

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	0432078002
Date	27/6/2024		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	33	0
Total number of surveys received	15	0
Response rate (per cent)	45%	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

Firstly, NMLL only offers foundation level LLND courses to assist adult members of local CALD communities to develop the skills, confidence and knowledge to enter the workforce and or to move onto vocational education. For that reason, NMLL does not survey employers for the QI report.

Secondly, there are no returns from the students in the pre-literate levels.

The 2022 learner engagement results reflected the results in NMLL's 2022 RTO Performance Detailed Report. Unfortunately, that comparison is not possible in 2023 as NMLL did not receive sufficient returns for an RTO Performance Report to be issued. This was both a surprise and a disappointment.

However, the 2023 Learner Engagement satisfaction results confirm that on the whole students are satisfied. As in the past it is assumed NMLL performance, reflected in these results, exceed the Victorian average as has been the case for several years. Unfortunately, that comparison can't be ascertained on this occasion.

Although the overall satisfaction is high in all areas several strategies, which commenced in 2021, were directed at improving student retention, reducing absenteeism and a stronger focus on adult learning strategies.

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 they 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.

The survey information together with anecdotal information from students and feedback from the Pathway Support Program will inform further efforts to address these matters.

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

NMLL does not deliver vocational qualifications or provide student placements. NMLL delivers foundation level LLND courses mainly leading to vocational education and occasionally to entry level employment. Almost all students are unemployed. Surveying employers is not appropriate.

Declaration

RTO details

RTO Name	North Melbourne Language and Learning Inc
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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
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Date	27/6/2024
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Signature	
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