

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	93267447	Mobile	
Date	30 June 2021		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	17	0
Total number of surveys received	9	0
Response rate (per cent)	53%	0

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

The great majority of students found the training responsive to their needs, e.g. students were satisfied that they developed the skills expected of the training, that staff were responsive to their needs, and were pleased with what they learnt and the feedback they received. Even though students found that trainers explained things clearly, there was a response in relation to making the standards expected of the course clearer. *Clarifying course expectations is an aspect that has been made clear at various times during subsequent training.* It must be noted that training was reviewed to take into account Covid-19 lockdowns and restrictions so that a significant part was delivered online. It is interesting to note that some students found that the best aspect of the training was how to apply new strategies to learning, including using online collaborative platforms such as Zoom, search for information on the Internet and improving their computer skills. Using technology and developing digital literacy skills are key areas that have also been highlighted in other consultations which have made NMLL integrate more and more digital literacy skills development in training. *To facilitate digital literacy skill development for education and training, employment, social connection and networking, NMLL is providing students with the computer infrastructure required to use digital platforms; a drop in centre for IT support is expected in the first half of 2021; and more student dedicated laptops.* The effort and resources designed to address the digital literacy needs of students to participate in employment, further study and community engagement are expected to be ongoing features of the program.

Some participants noted that they would like to increase their skills to find their own learning resources, and be more independent learners. This message on *greater learner independence*, which has been flagged in other learner input, *aligns with a focus on digital literacy skills as described above. Knowing that many students do not have the means to engage online, NMLL is participating in networks campaigning for digital inclusion to be recognised and actioned by policy makers.*

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 programs do not have a workplace component.

Declaration

RTO details

RTO Name

North Melbourne Language & Learning Inc.

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 / 06 / 20 21

Signature

Rundle