

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

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: 6408 - Laverton Community Integrated Services Inc
Trading as Laverton Community Education Centre

TELEPHONE contact name and number: 03) 9369 2726 - Bill Daly **DATE:** 11/07/2017

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	80	0
Total number of surveys received	67	0
Response rate (per cent)	83%	0%

Summary of Continuous Improvement

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

The surveys indicated a high level of satisfaction of Laverton Community Education Centre learners across various courses. Overall the learner feedback indicated satisfaction within their courses was excellent.

Learners recognised trainers as delivering training at a high standard of learning and communicated in an accessible and inclusive style. Trainers were also identified to have immense knowledge and significant industry experience.

Learners commented on the relationships with trainers and other learners, friendly and relaxed atmosphere.

An area of improvement identified from the 2016 data was with learner feedback, both in-class and out of class. Feedback also identified challenges and barriers faced by individual learners.

From this data continuous improvement opportunities have been initiated through:

- The use of additional Feedback forms throughout the course.
- Increase our Language Literacy and Numeracy support
- Implementing more opportunities to provide one on one support for learners with the trainer
- Developing learner resources for work education that allow for a self-paced learning

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

Not applicable - Laverton Community Education Centre does not have any learners through traineeships or apprenticeships, therefore there are no employers to consult.

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

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Declaration

I confirm that (RTO Name):

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

Name of Principal Executive Officer (PEO) *MICHAEL PERNAK*

Signature of PEO *[Handwritten Signature]* Date: *28/06/2017*