

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 TOID 20791

TELEPHONE contact name and number: Martin Chua, 9479 1474 DATE: 30/06/16

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	13	N/A
Total number of surveys received	13	N/A
Response rate (per cent)	100%	N/A

Summary of Continuous Improvement

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

The learner responses survey (AQTF 2007 Learner Questionnaire) for 2015 were distributed and collected based on learners who are exiting a qualification (either withdrawal/cancellation or completion/competent) with Lifeskills. This is because we found that it formed a realistic representation of our learner cohort - after receiving a full cycle of training and assessment.

Additionally due to nature of our learner cohort being people with disability, Lifeskills concurrently issues an internally-designed 'Participant Survey Form' to better support, ascertain and aid the communication of the learner needs to our organisation.

The gathering of data gives indication to Lifeskills whether the training has been effective, beneficial and engaging to the Participants. The data was collated and studied to identify major issues, to also identify positive changes and feedback. Any issues were discussed with Trainer/Assessors to improve on services, and to address the needs of the learners. Requirements to adopt and adapt new systems and processes were considered. Finally to monitor and review the effectiveness of changes made since the previous continuous improvement process.

Best aspects (positive feedback)

- Computer and technology provided and usage has been excellent for learners.
- Learners liked examples related to working aspects. Eg: how to behave and communicate appropriately in work settings.
- Learners enjoyed the units and liked the Trainer/Assessors' teachings.

Need for improvement (criticism feedback)

- Learners would like to work on more 'fun' activities.
- Learners found courses were generally difficult as they were not sure what were expected of them.
- Learners were wanting more activities related to workplace-based scenarios.

For continuous improvement processes, Trainers were informed of the result and a bigger focus is placed on 2016 where learners will be encouraged and supported to seek out practical work placements, paid work, and/or volunteer for workplace experience. A new change implemented is that the RTO Coordinator conducts in-depth 1-on-1 monthly Trainer meetings to track progression of individual learners:

- Training deliver resources are also under constant review to improve, update, and redone to be more user-friendly and accessible to learners.
- Trainer/Assessors are briefed on constantly communicating expectations clearly to learners and to give examples of standards to adhere to.
- Weekly staff meetings are also used to disseminate changes and new processes/systems to Trainer/Assessor.

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

Not applicable

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

Not applicable

Declaration

I confirm that 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 Ball

Signature of PEO Date: 30/06/2016