

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: North Melbourne Language and Learning

TELEPHONE contact name and number: Sammy Moneer 0423 886 611

DATE:30.6.2016

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	33	N/A
Total number of surveys received	33	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.

In the additional comments section of the Learner Questionnaire, many students indicated that they would like a greater focus on speaking activities in classes, in order to improve their spoken English. We have tried to include more oral activities in the accredited training and offered additional pre-accredited classes in speaking and conversation to the learners.

Extra classes offered include:

- Conversation classes
- Spelling and Grammar classes

Students also commented that they would like more focus on grammar and writing. Again, we have programmed additional pre-accredited classes focussing on spelling and grammar. Teachers already focus on grammar, spelling and writing in accredited classes.

Students were very satisfied with their teachers and we have ensured that we continue to employ high quality teaching staff.

Students were also very happy with the resources used in classes and the facilities and equipment. They said that the content of the classes was relevant to future work opportunities.

They felt that the organisation respected their background and individual needs.

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


NMLL liaises with Job Active providers on a regular basis. We continue to receive a number of referrals of clients through local Job Active centres.

**Declaration**

I confirm that North Melbourne Language and Learning

- 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) ..... Sammy Moneer .....

Signature of PEO  ..... Date: 8.7.2016