

# Quality Indicators

## Reporting of learner engagement and employer satisfaction quality indicator

### About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: [vet.qi@education.vic.gov.au](mailto:vet.qi@education.vic.gov.au)  
Subject: Quality Indicators

RTO details			
RTO trading or legal name	Latrobe Lifeskills Pty Ltd		
RTO number	20791		
Contact name	Martin Chua, Managing Director & CEO		
Telephone	03 9479 1474	Mobile	0447 476 947
Date	4 <sup>th</sup> October 2023		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	10	N/A
Total number of surveys received	7	N/A
Response rate (per cent)	70	N/A

### Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

## Summary of continuous improvement

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

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The learner responses survey (IE: AQTF 2007 Learner Questionnaire) was utilised based on learners (also termed as Participants / Students) 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 internally designed 'Annual Participant Survey' Forms for both learners and their support network (parent, carers, and families). This is to assist Participants and their support network 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.

Best aspects (positive feedback):

- Staff helping with people's independence and confidence.
- Pleasant staff and Participants appreciate friendships formed.
- Caring staff and they are flexible to meet the individual needs of the Participants.
- The social interaction, the way staff interact with the Participants positively.
- Social, travel and independence skills.
- Opportunity to try new things.
- Good rooms, computers, tablets and a nice study environment. Feel like a Uni student.
- Learning content is good and people have a positive experience.

Example comments from Learners:

- *"Training is good"*
- *"It's friendly and the staff are helpful"*
- *"It lets me be me"*
- *"I like using the computers, art and travel training"*
- *"I like cooking and travel training"*
- *"I like buying coffee and food at the cafe"*
- *"Travel training, cooking and using computers"*
- *"Being with people that support me"*
- *"It's fun and I love it"*
- *"Friends, staff, activities"*
- *"I like working hard, I like the lifeskills timetable and show I am allowed to change it next year, I like the activities offered and I like being with my friends."*
- *"I like to make new friends and like to meet new people"*
- *"Making friends, talking, doing activities, music, birthday dates."*
- *"Doing activities I like, Being with friends"*
- *"Writing is enjoyable"*
- *"The books are good."*

Need for improvement (criticism feedback):

- More effective communication to parents that things that Participants have learned and achieved in the course.
- Staffing and Program planning to build skills in the particular areas that are offered in a developmental way.
- Cyber safety and skills.
- Room and space have been an issue. Shortage of space and Participants needing to relocate rooms.
- Learners have commented that the campus can be an issue because of the distance of classes.
- Participants had made comments that others within the group may be disruptive and tend to interrupt lessons.

Continuous improvement process:

- Management conducts regular meetings (bi-weekly and monthly) with 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. This information is readily accessible on the internal Participant Management System called SupportAbility.
- Management offer support and strategies to Trainers/Assessors in managing behaviours, and Participants who may disrupt learning.
- Information pertaining to the individual learners ensures that learners are well-supported, always have their needs understood and addressed.
- All Trainers/Assessors maintain VET industry training relevance, and hands-on disability support experience, in supporting Participants at Latrobe Lifeskills.

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

RTO details

RTO Name Latrobe Lifeskills Pty Ltd

I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Full name Martin Chua

Date 06 / 10 / 2023

Signature