

# Quality Indicators

## Reporting of learner engagement and employer satisfaction quality indicator

### About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)

Subject: Quality Indicators

RTO details			
RTO trading or legal name	Laverton Community Integrated Services Inc. Trading as Laverton Community Education Centre		
RTO number	6408		
Contact name	Bill Daly		
Telephone	03) 9369 2726	Mobile	0431 075 534
Date	25/06/2020		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	45	0
Total number of surveys received	12	0
Response rate (per cent)	26.6%	0

### Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

## Summary of continuous improvement

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

During 2019 learner questionnaires were provided to Laverton Community Education Centre (LCEC) students across all training areas, from the received surveys the majority of response where from students studying in the Early Childhood Education & Care courses.

The survey indicates that we are meeting the needs of the majority of students who are enrolled into our training programs. Students are generally very happy with the skills & knowledge developed, their preparation for employment, trainer knowledge & experience and facilities that are provided during training. The review of all survey areas found LCEC to be operating at a high satisfaction level, with an overall rate of 93% of responses to individual questions indicating a positive satisfaction level across all areas. The survey also indicates that we can still improve in some areas and as an RTO we consistently need to evaluate what we are doing and look for ways to do it better.

Detailed results have been considered alongside other performance metrics, negative feedback from students was regarding the assessment processes in Individual Support. As part of a course review process action has commenced to improve course outcomes for students, LCEC has begun to reworked the student assessment process to enable a more conducive flow of work and aligned assessments to provide an assessment outcome for students earlier.

Further improvement actions need to be undertaken in 2020 to improve the evaluation process for the students and to help facilitate better feedback outcomes for students.

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

Laverton Community Education Centre does not deliver any traineeships or apprenticeships.

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

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

## Declaration

### RTO details

RTO Name	Laverton Community Integrated Services Trading as Laverton Community Education Centre
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I confirm that the above RTO:

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

### Name of Principal Executive Officer (PEO)

Full name	Michael Pernar
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Date	26/06/2020
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Signature	
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