

# North Melbourne Language & Learning Inc (6410)

## 2018 RTO Performance Summary Report

This report details the **2018** results of the *Student Satisfaction Survey* and selected results from the *Employer Satisfaction and Skills Survey*, as well as results from previous years of the surveys (where available). The below overview presents the key Performance Measures across **Student experience**, **Student outcomes**, and **Employer feedback**.

In 2018, 10 students from North Melbourne Language & Learning Inc (6410) took part in the survey. This is a response rate of 12.3%. The average response rate for all of Victoria was 29.4%.

### Performance measures

This table provides an overview of the 11 Performance Measures and is followed by a detailed analysis of these results.

	North Melbourne Language & Learning Inc			2018 average
	2018	2017	Trend	Victoria
<b>Student experience</b>				
Proportion of VET students satisfied with training provided by North Melbourne Language & Learning Inc	90.0% ▲	88.9%		77.0%
Proportion of VET students reporting a positive perception of teaching	70.0% ▲	63.6%		67.5%
Proportion of VET students reporting a positive perception of the assessment process	88.9% ▲	70.0%		69.1%
Proportion of VET students satisfied with generic skills and learning experiences	60.0% ▼	63.6%		43.5%
<b>Student outcomes</b>				
Proportion of VET students who achieved their main reason for training	90.0% ▲	72.7%		73.2%
Proportion of VET students with an improved employment status after training	11.1% ▲	0.0%		46.2%
Proportion of VET students going onto further study at a higher level than their completed training	44.4% ▲	33.3%		19.1%
Proportion of VET students who recommended North Melbourne Language & Learning Inc	100.0%	100.0%		74.8%
<b>Employer feedback</b>				
Proportion of employers of apprentices and trainees who are satisfied with training provided by North Melbourne Language & Learning Inc	%	%		77.6%
Proportion of employers who recommend North Melbourne Language & Learning Inc	%	%		73.3%
Proportion of employers reporting improvement in the generic skills of apprentices and trainees	%	%		56.0%

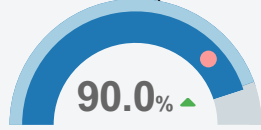
▲ Higher than previous year ▼ Lower than previous year

# Student experience summary

## Legend

North Melbourne Language & Learning Inc ■ 2018 ■ 2017 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who are **satisfied with training** provided by North Melbourne Language & Learning Inc

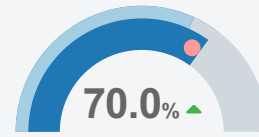


2018 n = 10

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with training provided by the RTO, exclusive of missing items and 'not applicable' responses.

	2015	2016	2017	2018
<a href="#">Overall, how satisfied are you with your training?</a>	-	90.9	88.9 ▼	90.0 ▲

Proportion of VET students reporting a **positive perception of teaching**

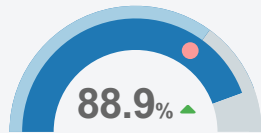


2018 n = 10

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** three components of the question, exclusive of missing items and "Not applicable" responses.

	2015	2016	2017	2018
<a href="#">Clearly taught the subject</a>	-	90.9	100.0 ▲	90.0 ▼
<a href="#">Had current industry experience</a>	-	100.0	72.7 ▼	77.8 ▲
<a href="#">Understood your learning needs</a>	-	90.9	90.9	100.0 ▲

Proportion of VET students reporting a **positive perception of the assessment process**

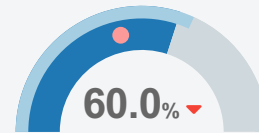


2018 n = 9

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** three components of the question, exclusive of missing items and "Not applicable" responses.

	2015	2016	2017	2018
<a href="#">Appropriate for your studies</a>	-	100.0	88.9 ▼	88.9
<a href="#">Clearly outlined to you</a>	-	100.0	70.0 ▼	100.0 ▲
<a href="#">Carried out as outlined to you</a>	-	100.0	100.0	88.9 ▼

Proportion of VET students satisfied with **generic skills and learning experiences**



2018 n = 10

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** six components of the question, exclusive of missing items and "Not applicable" responses.

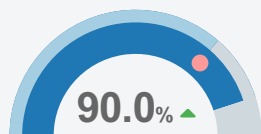
	2015	2016	2017	2018
<a href="#">Career outlook</a>	-	71.4	81.8 ▲	88.9 ▲
<a href="#">English writing skills</a>	-	90.9	100.0 ▲	100.0
<a href="#">Numerical skills</a>	-	60.0	90.9 ▲	90.0 ▼
<a href="#">Problem solving skills</a>	-	81.8	72.7 ▼	80.0 ▲
<a href="#">Self-confidence</a>	-	90.9	81.8 ▼	88.9 ▲
<a href="#">Team working skills</a>	-	100.0	90.9 ▼	80.0 ▼

# Student outcomes summary

## Legend

North Melbourne Language & Learning Inc ■ 2018 ■ 2017 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who **achieved their main reason for training**



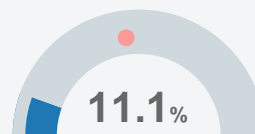
2018 n = 10

This measure is based on the proportion of students who reported they “Strongly Agree” or “Agree” that they achieved their main reason for undertaking training.

	2015	2016	2017	2018
<a href="#">You achieved your main reason for doing the course</a>	-	100.0	72.7 ▼	90.0 ▲

[You achieved your main reason for doing the course](#)

Proportion of VET students with an **improved employment status after training**

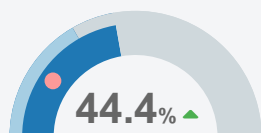


2018 n = 9

This measure is based on student responses to nine questions. Students had an “improved employment status after training” if they were employed before training and afterwards had greater responsibility, a promotion, started a new role, earned more, worked more hours, gained extra skills, completed an apprenticeship/traineeship or set up a business. For those that were unemployed, they had “improved employment status” if they got a job or set up a business.

The methodology used to construct this measure was changed in 2018. So, the results are not directly comparable over time.

Proportion of VET students **going onto further study at a higher level than their completed training**



2018 n = 9

Students that commenced another course or further study were asked about the level of the new course. This measure is based on the proportion of students who reported that they were going onto further study at a higher level than the course recorded in their administrative data.

Proportion of VET students who **recommend North Melbourne Language & Learning Inc**



2018 n = 10

This measure is based on the proportion of students who reported that they were “Very likely” or “Likely” to recommend the RTO to other students.

	2015	2016	2017	2018
<a href="#">How likely would you be to recommend this training organisation to other students?</a>	-	100.0	100.0	100.0

[How likely would you be to recommend this training organisation to other students?](#)

## Employer feedback summary

Results from the *Employer Satisfaction and Skills Survey* will only be shown where there are five or more employers of apprentices or trainees who responded.

### Legend

North Melbourne Language & Learning Inc ■ 2018 ■ 2017 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of employers who are **satisfied with training** provided by North Melbourne Language & Learning Inc

No information to display - low response rate or not applicable

Proportion of employers who **recommend** North Melbourne Language & Learning Inc

No information to display - low response rate or not applicable

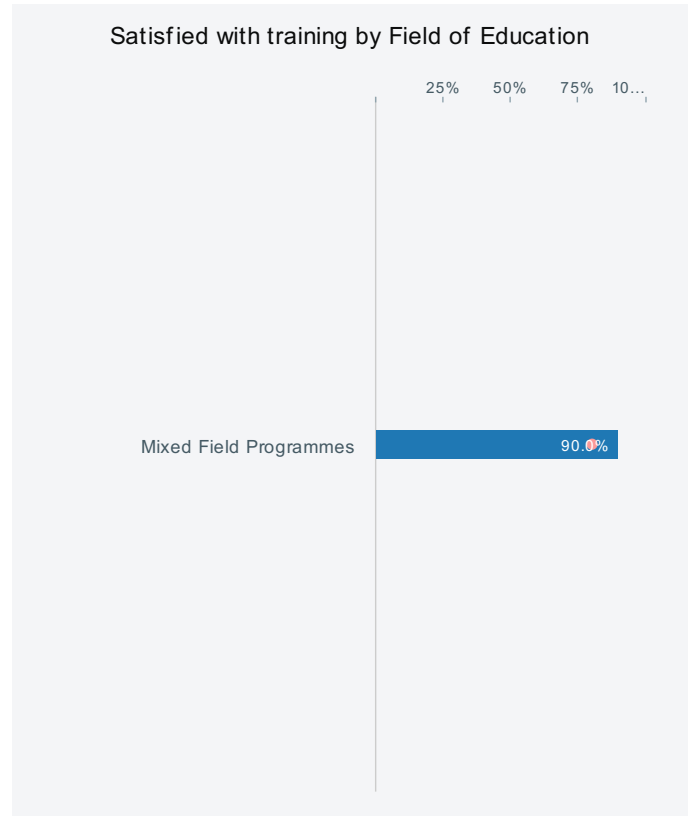
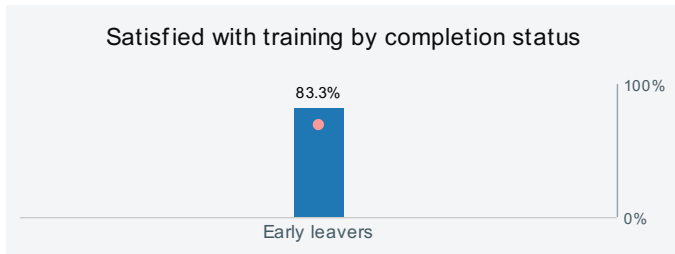
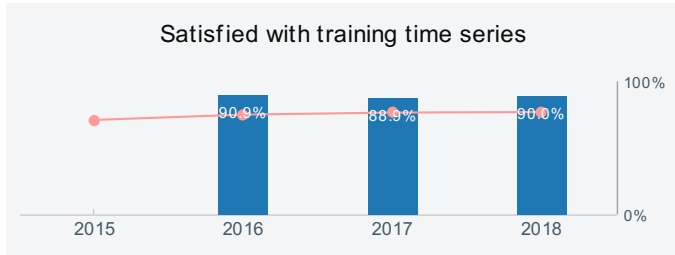
Proportion of employers reporting improvement in **generic skills**

No information to display - low response rate or not applicable

# Student experience

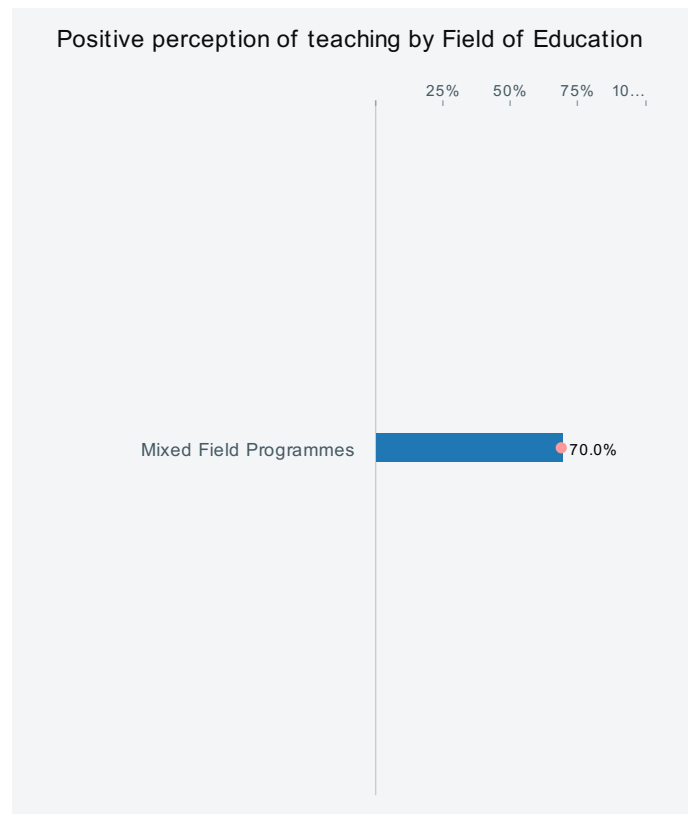
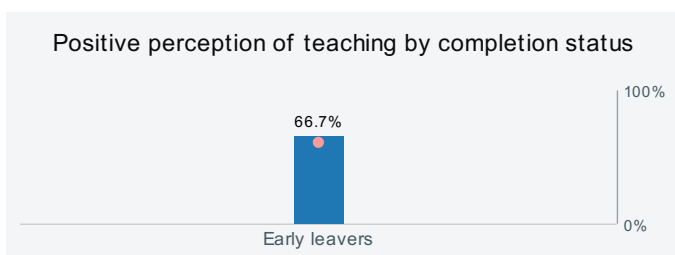
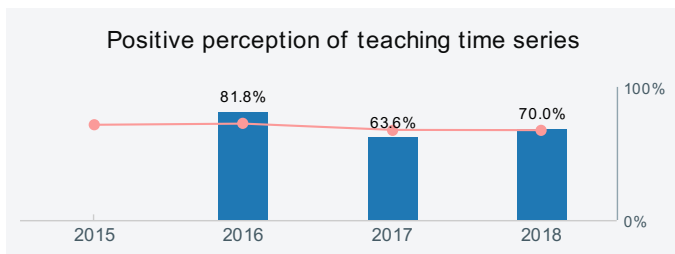
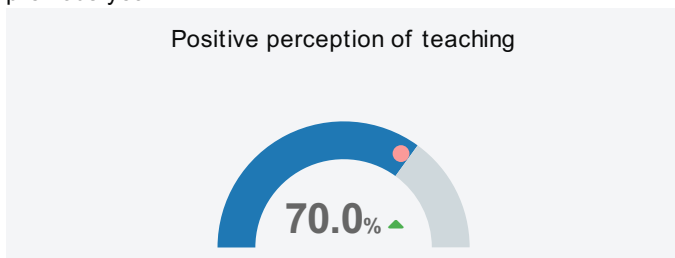
## Proportion of VET students satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



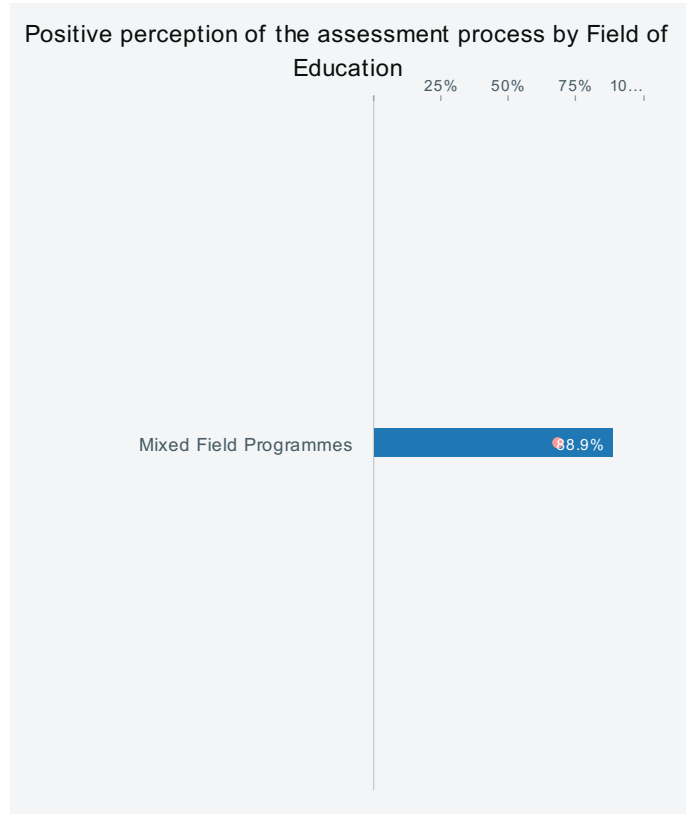
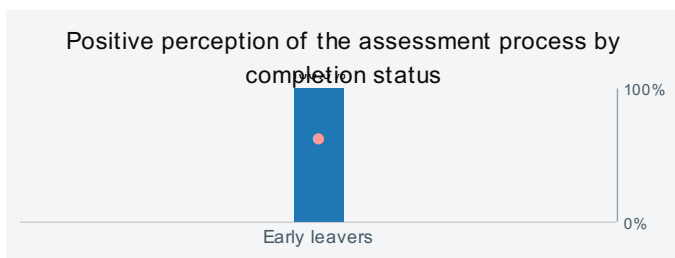
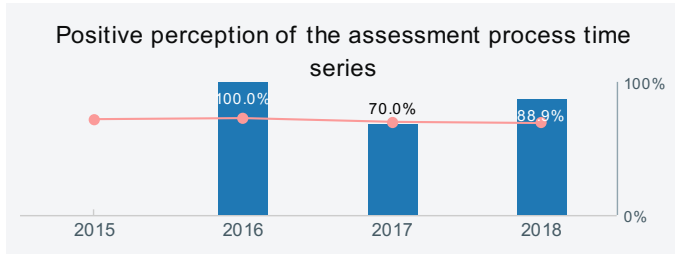
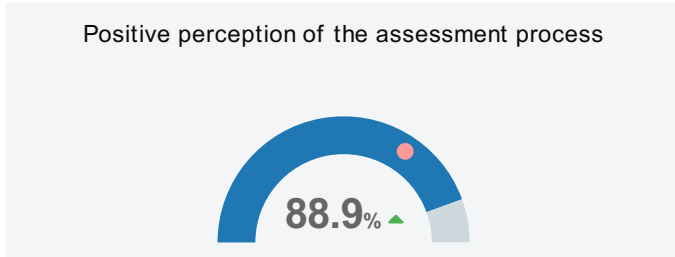
## Proportion of VET students reporting a positive perception of teaching

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



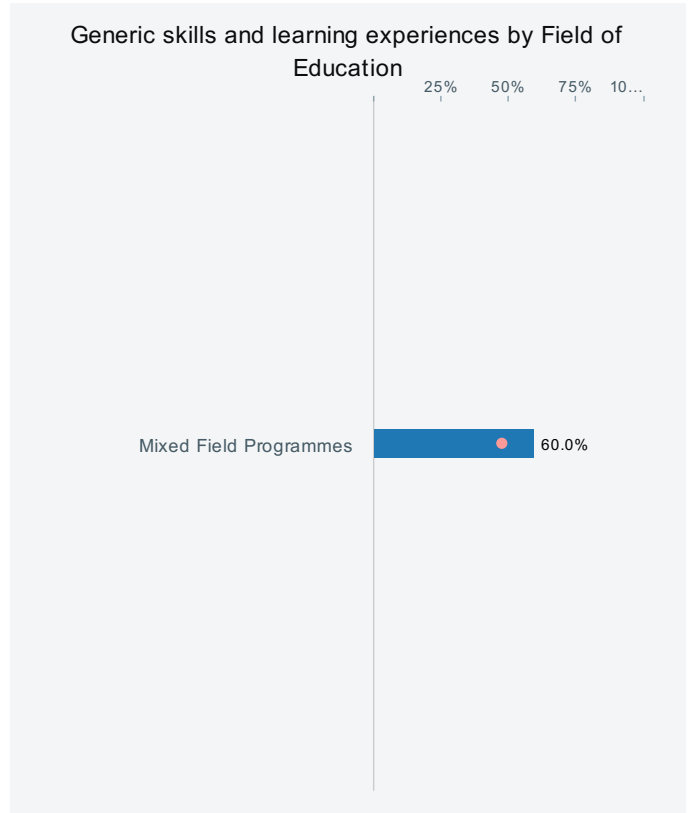
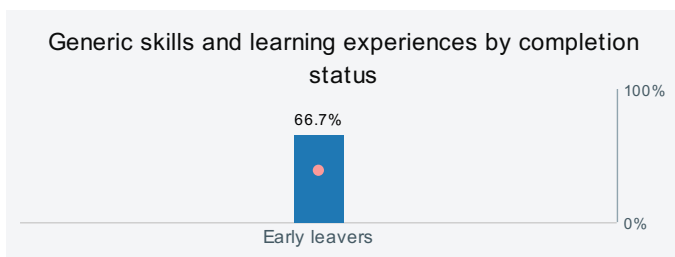
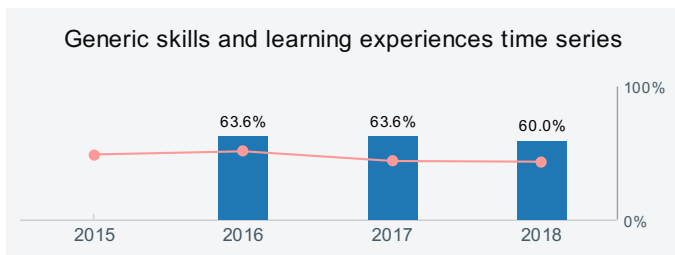
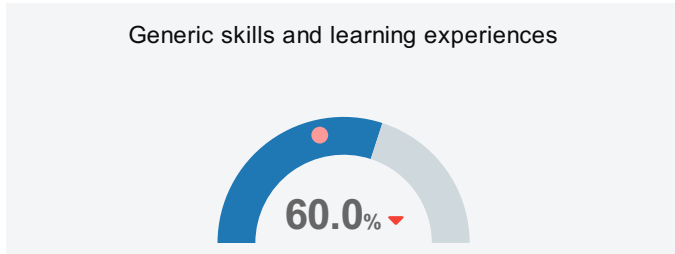
## Proportion of VET students reporting a positive perception of the assessment process

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Proportion of VET students satisfied with generic skills and learning experiences

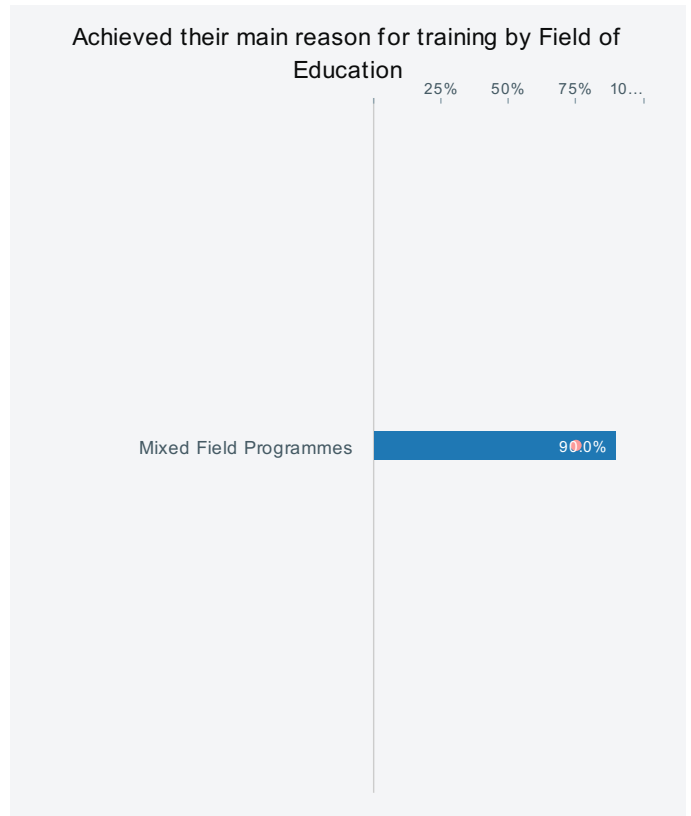
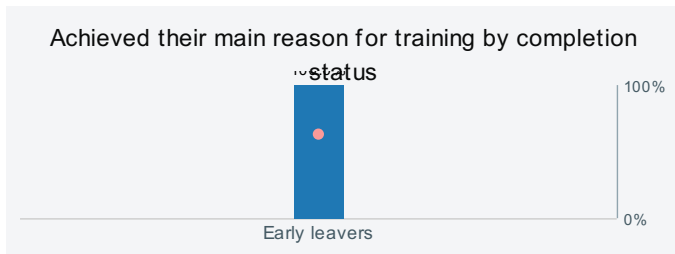
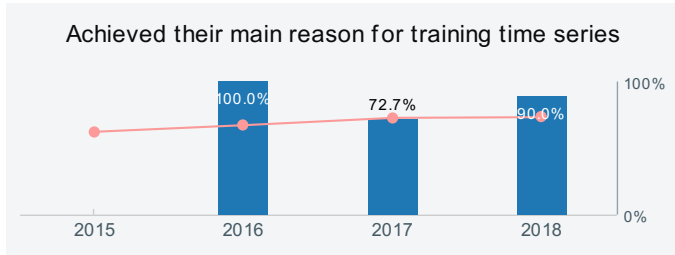
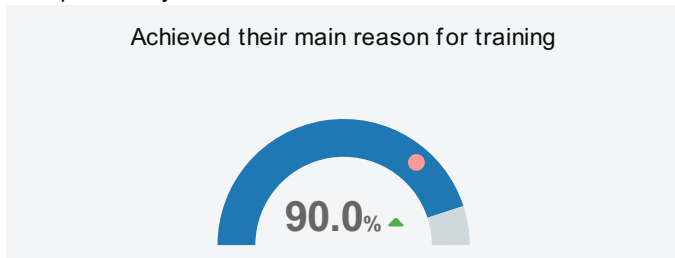
North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



# Student outcomes

## Proportion of VET students who achieved their main reason for training

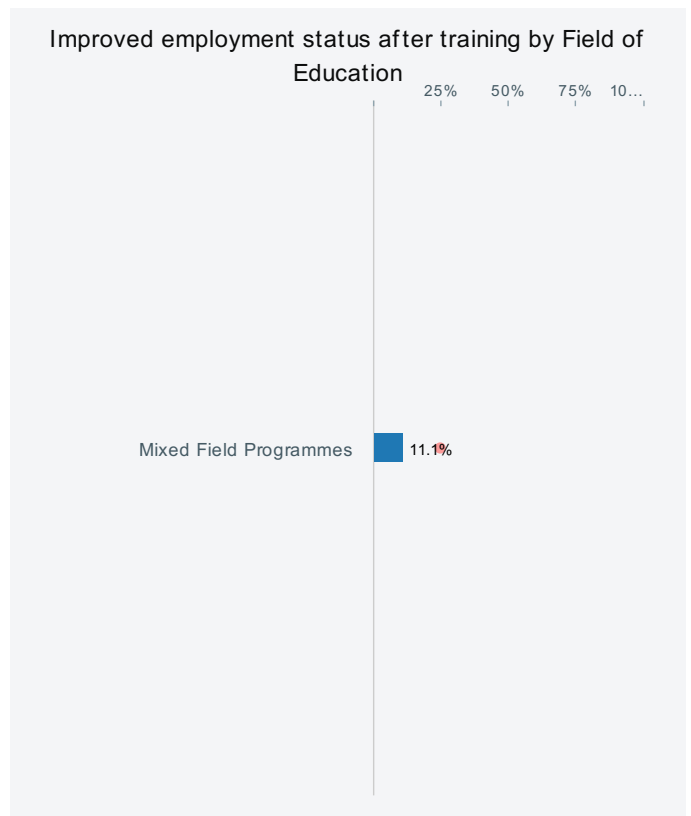
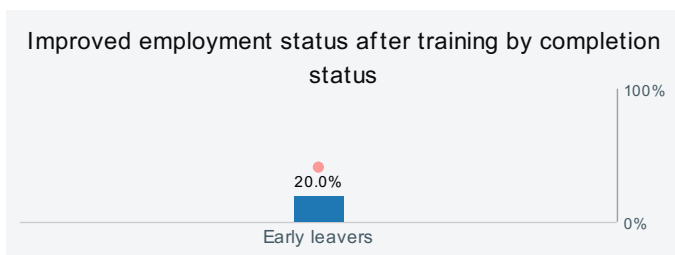
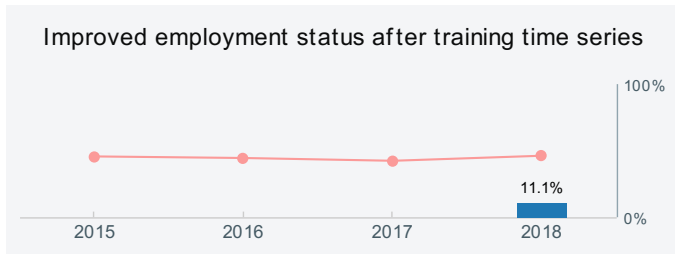
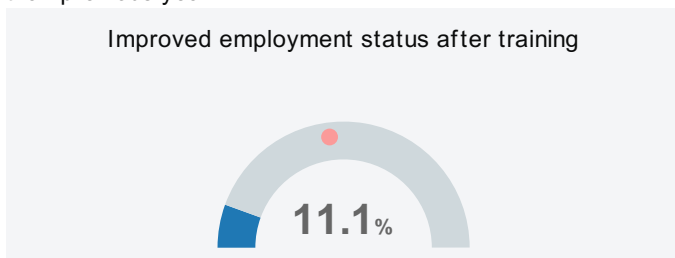
North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Proportion of VET students with an improved employment status after training

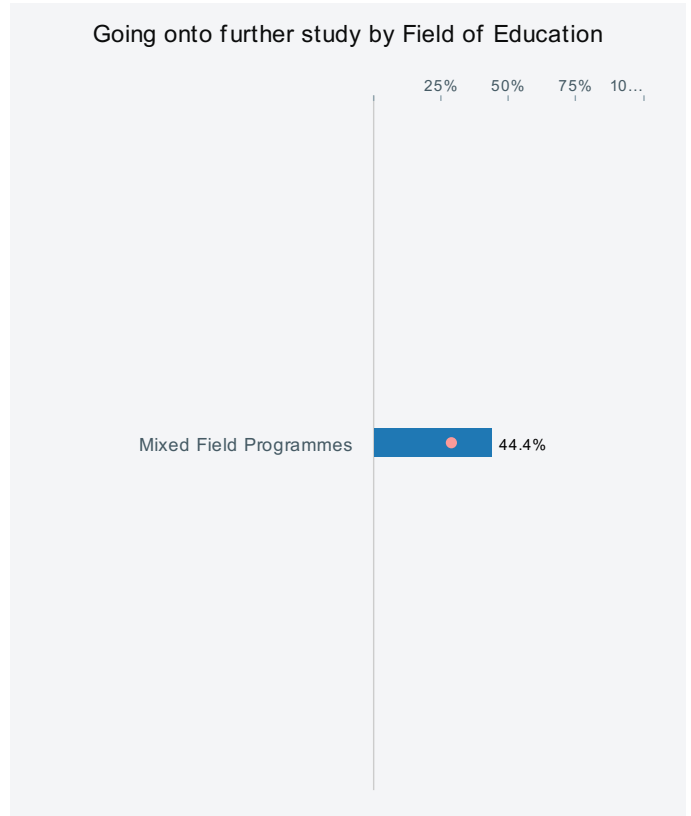
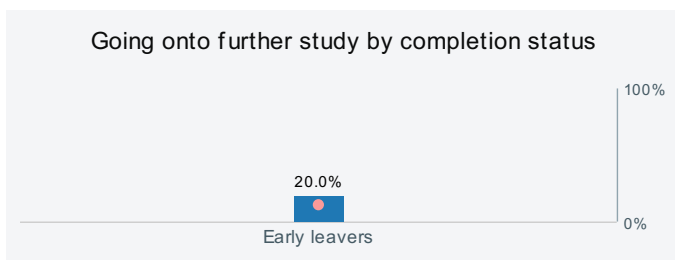
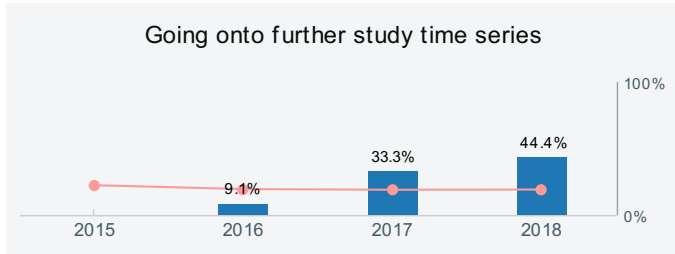
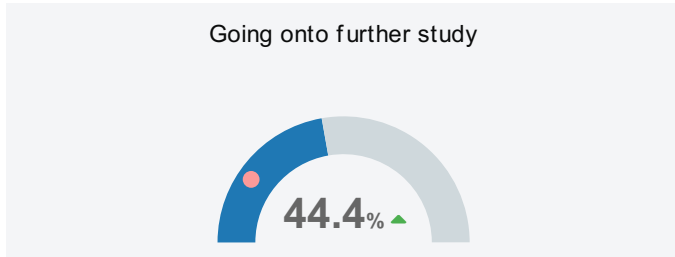
The methodology used to construct this measure was changed in 2018. So, the results are not directly comparable over time.

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



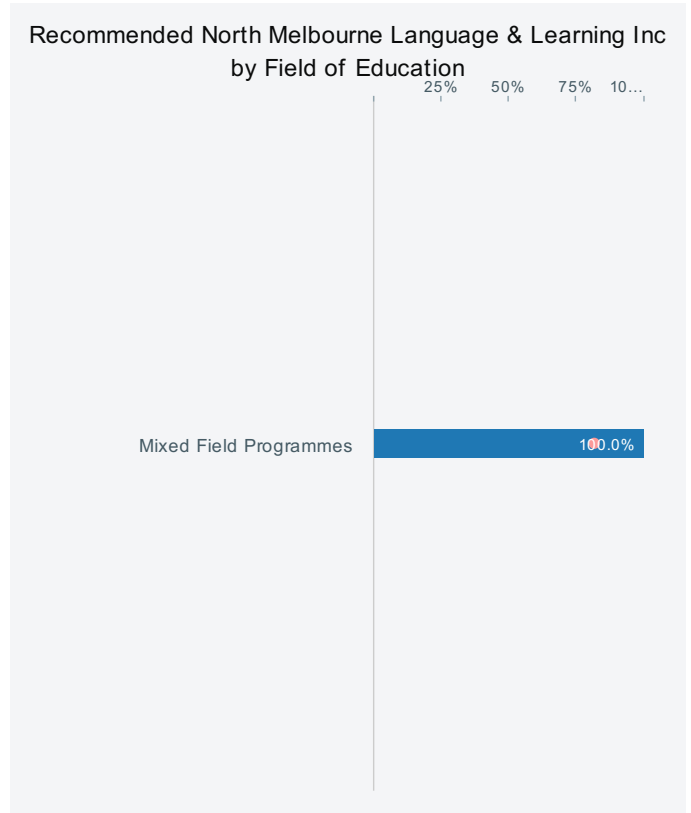
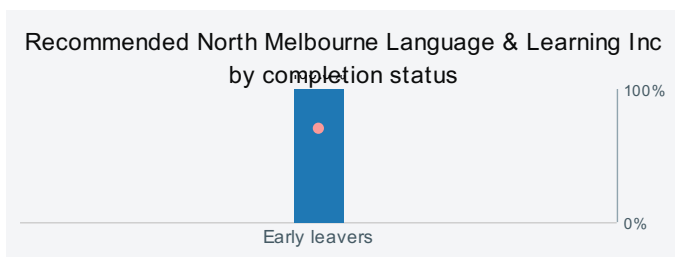
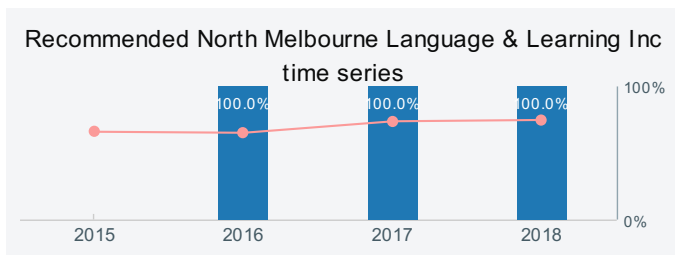
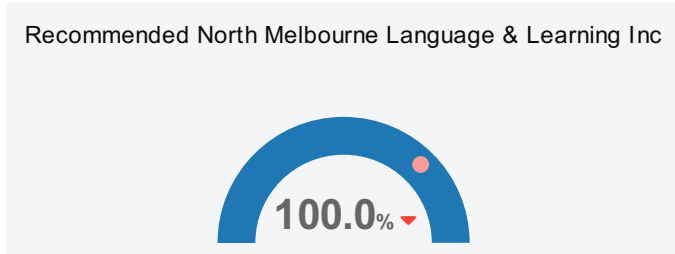
## Proportion of VET students going onto further study at a higher level than their completed training

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Proportion of VET students who recommended North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



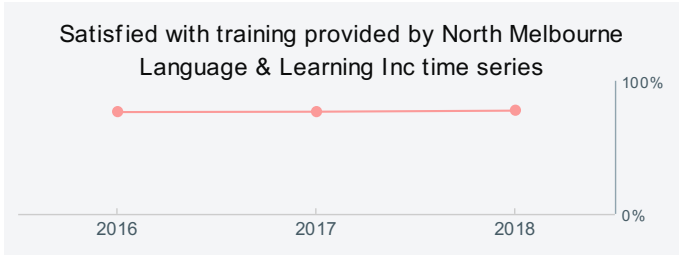


# Employer feedback

## Proportion of employers of apprentices and trainees who are satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Satisfied with training provided by North Melbourne Language & Learning Inc  
No information to display - low response rate or not applicable



## Proportion of employers who recommend North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Recommend North Melbourne Language & Learning Inc  
No information to display - low response rate or not applicable



## Proportion of employers reporting improvement in the generic skills of apprentices and trainees

North Melbourne Language & Learning Inc ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Improvement in generic skills  
No information to display - low response rate or not applicable

