

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 (Operations Manager) (03 9479 1474)

DATE: 28<sup>th</sup> June 2019

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	26	N/A
Total number of surveys received	19	N/A
Response rate (per cent)	73	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 people with disability, Latrobe Lifeskills conducted an internally-designed 'Participant Survey Form 2018'. 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 to improve on services, and 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):

- All learners found staff at Latrobe Lifeskills friendly, helpful and excellent at their work of supporting the learners.
- All learners found information provided was made in a way that can be understood easily.
- Learners enjoyed the social aspect the groups who trained together with them.
- All positive comments on facilities, training rooms, computers, iPads as learning tools.
- Learners understand their rights, responsibilities and support that they received.
- All learners had positive feedback and comments about the Trainers / Assessors.
- All learners commented on wanting to continue their education and further their training and learning.
- Being on campus there is a lot of freedom, easy access to facility (IE: break areas, food and drink) and a feeling of integration with public and University Students.

Example comments from Learners:

- *"It helped me sound out words."*
- *"I can read words like 'map' and 'Exit'. Helpful I read a bit better."*
- *"It was good thanks."*

- *"I know words at home (now). Makes me happy"*
- *"I like doing literacy and numeracy. Good experience for dealing with money."*
- *"Helped me a lot. Numbers were pretty good.... excellent. I enjoyed it!"*
- *"It was good. I found the worksheets helpful."*
- *"It was interesting, and I understood it OK"*
- *"I enjoyed doing the Literacy and Numeracy. I really liked the Literacy Planet."*

Need for improvement (criticism feedback):

- Some Learners struggled with understanding Assessment Instructions. Trainers tend to explain verbally on top of reading out the Assessment Instructions to the learners.
- Learners have commented that the campus can be difficult to navigate, and mobility can be an issue for some due to distance of classes.
- In the past 12 months there has been construction and renovation of buildings on campus where regular workshop rooms are held. Alternative rooms were sourced but their location can be of some distance. Some learners preferred their 'regular rooms'.
- Some learners made comments that certain learners in their group tend to 'act out' during their training sessions and found it disruptive to their learning. However, they did comment that Trainer/Assessors were always resolving dispute in these situations.

Continuous improvement process:

- Operations 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, always have their needs understood and addressed.
- All Trainers/Assessors are undergoing professional development: Certificate IV in Training and Assessment (TAE40116) upgrades to meet the 1 July 2019 requirements.

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): Latrobe Lifeskills Pty Ltd

- 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: 28/06/2019