

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

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: Latrobe Lifeskills 20791

TELEPHONE contact name and number: Tammy Matthews-Prosser 94791474
DATE: 29/6/15

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	35	
Total number of surveys received	28	
Response rate (per cent)	80%	

Summary of Continuous Improvement

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

- Identify issues related to student responses in relation to questions about training.
- Collate responses to Learner questionnaire and identify major issues.
- Discuss with staff how to address issues identified.
- Identify issues to be addressed and implement a timeline to address issues.
- Identify best aspects of training and collate responses.
- Identify aspects of training that were most in need of improvement.
- Discuss aspects of training most in need of improvement with Trainers and Assessors.
- Identify issues that can be addressed.
- Follow up with Trainers and Assessors in relation to addressing issues of concern.
- Give feedback to learners in terms of how concerns were addressed by the organisation.

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

IN PROGRESS

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

TBA. SEE ABOVE.
NEW COORDINATOR NOW IN PLACE.

Declaration

I confirm that (RTO Name): LATROBE LIFESKILLS

- 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) DOUGLAS J BAY

Signature of PEO Date 30/6/2011