

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Newskills Ltd
Street Address	270 Rosslyn Street
City/town/suburb	North Melbourne
State	VIC
Post code	3003
NTIS number	4638

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary statistics

Scale	Learners		
	Response count	Average score	Average variation
Trainer Quality	101	84.5	17.9
Effective Assessment	101	82.6	16.6
Clear Expectations	101	81.4	17.4
Learning Stimulation	101	79.6	17.9
Training Relevance	101	81.0	17.1
Competency Development	101	81.2	15.3
Training Resources	101	82.5	17.1
Effective Support	101	83.5	16.7
Active Learning	101	79.9	14.7
Overall Satisfaction	101	83.7	17.9

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	TOTAL	0	94	0.0
Qualification level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
		Total	0	98

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1	0	42	58	100	0
LQ2	Trainers made the subject as interesting as possible.	1	1	43	56	99	0
LQ3	Trainers had an excellent knowledge of the subject content.	2	1	38	60	98	0
LQ4	Trainers explained things clearly.	2	1	41	57	98	0
LQ5	Overall, I am satisfied with the training.	2	0	47	52	99	0
LQ6	I would recommend the training to others.	1	2	40	57	97	1
LQ7	I would recommend the training organisation to others.	1	1	43	56	99	0
LQ8	I received useful feedback on my assessments.	1	2	45	53	98	0
LQ9	Assessments were based on realistic activities.	2	2	45	51	96	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1	0	48	52	100	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1	2	45	53	98	0
LQ12	It was always easy to know the standards expected.	1	3	56	41	97	0
LQ13	I usually had a clear idea of what was expected of me.	1	2	53	45	98	0
LQ14	Trainers made it clear right from the start what they expected from me.	1	1	39	60	99	0
LQ15	I was given enough material to keep up my interest.	2	1	51	47	98	0
LQ16	The amount of work I had to do was reasonable.	1	3	52	44	96	1
LQ17	The training was at the right level of difficulty for me.	1	0	57	41	98	2
LQ18	The training focused on relevant skills.	1	3	49	47	96	1
LQ19	The training prepared me well for work.	1	0	50	50	100	0
LQ20	The training had a good mix of theory and practice.	1	3	51	45	96	1
LQ21	I developed the skills expected from this training.	1	0	46	54	100	0
LQ22	I learned to work with people.	0	3	59	39	98	0
LQ23	I identified ways to build on my current knowledge and skills.	1	0	45	54	99	1
LQ24	I developed the knowledge expected from this training.	1	0	52	48	100	0
LQ25	I learned to plan and manage my work.	1	2	60	37	97	1
LQ26	Training resources were available when I needed them.	1	1	47	52	99	0
LQ27	The training used up-to-date equipment, facilities and materials.	1	2	51	45	96	2
LQ28	Training facilities and materials were in good condition.	1	0	46	54	100	0
LQ29	Training organisation staff respected my background and needs.	1	0	39	61	100	0
LQ30	The training was flexible enough to meet my needs.	2	0	45	54	99	0
LQ31	The training organisation had a range of services to support learners.	1	2	50	48	98	0
LQ32	I set high standards for myself in this training.	1	3	54	41	95	2
LQ33	I pushed myself to understand things I found confusing.	0	4	47	49	96	1
LQ34	I looked for my own resources to help me learn.	0	12	54	35	89	0
LQ35	I approached trainers if I needed help.	1	1	42	57	99	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1.0	0.0	41.6	57.4	99.0	0.0
LQ2	Trainers made the subject as interesting as possible.	1.0	1.0	42.6	55.5	98.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	2.0	1.0	37.6	59.4	97.0	0.0
LQ4	Trainers explained things clearly.	2.0	1.0	40.6	56.4	97.0	0.0
LQ5	Overall, I am satisfied with the training.	2.0	0.0	46.5	51.5	98.0	0.0
LQ6	I would recommend the training to others.	1.0	2.0	40.0	57.0	97.0	1.0
LQ7	I would recommend the training organisation to others.	1.0	1.0	42.6	55.5	98.0	0.0
LQ8	I received useful feedback on my assessments.	1.0	2.0	44.6	52.5	97.0	0.0
LQ9	Assessments were based on realistic activities.	2.0	2.0	45.0	51.0	96.0	1.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1.0	0.0	47.5	51.5	99.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1.0	2.0	44.6	52.5	97.0	0.0
LQ12	It was always easy to know the standards expected.	1.0	3.0	55.5	40.6	96.0	0.0
LQ13	I usually had a clear idea of what was expected of me.	1.0	2.0	52.5	44.6	97.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	1.0	1.0	38.6	59.4	98.0	0.0
LQ15	I was given enough material to keep up my interest.	2.0	1.0	50.5	46.5	97.0	0.0
LQ16	The amount of work I had to do was reasonable.	1.0	3.0	52.0	44.0	96.0	1.0
LQ17	The training was at the right level of difficulty for me.	1.0	0.0	57.6	41.4	99.0	2.0
LQ18	The training focused on relevant skills.	1.0	3.0	49.0	47.0	96.0	1.0
LQ19	The training prepared me well for work.	1.0	0.0	49.5	49.5	99.0	0.0
LQ20	The training had a good mix of theory and practice.	1.0	3.0	51.0	45.0	96.0	1.0
LQ21	I developed the skills expected from this training.	1.0	0.0	45.6	53.5	99.0	0.0
LQ22	I learned to work with people.	0.0	3.0	58.4	38.6	97.0	0.0
LQ23	I identified ways to build on my current knowledge and skills.	1.0	0.0	45.0	54.0	99.0	1.0
LQ24	I developed the knowledge expected from this training.	1.0	0.0	51.5	47.5	99.0	0.0
LQ25	I learned to plan and manage my work.	1.0	2.0	60.0	37.0	97.0	1.0
LQ26	Training resources were available when I needed them.	1.0	1.0	46.5	51.5	98.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	1.0	2.0	51.5	45.5	97.0	2.0
LQ28	Training facilities and materials were in good condition.	1.0	0.0	45.6	53.5	99.0	0.0
LQ29	Training organisation staff respected my background and needs.	1.0	0.0	38.6	60.4	99.0	0.0
LQ30	The training was flexible enough to meet my needs.	2.0	0.0	44.6	53.5	98.0	0.0
LQ31	The training organisation had a range of services to support learners.	1.0	2.0	49.5	47.5	97.0	0.0
LQ32	I set high standards for myself in this training.	1.0	3.0	54.6	41.4	96.0	2.0
LQ33	I pushed myself to understand things I found confusing.	0.0	4.0	47.0	49.0	96.0	1.0
LQ34	I looked for my own resources to help me learn.	0.0	11.9	53.5	34.7	88.1	0.0
LQ35	I approached trainers if I needed help.	1.0	1.0	41.6	56.4	98.0	0.0

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	85.1	18.5
LQ2	Trainers made the subject as interesting as possible.	84.2	19.2
LQ3	Trainers had an excellent knowledge of the subject content.	84.8	20.8
LQ4	Trainers explained things clearly.	83.8	20.9
LQ5	Overall, I am satisfied with the training.	82.5	20.3
LQ6	I would recommend the training to others.	84.3	19.8
LQ7	I would recommend the training organisation to others.	84.2	19.2
LQ8	I received useful feedback on my assessments.	82.8	19.8
LQ9	Assessments were based on realistic activities.	81.7	21.4
LQ10	The way I was assessed was a fair test of my skills and knowledge.	83.2	18.6
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	82.8	19.8
LQ12	It was always easy to know the standards expected.	78.5	19.8
LQ13	I usually had a clear idea of what was expected of me.	80.2	19.5
LQ14	Trainers made it clear right from the start what they expected from me.	85.5	19.1
LQ15	I was given enough material to keep up my interest.	80.5	20.7
LQ16	The amount of work I had to do was reasonable.	79.7	20.0
LQ17	The training was at the right level of difficulty for me.	79.8	18.3
LQ18	The training focused on relevant skills.	80.7	20.2
LQ19	The training prepared me well for work.	82.5	18.6
LQ20	The training had a good mix of theory and practice.	80.0	20.1
LQ21	I developed the skills expected from this training.	83.8	18.6
LQ22	I learned to work with people.	78.5	18.0
LQ23	I identified ways to build on my current knowledge and skills.	84.0	18.6
LQ24	I developed the knowledge expected from this training.	81.8	18.6
LQ25	I learned to plan and manage my work.	77.7	19.0
LQ26	Training resources were available when I needed them.	82.8	19.2
LQ27	The training used up-to-date equipment, facilities and materials.	80.5	19.6
LQ28	Training facilities and materials were in good condition.	83.8	18.6
LQ29	Training organisation staff respected my background and needs.	86.1	18.4
LQ30	The training was flexible enough to meet my needs.	83.2	20.3
LQ31	The training organisation had a range of services to support learners.	81.2	19.7
LQ32	I set high standards for myself in this training.	78.8	19.9
LQ33	I pushed myself to understand things I found confusing.	81.7	19.2
LQ34	I looked for my own resources to help me learn.	74.3	21.5
LQ35	I approached trainers if I needed help.	84.5	19.2

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	84.5	17.9
Qualification Level	Certificate I	10	85.8	16.7
	Certificate II			
	Certificate III	64	83.6	19.4
	Certificate IV	19	88.6	13.9
	Certificate level unknown			
	Diploma	1	83.3	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	81.2	17.2
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	84.7	17.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	84.5	17.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	94.4	4.8
	Education			
	Management and commerce	6	91.7	12.9
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	87.5	17.7
	Other	82	83.6	18.5
	Total	94	84.8	17.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	88.9	19.2
	February	9	71.3	34.1
	March	5	85.0	17.1
	April	9	80.6	15.0
	May	24	87.2	14.3
	June	11	85.6	17.1
	July	2	87.5	17.7
	August	7	73.8	13.1
	September	6	86.1	13.6
	October	2	83.3	23.6
	November	4	93.7	12.5
	December	9	96.3	11.1
	Do not know			
	Training start year	2016	19	78.1
2015		46	84.1	14.8
2014		12	88.2	15.3
2013		14	92.9	14.6
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	90.0	13.7
	Not apprenticeship or traineeship	72	83.4	18.9
Recognition of prior learning	Recognition of prior learning	4	81.2	14.2
	No recognition of prior learning	88	85.0	18.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	84.9	15.9
	Male	69	84.2	18.9
	Total	100	84.4	17.9
Learner age	Under 15			
	15 to 19	11	83.3	18.6
	20 to 24	20	80.0	18.2
	25 to 34	21	82.5	24.3
	35 to 44	34	90.0	13.3
	45 to 54	6	87.5	14.7
	55 to 64	8	76.0	13.7
	65 or over			
	Total	100	84.4	17.9
Aboriginal or Torres Strait Islander origin	No	98	84.4	18.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	84.3	18.0
Home language	English	72	85.4	18.5
	Language other than English	27	82.4	16.6
	Total	99	84.6	18.0
Permanent residency or citizenship	Australian	99	84.6	18.0
	Not Australian			
	Total	99	84.6	18.0
Disability status	Disability identified	14	85.7	16.2
	No disability identified	85	84.4	18.3
	Total	99	84.6	18.0
Groups	1	101	84.5	17.9
	Total	101	84.5	17.9

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	82.6	16.6
Qualification Level	Certificate I	10	85.8	16.7
	Certificate II			
	Certificate III	64	83.4	17.9
	Certificate IV	19	80.7	13.0
	Certificate level unknown			
	Diploma	1	91.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	72.9	8.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	82.8	16.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	82.6	16.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	75.0	0.0
	Education			
	Management and commerce	6	87.5	12.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	83.3	11.8
	Other	82	82.5	17.2
	Total	94	82.7	16.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	80.6	17.3
	February	9	78.7	22.1
	March	5	78.3	13.9
	April	9	75.3	11.8
	May	24	87.5	14.3
	June	11	79.5	24.0
	July	2	79.2	5.9
	August	7	73.8	18.9
	September	6	87.5	11.5
	October	2	79.2	17.7
	November	4	91.7	11.8
	December	9	92.6	13.5
	Do not know			
	Training start year	2016	19	76.3
2015		46	83.4	16.9
2014		12	87.5	16.1
2013		14	86.9	15.2
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	85.4	14.3
	Not apprenticeship or traineeship	72	82.2	17.3
Recognition of prior learning	Recognition of prior learning	4	77.1	10.5
	No recognition of prior learning	88	83.2	16.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	82.0	18.4
	Male	69	82.9	16.0
	Total	100	82.6	16.7
Learner age	Under 15			
	15 to 19	11	76.5	22.6
	20 to 24	20	80.4	17.2
	25 to 34	21	86.5	18.5
	35 to 44	34	83.9	13.6
	45 to 54	6	87.5	14.7
	55 to 64	8	77.1	14.6
	65 or over			
	Total	100	82.6	16.7
Aboriginal or Torres Strait Islander origin	No	98	82.5	16.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	75.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	82.4	16.7
Home language	English	72	82.9	17.4
	Language other than English	27	82.5	15.0
	Total	99	82.8	16.7
Permanent residency or citizenship	Australian	99	82.8	16.7
	Not Australian			
	Total	99	82.8	16.7
Disability status	Disability identified	14	85.1	16.7
	No disability identified	85	82.4	16.7
	Total	99	82.8	16.7
Groups	1	101	82.6	16.6
	Total	101	82.6	16.6

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	81.4	17.4
Qualification Level	Certificate I	10	86.7	17.2
	Certificate II			
	Certificate III	64	82.1	18.4
	Certificate IV	19	78.9	15.2
	Certificate level unknown			
	Diploma	1	77.8	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	72.2	11.1
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	81.5	17.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	81.4	17.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	77.8	0.0
	Education			
	Management and commerce	6	88.9	14.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	61.1	7.9
	Other	82	81.3	17.8
	Total	94	81.4	17.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	81.5	17.0
	February	9	74.1	32.4
	March	5	77.8	15.7
	April	9	75.3	10.8
	May	24	86.6	17.0
	June	11	82.8	14.4
	July	2	77.8	31.4
	August	7	74.6	12.4
	September	6	83.3	11.7
	October	2	77.8	15.7
	November	4	80.6	22.9
	December	9	90.1	13.0
	Do not know			
	Training start year	2016	19	74.9
2015		46	82.9	15.3
2014		12	85.2	17.3
2013		14	84.1	16.1
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	82.8	14.6
	Not apprenticeship or traineeship	72	81.3	18.4
Recognition of prior learning	Recognition of prior learning	4	66.7	9.1
	No recognition of prior learning	88	82.3	17.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	81.4	15.0
	Male	69	81.5	18.5
	Total	100	81.4	17.4
Learner age	Under 15			
	15 to 19	11	80.8	14.1
	20 to 24	20	80.0	17.1
	25 to 34	21	80.4	23.3
	35 to 44	34	83.0	16.0
	45 to 54	6	88.9	14.1
	55 to 64	8	76.4	15.1
	65 or over			
	Total	100	81.4	17.4
Aboriginal or Torres Strait Islander origin	No	98	81.4	17.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	66.7	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	81.3	17.4
Home language	English	72	81.8	18.7
	Language other than English	27	81.1	14.1
	Total	99	81.6	17.5
Permanent residency or citizenship	Australian	99	81.6	17.5
	Not Australian			
	Total	99	81.6	17.5
Disability status	Disability identified	14	86.5	16.4
	No disability identified	85	80.8	17.6
	Total	99	81.6	17.5
Groups	1	101	81.4	17.4
	Total	101	81.4	17.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	79.6	17.9
Qualification Level	Certificate I	10	86.7	17.2
	Certificate II			
	Certificate III	64	79.7	19.1
	Certificate IV	19	77.8	15.3
	Certificate level unknown			
	Diploma	1	77.8	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	72.2	11.1
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	79.7	17.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	79.6	17.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	66.7	0.0
	Education			
	Management and commerce	6	87.0	14.8
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	66.7	0.0
	Other	82	79.5	18.4
	Total	94	79.6	17.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	81.5	17.0
	February	9	72.8	32.0
	March	5	77.8	15.7
	April	9	72.8	12.6
	May	24	84.3	15.3
	June	11	76.8	21.9
	July	2	83.3	23.6
	August	7	77.8	12.8
	September	6	79.6	10.9
	October	2	72.2	7.9
	November	4	83.3	19.2
	December	9	90.1	15.2
	Do not know			
	Training start year	2016	19	72.5
2015		46	80.4	16.1
2014		12	84.3	17.4
2013		14	85.7	14.7
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	82.2	15.5
	Not apprenticeship or traineeship	72	79.3	18.6
Recognition of prior learning	Recognition of prior learning	4	66.7	0.0
	No recognition of prior learning	88	80.6	18.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	78.9	18.4
	Male	69	80.4	17.6
	Total	100	79.9	17.8
Learner age	Under 15			
	15 to 19	11	75.8	22.7
	20 to 24	20	78.9	17.3
	25 to 34	21	82.0	22.1
	35 to 44	34	81.0	14.9
	45 to 54	6	81.5	16.7
	55 to 64	8	76.4	15.1
	65 or over			
	Total	100	79.9	17.8
Aboriginal or Torres Strait Islander origin	No	98	79.7	17.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	79.7	17.7
Home language	English	72	80.2	18.9
	Language other than English	27	79.4	15.0
	Total	99	80.0	17.8
Permanent residency or citizenship	Australian	99	80.0	17.8
	Not Australian			
	Total	99	80.0	17.8
Disability status	Disability identified	14	86.5	16.4
	No disability identified	85	79.0	17.9
	Total	99	80.0	17.8
Groups	1	101	79.6	17.9
	Total	101	79.6	17.9

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	81.0	17.1
Qualification Level	Certificate I	10	78.9	15.2
	Certificate II			
	Certificate III	64	82.3	18.5
	Certificate IV	19	80.7	14.7
	Certificate level unknown			
	Diploma	1	66.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	73.6	8.3
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	81.1	17.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	81.0	17.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	70.4	6.4
	Education			
	Management and commerce	6	87.0	14.8
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	72.2	7.9
	Other	82	81.5	17.8
	Total	94	81.5	17.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	88.9	19.2
	February	9	75.3	22.8
	March	5	78.9	13.8
	April	9	76.5	14.1
	May	24	86.6	15.0
	June	11	77.8	24.3
	July	2	72.2	7.9
	August	7	74.6	20.0
	September	6	81.5	11.5
	October	2	72.2	7.9
	November	4	88.9	12.8
	December	9	95.1	9.8
	Do not know			
	Training start year	2016	19	74.6
2015		46	82.9	17.2
2014		12	86.1	15.1
2013		14	86.5	18.1
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	87.2	15.0
	Not apprenticeship or traineeship	72	80.3	17.8
Recognition of prior learning	Recognition of prior learning	4	77.8	15.7
	No recognition of prior learning	88	82.0	17.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	76.9	16.1
	Male	69	83.1	17.3
	Total	100	81.2	17.1
Learner age	Under 15			
	15 to 19	11	73.7	21.2
	20 to 24	20	78.9	18.0
	25 to 34	21	82.0	17.4
	35 to 44	34	84.8	15.2
	45 to 54	6	92.6	13.5
	55 to 64	8	70.8	11.8
	65 or over			
	Total	100	81.2	17.1
Aboriginal or Torres Strait Islander origin	No	98	81.2	17.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	81.2	17.2
Home language	English	72	81.2	17.4
	Language other than English	27	81.5	16.9
	Total	99	81.3	17.1
Permanent residency or citizenship	Australian	99	81.3	17.1
	Not Australian			
	Total	99	81.3	17.1
Disability status	Disability identified	14	81.0	15.4
	No disability identified	85	81.4	17.5
	Total	99	81.3	17.1
Groups	1	101	81.0	17.1
	Total	101	81.0	17.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	81.2	15.3
Qualification Level	Certificate I	10	84.7	16.3
	Certificate II			
	Certificate III	64	82.7	15.8
	Certificate IV	19	77.2	13.6
	Certificate level unknown			
	Diploma	1	73.3	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	70.0	6.7
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	81.2	15.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	81.2	15.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	68.9	3.8
	Education			
	Management and commerce	6	81.1	16.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	70.0	4.7
	Other	82	81.6	15.4
	Total	94	81.1	15.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	80.0	24.0
	February	9	78.5	17.6
	March	5	76.0	14.6
	April	9	74.8	11.9
	May	24	85.3	13.3
	June	11	79.4	22.8
	July	2	83.3	23.6
	August	7	75.7	12.9
	September	6	85.6	12.9
	October	2	66.7	0.0
	November	4	83.3	12.8
	December	9	91.1	9.4
	Do not know			
	Training start year	2016	19	75.1
2015		46	82.2	15.7
2014		12	85.6	14.2
2013		14	84.3	15.4
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	82.3	14.7
	Not apprenticeship or traineeship	72	81.1	15.6
Recognition of prior learning	Recognition of prior learning	4	73.3	9.4
	No recognition of prior learning	88	81.7	15.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	78.9	17.0
	Male	69	82.3	14.6
	Total	100	81.2	15.3
Learner age	Under 15			
	15 to 19	11	77.6	22.2
	20 to 24	20	82.3	15.5
	25 to 34	21	84.3	14.3
	35 to 44	34	81.6	14.0
	45 to 54	6	83.3	16.2
	55 to 64	8	72.5	11.5
	65 or over			
	Total	100	81.2	15.3
Aboriginal or Torres Strait Islander origin	No	98	80.9	15.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	93.3	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	81.0	15.3
Home language	English	72	81.1	16.1
	Language other than English	27	81.9	13.5
	Total	99	81.3	15.4
Permanent residency or citizenship	Australian	99	81.3	15.4
	Not Australian			
	Total	99	81.3	15.4
Disability status	Disability identified	14	85.2	15.7
	No disability identified	85	80.7	15.4
	Total	99	81.3	15.4
Groups	1	101	81.2	15.3
	Total	101	81.2	15.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	82.5	17.1
Qualification Level	Certificate I	10	85.6	16.6
	Certificate II			
	Certificate III	64	82.6	18.2
	Certificate IV	19	83.0	15.4
	Certificate level unknown			
	Diploma	1	77.8	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	75.0	10.6
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	82.6	17.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	82.5	17.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	85.2	12.8
	Education			
	Management and commerce	6	88.9	14.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	77.8	15.7
	Other	82	81.9	17.6
	Total	94	82.6	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	85.2	25.7
	February	9	74.1	32.4
	March	5	80.0	14.5
	April	9	76.5	14.1
	May	24	86.1	15.5
	June	11	82.8	15.2
	July	2	83.3	23.6
	August	7	77.8	12.8
	September	6	84.3	11.3
	October	2	77.8	15.7
	November	4	91.7	10.6
	December	9	92.6	11.1
	Do not know			
	Training start year	2016	19	76.6
2015		46	83.0	14.6
2014		12	87.0	14.9
2013		14	88.9	15.1
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	86.7	14.7
	Not apprenticeship or traineeship	72	81.9	17.7
Recognition of prior learning	Recognition of prior learning	4	72.2	11.1
	No recognition of prior learning	88	83.4	17.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	82.6	14.3
	Male	69	82.6	18.3
	Total	100	82.6	17.1
Learner age	Under 15			
	15 to 19	11	78.8	15.3
	20 to 24	20	79.4	16.2
	25 to 34	21	83.9	22.6
	35 to 44	34	86.3	14.5
	45 to 54	6	85.2	19.5
	55 to 64	8	75.0	12.9
	65 or over			
	Total	100	82.6	17.1
Aboriginal or Torres Strait Islander origin	No	98	82.4	17.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	82.4	17.1
Home language	English	72	83.9	18.1
	Language other than English	27	79.8	14.1
	Total	99	82.8	17.1
Permanent residency or citizenship	Australian	99	82.8	17.1
	Not Australian			
	Total	99	82.8	17.1
Disability status	Disability identified	14	85.7	16.0
	No disability identified	85	82.3	17.3
	Total	99	82.8	17.1
Groups	1	101	82.5	17.1
	Total	101	82.5	17.1

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	83.5	16.7
Qualification Level	Certificate I	10	86.7	17.2
	Certificate II			
	Certificate III	64	83.0	17.9
	Certificate IV	19	84.8	12.9
	Certificate level unknown			
	Diploma	1	100.0	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	77.8	12.8
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	83.7	16.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	83.5	16.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	81.5	6.4
	Education			
	Management and commerce	6	88.9	14.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	88.9	0.0
	Other	82	83.1	17.3
	Total	94	83.7	16.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	88.9	19.2
	February	9	74.1	32.4
	March	5	82.2	14.9
	April	9	77.8	11.1
	May	24	87.0	13.8
	June	11	83.8	17.5
	July	2	94.4	7.9
	August	7	77.8	12.8
	September	6	88.9	12.2
	October	2	77.8	15.7
	November	4	94.4	6.4
	December	9	88.9	14.7
	Do not know			
	Training start year	2016	19	76.6
2015		46	84.3	14.0
2014		12	88.9	16.4
2013		14	89.7	11.9
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	87.2	14.5
	Not apprenticeship or traineeship	72	83.2	17.2
Recognition of prior learning	Recognition of prior learning	4	83.3	11.1
	No recognition of prior learning	88	84.1	16.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	83.5	16.2
	Male	69	83.7	17.0
	Total	100	83.7	16.7
Learner age	Under 15			
	15 to 19	11	79.8	19.1
	20 to 24	20	81.1	16.9
	25 to 34	21	83.6	22.1
	35 to 44	34	86.6	12.2
	45 to 54	6	88.9	12.2
	55 to 64	8	79.2	17.3
	65 or over			
	Total	100	83.7	16.7
Aboriginal or Torres Strait Islander origin	No	98	83.4	16.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	83.5	16.7
Home language	English	72	84.0	17.7
	Language other than English	27	83.5	13.9
	Total	99	83.8	16.7
Permanent residency or citizenship	Australian	99	83.8	16.7
	Not Australian			
	Total	99	83.8	16.7
Disability status	Disability identified	14	86.5	16.4
	No disability identified	85	83.4	16.8
	Total	99	83.8	16.7
Groups	1	101	83.5	16.7
	Total	101	83.5	16.7

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	79.9	14.7
Qualification Level	Certificate I	10	82.5	15.4
	Certificate II			
	Certificate III	64	79.8	15.4
	Certificate IV	19	80.7	12.1
	Certificate level unknown			
	Diploma	1	91.7	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	70.8	14.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	80.0	14.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	79.9	14.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	75.0	0.0
	Education			
	Management and commerce	6	90.3	6.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	66.7	11.8
	Other	82	79.3	14.9
	Total	94	79.8	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	80.6	21.0
	February	9	74.1	22.2
	March	5	76.7	18.1
	April	9	77.8	10.2
	May	24	81.6	12.8
	June	11	74.2	12.0
	July	2	79.2	5.9
	August	7	76.2	17.0
	September	6	84.3	9.4
	October	2	79.2	17.7
	November	4	79.2	19.8
	December	9	94.4	9.3
	Do not know			
	Training start year	2016	19	74.1
2015		46	79.6	12.1
2014		12	86.8	13.0
2013		14	83.9	18.0
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	86.7	13.4
	Not apprenticeship or traineeship	72	78.2	14.5
Recognition of prior learning	Recognition of prior learning	4	70.8	10.8
	No recognition of prior learning	88	80.5	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	79.6	13.9
	Male	69	80.2	15.2
	Total	100	80.0	14.8
Learner age	Under 15			
	15 to 19	11	76.5	14.3
	20 to 24	20	76.2	14.4
	25 to 34	21	83.2	18.0
	35 to 44	34	82.6	13.4
	45 to 54	6	79.2	13.7
	55 to 64	8	75.0	13.4
	65 or over			
	Total	100	80.0	14.8
Aboriginal or Torres Strait Islander origin	No	98	79.7	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	88.9	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	79.8	14.7
Home language	English	72	81.1	15.2
	Language other than English	27	77.5	13.4
	Total	99	80.1	14.8
Permanent residency or citizenship	Australian	99	80.1	14.8
	Not Australian			
	Total	99	80.1	14.8
Disability status	Disability identified	14	83.3	15.3
	No disability identified	85	79.6	14.7
	Total	99	80.1	14.8
Groups	1	101	79.9	14.7
	Total	101	79.9	14.7

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	83.7	17.9
Qualification Level	Certificate I	10	82.2	15.0
	Certificate II			
	Certificate III	64	84.4	19.6
	Certificate IV	19	84.8	14.4
	Certificate level unknown			
	Diploma	1	88.9	0.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	4	75.0	16.7
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	98	83.9	17.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	101	83.7	17.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies	1	100.0	0.0
	Architecture and building			
	Agriculture, environmental and related studies			
	Health	3	85.2	12.8
	Education			
	Management and commerce	6	96.3	9.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	2	72.2	7.9
	Other	82	83.3	18.7
	Total	94	84.2	18.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	3	77.8	19.2
	February	9	74.1	32.4
	March	5	80.0	18.3
	April	9	76.5	17.1
	May	24	87.5	14.4
	June	11	85.9	19.3
	July	2	83.3	23.6
	August	7	77.8	17.0
	September	6	90.7	10.9
	October	2	83.3	23.6
	November	4	88.9	12.8
	December	9	96.3	11.1
	Do not know			
	Training start year	2016	19	75.4
2015		46	85.7	15.1
2014		12	88.9	15.0
2013		14	88.1	17.1
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	20	89.4	14.2
	Not apprenticeship or traineeship	72	83.0	19.0
Recognition of prior learning	Recognition of prior learning	4	75.0	10.6
	No recognition of prior learning	88	84.8	18.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	31	83.9	16.2
	Male	69	83.7	18.8
	Total	100	83.8	18.0
Learner age	Under 15			
	15 to 19	11	85.9	20.5
	20 to 24	20	79.4	15.8
	25 to 34	21	84.1	24.2
	35 to 44	34	86.6	15.2
	45 to 54	6	88.9	14.1
	55 to 64	8	75.0	12.9
	65 or over			
	Total	100	83.8	18.0
Aboriginal or Torres Strait Islander origin	No	98	83.8	18.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander	1	77.8	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	99	83.7	18.1
Home language	English	72	84.3	18.7
	Language other than English	27	83.1	16.1
	Total	99	84.0	18.0
Permanent residency or citizenship	Australian	99	84.0	18.0
	Not Australian			
	Total	99	84.0	18.0
Disability status	Disability identified	14	83.3	14.9
	No disability identified	85	84.1	18.5
	Total	99	84.0	18.0
Groups	1	101	83.7	17.9
	Total	101	83.7	17.9

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

1
TRAINING WAS AWESOME
all
all aspects
any issue, i found the trainer able to assist and he was flexible with changing schedules to suit
awesome trainer
colin was a great instructor, clear, concise and kept us all very engaged.
coln the trainer and all the practical and quals
discussing and understanding work
easy to understand the trainer and material. Good communication.
easy to understand the trainer and material. good communication.
engaging trainers, clen environment
flexible and on site and self paced good mix
flexible timetable toallow with demands of working fulltime.
food
gaining knoweledge and understanding
gaining knowledge
gaining knowledge of workplace.
good people and trainer
good trainer
great trainer
great trainers learnt so much
having Lawrence the trainer explain everything in detail
hot chocolate and trainer Daniels beard
i really enjoyed the course.
i really enjoyed the course. trainers were exceptional. They thoughly explained all aspects of what we had to do.
informative information
instruction and knowledge base of the trainers and their teaching methods
it was flexible
it was very informative
learning
learning more skills from the units and addin them to the workplace
learning new skills
learning new tasks, systems and methods to apply tomy job role , the training was excellent and accomodating.
learning new tasks, systems and methods toapply to myjob roll, the trainer was excellent and accomodating.

learning new things
learning other aspects of warehousing
learning the plant equipment
lunch time
lunch was provided
machine time
na
na
na
na
na
nice trainer and people
one on one time with the trainer
peoples opinions and experiencesused. How the trainer put a realistic approach to concepts.
plant operating
plant operations
plant operations
practical
practical
practical and good trainer
practical and quals
relevant and real examples
short time frame, food and machines
straight forward units
teachers were good
that we were given a variety of workbooks that were different subjects.
the content was applicable to my work
the course in general, meeting new people, lunches
the machinery training
the people and trainer
the personalised trainingfor each individual
the practical
the trainer
the trainer
the training by Lawrence the trainer.
trainer is so good at what he does.he made everything understanding.
trainer was amazing, easy to understand and work with.
up date information and machinery to use
up to date information
very informative
very informative
well structured course , enjoyable

na
na
na
na
na
na
na
na
na
na 3
na allis well
nil
none
none
none
none
none
none
nothing
nothing
nothing
shorter course time, it took too long
shorter course time.
the amount of writing to demonstrate understanding of material shouldbe reduced to more multiple choice questions.
the guides
the power pionts or lack of them
the workbook questions need to be re- checked
theory
they did well
to be more organised
to work better around the weather. better preparation for rainy days.
training modules where repetative
weather
weather
weather conditions
wording of some modules

