

EMAIL RESPONSE: To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS

FROM: Latrobe Lifeskills Pty Ltd (TOID 20791)

TELEPHONE contact name and number: Martin Chua (RTO Manager) (03 9479 1474)

DATE: 7<sup>th</sup> September 2018

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	44	N/A
Total number of surveys received	35	N/A
Response rate (per cent)	80	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 (IE: AQTF 2007 Learner Questionnaire) was utilised based on learners who have exited / completed a Qualification at Latrobe Lifeskills. In addition, due to the nature of the attending learner cohort being primarily people with disability, Latrobe Lifeskills conducted an internally-designed 'Participant Survey Form 2017'. This is to assist Participants in expressing their thoughts, to better support, ascertain and aid the communication of the learner's needs / feedback to our delivered Qualifications.

Data collected was studied, collated, and any major issues were identified for resolution. Trainers / Assessors were made aware of the feedback in order to improve on services, and also to address any of the learner's specific needs. Requirements to adopt and adapt to new systems and processes were considered. Finally the on-going monitoring and reviewing of changes made, including their effectiveness since the previous continuous improvement process.

Best aspects (positive feedback):

- Learners found staff at Latrobe Lifeskills friendly, easy to approach and helpful.
- Learners found training and topics to be relevant and more engaging (i.e.: fun aspect to training and materials).
- Learners built good rapport with training staff and enjoy their lessons.
- Positive comments on facilities, training rooms, computers, iPads as learning tools.
- Learners understand their rights and the supports that are received.
- Learners enjoy the collegial nature of the training classes, and attending with learners who have similar interests.

Need for improvement (criticism feedback):

- Learners struggle with understanding Assessments as wordings can be quite challenging and confusing to the learners. Language needs to be tailored in 'easy-English'.
- Learners have commented that the campus can be difficult to navigate due to the

- size of the grounds, and mobility can be an issue for some due to distance of classes.
- Learners dislike that some learners do not get along and can cause disruption to learning and training.

Continuous improvement process:

- RTO Manager has regular meetings with individual Trainers/Assessors to discuss Qualification progress and track each individual learner's progress.
- Training resources are constantly reviewed, updated, upgraded to ensure more accessibility to learners - have assigned dedicated staff member to edit, organise and publish new edition of materials.
- Trainers/Assessors are provided communication regarding the background and ability of learners, and all additional information to ensure the best success of the learner in achieving their Unit competencies.
- Information pertaining to the individual learners ensure that learners are well-supported, have their needs understood and addressed at all times.

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 (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) .....Douglas J. Ball.....

Signature of PEO ..... Date: 07 / 09 / 2018

The image shows a large, stylized handwritten signature in black ink that spans across the signature and date lines. The signature is written over the name 'Douglas J. Ball' and the date '07 / 09 / 2018'. The signature is highly cursive and loops around the text.