

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

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

**FROM:** 6410 North Melbourne Language and Learning

**TELEPHONE** contact name and number: Sue Richter, 9326 7447 **DATE:** 19 June 2014

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	22	N/A
Total number of surveys received	22	N/A
Response rate (per cent)	100	N/A

### Summary of Continuous Improvement

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

The data from this annual survey is combined with a yearly course evaluation by teachers, teacher notes on term and session plans, feedback activities conducted in class and direct feedback from students.

This data is processed and the results discussed with key staff, developing strategies to improve course delivery and structure.

The following changes have been made to the 2014 course delivery at North Melbourne Language & Learning based on the feedback:

- Use of the new Certificate in Spoken and Written English curriculum
- Use of Community Learning Champions to gain direct feedback from the community about their needs, informing curriculum planning
- Greater focus on employability skills development
- Focus on employment options and opportunities, woven into curriculum
- Focus on further study and vocational pathway options, woven into curriculum
- Greater use of computer facilities so that students can utilise on-line resources to support them learning English
- Focus on Speaking and Listening particularly in the lower level classes
- An updated attendance monitoring procedure to follow up student absences on the same day they are absent
- Restructure of computer classes around the new CSWE curriculum
- Where possible, units are structured for completion in one term

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

N/A

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

The course delivery at North Melbourne Language & Learning is made up entirely of foundation courses: Certificate in Spoken and Written English.

Learners at NMLL are drawn from culturally and linguistically diverse (CALD) communities living in surrounding public housing estates. NMLL learners fall into the following broad groupings according to their English language acquisition:

1. No or limited formal schooling including learners with:
  - a. no literacy skills in any language or
  - b. minimal English proficiency or
  - c. no previous English language training, but may have acquired some English proficiency through working or living in Australia or another predominantly English-speaking country.
2. high level well-established literacy skills in their first language but no (or limited) proficiency in English.


NMLL did not administer the employer satisfaction survey because all our course delivery is pre-vocational and our students are either not employed or do not have employers directly linked in to course delivery.

#### Declaration

I confirm that (RTO Name): North Melbourne Language & Learning Inc (TOID 6410)

- 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) ..... *JOANNE GOOPMAN*

Signature of PEO .....  ..... Date: *27.6.14*