	12	76.4	22.0
	Language other than English			
	Total	12	76.4	22.0
Permanent residency or citizenship	Australian	12	76.4	22.0
	Not Australian			
	Total	12	76.4	22.0
Disability status	Disability identified	1	88.9	0.0
	No disability identified	11	75.3	22.7
	Total	12	76.4	22.0
Groups	1	12	76.4	22.0
	Total	12	76.4	22.0

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	83.6	16.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	68.3	3.3
	Certificate IV	5	89.3	15.3
	Certificate level unknown			
	Diploma	2	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	11	83.6	16.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	83.6	16.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	11	83.6	16.2
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	11	83.6	16.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	80.0	0.0
	April	2	70.0	4.7
	May	1	100.0	0.0
	June			
	July	4	75.0	16.7
	August			
	September	1	100.0	0.0
	October	1	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	11	83.6	16.2
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	11	83.6	16.2
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	8	85.8	15.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	83.6	16.2
	Male			
	Total	11	83.6	16.2
Learner age	Under 15			
	15 to 19	5	68.0	3.0
	20 to 24	3	100.0	0.0
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	80.0	0.0
	55 to 64			
	65 or over			
	Total	11	83.6	16.2
Aboriginal or Torres Strait Islander origin	No	11	83.6	16.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	11	83.6	16.2
Home language	English	11	83.6	16.2
	Language other than English			
	Total	11	83.6	16.2
Permanent residency or citizenship	Australian	11	83.6	16.2
	Not Australian			
	Total	11	83.6	16.2
Disability status	Disability identified	1	80.0	0.0
	No disability identified	10	84.0	17.0
	Total	11	83.6	16.2
Groups	1	11	83.6	16.2
	Total	11	83.6	16.2

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	77.8	19.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	68.9	12.2
	Certificate IV	5	80.0	24.1
	Certificate level unknown			
	Diploma	2	94.4	7.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	77.8	19.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	77.8	19.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	77.8	19.0
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	77.8	19.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	44.4	0.0
	April	2	66.7	0.0
	May	1	100.0	0.0
	June			
	July	5	75.6	18.3
	August			
	September	1	88.9	0.0
	October	1	88.9	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	77.8	19.0
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	77.8	19.0
Recognition of prior learning	Recognition of prior learning	3	81.5	12.8
	No recognition of prior learning	9	76.5	21.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	77.8	19.0
	Male			
	Total	12	77.8	19.0
Learner age	Under 15	1	66.7	0.0
	15 to 19	5	68.9	12.2
	20 to 24	3	92.6	6.4
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	44.4	0.0
	55 to 64			
	65 or over			
	Total	12	77.8	19.0
Aboriginal or Torres Strait Islander origin	No	12	77.8	19.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	77.8	19.0
Home language	English	12	77.8	19.0
	Language other than English			
	Total	12	77.8	19.0
Permanent residency or citizenship	Australian	12	77.8	19.0
	Not Australian			
	Total	12	77.8	19.0
Disability status	Disability identified	1	44.4	0.0
	No disability identified	11	80.8	16.5
	Total	12	77.8	19.0
Groups	1	12	77.8	19.0
	Total	12	77.8	19.0

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	80.6	22.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	82.2	14.9
	Certificate IV	5	73.3	32.0
	Certificate level unknown			
	Diploma	2	94.4	7.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	80.6	22.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	80.6	22.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	80.6	22.8
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	80.6	22.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	22.2	0.0
	April	2	77.8	15.7
	May	1	100.0	0.0
	June			
	July	5	84.4	16.9
	August			
	September	1	88.9	0.0
	October	1	77.8	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	80.6	22.8
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	80.6	22.8
Recognition of prior learning	Recognition of prior learning	3	77.8	11.1
	No recognition of prior learning	9	81.5	26.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	80.6	22.8
	Male			
	Total	12	80.6	22.8
Learner age	Under 15	1	100.0	0.0
	15 to 19	5	75.6	12.2
	20 to 24	3	88.9	11.1
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	22.2	0.0
	55 to 64			
	65 or over			
	Total	12	80.6	22.8
Aboriginal or Torres Strait Islander origin	No	12	80.6	22.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	80.6	22.8
Home language	English	12	80.6	22.8
	Language other than English			
	Total	12	80.6	22.8
Permanent residency or citizenship	Australian	12	80.6	22.8
	Not Australian			
	Total	12	80.6	22.8
Disability status	Disability identified	1	22.2	0.0
	No disability identified	11	85.9	14.1
	Total	12	80.6	22.8
Groups	1	12	80.6	22.8
	Total	12	80.6	22.8

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	83.3	13.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	4	72.9	8.0
	Certificate IV	5	90.0	13.7
	Certificate level unknown			
	Diploma	2	87.5	17.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	11	83.3	13.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	83.3	13.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	11	83.3	13.9
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	11	83.3	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	91.7	0.0
	March	1	91.7	0.0
	April	2	75.0	11.8
	May	1	100.0	0.0
	June			
	July	4	77.1	15.8
	August			
	September	1	75.0	0.0
	October	1	100.0	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	11	83.3	13.9
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	11	83.3	13.9
Recognition of prior learning	Recognition of prior learning	3	80.6	17.3
	No recognition of prior learning	8	84.4	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	11	83.3	13.9
	Male			
	Total	11	83.3	13.9
Learner age	Under 15			
	15 to 19	5	71.7	7.5
	20 to 24	3	91.7	14.4
	25 to 34	2	95.8	5.9
	35 to 44			
	45 to 54	1	91.7	0.0
	55 to 64			
	65 or over			
	Total	11	83.3	13.9
Aboriginal or Torres Strait Islander origin	No	11	83.3	13.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	11	83.3	13.9
Home language	English	11	83.3	13.9
	Language other than English			
	Total	11	83.3	13.9
Permanent residency or citizenship	Australian	11	83.3	13.9
	Not Australian			
	Total	11	83.3	13.9
Disability status	Disability identified	1	91.7	0.0
	No disability identified	10	82.5	14.4
	Total	11	83.3	13.9
Groups	1	11	83.3	13.9
	Total	11	83.3	13.9

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	74.1	20.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	5	66.7	20.8
	Certificate IV	5	77.8	20.8
	Certificate level unknown			
	Diploma	2	83.3	23.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	12	74.1	20.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	12	74.1	20.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	12	74.1	20.3
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total	12	74.1	20.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	100.0	0.0
	March	1	55.6	0.0
	April	2	77.8	15.7
	May	1	100.0	0.0
	June			
	July	5	68.9	24.1
	August			
	September	1	66.7	0.0
	October	1	66.7	0.0
	November			
	December			
	Do not know			
Training start year	2014			
	2013	12	74.1	20.3
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	12	74.1	20.3
Recognition of prior learning	Recognition of prior learning	3	66.7	0.0
	No recognition of prior learning	9	76.5	23.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	12	74.1	20.3
	Male			
	Total	12	74.1	20.3
Learner age	Under 15	1	66.7	0.0
	15 to 19	5	66.7	20.8
	20 to 24	3	77.8	19.2
	25 to 34	2	100.0	0.0
	35 to 44			
	45 to 54	1	55.6	0.0
	55 to 64			
	65 or over			
	Total	12	74.1	20.3
Aboriginal or Torres Strait Islander origin	No	12	74.1	20.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	12	74.1	20.3
Home language	English	12	74.1	20.3
	Language other than English			
	Total	12	74.1	20.3
Permanent residency or citizenship	Australian	12	74.1	20.3
	Not Australian			
	Total	12	74.1	20.3
Disability status	Disability identified	1	55.6	0.0
	No disability identified	11	75.8	20.4
	Total	12	74.1	20.3
Groups	1	12	74.1	20.3
	Total	12	74.1	20.3

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

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.0	29.7	77.8	15.7
Effective Assessment	80.3	19.8	70.8	5.9
Clear Expectations	75.9	25.0		
Learning Stimulation	78.7	17.4		
Training Relevance	76.4	22.0	72.2	7.9
Competency Development	83.6	16.2	70.0	4.7
Training Resources	77.8	19.0	72.2	7.9
Effective Support	80.6	22.8	72.2	7.9
Active Learning	83.3	13.9		
Overall Satisfaction	74.1	20.3	72.2	7.9

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

Colour Class
Great friendly trainers. Modern equipment. Flexible hours/ days to suit
Lots of information and practical work
Making new friends. Becoming comfortable with new people
Reading on my own or working with other students to learn skills
The Amount of practical work. Friendly Trainer. Flexible hours/ days
The Organisation
Trainer
Waxing and Facials

LQ needs improvement

Better communication between students
Cutting Class/ Didn't go long enough
More Theory Classws
Nothing
Nothing
Orientation
Some equipment for training purposes
The length of time the course goes for
Trainer needed better understanding of industry and how skills and industry worked in the real world

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

17 Jun 2014

RTO Information

NTIS number	3687
Name	The Centre of Excellence
Street Address	126 Yarra Street
City/town/suburb	Geelong
State	VIC
Post code	3220

Learner and employer response

	Learners	Employers
Response count (number)	12	2
Population count (number)	12	2
Response rate (per cent)	100.0	100.0

Learner and employer feedback

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
All scales	79.1	23.6	72.2	12.5
Trainer Quality	75.0	29.7	77.8	15.7
Effective Assessment	80.3	19.8	70.8	5.9
Clear Expectations	75.9	25.0		
Learning Stimulation	78.7	17.4		
Training Relevance	76.4	22.0	72.2	7.9
Competency Development	83.6	16.2	70.0	4.7
Training Resources	77.8	19.0	72.2	7.9
Effective Support	80.6	22.8	72.2	7.9
Active Learning	83.3	13.9		
Overall Satisfaction	74.1	20.3	72.2	7.9

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	