

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: 6408 - Laverton Community Integrated Services Inc
Trading as Laverton Community Education Centre

TELEPHONE contact name and number: (03) 9369 2726 - Bill Daly **DATE:** 27/06/2018

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	45	0
Total number of surveys received	28	0
Response rate (per cent)	62%	0%

Summary of Continuous Improvement

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

Overall the learner feedback indicated student high level of satisfaction within our courses.

Learners identified satisfaction with:

- assessment materials
- training facilities and equipment
- services offered to support learners
- training staff being approachable if help was required
- training flexibility

Largely students who have studied with Laverton Community Education Centre would recommend our training to others.

Areas for improvement identified from the 2017 data of learner feedback included:

- Feedback on assessments
- The amount of work was more than expected
- Students wanted more practice prior to practical placement

From this data collected areas of continuous improvement include:

- More detailed feedback on assessments
- During induction explain to the student the amount of work required in more detail
- Increasing practicing work related skills in the classroom e.g. nappy changes

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

Not applicable - Laverton Community Education Centre does not have any learners through traineeships or apprenticeships, therefore there are no employers to consult.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

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Declaration

I confirm that (RTO Name): LAVERTON COMMUNITY EDUCATION CENTRE

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

Name of Principal Executive Officer (PEO) MICHAEL PERNAR

Signature of PEO  Date: 29/6/2018