

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

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

FROM: Merinda Park Learning and Community Centre

TELEPHONE Jan Gilchrist

DATE:

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers	Food handling
Total number of responses distributed	60	20	7
Total number of surveys received	46	0	7
Response rate (per cent)	76.6%		100%

Summary of Continuous Improvement

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

We looked at the responses and the main area is around the log books and what is required of the student on placement. A revised log book has been developed. Most answers by both the Learner and the Employer were in the Agree and Strongly agree sections which indicates that overall the Centre is performing satisfactorily for the Cohort we are engaging with and that the employers are also satisfied. The comments regarding the trainer were excellent, they felt they were approachable, highly qualified and also supportive in the classroom. We conducted a separate survey on a class that we felt needed to be scrutinised because of the trainer involved. However the result of the surveys was surprisingly good with excellent feedback about the trainer.

The AQTF survey does not go specific enough for our review so we have created a further evaluation form for students to give more specific answers to questions. This has given us great feedback that is clear and concise.

The feedback we collect elsewhere gives us more data to work on assess any need for improvement and also students are asked to complete their name as an option so we are able to follow up on any answers that we feel require further investigation.

We have also created a general survey about the whole Centre for students to complete and most these were very pleasing. The results were a grading system of how a student felt with regards to questions. Again the results were very positive

Students are no longer assessed with gradings.

Food handling class surveyed as we don't run this very often and the trainer is new. The survey's showed that the trainer is very helpful and no action required.

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

Again the employer surveys in most cases where surveys were sent out were not returned. A new system has been commenced with an introductory letter after placement is secured to let them know they will receive a survey that we would appreciate being returned because of such low returns in the past.

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

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) Jan Gilchrist



Signature of PEO

.Date:1/5/19