

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

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

FROM: 20146 Moe Life Skills Community Centre

TELEPHONE: Luana Brock 0351277999

DATE: 31.03.2020

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	69	
Total number of surveys received	60	
Response rate (per cent)	87%	

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p> <p>The AQTF Learner Questionnaire was circulated to students on their last day of class. All students have an intellectual disability and the majority of students required assistance when completing the survey. Overall, due to the nature of the learner cohort the questionnaire provides insufficient or limited quality data. We also undertake an internal survey, written in Easy English that meets the needs of this specific student cohort.</p> <p>The collated information will be disseminated to appropriate staff for their input and the development of relevant strategies/actions where required and documented in the organisation's continuous improvement plan.</p> <p>Overview of the following:</p> <p><i>Best Aspects of Training</i></p> <ul style="list-style-type: none">• Students said their Trainers/Assessors were helpful and friendly• Many students said they liked the classroom work and learning new things• They enjoyed the learning resources including PowerPoints, videos, excursion, and using computers• Positive comments about learning, about themselves (increased self-esteem and confidence), making friends, meeting other people <p><i>Need for Improvement</i></p> <ul style="list-style-type: none">• Would like more excursions• Better internet or Wi-Fi connection• Some students said they didn't not like a particular venue
<p>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</p> <p>N/A Please see below</p>
<p>If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.</p> <p>Moe Life Skills Community Centre only offers Foundation Skills (Domain C: Disability) courses and does not offer training to employers.</p>

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) Dr Carole Broxham

Dr Carole Broxham

Signature of PEO

Date: 31.03.2020