

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 contact name and number: Stephen Pollard 9326 7447

DATE: 29/7/15

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	34	0
Total number of surveys received	34	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 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 2015 course delivery at North Melbourne Language and Learning based on the feedback:

- Change in timetable decrease number of hours each day to study course, thus enabling greater retention of learning.
- Providing a balance of oracy and literacy based units of study.
- Ensuring rooms are maintained at a high standard
- Incorporating a greater range of assessment methods.
- Additional class resources have been sought to improve learner outcomes.
- Greater inclusion of spelling practice in classes.

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

N/A

NMLL regularly consults with Job Service Agencies and preparation for employment trainers to discuss needs of EAL training, and satisfaction of clients who have studied at NMLL.

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

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

Learners at NMLL are drawn from culturally and linguistically diverse communities living in surrounding public housing estates. NMLL learners fall into the following broad grouping 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 the course delivery.

Declaration

I confirm that North Melbourne Language and 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 Goodman

Signature of PEO Date: 29/1/15