

# 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	20/06/2021		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	25	
Total number of surveys received	6	
Response rate (per cent)	24.00%	

### 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 2020, learner questionnaires were given to all the students who completed their course studies with Laverton community Education Centre (LCEC) for all courses that LCEC is conducting. Majority of the received responses were from students who were studying in Early Childhood Education & Care Courses.

The survey results indicated a very high level of satisfaction from the learners in terms of trainer skills, knowledge and experience, facilities provided during the training, their job readiness after the training. The survey indicates that we are meeting the needs of the majority of students who are enrolled into our training programs.

There were some areas of improvements indicated for first aid training, this will be taken in account and further improvements will be implemented for more practical based training for first aid. Also the course response rate was quite low. As a continuous improvement, the learner survey will be made as a part of course completion, and as soon as the student completes the course, the survey link will be sent to student to complete the survey.

### 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

N/A

## 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
Date	20/06/2021
Signature	