

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

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

FROM North Melbourne Language and Learning Inc. TOID 6410

TELEPHONE Cliff Rundle 9326 7447

DATE: 29/06/2017

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	55	0
Total number of surveys received	55	0
Response rate (per cent)	100%	0

Summary of Continuous Improvement

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

The results of the Learner Questionnaire survey indicate a high level of satisfaction with the training, staff and facilities at NMLL. For example:

- 94.5% of respondents agreed or strongly agreed that they developed the skills expected from the training; 81.8% agreed or strongly agreed that they identified ways to build on their current knowledge and skills; and 72.7% agreed or strongly agreed that the training prepared them well for work.

The satisfaction with the training was most pleasing:

- 90.9% agreed or strongly agreed that they were satisfied with the training and the same percentage noted that they would recommend the training organisation to others.

Interesting to note too was the level of satisfaction relating to assessments:

- 85.45% agreed or strongly agreed that they received useful feedback to their assessments and 83.6% agreed or strongly agreed that the way they were assessed was a fair test of their skills and knowledge.

Another area of agreement or strong agreement was the comment that trainers encouraged learners to ask questions (90.9%).

This positive outcome is in line with that of the RTO Performance Indicator Report 2016 for NMLL from the Department of Education and Training.

NMLL continued to deliver specific classes in speaking and grammar in response to student identified need. The centre also responded to the need highlighted by students for stand-alone certificate classes which are the only classes currently delivered at NMLL.

Students identified that they were happy with the attention given to the four macro skills - speaking, listening, reading, and writing - although some noted the need for more time to be given to one macro skill above another. Teachers delivering accredited qualifications have taken action on this feedback by providing a training program that is balanced in relation to each macro skill. The Training and Assessment Strategy implements this perceived need. To better align the learning experience to individual and small group needs, classroom volunteers have been made available as an additional resource to students.

NMLL has also established activity at a nearby community venue to address the expressed need for a larger learning space. The outreach venue also offers the opportunity to students for recreational space and greater community engagement. This initiative will be reviewed to gauge its effectiveness.

Some students noted the wish to have the same teacher 'all year'. Although at times this is not possible due to personal circumstances, e.g. ill health for an extended period of time, in such cases qualified and experienced replacement teachers have been engaged, and they have been supported by long term highly experienced staff. Course training, assessment and support materials have been made available ensuring course continuity. Teaching resources at different levels of the accredited qualification being delivered at NMLL have been developed for replacement teaching and assessment staff. These resources will be added to and revised over time.

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

No employer satisfaction questionnaire was administered.

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

NMLL does not have students that are in an employment learning/training context.

Declaration

I confirm that North Melbourne Language & Learning Inc.:

- 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) Cliff Rundle

Signature of PEO  Date: 29/6/17