

**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 & Learning

**TELEPHONE** Michael Burville 9326 7447 26/6/2013

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**Summary of Survey Responses**

<b>Learner and Employer Responses</b>	<b>Learners</b>	<b>Employers</b>
Total number of responses distributed	31	n/a
Total number of surveys received	31	n/a
Response rate (per cent)	100%	n/a

**Summary of Continuous Improvement**

<p><b>Please indicate the main ways that learner engagement data has been used for continuous improvement.</b></p> <p>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.</p> <p>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.</p> <p>Course plans for the year following satisfaction data gathering are reviewed and amended according to student feedback.</p> <p>Based on the feedback gathered in 2012 the following changes have been made to 2013 course delivery</p> <ul style="list-style-type: none"><li>• Introduction of mixed level classes to help students progress through certificates at their own pace</li><li>• Introduction of a level 4 class</li><li>• Changing computer classes to focus on digital literacy</li><li>• Adjusting the delivery of accredited units to start and end in a term</li><li>• Introduction of term by term themes and increased resourcing around these themes</li><li>• Adding more holistic methods of assessment, including observation checklists, peer and self assessment</li><li>• Introduction of project based out of class hours (blended delivery)</li><li>• New processes to increase the amount of community consultation in curriculum planning</li></ul>
<p><b>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</b></p> <p>n/a\</p>

**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 2012. We did not administer the employer satisfaction survey as all of our course delivery is pre-vocational and our students do not have employers directly linked in to course delivery

### **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: 26/06/2012