

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Sunshine College Of Management Pty Ltd
Street Address	18 Withers Street
City/town/suburb	Sunshine
State	VIC
Post code	3020
NTIS number	121908

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			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	219	78.5	7.3			
Effective Assessment	219	80.2	8.9			
Clear Expectations	219	78.6	8.7			
Learning Stimulation	219	77.4	15.7			
Training Relevance	219	74.7	13.0			
Competency Development	219	77.9	9.3			
Training Resources	219	79.2	10.5			
Effective Support	219	80.8	12.1			
Active Learning	219	75.2	12.5			
Overall Satisfaction	219	78.1	11.9			

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			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0			
	Information technology	0	0	0.0			
	Engineering and related technologies	0	0	0.0			
	Architecture and building	0	0	0.0			
	Agriculture, environmental and related studies	0	0	0.0			
	Health	0	0	0.0			
	Education	0	0	0.0			
	Management and commerce	130	130	100.0			
	Society and culture	0	0	0.0			
	Creative arts	0	0	0.0			
	Food, hospitality and personal services	89	89	100.0			
	Other	0	0	0.0			
	TOTAL	219	219	100.0	0	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	89	89	100.0			
	Certificate IV	0	0	0.0			
	Certificate level unknown	130	130	100.0			
	Diploma	0	0	0.0			
	Advanced diploma	0	0	0.0			
	Associate degree	0	0	0.0			
	Degree	0	0	0.0			
	Short course or statement of attainment	0	0	0.0			
	VET Graduate Certificate or Diploma	0	0	0.0			
	Other qualification or training	0	0	0.0			
	Do not know	0	0	0.0			
Total	219	219	100.0				

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.	0	23	94	102	196	0
LQ2	Trainers made the subject as interesting as possible.	0	0	131	88	219	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	122	96	218	0
LQ4	Trainers explained things clearly.	0	20	130	69	199	0
LQ5	Overall, I am satisfied with the training.	0	2	112	105	217	0
LQ6	I would recommend the training to others.	0	17	97	105	202	0
LQ7	I would recommend the training organisation to others.	2	36	106	75	181	0
LQ8	I received useful feedback on my assessments.	0	0	132	87	219	0
LQ9	Assessments were based on realistic activities.	0	10	111	98	209	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	9	118	92	210	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	119	99	218	0
LQ12	It was always easy to know the standards expected.	0	3	135	81	216	0
LQ13	I usually had a clear idea of what was expected of me.	0	21	129	69	198	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	3	104	112	216	0
LQ15	I was given enough material to keep up my interest.	0	10	125	84	209	0
LQ16	The amount of work I had to do was reasonable.	0	17	124	78	202	0
LQ17	The training was at the right level of difficulty for me.	0	28	87	104	191	0
LQ18	The training focused on relevant skills.	0	47	85	87	172	0
LQ19	The training prepared me well for work.	0	17	107	95	202	0
LQ20	The training had a good mix of theory and practice.	0	49	81	89	170	0
LQ21	I developed the skills expected from this training.	1	43	120	55	175	0
LQ22	I learned to work with people.	0	18	110	91	201	0
LQ23	I identified ways to build on my current knowledge and skills.	0	9	107	103	210	0
LQ24	I developed the knowledge expected from this training.	0	9	121	89	210	0
LQ25	I learned to plan and manage my work.	0	1	106	112	218	0
LQ26	Training resources were available when I needed them.	0	0	112	107	219	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	30	130	59	189	0
LQ28	Training facilities and materials were in good condition.	0	10	88	121	209	0
LQ29	Training organisation staff respected my background and needs.	0	16	93	110	203	0
LQ30	The training was flexible enough to meet my needs.	0	1	118	100	218	0
LQ31	The training organisation had a range of services to support learners.	0	2	129	88	217	0
LQ32	I set high standards for myself in this training.	0	3	103	113	216	0
LQ33	I pushed myself to understand things I found confusing.	0	53	102	64	166	0
LQ34	I looked for my own resources to help me learn.	0	32	114	73	187	0
LQ35	I approached trainers if I needed help.	0	8	140	71	211	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	10.5	42.9	46.6	89.5	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	59.8	40.2	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.5	55.7	43.8	99.6	0.0
LQ4	Trainers explained things clearly.	0.0	9.1	59.4	31.5	90.9	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.9	51.2	48.0	99.1	0.0
LQ6	I would recommend the training to others.	0.0	7.8	44.3	48.0	92.2	0.0
LQ7	I would recommend the training organisation to others.	0.9	16.4	48.4	34.3	82.7	0.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	60.3	39.7	100.0	0.0
LQ9	Assessments were based on realistic activities.	0.0	4.6	50.7	44.8	95.4	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	4.1	53.9	42.0	95.9	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.5	54.3	45.2	99.6	0.0
LQ12	It was always easy to know the standards expected.	0.0	1.4	61.7	37.0	98.6	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	9.6	58.9	31.5	90.4	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	1.4	47.5	51.2	98.6	0.0
LQ15	I was given enough material to keep up my interest.	0.0	4.6	57.1	38.4	95.4	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	7.8	56.6	35.6	92.2	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	12.8	39.7	47.5	87.2	0.0
LQ18	The training focused on relevant skills.	0.0	21.5	38.8	39.7	78.5	0.0
LQ19	The training prepared me well for work.	0.0	7.8	48.9	43.4	92.2	0.0
LQ20	The training had a good mix of theory and practice.	0.0	22.4	37.0	40.6	77.6	0.0
LQ21	I developed the skills expected from this training.	0.5	19.6	54.8	25.1	79.9	0.0
LQ22	I learned to work with people.	0.0	8.2	50.2	41.6	91.8	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	4.1	48.9	47.0	95.9	0.0
LQ24	I developed the knowledge expected from this training.	0.0	4.1	55.3	40.6	95.9	0.0
LQ25	I learned to plan and manage my work.	0.0	0.5	48.4	51.2	99.6	0.0
LQ26	Training resources were available when I needed them.	0.0	0.0	51.2	48.9	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	13.7	59.4	27.0	86.3	0.0
LQ28	Training facilities and materials were in good condition.	0.0	4.6	40.2	55.3	95.4	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	7.3	42.5	50.2	92.7	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.5	53.9	45.7	99.6	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	0.9	58.9	40.2	99.1	0.0
LQ32	I set high standards for myself in this training.	0.0	1.4	47.0	51.6	98.6	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	24.2	46.6	29.2	75.8	0.0
LQ34	I looked for my own resources to help me learn.	0.0	14.6	52.1	33.3	85.4	0.0
LQ35	I approached trainers if I needed help.	0.0	3.7	63.9	32.4	96.4	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	78.7	22.2
LQ2	80.1	16.4
LQ3	81.1	16.9
LQ4	74.1	19.9
LQ5	82.3	17.3
LQ6	80.1	21.0
LQ7	72.0	24.0
LQ8	79.9	16.3
LQ9	80.1	19.2
LQ10	79.3	18.8
LQ11	81.6	16.9
LQ12	78.5	16.9
LQ13	74.0	20.1
LQ14	83.3	17.6
LQ15	77.9	18.8
LQ16	76.0	19.9
LQ17	78.2	23.2
LQ18	72.8	25.4
LQ19	78.5	20.7
LQ20	72.8	25.8
LQ21	68.2	22.7
LQ22	77.8	20.8
LQ23	81.0	19.1
LQ24	78.8	18.7
LQ25	83.6	17.0
LQ26	83.0	16.7
LQ27	71.1	20.8
LQ28	83.6	19.5
LQ29	81.0	20.9
LQ30	81.7	16.9
LQ31	79.8	16.9
LQ32	83.4	17.6
LQ33	68.3	24.4
LQ34	72.9	22.3
LQ35	76.3	17.6

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	0	0	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	0	0	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	0	0	0
EQ4	Assessment was at an appropriate standard.	0	0	0	0	0	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	0	0	0
EQ6	The training reflected current practice.	0	0	0	0	0	0
EQ7	The training organisation developed customised programs.	0	0	0	0	0	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	0	0	0
EQ9	The training focused on relevant skills.	0	0	0	0	0	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	0	0	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	0	0	0
EQ12	Overall, we are satisfied with the training.	0	0	0	0	0	0
EQ13	We would recommend the training organisation to others.	0	0	0	0	0	0
EQ14	We would recommend the training to others.	0	0	0	0	0	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	0	0	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	0	0	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	0	0	0
EQ18	Assessments were based on realistic activities.	0	0	0	0	0	0
EQ19	Trainers were effective in their teaching.	0	0	0	0	0	0
EQ20	The training was an effective investment.	0	0	0	0	0	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	0	0	0
EQ22	The training had a good mix of theory and practice.	0	0	0	0	0	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	0	0	0
EQ24	The training has helped our employees work with people.	0	0	0	0	0	0
EQ25	Training resources and equipment were in good condition.	0	0	0	0	0	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	0	0	0
EQ27	The training prepared employees well for work.	0	0	0	0	0	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	0	0	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	0	0	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	0	0	0

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	0	0	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	0	0	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	0	0	0
EQ4	Assessment was at an appropriate standard.	0	0	0	0	0	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	0	0	0
EQ6	The training reflected current practice.	0	0	0	0	0	0
EQ7	The training organisation developed customised programs.	0	0	0	0	0	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	0	0	0
EQ9	The training focused on relevant skills.	0	0	0	0	0	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	0	0	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	0	0	0
EQ12	Overall, we are satisfied with the training.	0	0	0	0	0	0
EQ13	We would recommend the training organisation to others.	0	0	0	0	0	0
EQ14	We would recommend the training to others.	0	0	0	0	0	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	0	0	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	0	0	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	0	0	0
EQ18	Assessments were based on realistic activities.	0	0	0	0	0	0
EQ19	Trainers were effective in their teaching.	0	0	0	0	0	0
EQ20	The training was an effective investment.	0	0	0	0	0	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	0	0	0
EQ22	The training had a good mix of theory and practice.	0	0	0	0	0	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	0	0	0
EQ24	The training has helped our employees work with people.	0	0	0	0	0	0
EQ25	Training resources and equipment were in good condition.	0	0	0	0	0	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	0	0	0
EQ27	The training prepared employees well for work.	0	0	0	0	0	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	0	0	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	0	0	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	0	0	0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.		
EQ2	The training organisation dealt satisfactorily with any issues or complaints.		
EQ3	The training organisation was flexible enough to meet our needs.		
EQ4	Assessment was at an appropriate standard.		
EQ5	The training resources were appropriate for learner needs.		
EQ6	The training reflected current practice.		
EQ7	The training organisation developed customised programs.		
EQ8	The training organisation provided good support for workplace training and assessment.		
EQ9	The training focused on relevant skills.		
EQ10	Our employees gained the skills they needed from this training.		
EQ11	The training was effectively integrated into our organisation.		
EQ12	Overall, we are satisfied with the training.		
EQ13	We would recommend the training organisation to others.		
EQ14	We would recommend the training to others.		
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.		
EQ16	The way employees were assessed was a fair test of their skills and knowledge.		
EQ17	Trainers had good knowledge and experience of the industry.		
EQ18	Assessments were based on realistic activities.		
EQ19	Trainers were effective in their teaching.		
EQ20	The training was an effective investment.		
EQ21	Trainers were able to relate material to the workplace.		
EQ22	The training had a good mix of theory and practice.		
EQ23	The training organisation acted on feedback from employers.		
EQ24	The training has helped our employees work with people.		
EQ25	Training resources and equipment were in good condition.		
EQ26	The training helped employees identify how to build on their current knowledge and skills.		
EQ27	The training prepared employees well for work.		
EQ28	Our employees gained the knowledge they needed from this training.		
EQ29	The training prepared our employees for the demands of work.		
EQ30	The training organisation clearly explained what was expected from employers.		

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	219	78.5	7.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	79.0	7.7
	Certificate IV			
	Certificate level unknown	130	78.1	7.1
	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	219	78.5	7.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	78.5	7.3
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	130	78.1	7.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	79.0	7.7
	Other			
	Total	219	78.5	7.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	79.2	6.3
	February	51	78.1	7.8
	March	39	80.6	8.0
	April	12	77.1	6.3
	May	32	78.6	7.0
	June	21	79.8	7.3
	July	22	77.3	7.4
	August	7	72.6	6.3
	September	5	80.0	7.5
	October	6	77.8	4.3
	November			
	December	4	72.9	4.2
	Do not know			
	Training start year	2013		
2012		219	78.5	7.3
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	78.5	7.3
Recognition of prior learning	Recognition of prior learning	46	79.3	7.6
	No recognition of prior learning	173	78.3	7.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	78.2	6.9
	Male	119	78.8	7.7
	Total	219	78.5	7.3
Learner age	Under 15	14	76.8	4.8
	15 to 19	7	75.0	0.0
	20 to 24	90	78.9	7.6
	25 to 34	91	78.8	7.9
	35 to 44	13	76.9	3.7
	45 to 54	4	81.2	8.0
	55 to 64			
	65 or over			
	Total	219	78.5	7.3
Aboriginal or Torres Strait Islander origin	No	213	78.5	7.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	78.5	7.4
Home language	English	81	78.2	8.0
	Language other than English	138	78.7	6.9
	Total	219	78.5	7.3
Permanent residency or citizenship	Australian	96	78.6	7.1
	Not Australian	123	78.5	7.5
	Total	219	78.5	7.3
Disability status	Disability identified	8	79.2	6.3
	No disability identified	211	78.5	7.3
	Total	219	78.5	7.3
Groups	1	219	78.5	7.3
	Total	219	78.5	7.3

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	80.2	8.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	80.7	9.7
	Certificate IV			
	Certificate level unknown	130	79.9	8.3
	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	219	80.2	8.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	80.2	8.9
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	130	79.9	8.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	80.7	9.7
	Other			
	Total	219	80.2	8.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	80.4	7.8
	February	51	80.2	9.7
	March	39	80.1	9.1
	April	12	76.4	11.1
	May	32	78.6	9.7
	June	21	80.6	7.6
	July	22	84.1	7.2
	August	7	79.8	4.5
	September	5	81.7	9.1
	October	6	77.8	6.8
	November			
	December	4	83.3	9.6
	Do not know			
	Training start year	2013		
2012		219	80.2	8.9
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	80.2	8.9
Recognition of prior learning	Recognition of prior learning	46	82.2	9.1
	No recognition of prior learning	173	79.7	8.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	80.2	8.1
	Male	119	80.3	9.5
	Total	219	80.2	8.9
Learner age	Under 15	14	79.8	7.1
	15 to 19	7	77.4	4.1
	20 to 24	90	80.7	8.8
	25 to 34	91	80.1	9.4
	35 to 44	13	80.8	7.9
	45 to 54	4	75.0	13.6
	55 to 64			
	65 or over			
	Total	219	80.2	8.9
Aboriginal or Torres Strait Islander origin	No	213	80.2	8.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	80.2	8.9
Home language	English	81	80.6	9.2
	Language other than English	138	80.0	8.7
	Total	219	80.2	8.9
Permanent residency or citizenship	Australian	96	80.0	8.2
	Not Australian	123	80.4	9.4
	Total	219	80.2	8.9
Disability status	Disability identified	8	78.1	10.9
	No disability identified	211	80.3	8.8
	Total	219	80.2	8.9
Groups	1	219	80.2	8.9
	Total	219	80.2	8.9

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	78.6	8.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	79.2	8.5
	Certificate IV			
	Certificate level unknown	130	78.2	8.8
	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	219	78.6	8.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	78.6	8.7
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	130	78.2	8.8
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	79.2	8.5
	Other			
	Total	219	78.6	8.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	78.3	9.2
	February	51	79.1	8.2
	March	39	77.5	9.4
	April	12	78.7	10.0
	May	32	78.8	9.1
	June	21	76.7	6.9
	July	22	80.3	8.4
	August	7	76.2	10.0
	September	5	80.0	9.3
	October	6	79.6	10.9
	November			
	December	4	83.3	6.4
	Do not know			
	Training start year	2013		
2012		219	78.6	8.7
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	78.6	8.7
Recognition of prior learning	Recognition of prior learning	46	78.7	8.7
	No recognition of prior learning	173	78.5	8.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	78.4	8.8
	Male	119	78.7	8.6
	Total	219	78.6	8.7
Learner age	Under 15	14	78.6	9.2
	15 to 19	7	84.1	5.9
	20 to 24	90	79.3	9.2
	25 to 34	91	77.2	8.0
	35 to 44	13	81.2	8.3
	45 to 54	4	77.8	12.8
	55 to 64			
	65 or over			
	Total	219	78.6	8.7
Aboriginal or Torres Strait Islander origin	No	213	78.5	8.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	78.5	8.6
Home language	English	81	78.9	8.7
	Language other than English	138	78.4	8.7
	Total	219	78.6	8.7
Permanent residency or citizenship	Australian	96	78.1	8.4
	Not Australian	123	79.0	8.9
	Total	219	78.6	8.7
Disability status	Disability identified	8	79.2	9.3
	No disability identified	211	78.6	8.7
	Total	219	78.6	8.7
Groups	1	219	78.6	8.7
	Total	219	78.6	8.7

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	77.4	15.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	76.2	15.4
	Certificate IV			
	Certificate level unknown	130	78.2	15.9
	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	219	77.4	15.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	77.4	15.7
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	130	78.2	15.9
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	76.2	15.4
	Other			
	Total	219	77.4	15.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	76.7	14.4
	February	51	78.0	14.5
	March	39	79.2	15.1
	April	12	75.9	16.3
	May	32	72.9	17.8
	June	21	81.5	15.8
	July	22	74.7	19.5
	August	7	84.1	5.9
	September	5	77.8	15.7
	October	6	79.6	17.8
	November			
	December	4	72.2	11.1
	Do not know			
	Training start year	2013		
2012		219	77.4	15.7
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	77.4	15.7
Recognition of prior learning	Recognition of prior learning	46	77.3	13.0
	No recognition of prior learning	173	77.4	16.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	76.8	17.0
	Male	119	77.9	14.6
	Total	219	77.4	15.7
Learner age	Under 15	14	74.6	17.7
	15 to 19	7	63.5	21.0
	20 to 24	90	80.7	13.5
	25 to 34	91	75.9	16.2
	35 to 44	13	72.6	18.5
	45 to 54	4	83.3	6.4
	55 to 64			
	65 or over			
	Total	219	77.4	15.7
Aboriginal or Torres Strait Islander origin	No	213	77.3	15.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	77.3	15.8
Home language	English	81	77.2	14.6
	Language other than English	138	77.5	16.4
	Total	219	77.4	15.7
Permanent residency or citizenship	Australian	96	76.7	16.9
	Not Australian	123	77.9	14.7
	Total	219	77.4	15.7
Disability status	Disability identified	8	72.2	20.6
	No disability identified	211	77.6	15.5
	Total	219	77.4	15.7
Groups	1	219	77.4	15.7
	Total	219	77.4	15.7

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	74.7	13.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	73.5	13.6
	Certificate IV			
	Certificate level unknown	130	75.5	12.6
	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	219	74.7	13.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	74.7	13.0
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	130	75.5	12.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	73.5	13.6
	Other			
	Total	219	74.7	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	73.9	13.1
	February	51	75.6	13.5
	March	39	73.8	12.4
	April	12	74.1	7.2
	May	32	77.4	12.8
	June	21	82.0	10.2
	July	22	69.7	15.4
	August	7	68.3	11.9
	September	5	71.1	14.9
	October	6	72.2	13.6
	November			
	December	4	63.9	10.6
	Do not know			
	Training start year	2013		
2012		219	74.7	13.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	74.7	13.0
Recognition of prior learning	Recognition of prior learning	46	73.4	12.9
	No recognition of prior learning	173	75.0	13.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	76.1	12.9
	Male	119	73.5	13.0
	Total	219	74.7	13.0
Learner age	Under 15	14	68.3	13.7
	15 to 19	7	81.0	10.6
	20 to 24	90	73.6	13.0
	25 to 34	91	76.9	12.3
	35 to 44	13	68.4	15.6
	45 to 54	4	80.6	5.6
	55 to 64			
	65 or over			
	Total	219	74.7	13.0
Aboriginal or Torres Strait Islander origin	No	213	75.0	13.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	75.0	13.0
Home language	English	81	72.8	13.7
	Language other than English	138	75.8	12.5
	Total	219	74.7	13.0
Permanent residency or citizenship	Australian	96	76.3	12.6
	Not Australian	123	73.4	13.2
	Total	219	74.7	13.0
Disability status	Disability identified	8	72.2	11.9
	No disability identified	211	74.8	13.0
	Total	219	74.7	13.0
Groups	1	219	74.7	13.0
	Total	219	74.7	13.0

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	77.9	9.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	76.4	9.4
	Certificate IV			
	Certificate level unknown	130	78.9	9.2
	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	219	77.9	9.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	77.9	9.3
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	130	78.9	9.2
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	76.4	9.4
	Other			
	Total	219	77.9	9.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	78.0	10.2
	February	51	77.6	9.3
	March	39	78.1	8.2
	April	12	77.8	12.2
	May	32	75.6	8.1
	June	21	81.6	7.6
	July	22	76.4	11.8
	August	7	80.0	7.7
	September	5	81.3	11.9
	October	6	76.7	10.1
	November			
	December	4	78.3	11.4
	Do not know			
	Training start year	2013		
2012		219	77.9	9.3
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	77.9	9.3
Recognition of prior learning	Recognition of prior learning	46	77.2	9.7
	No recognition of prior learning	173	78.0	9.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	78.1	9.3
	Male	119	77.6	9.4
	Total	219	77.9	9.3
Learner age	Under 15	14	74.3	6.3
	15 to 19	7	80.0	12.8
	20 to 24	90	78.9	9.1
	25 to 34	91	77.9	9.6
	35 to 44	13	72.3	8.5
	45 to 54	4	81.7	8.4
	55 to 64			
	65 or over			
	Total	219	77.9	9.3
Aboriginal or Torres Strait Islander origin	No	213	78.0	9.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	78.0	9.2
Home language	English	81	77.4	9.3
	Language other than English	138	78.2	9.4
	Total	219	77.9	9.3
Permanent residency or citizenship	Australian	96	77.4	9.6
	Not Australian	123	78.2	9.2
	Total	219	77.9	9.3
Disability status	Disability identified	8	76.7	10.1
	No disability identified	211	77.9	9.3
	Total	219	77.9	9.3
Groups	1	219	77.9	9.3
	Total	219	77.9	9.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	79.2	10.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	79.2	11.2
	Certificate IV			
	Certificate level unknown	130	79.2	10.0
	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	219	79.2	10.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	79.2	10.5
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	130	79.2	10.0
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	79.2	11.2
	Other			
	Total	219	79.2	10.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	78.9	8.0
	February	51	80.4	12.1
	March	39	80.1	9.6
	April	12	77.8	11.6
	May	32	79.2	12.2
	June	21	76.2	8.8
	July	22	77.3	11.6
	August	7	79.4	7.7
	September	5	80.0	9.3
	October	6	81.5	5.7
	November			
	December	4	83.3	6.4
	Do not know			
	Training start year	2013		
2012		219	79.2	10.5
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	79.2	10.5
Recognition of prior learning	Recognition of prior learning	46	79.5	11.5
	No recognition of prior learning	173	79.1	10.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	78.6	9.9
	Male	119	79.7	11.0
	Total	219	79.2	10.5
Learner age	Under 15	14	84.1	8.4
	15 to 19	7	73.0	5.9
	20 to 24	90	80.0	10.6
	25 to 34	91	78.0	10.7
	35 to 44	13	77.8	10.1
	45 to 54	4	86.1	10.6
	55 to 64			
	65 or over			
	Total	219	79.2	10.5
Aboriginal or Torres Strait Islander origin	No	213	79.2	10.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	79.2	10.6
Home language	English	81	79.1	11.2
	Language other than English	138	79.2	10.1
	Total	219	79.2	10.5
Permanent residency or citizenship	Australian	96	78.5	9.6
	Not Australian	123	79.8	11.1
	Total	219	79.2	10.5
Disability status	Disability identified	8	84.7	11.8
	No disability identified	211	79.0	10.4
	Total	219	79.2	10.5
Groups	1	219	79.2	10.5
	Total	219	79.2	10.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	80.8	12.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	80.5	11.9
	Certificate IV			
	Certificate level unknown	130	81.0	12.3
	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	219	80.8	12.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	80.8	12.1
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	130	81.0	12.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	80.5	11.9
	Other			
	Total	219	80.8	12.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	81.7	10.4
	February	51	81.0	12.4
	March	39	83.8	11.6
	April	12	75.0	10.7
	May	32	77.1	9.3
	June	21	86.8	12.0
	July	22	74.7	13.4
	August	7	84.1	16.8
	September	5	82.2	12.7
	October	6	83.3	11.7
	November			
	December	4	83.3	14.3
	Do not know			
	Training start year	2013		
2012		219	80.8	12.1
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	80.8	12.1
Recognition of prior learning	Recognition of prior learning	46	79.0	11.0
	No recognition of prior learning	173	81.3	12.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	80.7	12.8
	Male	119	81.0	11.6
	Total	219	80.8	12.1
Learner age	Under 15	14	80.2	10.8
	15 to 19	7	84.1	16.8
	20 to 24	90	80.1	12.2
	25 to 34	91	81.4	11.8
	35 to 44	13	79.5	13.5
	45 to 54	4	83.3	14.3
	55 to 64			
	65 or over			
	Total	219	80.8	12.1
Aboriginal or Torres Strait Islander origin	No	213	80.9	12.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	80.9	12.1
Home language	English	81	80.7	12.5
	Language other than English	138	80.9	11.9
	Total	219	80.8	12.1
Permanent residency or citizenship	Australian	96	80.3	12.4
	Not Australian	123	81.2	11.9
	Total	219	80.8	12.1
Disability status	Disability identified	8	75.0	12.9
	No disability identified	211	81.0	12.1
	Total	219	80.8	12.1
Groups	1	219	80.8	12.1
	Total	219	80.8	12.1

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	75.2	12.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	76.3	12.2
	Certificate IV			
	Certificate level unknown	130	74.5	12.7
	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	219	75.2	12.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	75.2	12.5
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	130	74.5	12.7
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	76.3	12.2
	Other			
	Total	219	75.2	12.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	72.9	14.8
	February	51	76.3	13.3
	March	39	76.9	11.7
	April	12	70.1	8.3
	May	32	75.8	14.1
	June	21	75.8	10.5
	July	22	75.0	10.6
	August	7	75.0	9.6
	September	5	70.0	13.9
	October	6	73.6	18.6
	November			
	December	4	75.0	13.6
	Do not know			
	Training start year	2013		
2012		219	75.2	12.5
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	75.2	12.5
Recognition of prior learning	Recognition of prior learning	46	76.3	12.4
	No recognition of prior learning	173	75.0	12.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	75.7	12.3
	Male	119	74.8	12.7
	Total	219	75.2	12.5
Learner age	Under 15	14	74.4	17.1
	15 to 19	7	78.6	13.5
	20 to 24	90	73.9	11.8
	25 to 34	91	76.4	12.3
	35 to 44	13	76.3	14.8
	45 to 54	4	72.9	4.2
	55 to 64			
	65 or over			
	Total	219	75.2	12.5
Aboriginal or Torres Strait Islander origin	No	213	75.4	12.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	75.4	12.4
Home language	English	81	76.0	12.0
	Language other than English	138	74.8	12.8
	Total	219	75.2	12.5
Permanent residency or citizenship	Australian	96	75.4	12.8
	Not Australian	123	75.1	12.3
	Total	219	75.2	12.5
Disability status	Disability identified	8	71.9	12.5
	No disability identified	211	75.4	12.5
	Total	219	75.2	12.5
Groups	1	219	75.2	12.5
	Total	219	75.2	12.5

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	78.1	11.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III	89	77.8	13.1
	Certificate IV			
	Certificate level unknown	130	78.4	11.1
	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	219	78.1	11.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	219	78.1	11.9
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	130	78.4	11.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	89	77.8	13.1
	Other			
	Total	219	78.1	11.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	20	76.7	12.9
	February	51	79.7	11.5
	March	39	75.8	13.9
	April	12	77.8	9.5
	May	32	81.9	10.1
	June	21	79.4	10.1
	July	22	79.8	10.6
	August	7	73.0	14.1
	September	5	71.1	12.7
	October	6	74.1	15.2
	November			
	December	4	66.7	9.1
	Do not know			
	Training start year	2013		
2012		219	78.1	11.9
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	219	78.1	11.9
Recognition of prior learning	Recognition of prior learning	46	79.0	12.2
	No recognition of prior learning	173	77.9	11.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	100	79.7	10.9
	Male	119	76.8	12.6
	Total	219	78.1	11.9
Learner age	Under 15	14	74.6	10.2
	15 to 19	7	77.8	17.0
	20 to 24	90	77.4	12.1
	25 to 34	91	79.6	11.7
	35 to 44	13	77.8	11.1
	45 to 54	4	75.0	14.0
	55 to 64			
	65 or over			
	Total	219	78.1	11.9
Aboriginal or Torres Strait Islander origin	No	213	78.3	11.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	213	78.3	11.9
Home language	English	81	76.8	13.6
	Language other than English	138	78.9	10.8
	Total	219	78.1	11.9
Permanent residency or citizenship	Australian	96	79.9	10.7
	Not Australian	123	76.8	12.6
	Total	219	78.1	11.9
Disability status	Disability identified	8	75.0	11.5
	No disability identified	211	78.3	11.9
	Total	219	78.1	11.9
Groups	1	219	78.1	11.9
	Total	219	78.1	11.9

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group 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 Group 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.

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	78.5	7.3		
Effective Assessment	80.2	8.9		
Clear Expectations	78.6	8.7		
Learning Stimulation	77.4	15.7		
Training Relevance	74.7	13.0		
Competency Development	77.9	9.3		
Training Resources	79.2	10.5		
Effective Support	80.8	12.1		
Active Learning	75.2	12.5		
Overall Satisfaction	78.1	11.9		

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

Analysis of skill gaps
Continous learning and improvement
Easy to approach and flexible
Fantastic trainers
Flexibility in assessments and trainig
Flexibility in course design, content and delivery
Flexible delivery location
Flexible training and assessment
Friendly Trainers and support staff
Friendly Trainers and support staff
Get a sense of real business work procedures
Good and thorough understanding of trainer
Identification of learning outcomes, assessment criteria and delivery
Immediate resolution of issues
Immediate resolution of issues
Integrate organisational training requirements with the services provided by the external training industry
Knowledge , Skills and competencies
Professional Development
Research and evaluate options
Resource development to better assess the competency
Resources are provided with every unit
The assessments cover all the relevant areas
The atmosphere in classes
The examples provided are excellent
The material is very good
The trainer is very approachable
The training is well structured
The training timings are very flexible
Trainer make the concepts easy to understand
Trainer make the concepts easy to understand
Trainers are always available to help
Trainers do not hesitate to explain the concepts no matter how many times they are being asked to explain the same concept
Trainers do not hesitate to explain the concepts no matter how many times they are being asked to explain the same concept
Trainers have knowledge of the subject

Training and development
Well maintained facilities
Well maintained facilities
variety of courses to choose
work out an individual development plan that is linked to performance

LQ needs improvement

Assessments needs more simulation activities
Choice of units would be nice
Less support in self study
More case studies needed for more details
More case studies needed for more details
More hours of study
More hours of study
Projects must be easy to understand and short
Simpler english should be used to explain some of the assessments
Some instructions of the intructions need a bit more clarity
Some units may need better assessments from this course
Sometime in the peak times more staff are required in student services
The examples should include case studies
The structure should include more role plays
The trainer should speak a little slower
Trainers must make good use of projectors and white board
Units should be divided into sub-units
evening classes should be started

EQ best aspects

EQ needs improvement

Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

Learner survey feedback	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

25 Jun 2013

RTO Information

NTIS number	121908
Name	Sunshine College Of Management Pty Ltd
Street Address	18 Withers Street
City/town/suburb	Sunshine
State	VIC
Post code	3020

Learner and employer response

	Learners	Employers
Response count (number)	219	0
Population count (number)	219	
Response rate (per cent)	100.0	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	78.0	20.3		
Trainer Quality	78.5	7.3		
Effective Assessment	80.2	8.9		
Clear Expectations	78.6	8.7		
Learning Stimulation	77.4	15.7		
Training Relevance	74.7	13.0		
Competency Development	77.9	9.3		
Training Resources	79.2	10.5		
Effective Support	80.8	12.1		
Active Learning	75.2	12.5		
Overall Satisfaction	78.1	11.9		

Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	