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@education.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	7/10/2023

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	32	0
Total number of surveys received	16	0
Response rate (per cent)	50%	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 **2022 Learner engagement and employer satisfaction** results on the whole align with the Victorian Skills Authority **2022 RTO Performance Detailed Report,** and it is worth noting that in all areas learners indicated high levels of satisfaction with NMLL's training programs. The **2022 RTO Performance Detailed Report** has comparative historical data of satisfaction levels that track NMLL against itself from year to year, and how it compares with the Victorian average. The **2022 Learner Engagement and employer satisfaction** results confirm that NMLL is delivering quality programs and, with regard to learner engagement, consistently performs above the Victorian average.

Although the overall satisfaction is high in all area improvement was attempted in two related areas: student retention and pathway support and a stronger focus on adult learning strategies.

Student retention and pathway support are interrelated. Unfortunately, due to staff member illness, the commencement of the intended activities (described in the 2021 QI report) were delayed for several months. At the time of writing the strategies are embedded and indicate positive student responses.

The focus of the NMLL training programs will continue to be on the basics of developing language for communication in various contexts. Learners indicated that for them the best aspects of the training were improvements in speaking, listening and writing, and at the same time wanted more training along the same lines, particularly speaking. The social aspects of the education context should be highlighted: learners found that along with language development and confidence building, they also appreciated making friends and understanding cultures, mores and systems of training

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

Not applicable to NMLL courses.

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

Neither Traineeships nor employment-based programs are delivered by NMLL. The development of pathways to employment and education are part of NMLL's overall strategy and employment is part of the program design of the EAL Framework courses and Certificates delivered by NMLL

Declaration

RTO details	
RTO Name	North Melbourne Language and 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	Cliff Rundle
Date	**7/10/2023**
Signature	