

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: Bill Daly - 03) 9369 2726 **DATE:** 26/06/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	80	0
Total number of surveys received	30	0
Response rate (per cent)	37.5%	0%

Summary of Continuous Improvement

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

Learner feedback overall has indicated a high level of satisfaction within our courses.

Learner satisfaction was identified as being high in the following areas:

- Skills learnt from the course
- Knowledge expected
- Preparation required for employment after completion
- Overall satisfaction with training
- Trainer being knowledgeable, fun, energetic, approachable and friendly
- Placement opportunities

Areas for improvement identified in the 2018 student surveys included:

- Increase in practice prior to placement

From this data collected areas of continuous improvement include:

- Increasing practice of work related skills, purchasing of training equipment to accommodate practicing of skills

This is our first year using online surveys and our completion rate of surveys has dropped. Due to this we will be asking students to complete these during their final classes for next year's surveys, and are also offering a \$100 Coles gift voucher competition for anyone who wishes to participate.

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 Laverton Community Education Centre:

- 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 Pernar*

Signature of PEO *[Handwritten Signature]* Date *27.06.2019*