

EMAIL RESPONSE: To: 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 Michael Burville

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DATE: 17/4/12

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	38	n/a
Total number of surveys received	38	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 yearly survey is combined with a yearly course evaluation by teachers, feedback activities conducted in class, teacher notes on term and session plans and direct feedback from students. Attendance, enrolment and completion rates are also regularly monitored to gain a picture of learner engagement.

All of this data is processed by the Further Education Coordinator, to form an action plan that, in discussion with key staff, is worked in to course delivery planning and organisational strategic planning.

Course plans for the year following satisfaction data gathering are reviewed and amended according to student feedback.

Based on the feedback gathered in 2011 the following changes have been made to 2012 course delivery

- The addition of the Certificate in Spoken and Written English to our scope (Prelim, Cert I-III)
- Changes to delivery timetable to delivery full certificates in one year
- Changes to the timetable to deliver classes over full days
- A new attendance monitoring procedure to maximise enrolment places
- Rollout of student workbooks in all core classes to increase learner participation
- Introduction of 'learner stationery kits' to improve student organisation and participation
- New assessment procedures to improve student completion rates
- New projectors in classrooms to increase multimedia content in class delivery
- Restructure of computer classes around accredited ESL units
- The opening of night classes
- Formation of an ICT and e-learning plan

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.

Our course delivery was entirely made up of foundation ESL in 2011. We did not administer the

employer satisfaction survey as our students do not have employers linked to their study

Declaration

I confirm that (RTO Name):

- 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 Goodman

Signature of PEO



.Date 17 /4 /2012