

EMAIL RESPONSE:	To: <a href="mailto:vet.qi@edumail.vic.gov.au">vet.qi@edumail.vic.gov.au</a> Subject: Quality Indicators
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**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM:** North Melbourne Language and Learning Inc. RTO TOID 6410

**TELEPHONE** contact name and number: Cliff Rundle 93267447     **DATE:** 17/09/2018

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**Summary of Survey Responses**

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	21	0
Total number of surveys received	21	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 statistical information is captured in the graphs accompanying this report. Overall, the level of satisfaction in relation to a number of areas including training and assessment, how the training met needs, the result of training, and the resources available was in excess of 90%. The statistical data from this satisfaction survey and other data gathered at various times, such as that from community consultations and anecdotal information, are used by NMLL to consolidate the areas that work well, innovate and find ways to maintain and improve performance.

Learners offered comments that are listed below, both in terms of what was positive and what could be strengthened.

***What were the BEST ASPECTS of the training?***

Learners highlighted areas of learning they felt pleased about:

- Learning to write a resume, a cover letter, and emails
- Good teachers explain very well
- Excursions
- Improving reading, writing and speaking
- Improving skills such as how to negotiate and look for work.

These areas highlight satisfaction with aspects of the program and point to continuation and emphasis of learning focused on those areas.

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

Learner responses provided NMLL with the opportunity to review and refocus its services for continuous improvement. Specific comments identified the need for:

- more classroom volunteers and more often in class
- more excursions
- more time on speaking, reading and writing.

**Volunteers:** NMLL continues to recruit volunteers to support individual learners and small groups of learners who share the same or similar needs, particularly writing. Some NMLL

learners have never experienced formal learning and even though their listening and speaking skills are generally good, albeit below functional level, their writing and to a lesser degree their reading skills need greater support and resource. NMLL has embarked on a campaign to recruit suitable volunteers and this effort will continue beyond a single year. In addition, volunteering has benefits for volunteers too as it enhances the prospect of employment. This data, and other information, has indicated a need for a mentor program to support individual learner skill development and knowledge, providing further inroads into the employment market for learners whose English is limited. NMLL has been exploring mentoring beyond classroom based volunteering activity.

**Excursions:** Learners were satisfied with learning that incorporated excursions, and NMLL continues to integrate excursions in its delivery. Experiential learning based content that utilises community resources and settings will continue to be included, for example visits to health centres, community hubs, and further education institutions like TAFEs; to make learning immediate and have a practical base. Excursions open up opportunities and possibilities that arise from the exposure to community settings.

**Greater focus on employment and employability skills:** taking the lead from the responses to the best aspects of training, NMLL has given more attention to the potential for further study beyond NMLL, for example seeking vocational opportunities at TAFEs and understanding and knowledge of the education system.

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

No employer satisfaction questionnaire.

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

NMLL does not have a work placement element, and does not run apprenticeships. However, employability skills are taught as part of the program, and these include teamwork, problem solving, planning and organising, technology and communication.

#### Declaration

I confirm that (RTO Name):

*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): Clifford Rundle

Signature of PEO *Clifford Rundle* .....Date:.....17/09/2018