

RTO Information

This report presents summary information about the Registered Training Organisation

Name	LALOR LIVING & LEARNING CENTRE INC.
Street Address	47 A FRENCH STREET
City/town/suburb	LALOR
State	VIC
Post code	3075
NTIS number	3902

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	43	73.1	13.7	1	55.6	0.0
Effective Assessment	43	69.6	13.6	1	75.0	0.0
Clear Expectations	43	66.7	13.7			
Learning Stimulation	43	68.0	12.2			
Training Relevance	43	64.1	15.3	1	16.7	0.0
Competency Development	43	72.4	9.5	1	26.7	0.0
Training Resources	43	70.0	15.6	1	44.4	0.0
Effective Support	43	72.4	12.2	1	61.1	0.0
Active Learning	43	71.1	10.7			
Overall Satisfaction	43	70.8	14.3	1	44.4	0.0

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		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	1	0	0.0			
	Information technology	2	0	0.0			
	Engineering and related technologies	3	0	0.0			
	Architecture and building	4	0	0.0			
	Agriculture, environmental and related studies	5	0	0.0			
	Health	6	0	0.0			
	Education	7	0	0.0			
	Management and commerce	8	0	0.0			
	Society and culture	9	0	0.0			
	Creative arts	10	0	0.0			
	Food, hospitality and personal services	11	0	0.0			
	Other	12	43	358.3			
	TOTAL	78	43	55.1	0	0	0.0
Qualification level	Certificate I	1	0	0.0			
	Certificate II	2	0	0.0			
	Certificate III	3	0	0.0			
	Certificate IV	4	0	0.0			
	Certificate level unknown	5	0	0.0			
	Diploma	6	0	0.0			
	Advanced diploma	7	0	0.0			
	Associate degree	8	0	0.0			
	Degree	9	0	0.0			
	Short course or statement of attainment	10	0	0.0			
	VET Graduate Certificate or Diploma	11	0	0.0			
	Other qualification or training	12	43	358.3			
	Do not know	0	0	0.0			
Total	78	43	55.1				

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	2	32	9	41	1
LQ2	Trainers made the subject as interesting as possible.	0	1	31	11	42	1
LQ3	Trainers had an excellent knowledge of the subject content.	1	2	22	18	40	1
LQ4	Trainers explained things clearly.	0	5	31	7	38	1
LQ5	Overall, I am satisfied with the training.	0	2	31	10	41	1
LQ6	I would recommend the training to others.	0	4	31	8	39	1
LQ7	I would recommend the training organisation to others.	0	4	31	8	39	1
LQ8	I received useful feedback on my assessments.	1	4	28	10	38	1
LQ9	Assessments were based on realistic activities.	0	1	36	6	42	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	3	33	7	40	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1	3	32	7	39	1
LQ12	It was always easy to know the standards expected.	0	8	32	3	35	1
LQ13	I usually had a clear idea of what was expected of me.	0	7	30	6	36	1
LQ14	Trainers made it clear right from the start what they expected from me.	0	2	33	8	41	1
LQ15	I was given enough material to keep up my interest.	0	5	29	9	38	1
LQ16	The amount of work I had to do was reasonable.	0	4	36	3	39	1
LQ17	The training was at the right level of difficulty for me.	0	5	31	7	38	1
LQ18	The training focused on relevant skills.	0	6	29	8	37	1
LQ19	The training prepared me well for work.	9	3	28	3	31	1
LQ20	The training had a good mix of theory and practice.	1	2	30	10	40	1
LQ21	I developed the skills expected from this training.	0	2	23	18	41	1
LQ22	I learned to work with people.	0	1	29	13	42	1
LQ23	I identified ways to build on my current knowledge and skills.	0	2	34	7	41	1
LQ24	I developed the knowledge expected from this training.	0	4	31	8	39	1
LQ25	I learned to plan and manage my work.	1	3	34	5	39	1
LQ26	Training resources were available when I needed them.	0	3	33	7	40	1
LQ27	The training used up-to-date equipment, facilities and materials.	3	3	27	10	37	1
LQ28	Training facilities and materials were in good condition.	0	4	27	12	39	1
LQ29	Training organisation staff respected my background and needs.	0	1	23	19	42	1
LQ30	The training was flexible enough to meet my needs.	0	5	32	6	38	1
LQ31	The training organisation had a range of services to support learners.	0	5	30	8	38	1
LQ32	I set high standards for myself in this training.	1	1	32	9	41	1
LQ33	I pushed myself to understand things I found confusing.	0	1	33	9	42	1
LQ34	I looked for my own resources to help me learn.	1	2	32	8	40	1
LQ35	I approached trainers if I needed help.	1	0	35	7	42	1

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	4.7	74.4	20.9	95.4	2.3
LQ2	Trainers made the subject as interesting as possible.	0.0	2.3	72.1	25.6	97.7	2.3
LQ3	Trainers had an excellent knowledge of the subject content.	2.3	4.7	51.2	41.9	93.0	2.3
LQ4	Trainers explained things clearly.	0.0	11.6	72.1	16.3	88.4	2.3
LQ5	Overall, I am satisfied with the training.	0.0	4.7	72.1	23.3	95.4	2.3
LQ6	I would recommend the training to others.	0.0	9.3	72.1	18.6	90.7	2.3
LQ7	I would recommend the training organisation to others.	0.0	9.3	72.1	18.6	90.7	2.3
LQ8	I received useful feedback on my assessments.	2.3	9.3	65.1	23.3	88.4	2.3
LQ9	Assessments were based on realistic activities.	0.0	2.3	83.7	14.0	97.7	2.3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	7.0	76.8	16.3	93.0	2.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	2.3	7.0	74.4	16.3	90.7	2.3
LQ12	It was always easy to know the standards expected.	0.0	18.6	74.4	7.0	81.4	2.3
LQ13	I usually had a clear idea of what was expected of me.	0.0	16.3	69.8	14.0	83.7	2.3
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	4.7	76.8	18.6	95.4	2.3
LQ15	I was given enough material to keep up my interest.	0.0	11.6	67.5	20.9	88.4	2.3
LQ16	The amount of work I had to do was reasonable.	0.0	9.3	83.7	7.0	90.7	2.3
LQ17	The training was at the right level of difficulty for me.	0.0	11.6	72.1	16.3	88.4	2.3
LQ18	The training focused on relevant skills.	0.0	14.0	67.5	18.6	86.1	2.3
LQ19	The training prepared me well for work.	20.9	7.0	65.1	7.0	72.1	2.3
LQ20	The training had a good mix of theory and practice.	2.3	4.7	69.8	23.3	93.0	2.3
LQ21	I developed the skills expected from this training.	0.0	4.7	53.5	41.9	95.4	2.3
LQ22	I learned to work with people.	0.0	2.3	67.5	30.2	97.7	2.3
LQ23	I identified ways to build on my current knowledge and skills.	0.0	4.7	79.1	16.3	95.4	2.3
LQ24	I developed the knowledge expected from this training.	0.0	9.3	72.1	18.6	90.7	2.3
LQ25	I learned to plan and manage my work.	2.3	7.0	79.1	11.6	90.7	2.3
LQ26	Training resources were available when I needed them.	0.0	7.0	76.8	16.3	93.0	2.3
LQ27	The training used up-to-date equipment, facilities and materials.	7.0	7.0	62.8	23.3	86.1	2.3
LQ28	Training facilities and materials were in good condition.	0.0	9.3	62.8	27.9	90.7	2.3
LQ29	Training organisation staff respected my background and needs.	0.0	2.3	53.5	44.2	97.7	2.3
LQ30	The training was flexible enough to meet my needs.	0.0	11.6	74.4	14.0	88.4	2.3
LQ31	The training organisation had a range of services to support learners.	0.0	11.6	69.8	18.6	88.4	2.3
LQ32	I set high standards for myself in this training.	2.3	2.3	74.4	20.9	95.4	2.3
LQ33	I pushed myself to understand things I found confusing.	0.0	2.3	76.8	20.9	97.7	2.3
LQ34	I looked for my own resources to help me learn.	2.3	4.7	74.4	18.6	93.0	2.3
LQ35	I approached trainers if I needed help.	2.3	0.0	81.4	16.3	97.7	2.3

LQ item averages and variations

Item	Average score	Average variation
LQ1	72.1	16.2
LQ2	74.4	16.0
LQ3	77.5	22.7
LQ4	68.2	17.7
LQ5	72.9	16.7
LQ6	69.8	17.5
LQ7	69.8	17.5
LQ8	69.8	21.6
LQ9	70.5	13.0
LQ10	69.8	16.0
LQ11	68.2	19.2
LQ12	62.8	16.6
LQ13	65.9	18.5
LQ14	71.3	15.6
LQ15	69.8	19.0
LQ16	65.9	13.6
LQ17	68.2	17.7
LQ18	68.2	19.2
LQ19	52.7	30.2
LQ20	71.3	20.0
LQ21	79.1	19.3
LQ22	76.0	16.8
LQ23	70.5	14.9
LQ24	69.8	17.5
LQ25	66.7	17.8
LQ26	69.8	16.0
LQ27	67.4	25.7
LQ28	72.9	19.6
LQ29	80.6	18.2
LQ30	67.4	17.0
LQ31	69.0	18.4
LQ32	71.3	18.7
LQ33	72.9	15.0
LQ34	69.8	19.0
LQ35	70.5	16.6

EQ response category numbers

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

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	0.0	0.0	100.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	100.0	0.0	0.0	0.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	100.0	0.0	0.0	0.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	0.0	100.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	100.0	0.0	0.0	0.0	0.0	0.0
EQ6	The training reflected current practice.	100.0	0.0	0.0	0.0	0.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	100.0	0.0	0.0	0.0	0.0
EQ9	The training focused on relevant skills.	0.0	100.0	0.0	0.0	0.0	0.0
EQ10	Our employees gained the skills they needed from this training.	100.0	0.0	0.0	0.0	0.0	0.0
EQ11	The training was effectively integrated into our organisation.	100.0	0.0	0.0	0.0	0.0	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	100.0	0.0	0.0	0.0	0.0
EQ14	We would recommend the training to others.	0.0	100.0	0.0	0.0	0.0	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	0.0	100.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	0.0	100.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	100.0	0.0	0.0	0.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	100.0	0.0	0.0	0.0	0.0
EQ20	The training was an effective investment.	0.0	100.0	0.0	0.0	0.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	100.0	0.0	0.0	0.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	100.0	0.0	0.0	0.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	0.0	100.0	100.0	0.0
EQ24	The training has helped our employees work with people.	100.0	0.0	0.0	0.0	0.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	100.0	0.0	0.0	0.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	100.0	0.0	0.0	0.0	0.0	0.0
EQ27	The training prepared employees well for work.	100.0	0.0	0.0	0.0	0.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	0.0	100.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	100.0	0.0	0.0	0.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	100.0	0.0	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.	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	33.3	0.0
EQ3	The training organisation was flexible enough to meet our needs.	33.3	0.0
EQ4	Assessment was at an appropriate standard.	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0
EQ6	The training reflected current practice.	0.0	0.0
EQ7	The training organisation developed customised programs.	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	33.3	0.0
EQ9	The training focused on relevant skills.	33.3	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0
EQ12	Overall, we are satisfied with the training.	66.7	0.0
EQ13	We would recommend the training organisation to others.	33.3	0.0
EQ14	We would recommend the training to others.	33.3	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.	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	100.0	0.0
EQ18	Assessments were based on realistic activities.	33.3	0.0
EQ19	Trainers were effective in their teaching.	33.3	0.0
EQ20	The training was an effective investment.	33.3	0.0
EQ21	Trainers were able to relate material to the workplace.	33.3	0.0
EQ22	The training had a good mix of theory and practice.	33.3	0.0
EQ23	The training organisation acted on feedback from employers.	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0
EQ25	Training resources and equipment were in good condition.	33.3	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	33.3	0.0
EQ30	The training organisation clearly explained what was expected from employers.	66.7	0.0

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	43	73.1	13.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	73.1	13.7
	Do not know			
	Total	43	73.1	13.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	73.1	13.7
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	43	73.1	13.7
	Total	43	73.1	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	70.7	13.0
	March	1	66.7	0.0
	April	2	79.2	17.7
	May			
	June	4	75.0	18.0
	July	5	81.7	20.7
	August	2	75.0	0.0
	September	1	75.0	0.0
	October	2	66.7	0.0
	November	1	83.3	0.0
	December			
	Do not know			
	Training start year	2016	17	71.1
2015		20	76.7	14.5
2014				
2013		3	63.9	19.2
2012		1	66.7	0.0
2011				
2010		1	75.0	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	73.1	13.7
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	40	72.7	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	72.0	16.1
	Male	18	74.5	9.7
	Total	43	73.1	13.7
Learner age	Under 15	2	70.8	5.9
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	2	70.8	5.9
	35 to 44	9	69.4	11.0
	45 to 54	9	79.6	19.1
	55 to 64	13	71.2	10.5
	65 or over	7	70.2	14.3
	Total	43	73.1	13.7
	Aboriginal or Torres Strait Islander origin	No	43	73.1
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	73.1	13.7
Home language	English	7	70.2	9.4
	Language other than English	36	73.6	14.4
	Total	43	73.1	13.7
Permanent residency or citizenship	Australian	34	73.0	13.9
	Not Australian	9	73.1	13.7
	Total	43	73.1	13.7
Disability status	Disability identified	22	73.1	12.6
	No disability identified	21	73.0	15.1
	Total	43	73.1	13.7
Groups	1	7	67.9	17.6
	2	6	65.3	6.3
	3	20	74.6	12.8
	9	3	75.0	0.0
	10	4	83.3	11.8
	11	3	75.0	25.0
	Total	43	73.1	13.7

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	69.6	13.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	69.6	13.6
	Do not know			
	Total	43	69.6	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	69.6	13.6
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	43	69.6	13.6
	Total	43	69.6	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	68.0	15.3
	March	1	66.7	0.0
	April	2	79.2	17.7
	May			
	June	4	75.0	16.7
	July	5	65.0	9.1
	August	2	75.0	0.0
	September	1	66.7	0.0
	October	2	75.0	0.0
	November	1	75.0	0.0
	December			
	Do not know			
	Training start year	2016	17	67.6
2015		20	73.7	11.9
2014				
2013		3	55.6	19.2
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	69.6	13.6
Recognition of prior learning	Recognition of prior learning	3	80.6	17.3
	No recognition of prior learning	40	68.7	13.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	68.7	17.1
	Male	18	70.8	6.5
	Total	43	69.6	13.6
Learner age	Under 15	2	70.8	5.9
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	2	70.8	5.9
	35 to 44	9	65.7	14.7
	45 to 54	9	78.7	14.5
	55 to 64	13	67.9	11.2
	65 or over	7	60.7	7.9
	Total	43	69.6	13.6
	Aboriginal or Torres Strait Islander origin	No	43	69.6
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	69.6	13.6
Home language	English	7	72.6	12.5
	Language other than English	36	69.0	13.9
	Total	43	69.6	13.6
Permanent residency or citizenship	Australian	34	69.4	12.3
	Not Australian	9	70.4	18.7
	Total	43	69.6	13.6
Disability status	Disability identified	22	73.5	10.8
	No disability identified	21	65.5	15.2
	Total	43	69.6	13.6
Groups	1	7	61.9	23.0
	2	6	62.5	7.0
	3	20	74.6	9.5
	9	3	66.7	0.0
	10	4	75.0	16.7
	11	3	63.9	12.7
	Total	43	69.6	13.6

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	66.7	13.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	66.7	13.7
	Do not know			
	Total	43	66.7	13.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	66.7	13.7
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	43	66.7	13.7
	Total	43	66.7	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	67.6	12.8
	March	1	66.7	0.0
	April	2	55.6	15.7
	May			
	June	4	75.0	16.7
	July	5	71.1	6.1
	August	2	72.2	23.6
	September	1	66.7	0.0
	October	2	44.4	0.0
	November	1	44.4	0.0
	December			
	Do not know			
	Training start year	2016	17	71.9
2015		20	63.9	14.8
2014				
2013		3	55.6	19.2
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	66.7	13.7
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	40	65.8	13.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	67.6	14.3
	Male	18	65.4	13.1
	Total	43	66.7	13.7
Learner age	Under 15	2	55.6	15.7
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	2	72.2	7.9
	35 to 44	9	63.0	7.9
	45 to 54	9	71.6	14.8
	55 to 64	13	63.2	16.6
	65 or over	7	68.3	4.2
	Total	43	66.7	13.7
	Aboriginal or Torres Strait Islander origin	No	43	66.7
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	66.7	13.7
Home language	English	7	63.5	5.4
	Language other than English	36	67.3	14.8
	Total	43	66.7	13.7
Permanent residency or citizenship	Australian	34	66.3	13.5
	Not Australian	9	67.9	15.2
	Total	43	66.7	13.7
Disability status	Disability identified	22	67.7	14.1
	No disability identified	21	65.6	13.6
	Total	43	66.7	13.7
Groups	1	7	65.1	19.7
	2	6	70.4	9.1
	3	20	63.9	13.9
	9	3	66.7	0.0
	10	4	75.0	16.7
	11	3	70.4	6.4
	Total	43	66.7	13.7

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	68.0	12.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	68.0	12.2
	Do not know			
	Total	43	68.0	12.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	68.0	12.2
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	43	68.0	12.2
	Total	43	68.0	12.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	66.2	13.8
	March	1	66.7	0.0
	April	2	66.7	0.0
	May			
	June	4	75.0	16.7
	July	5	68.9	9.3
	August	2	77.8	0.0
	September	1	66.7	0.0
	October	2	66.7	0.0
	November	1	66.7	0.0
	December			
	Do not know			
	Training start year	2016	17	69.3
2015		20	68.9	10.6
2014				
2013		3	55.6	19.2
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	68.0	12.2
Recognition of prior learning	Recognition of prior learning	3	77.8	11.1
	No recognition of prior learning	40	67.2	12.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	67.1	14.5
	Male	18	69.1	8.1
	Total	43	68.0	12.2
Learner age	Under 15	2	66.7	0.0
	15 to 19			
	20 to 24	1	88.9	0.0
	25 to 34	2	72.2	7.9
	35 to 44	9	61.7	11.3
	45 to 54	9	71.6	14.8
	55 to 64	13	68.4	13.5
	65 or over	7	66.7	6.4
	Total	43	68.0	12.2
	Aboriginal or Torres Strait Islander origin	No	43	68.0
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	68.0	12.2
Home language	English	7	65.1	4.2
	Language other than English	36	68.5	13.1
	Total	43	68.0	12.2
Permanent residency or citizenship	Australian	34	68.6	11.8
	Not Australian	9	65.4	14.1
	Total	43	68.0	12.2
Disability status	Disability identified	22	70.2	10.5
	No disability identified	21	65.6	13.6
	Total	43	68.0	12.2
Groups	1	7	60.3	20.1
	2	6	66.7	7.0
	3	20	68.9	9.9
	9	3	66.7	0.0
	10	4	75.0	16.7
	11	3	74.1	6.4
	Total	43	68.0	12.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	64.1	15.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	64.1	15.3
	Do not know			
	Total	43	64.1	15.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	64.1	15.3
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	43	64.1	15.3
	Total	43	64.1	15.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	60.4	15.4
	March	1	88.9	0.0
	April	2	66.7	0.0
	May			
	June	4	66.7	15.7
	July	5	71.1	6.1
	August	2	77.8	15.7
	September	1	44.4	0.0
	October	2	55.6	15.7
	November	1	88.9	0.0
	December			
	Do not know			
	Training start year	2016	17	65.4
2015		20	63.9	16.1
2014				
2013		3	55.6	11.1
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	64.1	15.3
Recognition of prior learning	Recognition of prior learning	3	66.7	22.2
	No recognition of prior learning	40	63.9	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	61.8	16.7
	Male	18	67.3	12.9
	Total	43	64.1	15.3
Learner age	Under 15	2	55.6	15.7
	15 to 19			
	20 to 24	1	88.9	0.0
	25 to 34	2	66.7	0.0
	35 to 44	9	65.4	11.7
	45 to 54	9	64.2	17.4
	55 to 64	13	65.0	16.3
	65 or over	7	58.7	17.8
	Total	43	64.1	15.3
	Aboriginal or Torres Strait Islander origin	No	43	64.1
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	64.1	15.3
Home language	English	7	63.5	16.6
	Language other than English	36	64.2	15.3
	Total	43	64.1	15.3
Permanent residency or citizenship	Australian	34	62.4	16.0
	Not Australian	9	70.4	11.1
	Total	43	64.1	15.3
Disability status	Disability identified	22	60.1	17.7
	No disability identified	21	68.3	11.3
	Total	43	64.1	15.3
Groups	1	7	61.9	15.5
	2	6	55.6	17.2
	3	20	65.6	16.9
	9	3	66.7	0.0
	10	4	66.7	15.7
	11	3	70.4	6.4
	Total	43	64.1	15.3

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	72.4	9.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	72.4	9.5
	Do not know			
	Total	43	72.4	9.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	72.4	9.5
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	43	72.4	9.5
	Total	43	72.4	9.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	70.7	9.8
	March	1	73.3	0.0
	April	2	76.7	14.1
	May			
	June	4	73.3	13.3
	July	5	74.7	8.7
	August	2	80.0	9.4
	September	1	73.3	0.0
	October	2	70.0	4.7
	November	1	80.0	0.0
	December			
	Do not know			
	Training start year	2016	17	72.2
2015		20	74.7	8.3
2014				
2013		3	62.2	10.2
2012		1	66.7	0.0
2011				
2010		1	73.3	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	72.4	9.5
Recognition of prior learning	Recognition of prior learning	3	82.2	10.2
	No recognition of prior learning	40	71.7	9.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	71.5	10.8
	Male	18	73.7	7.4
	Total	43	72.4	9.5
Learner age	Under 15	2	73.3	0.0
	15 to 19			
	20 to 24	1	93.3	0.0
	25 to 34	2	70.0	4.7
	35 to 44	9	72.6	8.5
	45 to 54	9	75.6	12.5
	55 to 64	13	71.8	8.2
	65 or over	7	66.7	7.7
	Total	43	72.4	9.5
	Aboriginal or Torres Strait Islander origin	No	43	72.4
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	72.4	9.5
Home language	English	7	68.6	3.3
	Language other than English	36	73.1	10.1
	Total	43	72.4	9.5
Permanent residency or citizenship	Australian	34	71.8	9.1
	Not Australian	9	74.8	10.9
	Total	43	72.4	9.5
Disability status	Disability identified	22	71.8	9.4
	No disability identified	21	73.0	9.8
	Total	43	72.4	9.5
Groups	1	7	72.4	13.6
	2	6	65.6	6.6
	3	20	74.3	8.5
	9	3	73.3	0.0
	10	4	73.3	14.4
	11	3	71.1	7.7
	Total	43	72.4	9.5

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	70.0	15.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	70.0	15.6
	Do not know			
	Total	43	70.0	15.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	70.0	15.6
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	43	70.0	15.6
	Total	43	70.0	15.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	68.4	16.9
	March	1	66.7	0.0
	April	2	77.8	15.7
	May			
	June	4	75.0	16.7
	July	5	64.4	18.3
	August	2	83.3	7.9
	September	1	77.8	0.0
	October	2	72.2	7.9
	November	1	66.7	0.0
	December			
	Do not know			
	Training start year	2016	17	71.2
2015		20	71.7	14.2
2014				
2013		3	55.6	19.2
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	70.0	15.6
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	40	69.4	15.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	68.0	18.5
	Male	18	72.8	10.2
	Total	43	70.0	15.6
Learner age	Under 15	2	72.2	7.9
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	2	72.2	7.9
	35 to 44	9	64.2	18.2
	45 to 54	9	77.8	13.6
	55 to 64	13	70.1	15.3
	65 or over	7	61.9	12.6
	Total	43	70.0	15.6
	Aboriginal or Torres Strait Islander origin	No	43	70.0
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	70.0	15.6
Home language	English	7	66.7	6.4
	Language other than English	36	70.7	16.8
	Total	43	70.0	15.6
Permanent residency or citizenship	Australian	34	70.3	14.1
	Not Australian	9	69.1	21.4
	Total	43	70.0	15.6
Disability status	Disability identified	22	74.2	12.5
	No disability identified	21	65.6	17.5
	Total	43	70.0	15.6
Groups	1	7	61.9	26.3
	2	6	70.4	9.1
	3	20	73.9	11.6
	9	3	66.7	0.0
	10	4	77.8	15.7
	11	3	55.6	19.2
	Total	43	70.0	15.6

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	72.4	12.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	72.4	12.2
	Do not know			
	Total	43	72.4	12.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	72.4	12.2
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	43	72.4	12.2
	Total	43	72.4	12.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	70.7	12.8
	March	1	66.7	0.0
	April	2	66.7	0.0
	May			
	June	4	75.0	16.7
	July	5	77.8	7.9
	August	2	88.9	0.0
	September	1	77.8	0.0
	October	2	61.1	7.9
	November	1	77.8	0.0
	December			
	Do not know			
	Training start year	2016	17	70.6
2015		20	76.1	12.6
2014				
2013		3	59.3	12.8
2012		1	66.7	0.0
2011				
2010		1	77.8	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	72.4	12.2
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	40	71.9	11.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	71.6	14.0
	Male	18	73.5	9.4
	Total	43	72.4	12.2
Learner age	Under 15	2	66.7	15.7
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	2	72.2	7.9
	35 to 44	9	65.4	6.7
	45 to 54	9	80.2	14.5
	55 to 64	13	72.6	11.7
	65 or over	7	68.3	7.7
	Total	43	72.4	12.2
	Aboriginal or Torres Strait Islander origin	No	43	72.4
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	72.4	12.2
Home language	English	7	73.0	12.6
	Language other than English	36	72.2	12.3
	Total	43	72.4	12.2
Permanent residency or citizenship	Australian	34	72.9	12.3
	Not Australian	9	70.4	12.4
	Total	43	72.4	12.2
Disability status	Disability identified	22	74.2	13.0
	No disability identified	21	70.4	11.3
	Total	43	72.4	12.2
Groups	1	7	68.3	17.5
	2	6	66.7	7.0
	3	20	73.9	12.1
	9	3	74.1	6.4
	10	4	77.8	15.7
	11	3	74.1	6.4
	Total	43	72.4	12.2

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	71.1	10.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	71.1	10.7
	Do not know			
	Total	43	71.1	10.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	71.1	10.7
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	43	71.1	10.7
	Total	43	71.1	10.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	70.0	10.8
	March	1	66.7	0.0
	April	2	79.2	17.7
	May			
	June	4	72.9	18.5
	July	5	71.7	7.5
	August	2	79.2	5.9
	September	1	66.7	0.0
	October	2	66.7	0.0
	November	1	75.0	0.0
	December			
	Do not know			
	Training start year	2016	17	69.1
2015		20	74.6	11.9
2014				
2013		3	63.9	4.8
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	71.1	10.7
Recognition of prior learning	Recognition of prior learning	3	66.7	16.7
	No recognition of prior learning	40	71.5	10.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	71.3	11.0
	Male	18	70.8	10.4
	Total	43	71.1	10.7
Learner age	Under 15	2	66.7	0.0
	15 to 19			
	20 to 24	1	83.3	0.0
	25 to 34	2	66.7	0.0
	35 to 44	9	71.3	9.4
	45 to 54	9	76.9	14.3
	55 to 64	13	69.2	11.0
	65 or over	7	67.9	7.5
	Total	43	71.1	10.7
	Aboriginal or Torres Strait Islander origin	No	43	71.1
Yes, Aboriginal				
Yes, Torres Strait Islander				
Yes, both Aboriginal and Torres Strait Islander				
Total		43	71.1	10.7
Home language	English	7	70.2	13.5
	Language other than English	36	71.3	10.2
	Total	43	71.1	10.7
Permanent residency or citizenship	Australian	34	70.6	10.9
	Not Australian	9	73.1	10.0
	Total	43	71.1	10.7
Disability status	Disability identified	22	71.2	11.1
	No disability identified	21	71.0	10.4
	Total	43	71.1	10.7
Groups	1	7	70.2	9.4
	2	6	66.7	5.3
	3	20	72.5	12.1
	9	3	66.7	0.0
	10	4	75.0	16.7
	11	3	72.2	9.6
	Total	43	71.1	10.7

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	70.8	14.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	43	70.8	14.3
	Do not know			
	Total	43	70.8	14.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	43	70.8	14.3
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	43	70.8	14.3
	Total	43	70.8	14.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	25	68.4	14.6
	March	1	66.7	0.0
	April	2	72.2	7.9
	May			
	June	4	75.0	16.7
	July	5	77.8	15.7
	August	2	83.3	7.9
	September	1	44.4	0.0
	October	2	72.2	7.9
	November	1	77.8	0.0
	December			
	Do not know			
	Training start year	2016	17	69.9
2015		20	74.4	13.0
2014				
2013		3	55.6	19.2
2012		1	66.7	0.0
2011				
2010		1	66.7	0.0
2009		1	66.7	0.0
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	43	70.8	14.3
Recognition of prior learning	Recognition of prior learning	3	81.5	17.0
	No recognition of prior learning	40	70.0	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	25	71.6	17.3
	Male	18	69.8	9.2
	Total	43	70.8	14.3
Learner age	Under 15	2	61.1	23.6
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	2	83.3	7.9
	35 to 44	9	65.4	8.7
	45 to 54	9	75.3	14.5
	55 to 64	13	68.4	12.7
	65 or over	7	71.4	18.0
	Total	43	70.8	14.3
Aboriginal or Torres Strait Islander origin	No	43	70.8	14.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	43	70.8	14.3
Home language	English	7	68.3	4.2
	Language other than English	36	71.3	15.6
	Total	43	70.8	14.3
Permanent residency or citizenship	Australian	34	70.6	14.2
	Not Australian	9	71.6	15.8
	Total	43	70.8	14.3
Disability status	Disability identified	22	70.7	13.5
	No disability identified	21	70.9	15.5
	Total	43	70.8	14.3
Groups	1	7	60.3	22.1
	2	6	63.0	9.1
	3	20	74.4	9.6
	9	3	66.7	0.0
	10	4	75.0	16.7
	11	3	85.2	17.0
	Total	43	70.8	14.3

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

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

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

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

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

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

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	67.9	17.6	55.6	0.0
Effective Assessment	61.9	23.0	75.0	0.0
Clear Expectations	65.1	19.7		
Learning Stimulation	60.3	20.1		
Training Relevance	61.9	15.5	16.7	0.0
Competency Development	72.4	13.6	26.7	0.0
Training Resources	61.9	26.3	44.4	0.0
Effective Support	68.3	17.5	61.1	0.0
Active Learning	70.2	9.4		
Overall Satisfaction	60.3	22.1	44.4	0.0

Group 2

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	65.3	6.3		
Effective Assessment	62.5	7.0		
Clear Expectations	70.4	9.1		
Learning Stimulation	66.7	7.0		
Training Relevance	55.6	17.2		
Competency Development	65.6	6.6		
Training Resources	70.4	9.1		
Effective Support	66.7	7.0		
Active Learning	66.7	5.3		
Overall Satisfaction	63.0	9.1		

Group 3

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	74.6	12.8		
Effective Assessment	74.6	9.5		
Clear Expectations	63.9	13.9		
Learning Stimulation	68.9	9.9		
Training Relevance	65.6	16.9		
Competency Development	74.3	8.5		
Training Resources	73.9	11.6		
Effective Support	73.9	12.1		
Active Learning	72.5	12.1		
Overall Satisfaction	74.4	9.6		

Group 9

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.0	0.0		
Effective Assessment	66.7	0.0		
Clear Expectations	66.7	0.0		
Learning Stimulation	66.7	0.0		
Training Relevance	66.7	0.0		
Competency Development	73.3	0.0		
Training Resources	66.7	0.0		
Effective Support	74.1	6.4		
Active Learning	66.7	0.0		
Overall Satisfaction	66.7	0.0		

Group 10

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	83.3	11.8		
Effective Assessment	75.0	16.7		
Clear Expectations	75.0	16.7		
Learning Stimulation	75.0	16.7		
Training Relevance	66.7	15.7		
Competency Development	73.3	14.4		
Training Resources	77.8	15.7		
Effective Support	77.8	15.7		
Active Learning	75.0	16.7		
Overall Satisfaction	75.0	16.7		

Group 11

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.0	25.0		
Effective Assessment	63.9	12.7		
Clear Expectations	70.4	6.4		
Learning Stimulation	74.1	6.4		
Training Relevance	70.4	6.4		
Competency Development	71.1	7.7		
Training Resources	55.6	19.2		
Effective Support	74.1	6.4		
Active Learning	72.2	9.6		
Overall Satisfaction	85.2	17.0		

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

CONVERSATION AND SPEAKING
CONVERSATION, SPEAKING
Classroom environment, The teachers, We are very friendly
I AM CONFIDENT WHEN ANOTHER HELPS ME
I BECAME MORE CONFIDENT IN MY WRITING AND MY SPELLING GOT MUCH BETTER
I BECAME MORE CONFIDENT IN MY WRITTING, MY SPELLING AND MY ENGLISH
LEARNING ENGLISH AND IMPROVING MY SPELLING
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING ENGLISH THROUGH SHORT STORIES
LEARNING NEW THINGS LEARNING THE PIE GRAPH, LEARNING HISTORY
LEARNING WITH OTHERS LIKE ME
LISTENING COMMUNICATION
LISTENING COMMUNICATION
LISTENING COMMUNICATION
LISTENING COMMUNICATION
LISTENING ON COMPUTER
LISTENING ON THE COMPUTER
LISTENING ON THE COMPUTER WRITING, GRAMMAR, CONVERSATION
LISTENING ON THE COMPUTER, WRITING AND GRAMMAR
LISTENING TO COMPUTER
WRITING, GRAMMAR
WRITING, GRAMMAR

LQ needs improvement

COMMUNICATION
COMMUNICATION
COMMUNICATION
COMMUNICATION
EVERYTHING IS GOOD
EVERYTHING IS GOOD
EVERYTHING IS GOOD
EVERYTHING IS GOOD
EVERYTHING IS GOOD
EVERYTHING IS GOOD
EVERYTHING IS GOOD
EVERYTHING IS GOOD
I NEED MORE PRACTICE READING
I NEED MORE PRACTICE READING
I enjoyed everything
MATERIAL TOO DIFFICULT FOR MY LEVEL OF KNOWLEDGE. OUTDATED TEXTS
MORE HELP WITH ASSESSMENT
MORE HELP WITH ASSESSMENT
MORE HELP WITH ASSESSMENTS
MORE HELP WITH ASSESSMENTS
NEED MORE HELP WITH ASSESSMENT
NEED MORE PRACTICE READING
NEED MORE PRACTICE READING
NOTHING. ALL IS GOOD
THE TEACHER ALWAYS HELPS AND EXPLAINS EVERYTHING I NEED TO THANK THE TEACHERS
THE TEACHER ALWAYS HELPS ME AND EXPLAINS CLEARLY
The teacher always help and explain everything Need to thank the Teachers for their help

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

20 Jun 2016

RTO Information

NTIS number	3902
Name	LALOR LIVING & LEARNING CENTRE INC.
Street Address	47 A FRENCH STREET
City/town/suburb	LALOR
State	VIC
Post code	3075

Learner and employer response

	Learners	Employers
Response count (number)	44	1
Population count (number)	78	
Response rate (per cent)	56.4	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	70.1	18.8	44.4	36.4
Trainer Quality	73.1	13.7	55.6	0.0
Effective Assessment	69.6	13.6	75.0	0.0
Clear Expectations	66.7	13.7		
Learning Stimulation	68.0	12.2		
Training Relevance	64.1	15.3	16.7	0.0
Competency Development	72.4	9.5	26.7	0.0
Training Resources	70.0	15.6	44.4	0.0
Effective Support	72.4	12.2	61.1	0.0
Active Learning	71.1	10.7		
Overall Satisfaction	70.8	14.3	44.4	0.0

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	