

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. RTO 6410

TELEPHONE contact name and number: Clifford Rundle 93267447 DATE: 30/06/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	37	0
Total number of surveys received	37	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 were positive in all areas of enquiry - see graphs accompanying this report - with most indicators exceeding 80% satisfaction and a number beyond 90%. Areas above 90%:

- Developed the skills expected of this training
- Training organisation and staff respected my background and needs
- I pushed myself to understand things I found confusing
- I received useful feedback on my assessments
- Assessments were based on realistic activities
- It was always easy to know the standards expected
- I usually had a clear idea of what was expected of me
- Trainers explained things clearly
- The training organisation had a range of services to support learners
- I learned to plan and manage my work

Some of these areas provided a basis for consolidating program delivery.

What were the BEST ASPECTS of the training?

- Teachers and staff
- Improvement in English overall 'better English'
- Good and clean classrooms
- Improvement in vocabulary and writing
- 'Learning new things and new culture', and learning about other cultures and making friends
- Learn about volunteering

What aspects of the training were MOST IN NEED OF IMPROVEMENT?

Students identified two areas for improvement, related more to facilities than training; a third area of interest, gathered by staff via community consultation and therefore independent of the indicator data, relates to the student demographic. Details of these three areas, including improvement actions undertaken, are:

- **IT resources** - need for more IT equipment and greater access to it. This feedback has resulted in upgrades to the IT infrastructure, and to the provision of smart TV and other IT equipment. All students have equitable access to IT related resources. IT will continue to receive attention for continuous improvement in 2019 and beyond.
- **The issue of a more comfortable learning space**, particularly during peak periods, is one that is of concern and of challenge to NMLL. Accommodation has been addressed previously, but the challenge is to identify suitable, reasonably accessible accommodation. NMLL will continue to explore venues from which to deliver programs on its own and in partnership.
- **An area for exploration that is a focus for NMLL relates to the student demographic.** The great majority of students who responded to the questionnaire were female and this reflects the NMLL enrolment. Males are underrepresented and NMLL has undertaken a series of consultations with men to identify what programs may be of interest to them. The consultations identified employment as an area of greatest interest. Even though all NMLL programs have employability skills content and a major focus on pathways to employment and further education, greater effort is required to promote explicitly such program content and to target promotion to specific groups. NMLL has taken on board input from these consultations by planning and timetabling workshops and employment training focused short programs that respond to the diverse employment needs and learning preferences of its learning community, both actual and potential. This program area is a focus for NMLL as a continuing concern.

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

No employer satisfaction quality indicator was administered.

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

NMLL does not have work placement as part of its training, and does not deliver apprenticeship programs. However, it still teaches employability skills in its accredited programs, and these are enhanced by preparation for work pre-accredited learning activities.

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) Clifford Rundle

Signature of PEO  Date: 30/06/2019