

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details			
RTO trading or legal name	North Melbourne Language and Learning Inc.		
RTO number	6410		
Contact name	Cliff Rundle		
Telephone	9326 7447	Mobile	
Date	30/06/2020		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	23	NA
Total number of surveys received	23	NA
Response rate (per cent)	100%	NA

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

Overall students were highly satisfied with many areas including satisfaction with the training, the training organisation, and their teachers – refer to specific results in the accompanying document. Although happy overall with the training facilities, students noted a concern in relation to toilets. Matters relating to the maintenance of the facilities and education areas are brought to the attention of the Department of Housing which has responsibility for the building, and these are addressed by the Department. Some infrastructure building upgrade is planned by the department at the start of 2020.

One area that received some commentary was the need for more access to computer training. Digital skills have also been highlighted beyond the QI survey in other consultations. Digital skills are essential in education and employment, and encourage greater independence in day to day life. Along with computers in the computer room, NMLL makes available to students iPads, and is planning to improve and make available more digital resources in 2020 and beyond. NMLL is integrating digital skills more and more within the EAL Framework Foundation Studies courses and certificates it offers, and envisages greater integration of digital skills and language development in 2020.

Although students were very positive with the amount of training and the diversity of the training content and skills development, some noted the need to do more reading and writing, and speaking and listening. In other feedback beyond the QI student satisfaction survey, community and industry have noted the importance of numeracy and some pre accredited programs are being planned to support this area of need. Speaking and listening classes, and reading and writing classes are focusing in 2020 to target the gaps students have which hold them back from pursuing entry level vocational training in industries such as aged care and children services, and community studies.

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

NA

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

NMLL does not have work placement or apprenticeships as part of its training and assessment programs, hence no employer participation. However, the organisation's programs are focused on employability skills as part of both accredited and pre accredited programs, and liaises with Jobactive and other employment agencies in relation to programs required by industry.

Declaration

RTO details

RTO Name

I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Full name

CLIFFORD RUNDLE

Date

30 / 6 / 2020

Signature

Chandle