

## RTO Information

This report presents summary information about the Registered Training Organisation

Name	MEGT (Australia) Ltd
Street Address	29 Ringwood Street
City/town/suburb	Ringwood
State	VIC
Post code	3134
NTIS number	3945

# Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

## Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	530	77.9	18.6	101	77.3	17.6
Effective Assessment	530	74.7	17.4	101	77.4	15.8
Clear Expectations	530	72.2	19.0			
Learning Stimulation	530	71.0	18.3			
Training Relevance	528	74.0	16.9	101	76.6	15.5
Competency Development	530	76.0	15.7	101	76.5	14.6
Training Resources	528	72.7	20.2	101	76.0	14.9
Effective Support	530	74.2	18.5	100	76.2	16.6
Active Learning	530	76.6	15.2			
Overall Satisfaction	530	74.2	20.5	101	79.0	16.2

# Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	4	4	100.0	0	0	0.0
	Engineering and related technologies	2	2	100.0	0	0	0.0
	Architecture and building	22	22	100.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	15	15	100.0	0	0	0.0
	Education	206	206	100.0	0	0	0.0
	Management and commerce	66	66	100.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	2	2	100.0	0	0	0.0
	Food, hospitality and personal services	16	16	100.0	0	0	0.0
	Other	197	164	83.2	101	0	0.0
	TOTAL	530	497	93.8	101	0	0.0
	Qualification level	Certificate I	4	4	100.0		
Certificate II		25	25	100.0			
Certificate III		319	319	100.0			
Certificate IV		39	39	100.0			
Certificate level unknown		0	0	0.0			
Diploma		130	130	100.0			
Advanced diploma		0	0	0.0			
Associate degree		0	0	0.0			
Degree		0	0	0.0			
Short course or statement of attainment		3	3	100.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		1	1	100.0			
Do not know		9	2	22.2			
Total		530	523	98.7			

# Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

## LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	5	13	286	226	512	0
LQ2	Trainers made the subject as interesting as possible.	10	48	279	190	469	3
LQ3	Trainers had an excellent knowledge of the subject content.	4	25	238	260	498	3
LQ4	Trainers explained things clearly.	8	43	256	222	478	1
LQ5	Overall, I am satisfied with the training.	8	33	302	183	485	4
LQ6	I would recommend the training to others.	11	40	293	183	476	3
LQ7	I would recommend the training organisation to others.	18	52	260	194	454	6
LQ8	I received useful feedback on my assessments.	10	24	280	216	496	0
LQ9	Assessments were based on realistic activities.	12	49	309	157	466	3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	6	25	286	201	487	12
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	6	40	340	137	477	7
LQ12	It was always easy to know the standards expected.	12	69	312	135	447	2
LQ13	I usually had a clear idea of what was expected of me.	7	46	338	139	477	0
LQ14	Trainers made it clear right from the start what they expected from me.	6	49	265	207	472	3
LQ15	I was given enough material to keep up my interest.	7	45	329	148	477	1
LQ16	The amount of work I had to do was reasonable.	16	68	317	127	444	2
LQ17	The training was at the right level of difficulty for me.	9	44	320	153	473	4
LQ18	The training focused on relevant skills.	3	19	326	179	505	3
LQ19	The training prepared me well for work.	8	22	335	160	495	5
LQ20	The training had a good mix of theory and practice.	7	51	324	134	458	14
LQ21	I developed the skills expected from this training.	7	7	347	168	515	1
LQ22	I learned to work with people.	7	27	304	186	490	6
LQ23	I identified ways to build on my current knowledge and skills.	3	10	316	199	515	2
LQ24	I developed the knowledge expected from this training.	6	14	347	157	504	6
LQ25	I learned to plan and manage my work.	4	31	314	178	492	3
LQ26	Training resources were available when I needed them.	15	24	312	174	486	5
LQ27	The training used up-to-date equipment, facilities and materials.	15	63	283	159	442	10
LQ28	Training facilities and materials were in good condition.	16	45	281	181	462	7
LQ29	Training organisation staff respected my background and needs.	6	39	264	221	485	0
LQ30	The training was flexible enough to meet my needs.	10	34	295	190	485	1
LQ31	The training organisation had a range of services to support learners.	9	61	317	135	452	8
LQ32	I set high standards for myself in this training.	3	32	293	199	492	3
LQ33	I pushed myself to understand things I found confusing.	3	43	284	198	482	2
LQ34	I looked for my own resources to help me learn.	7	32	305	183	488	3
LQ35	I approached trainers if I needed help.	4	22	286	215	501	3

## LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1.0	2.5	54.0	42.7	96.6	0.0
LQ2	Trainers made the subject as interesting as possible.	1.9	9.1	53.0	36.1	89.0	0.6
LQ3	Trainers had an excellent knowledge of the subject content.	0.8	4.8	45.2	49.3	94.5	0.6
LQ4	Trainers explained things clearly.	1.5	8.1	48.4	42.0	90.4	0.2
LQ5	Overall, I am satisfied with the training.	1.5	6.3	57.4	34.8	92.2	0.8
LQ6	I would recommend the training to others.	2.1	7.6	55.6	34.7	90.3	0.6
LQ7	I would recommend the training organisation to others.	3.4	9.9	49.6	37.0	86.7	1.1
LQ8	I received useful feedback on my assessments.	1.9	4.5	52.8	40.8	93.6	0.0
LQ9	Assessments were based on realistic activities.	2.3	9.3	58.6	29.8	88.4	0.6
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1.2	4.8	55.2	38.8	94.0	2.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1.2	7.7	65.0	26.2	91.2	1.3
LQ12	It was always easy to know the standards expected.	2.3	13.1	59.1	25.6	84.7	0.4
LQ13	I usually had a clear idea of what was expected of me.	1.3	8.7	63.8	26.2	90.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	1.1	9.3	50.3	39.3	89.6	0.6
LQ15	I was given enough material to keep up my interest.	1.3	8.5	62.2	28.0	90.2	0.2
LQ16	The amount of work I had to do was reasonable.	3.0	12.9	60.0	24.1	84.1	0.4
LQ17	The training was at the right level of difficulty for me.	1.7	8.4	60.8	29.1	89.9	0.8
LQ18	The training focused on relevant skills.	0.6	3.6	61.9	34.0	95.8	0.6
LQ19	The training prepared me well for work.	1.5	4.2	63.8	30.5	94.3	1.0
LQ20	The training had a good mix of theory and practice.	1.4	9.9	62.8	26.0	88.8	2.7
LQ21	I developed the skills expected from this training.	1.3	1.3	65.6	31.8	97.4	0.2
LQ22	I learned to work with people.	1.3	5.2	58.0	35.5	93.5	1.1
LQ23	I identified ways to build on my current knowledge and skills.	0.6	1.9	59.9	37.7	97.5	0.4
LQ24	I developed the knowledge expected from this training.	1.2	2.7	66.2	30.0	96.2	1.1
LQ25	I learned to plan and manage my work.	0.8	5.9	59.6	33.8	93.4	0.6
LQ26	Training resources were available when I needed them.	2.9	4.6	59.4	33.2	92.6	1.0
LQ27	The training used up-to-date equipment, facilities and materials.	2.9	12.1	54.4	30.6	85.0	1.9
LQ28	Training facilities and materials were in good condition.	3.1	8.6	53.7	34.6	88.3	1.3
LQ29	Training organisation staff respected my background and needs.	1.1	7.4	49.8	41.7	91.5	0.0
LQ30	The training was flexible enough to meet my needs.	1.9	6.4	55.8	35.9	91.7	0.2
LQ31	The training organisation had a range of services to support learners.	1.7	11.7	60.7	25.9	86.6	1.5
LQ32	I set high standards for myself in this training.	0.6	6.1	55.6	37.8	93.4	0.6
LQ33	I pushed myself to understand things I found confusing.	0.6	8.2	53.8	37.5	91.3	0.4
LQ34	I looked for my own resources to help me learn.	1.3	6.1	57.9	34.7	92.6	0.6
LQ35	I approached trainers if I needed help.	0.8	4.2	54.3	40.8	95.1	0.6

## LQ item averages and variations

Item	Average score	Average variation
LQ1	79.4	19.5
LQ2	74.4	23.0
LQ3	81.0	20.7
LQ4	76.9	22.8
LQ5	75.2	21.3
LQ6	74.3	22.5
LQ7	73.4	25.1
LQ8	77.5	21.7
LQ9	72.0	22.5
LQ10	77.2	20.6
LQ11	72.1	20.0
LQ12	69.3	22.9
LQ13	71.6	20.6
LQ14	75.9	22.5
LQ15	72.3	20.8
LQ16	68.4	23.3
LQ17	72.4	21.4
LQ18	76.4	18.7
LQ19	74.4	19.8
LQ20	71.1	21.0
LQ21	75.9	18.5
LQ22	75.9	20.7
LQ23	78.2	18.2
LQ24	75.0	18.6
LQ25	75.5	19.9
LQ26	74.3	22.1
LQ27	70.9	24.2
LQ28	73.3	23.9
LQ29	77.4	22.0
LQ30	75.2	22.0
LQ31	70.2	22.0
LQ32	76.9	20.2
LQ33	76.1	21.1
LQ34	75.3	20.9
LQ35	78.4	19.9



## EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	2	69	29	98	1
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	3	61	34	95	3
EQ3	The training organisation was flexible enough to meet our needs.	1	0	64	36	100	0
EQ4	Assessment was at an appropriate standard.	0	1	66	34	100	0
EQ5	The training resources were appropriate for learner needs.	0	1	70	30	100	0
EQ6	The training reflected current practice.	0	10	57	33	90	1
EQ7	The training organisation developed customised programs.	1	3	62	29	91	6
EQ8	The training organisation provided good support for workplace training and assessment.	1	10	55	35	90	0
EQ9	The training focused on relevant skills.	0	8	57	35	92	1
EQ10	Our employees gained the skills they needed from this training.	0	0	67	34	101	0
EQ11	The training was effectively integrated into our organisation.	0	3	62	35	97	1
EQ12	Overall, we are satisfied with the training.	0	2	57	42	99	0
EQ13	We would recommend the training organisation to others.	0	2	64	35	99	0
EQ14	We would recommend the training to others.	0	2	58	41	99	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	61	37	98	3
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	2	62	37	99	0
EQ17	Trainers had good knowledge and experience of the industry.	0	4	57	40	97	0
EQ18	Assessments were based on realistic activities.	0	11	55	34	89	1
EQ19	Trainers were effective in their teaching.	0	2	61	38	99	0
EQ20	The training was an effective investment.	0	2	63	35	98	1
EQ21	Trainers were able to relate material to the workplace.	0	11	54	36	90	0
EQ22	The training had a good mix of theory and practice.	0	0	66	34	100	1
EQ23	The training organisation acted on feedback from employers.	1	10	56	32	88	2
EQ24	The training has helped our employees work with people.	0	4	67	30	97	0
EQ25	Training resources and equipment were in good condition.	0	0	70	28	98	3
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	65	35	100	1
EQ27	The training prepared employees well for work.	0	1	69	31	100	0
EQ28	Our employees gained the knowledge they needed from this training.	0	2	68	31	99	0
EQ29	The training prepared our employees for the demands of work.	0	2	71	27	98	1
EQ30	The training organisation clearly explained what was expected from employers.	0	0	63	38	101	0

## EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	2.0	69.0	29.0	98.0	1.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	3.1	62.3	34.7	96.9	3.0
EQ3	The training organisation was flexible enough to meet our needs.	1.0	0.0	63.4	35.7	99.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	1.0	65.4	33.7	99.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	1.0	69.3	29.7	99.0	0.0
EQ6	The training reflected current practice.	0.0	10.0	57.0	33.0	90.0	1.0
EQ7	The training organisation developed customised programs.	1.1	3.2	65.3	30.5	95.8	6.0
EQ8	The training organisation provided good support for workplace training and assessment.	1.0	9.9	54.5	34.7	89.1	0.0
EQ9	The training focused on relevant skills.	0.0	8.0	57.0	35.0	92.0	1.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	66.3	33.7	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	3.0	62.0	35.0	97.0	1.0
EQ12	Overall, we are satisfied with the training.	0.0	2.0	56.4	41.6	98.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	2.0	63.4	34.7	98.0	0.0
EQ14	We would recommend the training to others.	0.0	2.0	57.4	40.6	98.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	62.3	37.8	100.0	3.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	2.0	61.4	36.6	98.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	4.0	56.4	39.6	96.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	11.0	55.0	34.0	89.0	1.0
EQ19	Trainers were effective in their teaching.	0.0	2.0	60.4	37.6	98.0	0.0
EQ20	The training was an effective investment.	0.0	2.0	63.0	35.0	98.0	1.0
EQ21	Trainers were able to relate material to the workplace.	0.0	10.9	53.5	35.7	89.1	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	66.0	34.0	100.0	1.0
EQ23	The training organisation acted on feedback from employers.	1.0	10.1	56.6	32.3	88.9	2.0
EQ24	The training has helped our employees work with people.	0.0	4.0	66.3	29.7	96.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	71.4	28.6	100.0	3.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	65.0	35.0	100.0	1.0
EQ27	The training prepared employees well for work.	0.0	1.0	68.3	30.7	99.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	2.0	67.3	30.7	98.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	2.0	71.0	27.0	98.0	1.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	62.4	37.6	100.0	0.0

## EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	75.7	16.3
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	77.2	17.6
EQ3	The training organisation was flexible enough to meet our needs.	77.9	17.8
EQ4	Assessment was at an appropriate standard.	77.6	16.4
EQ5	The training resources were appropriate for learner needs.	76.2	15.9
EQ6	The training reflected current practice.	74.3	20.6
EQ7	The training organisation developed customised programs.	75.1	18.8
EQ8	The training organisation provided good support for workplace training and assessment.	74.3	22.1
EQ9	The training focused on relevant skills.	75.7	20.0
EQ10	Our employees gained the skills they needed from this training.	77.9	15.8
EQ11	The training was effectively integrated into our organisation.	77.3	17.7
EQ12	Overall, we are satisfied with the training.	79.9	17.7
EQ13	We would recommend the training organisation to others.	77.6	17.1
EQ14	We would recommend the training to others.	79.5	17.6
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	79.3	16.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	78.2	17.3
EQ17	Trainers had good knowledge and experience of the industry.	78.5	18.6
EQ18	Assessments were based on realistic activities.	74.3	21.1
EQ19	Trainers were effective in their teaching.	78.5	17.4
EQ20	The training was an effective investment.	77.7	17.1
EQ21	Trainers were able to relate material to the workplace.	74.9	21.3
EQ22	The training had a good mix of theory and practice.	78.0	15.9
EQ23	The training organisation acted on feedback from employers.	73.4	21.8
EQ24	The training has helped our employees work with people.	75.2	17.4
EQ25	Training resources and equipment were in good condition.	76.2	15.1
EQ26	The training helped employees identify how to build on their current knowledge and skills.	78.3	16.0
EQ27	The training prepared employees well for work.	76.6	16.0
EQ28	Our employees gained the knowledge they needed from this training.	76.2	16.6
EQ29	The training prepared our employees for the demands of work.	75.0	16.0
EQ30	The training organisation clearly explained what was expected from employers.	79.2	16.2

# Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

## Trainer Quality

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	77.9	18.6
<b>Qualification Level</b>	<b>Certificate I</b>	4	79.2	16.0
	<b>Certificate II</b>	25	78.3	22.0
	<b>Certificate III</b>	319	76.9	18.9
	<b>Certificate IV</b>	39	85.9	13.7
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	77.6	18.6
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	86.1	17.3
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	91.7	0.0
	<b>Do not know</b>	2	70.8	5.9
	<b>Total</b>	523	77.9	18.7

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	77.9	18.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	75.0	11.8
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	72.7	22.7
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	82.8	16.8
	<b>Education</b>	206	75.0	20.4
	<b>Management and commerce</b>	66	83.6	13.4
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	66.7	0.0
	<b>Food, hospitality and personal services</b>	16	86.5	13.2
	<b>Other</b>	164	78.6	18.1
	<b>Total</b>	497	77.8	18.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	83.0	15.6
	February	56	72.0	21.7
	March	29	84.8	14.6
	April	69	78.3	17.9
	May	28	79.8	15.8
	June	89	68.5	15.6
	July	38	84.4	17.3
	August	33	83.6	18.8
	September	20	78.7	12.5
	October	51	75.8	23.6
	November	17	81.9	15.7
	December	21	80.2	20.3
	Do not know			
Training start year	2017	30	72.9	22.1
	2016	188	77.3	19.6
	2015	191	77.8	18.0
	2014	56	79.2	14.6
	2013	20	79.2	16.1
	2012	7	81.0	17.8
	2011	2	95.8	5.9
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	75.0	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	78.6	17.8
	Not apprenticeship or traineeship	205	76.5	19.6
Recognition of prior learning	Recognition of prior learning	95	80.2	16.0
	No recognition of prior learning	365	77.0	19.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	78.1	18.7
	Male	83	78.0	17.1
	Total	518	78.1	18.4
Learner age	Under 15			
	15 to 19	100	77.1	20.9
	20 to 24	175	80.4	15.9
	25 to 34	179	74.5	19.2
	35 to 44	37	83.3	16.0
	45 to 54	15	83.9	15.6
	55 to 64	8	83.3	17.8
	65 or over	1	66.7	0.0
	Total	515	78.0	18.3
Aboriginal or Torres Strait Islander origin	No	481	78.6	17.8
	Yes, Aboriginal	31	69.9	24.4
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	83.3	0.0
	Total	514	78.1	18.4
Home language	English	285	81.2	17.1
	Language other than English	236	74.3	19.3
	Total	521	78.1	18.4
Permanent residency or citizenship	Australian	319	80.8	16.6
	Not Australian	198	73.9	20.1
	Total	517	78.2	18.3
Disability status	Disability identified	30	80.8	16.0
	No disability identified	485	78.0	18.5
	Total	515	78.2	18.4
Groups	1	300	81.3	16.7
	2	117	70.5	17.0
	3	88	77.7	22.9
	4	22	72.7	23.0
	5	3	72.2	9.6
	Total	530	77.9	18.6

# Effective Assessment

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	74.7	17.4
<b>Qualification Level</b>	<b>Certificate I</b>	4	79.2	16.0
	<b>Certificate II</b>	25	77.0	22.0
	<b>Certificate III</b>	319	75.1	17.1
	<b>Certificate IV</b>	39	81.0	12.8
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	71.1	17.9
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	77.8	19.2
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	83.3	0.0
	<b>Do not know</b>	2	50.0	23.6
	<b>Total</b>	523	74.6	17.5



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	74.7	17.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	70.8	8.3
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	71.2	23.1
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	80.6	16.3
	<b>Education</b>	206	69.5	18.4
	<b>Management and commerce</b>	66	80.1	13.3
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	70.8	5.9
	<b>Food, hospitality and personal services</b>	16	80.7	12.8
	<b>Other</b>	164	77.9	16.4
	<b>Total</b>	497	74.5	17.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	78.6	16.3
	February	56	66.8	21.1
	March	29	81.6	15.2
	April	69	72.7	13.4
	May	28	75.3	14.6
	June	89	69.7	14.4
	July	38	81.6	15.6
	August	33	77.8	20.6
	September	20	72.1	13.9
	October	51	74.3	22.1
	November	17	79.9	16.7
	December	21	79.4	17.8
	Do not know			
Training start year	2017	30	69.2	17.7
	2016	188	72.4	18.3
	2015	191	75.8	16.4
	2014	56	78.7	15.8
	2013	20	76.7	13.9
	2012	7	81.0	17.8
	2011	2	83.3	23.6
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	66.7	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	77.2	15.4
	Not apprenticeship or traineeship	205	71.0	19.0
Recognition of prior learning	Recognition of prior learning	95	79.6	14.5
	No recognition of prior learning	365	73.3	17.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	75.0	17.3
	Male	83	74.3	17.2
	Total	518	74.9	17.3
Learner age	Under 15			
	15 to 19	100	76.0	18.1
	20 to 24	175	78.5	15.0
	25 to 34	179	69.4	17.6
	35 to 44	37	77.0	17.3
	45 to 54	15	81.1	15.6
	55 to 64	8	85.4	15.9
	65 or over	1	66.7	0.0
	Total	515	74.9	17.2
Aboriginal or Torres Strait Islander origin	No	481	75.0	17.0
	Yes, Aboriginal	31	72.3	20.3
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	514	74.9	17.2
Home language	English	285	78.7	15.9
	Language other than English	236	70.2	17.6
	Total	521	74.8	17.2
Permanent residency or citizenship	Australian	319	79.0	15.4
	Not Australian	198	68.3	17.8
	Total	517	74.9	17.2
Disability status	Disability identified	30	75.0	14.7
	No disability identified	485	74.9	17.3
	Total	515	74.9	17.2
Groups	1	300	79.3	15.3
	2	117	67.1	16.6
	3	88	69.6	19.0
	4	22	71.6	23.5
	5	3	77.8	12.7
	Total	530	74.7	17.4

# Clear Expectations

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	72.2	19.0
<b>Qualification Level</b>	<b>Certificate I</b>	4	80.6	16.7
	<b>Certificate II</b>	25	74.7	20.7
	<b>Certificate III</b>	319	73.0	19.6
	<b>Certificate IV</b>	39	79.5	15.6
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	67.0	17.5
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	81.5	17.0
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	88.9	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	523	72.2	19.1

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	72.2	19.0
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	69.4	5.6
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	70.7	22.1
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	76.7	24.1
	<b>Education</b>	206	65.4	19.3
	<b>Management and commerce</b>	66	77.2	15.1
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	61.1	7.9
	<b>Food, hospitality and personal services</b>	16	79.9	18.2
	<b>Other</b>	164	77.2	17.5
	<b>Total</b>	497	72.0	19.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	78.8	19.2
	February	56	67.4	21.0
	March	29	80.1	14.7
	April	69	65.1	19.4
	May	28	73.0	13.7
	June	89	68.7	16.5
	July	38	80.4	19.2
	August	33	75.4	18.4
	September	20	67.2	15.1
	October	51	70.8	21.7
	November	17	77.1	13.9
	December	21	77.2	17.0
	Do not know			
Training start year	2017	30	65.9	20.4
	2016	188	70.5	20.3
	2015	191	72.5	17.4
	2014	56	77.4	14.8
	2013	20	73.9	17.4
	2012	7	81.0	17.8
	2011	2	83.3	23.6
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	88.9	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	75.6	17.3
	Not apprenticeship or traineeship	205	67.5	20.5
Recognition of prior learning	Recognition of prior learning	95	76.0	16.2
	No recognition of prior learning	365	71.1	19.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	72.0	19.0
	Male	83	74.0	18.6
	Total	518	72.3	18.9
Learner age	Under 15			
	15 to 19	100	73.7	20.3
	20 to 24	175	75.8	17.4
	25 to 34	179	67.0	18.4
	35 to 44	37	75.4	17.6
	45 to 54	15	77.8	15.7
	55 to 64	8	79.2	17.3
	65 or over	1	66.7	0.0
	Total	515	72.4	18.7
Aboriginal or Torres Strait Islander origin	No	481	72.7	18.6
	Yes, Aboriginal	31	68.5	20.9
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	514	72.5	18.8
Home language	English	285	77.1	17.7
	Language other than English	236	66.5	18.7
	Total	521	72.3	18.9
Permanent residency or citizenship	Australian	319	77.6	16.8
	Not Australian	198	64.1	18.5
	Total	517	72.4	18.7
Disability status	Disability identified	30	74.4	16.8
	No disability identified	485	72.3	18.8
	Total	515	72.4	18.7
Groups	1	300	78.2	16.5
	2	117	61.5	18.2
	3	88	65.9	19.6
	4	22	72.7	23.2
	5	3	70.4	6.4
	Total	530	72.2	19.0

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	71.0	18.3
<b>Qualification Level</b>	<b>Certificate I</b>	4	72.2	19.2
	<b>Certificate II</b>	25	72.9	23.8
	<b>Certificate III</b>	319	72.8	18.0
	<b>Certificate IV</b>	39	78.3	14.2
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	64.4	18.0
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	77.8	11.1
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	66.7	0.0
	<b>Do not know</b>	2	61.1	7.9
	<b>Total</b>	523	71.1	18.4



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	71.0	18.3
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	75.0	16.7
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	67.7	23.5
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	77.0	19.9
	<b>Education</b>	206	63.9	18.7
	<b>Management and commerce</b>	66	76.3	14.7
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	61.1	7.9
	<b>Food, hospitality and personal services</b>	16	80.6	15.4
	<b>Other</b>	164	75.9	16.2
	<b>Total</b>	497	70.8	18.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	75.6	19.2
	February	56	65.3	21.1
	March	29	73.6	18.4
	April	69	68.4	15.2
	May	28	72.6	13.7
	June	89	71.0	15.2
	July	38	78.7	19.2
	August	33	71.7	20.4
	September	20	66.7	15.7
	October	51	69.5	21.9
	November	17	72.5	16.7
	December	21	71.4	23.2
	Do not know			
	Training start year	2017	30	63.9
2016		188	68.6	19.6
2015		191	72.2	17.2
2014		56	78.0	15.9
2013		20	73.9	15.0
2012		7	79.4	16.3
2011		2	88.9	15.7
2010		1	0.0	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001		1	88.9	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	74.7	16.6
	Not apprenticeship or traineeship	205	65.4	18.8
Recognition of prior learning	Recognition of prior learning	95	74.7	17.5
	No recognition of prior learning	365	69.5	18.4

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	71.3	18.3
	Male	83	70.8	17.9
	Total	518	71.2	18.2
Learner age	Under 15			
	15 to 19	100	72.8	18.9
	20 to 24	175	76.5	16.8
	25 to 34	179	64.5	16.7
	35 to 44	37	71.8	21.8
	45 to 54	15	77.0	16.0
	55 to 64	8	77.8	14.5
	65 or over	1	66.7	0.0
	Total	515	71.3	18.2
Aboriginal or Torres Strait Islander origin	No	481	71.3	18.1
	Yes, Aboriginal	31	73.5	18.5
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	514	71.5	18.1
Home language	English	285	75.5	16.8
	Language other than English	236	66.1	18.5
	Total	521	71.2	18.2
Permanent residency or citizenship	Australian	319	76.6	16.2
	Not Australian	198	62.9	18.0
	Total	517	71.3	18.2
Disability status	Disability identified	30	73.7	18.6
	No disability identified	485	71.3	18.1
	Total	515	71.4	18.1
Groups	1	300	77.2	15.9
	2	117	62.5	17.5
	3	88	62.1	18.0
	4	22	68.2	24.1
	5	3	66.7	0.0
	Total	530	71.0	18.3

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	528	74.0	16.9
<b>Qualification Level</b>	<b>Certificate I</b>	4	77.8	12.8
	<b>Certificate II</b>	24	74.1	21.7
	<b>Certificate III</b>	318	74.5	16.2
	<b>Certificate IV</b>	39	78.1	15.0
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	71.5	18.4
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	74.1	6.4
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	77.8	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	521	74.0	16.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	528	74.0	16.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	3	77.8	19.2
	<b>Engineering and related technologies</b>	2	77.8	31.4
	<b>Architecture and building</b>	22	63.1	22.1
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	80.7	14.2
	<b>Education</b>	206	70.8	18.4
	<b>Management and commerce</b>	65	77.3	13.8
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	66.7	0.0
	<b>Food, hospitality and personal services</b>	16	81.2	12.6
	<b>Other</b>	164	76.9	15.0
	<b>Total</b>	495	74.0	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	38	79.2	16.0
	February	56	69.8	17.7
	March	29	77.8	15.1
	April	69	73.3	15.9
	May	27	73.7	16.9
	June	89	71.6	12.9
	July	38	80.4	16.6
	August	33	76.1	22.8
	September	20	70.6	13.6
	October	51	71.2	21.1
	November	17	75.8	14.3
	December	21	72.5	19.4
	Do not know			
Training start year	2017	30	69.6	19.1
	2016	186	72.6	17.1
	2015	191	75.3	16.2
	2014	56	76.1	14.6
	2013	20	71.7	17.8
	2012	7	79.4	19.7
	2011	2	88.9	0.0
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	66.7	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	76.2	15.6
	Not apprenticeship or traineeship	203	71.5	18.0
Recognition of prior learning	Recognition of prior learning	95	77.1	14.7
	No recognition of prior learning	363	73.6	17.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	433	74.8	16.6
	Male	83	71.8	17.2
	Total	516	74.3	16.7
Learner age	Under 15			
	15 to 19	100	75.3	17.0
	20 to 24	174	75.9	15.5
	25 to 34	179	71.1	17.0
	35 to 44	37	76.6	17.9
	45 to 54	15	77.0	18.0
	55 to 64	8	81.9	15.6
	65 or over			
	Total	513	74.3	16.7
Aboriginal or Torres Strait Islander origin	No	479	74.4	16.8
	Yes, Aboriginal	31	73.8	13.9
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	512	74.4	16.6
Home language	English	283	77.1	15.6
	Language other than English	236	71.0	17.3
	Total	519	74.3	16.6
Permanent residency or citizenship	Australian	317	77.4	15.2
	Not Australian	198	69.6	17.6
	Total	515	74.4	16.6
Disability status	Disability identified	30	75.6	14.4
	No disability identified	483	74.3	16.7
	Total	513	74.4	16.6
Groups	1	298	77.8	14.9
	2	117	70.0	16.0
	3	88	69.1	19.4
	4	22	64.6	23.4
	5	3	70.4	6.4
	Total	528	74.0	16.9

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	76.0	15.7
<b>Qualification Level</b>	<b>Certificate I</b>	4	81.7	17.5
	<b>Certificate II</b>	25	74.8	20.2
	<b>Certificate III</b>	319	76.3	15.5
	<b>Certificate IV</b>	39	78.1	16.5
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	74.9	15.6
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	77.8	13.9
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	66.7	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	523	76.0	15.8



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	76.0	15.7
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	79.4	14.4
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	68.6	22.4
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	82.4	16.4
	<b>Education</b>	206	73.0	16.1
	<b>Management and commerce</b>	66	77.9	13.3
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	70.0	4.7
	<b>Food, hospitality and personal services</b>	16	81.7	12.5
	<b>Other</b>	164	78.8	14.7
	<b>Total</b>	497	76.0	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	80.9	14.6
	February	56	71.8	17.4
	March	29	80.5	15.0
	April	69	73.4	14.6
	May	28	75.4	14.7
	June	89	74.2	11.8
	July	38	82.1	16.3
	August	33	79.7	16.3
	September	20	68.4	16.5
	October	51	74.6	20.7
	November	17	75.7	13.1
	December	21	77.5	16.1
	Do not know			
Training start year	2017	30	71.6	17.1
	2016	188	74.7	17.6
	2015	191	77.1	13.2
	2014	56	79.3	13.3
	2013	20	73.3	14.7
	2012	7	81.0	17.8
	2011	2	83.3	23.6
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	66.7	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	77.8	15.0
	Not apprenticeship or traineeship	205	73.7	16.2
Recognition of prior learning	Recognition of prior learning	95	80.2	12.7
	No recognition of prior learning	365	74.9	16.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	76.9	15.2
	Male	83	72.5	16.6
	Total	518	76.2	15.5
Learner age	Under 15			
	15 to 19	100	77.1	17.1
	20 to 24	175	78.7	13.4
	25 to 34	179	72.8	15.3
	35 to 44	37	75.7	19.7
	45 to 54	15	77.8	13.3
	55 to 64	8	85.4	12.3
	65 or over	1	77.8	0.0
	Total	515	76.2	15.5
Aboriginal or Torres Strait Islander origin	No	481	76.4	15.6
	Yes, Aboriginal	31	74.6	14.7
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	53.3	0.0
	Total	514	76.3	15.6
Home language	English	285	78.2	15.9
	Language other than English	236	73.8	14.7
	Total	521	76.2	15.5
Permanent residency or citizenship	Australian	319	79.1	14.6
	Not Australian	198	71.8	15.7
	Total	517	76.3	15.4
Disability status	Disability identified	30	75.9	17.4
	No disability identified	485	76.4	15.3
	Total	515	76.3	15.4
Groups	1	300	79.3	14.5
	2	117	71.4	13.2
	3	88	72.5	18.4
	4	22	69.4	23.0
	5	3	76.7	2.9
	Total	530	76.0	15.7

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	528	72.7	20.2
<b>Qualification Level</b>	<b>Certificate I</b>	4	75.0	10.6
	<b>Certificate II</b>	25	73.3	26.3
	<b>Certificate III</b>	319	75.5	19.2
	<b>Certificate IV</b>	38	79.5	14.3
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	129	63.7	20.6
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	77.8	19.2
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	77.8	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	521	72.8	20.2

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	528	72.7	20.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	72.2	6.4
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	66.2	26.7
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	73.3	16.2
	<b>Education</b>	206	64.3	20.8
	<b>Management and commerce</b>	65	80.3	14.4
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	61.1	7.9
	<b>Food, hospitality and personal services</b>	16	75.0	18.4
	<b>Other</b>	163	81.2	16.5
	<b>Total</b>	495	72.8	20.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	78.6	18.4
	February	56	68.8	18.2
	March	29	75.9	14.0
	April	69	67.8	19.7
	May	28	74.6	16.0
	June	88	73.9	21.0
	July	38	77.5	20.6
	August	33	73.7	23.9
	September	19	70.8	17.8
	October	51	67.5	24.0
	November	17	79.1	16.6
	December	21	73.5	24.0
	Do not know			
Training start year	2017	30	70.7	16.9
	2016	188	68.6	21.9
	2015	190	74.7	18.6
	2014	55	80.6	18.3
	2013	20	73.9	16.6
	2012	7	76.2	17.5
	2011	2	88.9	15.7
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	77.8	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	77.4	17.0
	Not apprenticeship or traineeship	203	65.1	22.1
Recognition of prior learning	Recognition of prior learning	94	75.2	20.6
	No recognition of prior learning	364	71.3	20.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	434	73.4	19.8
	Male	82	70.5	21.2
	Total	516	73.0	20.0
Learner age	Under 15			
	15 to 19	100	77.3	17.9
	20 to 24	175	77.5	20.3
	25 to 34	178	65.0	19.2
	35 to 44	37	74.8	19.4
	45 to 54	15	76.3	13.2
	55 to 64	7	84.1	16.8
	65 or over	1	66.7	0.0
	Total	513	72.9	20.0
Aboriginal or Torres Strait Islander origin	No	479	72.9	20.0
	Yes, Aboriginal	31	79.9	12.3
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	55.6	0.0
	Total	512	73.3	19.7
Home language	English	283	77.7	16.8
	Language other than English	236	67.3	22.0
	Total	519	73.0	20.0
Permanent residency or citizenship	Australian	317	79.4	17.0
	Not Australian	198	63.0	20.1
	Total	515	73.1	19.9
Disability status	Disability identified	30	73.7	15.3
	No disability identified	483	73.1	20.2
	Total	513	73.1	20.0
Groups	1	299	80.5	15.7
	2	117	62.0	20.0
	3	88	61.9	20.5
	4	22	68.2	27.5
	5	2	66.7	0.0
	Total	528	72.7	20.2

# Effective Support

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	74.2	18.5
<b>Qualification Level</b>	<b>Certificate I</b>	4	80.6	16.7
	<b>Certificate II</b>	25	76.0	23.5
	<b>Certificate III</b>	319	75.8	18.4
	<b>Certificate IV</b>	39	82.5	14.3
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	67.4	17.8
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	81.5	12.8
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	77.8	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	523	74.2	18.6



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	74.2	18.5
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	86.1	14.0
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	70.2	23.4
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	80.7	20.3
	<b>Education</b>	206	67.5	18.9
	<b>Management and commerce</b>	66	81.2	13.1
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	61.1	7.9
	<b>Food, hospitality and personal services</b>	16	85.4	12.6
	<b>Other</b>	164	78.0	17.7
	<b>Total</b>	497	74.1	18.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	78.8	19.2
	February	56	69.6	21.9
	March	29	82.0	13.4
	April	69	71.2	15.2
	May	28	74.6	16.5
	June	89	70.3	14.8
	July	38	82.7	16.5
	August	33	76.6	22.7
	September	20	70.0	16.6
	October	51	69.7	24.2
	November	17	77.8	17.1
	December	21	78.3	18.1
	Do not know			
Training start year	2017	30	65.9	19.3
	2016	188	73.2	20.0
	2015	191	74.9	17.7
	2014	56	77.1	14.1
	2013	20	75.6	16.0
	2012	7	81.0	17.8
	2011	2	94.4	7.9
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	66.7	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	77.3	17.1
	Not apprenticeship or traineeship	205	69.5	19.8
Recognition of prior learning	Recognition of prior learning	95	75.2	16.0
	No recognition of prior learning	365	73.6	19.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	74.3	18.6
	Male	83	75.3	17.7
	Total	518	74.5	18.4
Learner age	Under 15			
	15 to 19	100	75.9	19.9
	20 to 24	175	78.4	15.8
	25 to 34	179	68.9	18.4
	35 to 44	37	74.8	21.5
	45 to 54	15	80.0	15.3
	55 to 64	8	81.9	16.7
	65 or over	1	66.7	0.0
	Total	515	74.4	18.4
Aboriginal or Torres Strait Islander origin	No	481	75.0	18.0
	Yes, Aboriginal	31	68.5	22.4
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	514	74.6	18.4
Home language	English	285	79.2	17.5
	Language other than English	236	68.6	17.7
	Total	521	74.4	18.4
Permanent residency or citizenship	Australian	319	79.7	16.3
	Not Australian	198	65.9	18.4
	Total	517	74.4	18.4
Disability status	Disability identified	30	74.4	18.3
	No disability identified	485	74.4	18.5
	Total	515	74.4	18.4
Groups	1	300	80.4	15.9
	2	117	67.0	17.4
	3	88	63.6	18.9
	4	22	71.2	24.2
	5	3	70.4	6.4
	Total	530	74.2	18.5

# Active Learning

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	76.6	15.2
<b>Qualification Level</b>	<b>Certificate I</b>	4	70.8	8.3
	<b>Certificate II</b>	25	73.7	18.7
	<b>Certificate III</b>	319	77.4	16.0
	<b>Certificate IV</b>	39	79.7	12.7
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	74.9	13.5
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	69.4	9.6
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	66.7	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	523	76.6	15.2

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	76.6	15.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	79.2	14.4
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	72.0	20.5
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	80.6	15.6
	<b>Education</b>	206	73.9	15.0
	<b>Management and commerce</b>	66	78.2	12.6
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	70.8	5.9
	<b>Food, hospitality and personal services</b>	16	76.6	11.9
	<b>Other</b>	164	80.0	15.4
	<b>Total</b>	497	76.7	15.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	79.1	14.8
	February	56	72.9	16.7
	March	29	81.6	13.1
	April	69	74.0	13.4
	May	28	73.2	11.6
	June	89	77.7	13.7
	July	38	81.1	15.1
	August	33	79.3	13.7
	September	20	80.8	14.1
	October	51	72.2	20.5
	November	17	77.0	12.7
	December	21	75.4	17.0
	Do not know			
Training start year	2017	30	75.3	12.3
	2016	188	75.3	16.4
	2015	191	77.6	13.3
	2014	56	79.3	16.5
	2013	20	74.6	11.9
	2012	7	78.6	17.9
	2011	2	75.0	0.0
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	83.3	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	77.7	14.8
	Not apprenticeship or traineeship	205	74.7	15.1
Recognition of prior learning	Recognition of prior learning	95	79.7	13.8
	No recognition of prior learning	365	75.5	15.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	77.2	14.8
	Male	83	74.8	15.4
	Total	518	76.8	14.9
Learner age	Under 15			
	15 to 19	100	76.5	15.7
	20 to 24	175	80.1	14.1
	25 to 34	179	73.7	14.9
	35 to 44	37	75.0	14.0
	45 to 54	15	79.8	12.7
	55 to 64	8	85.4	14.6
	65 or over	1	66.7	0.0
	Total	515	76.9	14.9
Aboriginal or Torres Strait Islander origin	No	481	77.2	15.0
	Yes, Aboriginal	31	72.3	11.9
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	514	76.9	14.9
Home language	English	285	77.9	14.6
	Language other than English	236	75.5	15.2
	Total	521	76.8	14.9
Permanent residency or citizenship	Australian	319	79.5	14.5
	Not Australian	198	72.7	14.5
	Total	517	76.9	14.8
Disability status	Disability identified	30	77.5	11.8
	No disability identified	485	76.9	15.0
	Total	515	77.0	14.8
Groups	1	300	79.4	14.5
	2	117	73.2	14.4
	3	88	72.3	15.0
	4	22	73.5	21.0
	5	3	88.9	12.7
	Total	530	76.6	15.2

# Overall Satisfaction

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	74.2	20.5
<b>Qualification Level</b>	<b>Certificate I</b>	4	77.8	15.7
	<b>Certificate II</b>	25	73.8	28.8
	<b>Certificate III</b>	319	75.8	19.7
	<b>Certificate IV</b>	39	83.2	15.1
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	130	67.8	20.6
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>	3	85.2	17.0
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	1	66.7	0.0
	<b>Do not know</b>	2	66.7	0.0
	<b>Total</b>	523	74.3	20.5



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	530	74.2	20.5
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	4	80.6	14.0
	<b>Engineering and related technologies</b>	2	83.3	23.6
	<b>Architecture and building</b>	22	66.2	29.2
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	15	84.4	16.2
	<b>Education</b>	206	67.5	21.9
	<b>Management and commerce</b>	66	82.0	15.8
	<b>Society and culture</b>			
	<b>Creative arts</b>	2	72.2	7.9
	<b>Food, hospitality and personal services</b>	16	83.3	16.2
	<b>Other</b>	164	78.3	17.6
	<b>Total</b>	497	74.1	20.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	39	78.1	19.7
	February	56	68.1	23.6
	March	29	83.9	17.2
	April	69	74.8	19.3
	May	28	77.0	22.4
	June	89	68.2	15.5
	July	38	85.1	16.6
	August	33	74.4	23.2
	September	20	73.9	15.4
	October	51	68.4	22.9
	November	17	81.0	15.6
	December	21	75.1	26.7
	Do not know			
Training start year	2017	30	69.6	21.0
	2016	188	72.4	22.8
	2015	191	76.6	19.0
	2014	56	75.2	15.6
	2013	20	72.8	17.8
	2012	7	77.8	15.7
	2011	2	83.3	23.6
	2010	1	0.0	0.0
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001	1	88.9	0.0
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	271	77.0	18.7
	Not apprenticeship or traineeship	205	69.7	22.0
Recognition of prior learning	Recognition of prior learning	95	74.6	19.3
	No recognition of prior learning	365	74.1	20.8

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	435	74.5	20.3
	Male	83	74.4	20.5
	Total	518	74.5	20.3
Learner age	Under 15			
	15 to 19	100	76.7	21.5
	20 to 24	175	78.2	18.4
	25 to 34	179	68.6	19.7
	35 to 44	37	76.3	20.5
	45 to 54	15	81.5	20.9
	55 to 64	8	84.7	15.6
	65 or over	1	66.7	0.0
	Total	515	74.6	20.1
Aboriginal or Torres Strait Islander origin	No	481	74.6	20.1
	Yes, Aboriginal	31	74.6	19.1
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	514	74.7	20.0
Home language	English	285	79.4	18.3
	Language other than English	236	68.4	20.9
	Total	521	74.4	20.3
Permanent residency or citizenship	Australian	319	79.6	18.1
	Not Australian	198	66.4	20.6
	Total	517	74.5	20.1
Disability status	Disability identified	30	77.8	18.2
	No disability identified	485	74.3	20.2
	Total	515	74.5	20.1
Groups	1	300	80.6	16.6
	2	117	66.0	22.2
	3	88	65.4	20.0
	4	22	68.2	30.3
	5	3	66.7	0.0
	Total	530	74.2	20.5

# Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Group Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

## Group 1 - Workplace Delivery

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	81.3	16.7		
Effective Assessment	79.3	15.3		
Clear Expectations	78.2	16.5		
Learning Stimulation	77.2	15.9		
Training Relevance	77.8	14.9		
Competency Development	79.3	14.5		
Training Resources	80.5	15.7		
Effective Support	80.4	15.9		
Active Learning	79.4	14.5		
Overall Satisfaction	80.6	16.6		

## Group 2 - Melbourne City Campus

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	70.5	17.0		
Effective Assessment	67.1	16.6		
Clear Expectations	61.5	18.2		
Learning Stimulation	62.5	17.5		
Training Relevance	70.0	16.0		
Competency Development	71.4	13.2		
Training Resources	62.0	20.0		
Effective Support	67.0	17.4		
Active Learning	73.2	14.4		
Overall Satisfaction	66.0	22.2		

## Group 3 - Sydney City Campus

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	77.7	22.9		
Effective Assessment	69.6	19.0		
Clear Expectations	65.9	19.6		
Learning Stimulation	62.1	18.0		
Training Relevance	69.1	19.4		
Competency Development	72.5	18.4		
Training Resources	61.9	20.5		
Effective Support	63.6	18.9		
Active Learning	72.3	15.0		
Overall Satisfaction	65.4	20.0		

## Group 4 - Trade Skill Centre

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	72.7	23.0		
Effective Assessment	71.6	23.5		
Clear Expectations	72.7	23.2		
Learning Stimulation	68.2	24.1		
Training Relevance	64.6	23.4		
Competency Development	69.4	23.0		
Training Resources	68.2	27.5		
Effective Support	71.2	24.2		
Active Learning	73.5	21.0		
Overall Satisfaction	68.2	30.3		

## Group 5 - MEGT Online

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	72.2	9.6		
Effective Assessment	77.8	12.7		
Clear Expectations	70.4	6.4		
Learning Stimulation	66.7	0.0		
Training Relevance	70.4	6.4		
Competency Development	76.7	2.9		
Training Resources	66.7	0.0		
Effective Support	70.4	6.4		
Active Learning	88.9	12.7		
Overall Satisfaction	66.7	0.0		



## Group 6 - Employer Satisfaction surveys

	Learners		Employers	
Scale	Average score	Average variation	Average score	Average variation
Trainer Quality			77.3	17.6
Effective Assessment			77.4	15.8
Clear Expectations				
Learning Stimulation				
Training Relevance			76.6	15.5
Competency Development			76.5	14.6
Training Resources			76.0	14.9
Effective Support			76.2	16.6
Active Learning				
Overall Satisfaction			79.0	16.2

# Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

## LQ best aspects

Art and crafts
Engaging new
Good trainers
Hands on practice
Have practice chance for student
How easy it was.
I am working in a full time job, that is closely related to this course.
I identified ways to build on my current knowledge and skills
I started it 2 weeks ago and I have never met my trainer yet. I don't have elements to do this test
Learned how to make child's toys
Making something creativity for children
My trainer
On the spot training
PROFESSIONAL
Professional trainer
Providing good materials
Pushing myself to understand what I didn't know previously.
Some of the trainers were really good and interactive
Teacher have previously worked in Childcare
That it pushed me to excel in an area I was unfamiliar with.
The Trainers are well prepared
The activities that were constructed in class based on the content.
Theoretical lessons of trainer
To know what it is actually gonna have at the centre from trainer.
Trainers
WORK PLACEMENT PRACTICE
Working with children
cutting hard wood.
h
my trainer
nothing
practical class
practical skills were introduced
productive and meaningful class
the teacher and other other in calss
the teacher was exceptional as well as my peers

the trainers

theory in school

working this the boys

## LQ needs improvement

A clearer list of documents needed for assessment purposes.
All classes were good.
Assessments
Assessments questions, teaching styles
Everything.
Free printer service for student
I believe that some trainers may use different methods to explain the content. Only reading PowerPoint makes class tiring.
I don't know
I started it 2 weeks ago and I have never know my trainer yet so I don't have any elements to complete this test.
MORE TEST OF OUR KNOWLEDGES
Management, Assessment questions, Projectors and Speakers, Trainers not printing handouts because there are "too many students" and requesting students to print at home or on level 3 for 20cents a sheet. Meetings are regularly scheduled during class times interrupting our learning.
Managment staff should working better.
More practice and more information about visas after graduation
None
Nothing
Nothing
Perhaps being more specific in outlining just what documents were required in some assessments.
Practice with comfort environment
School Organisation
Should Ben online classes most of them, the practices shorter.
Speaking alot
The management made many mistakes, now they have changed so I hope for the other students that they will have a better course than mine
The well prepared trainers
Theory needed to be shorter
They should provide more rooms and staffs
To have a better management and arrangement with the college itself, sometime it's so confusing
adapt to work
all / wendays
facilitates of the college, such as computers
management
not one educator through out the course ,,studends feel lost
reception and Andy are very not friendly plus so many things are wrong on the online bit
should be respect the any students and no discrimination
study time
the office
theorist/materials/resources
theory, needs to be done in a shorter amount of time
time management, non discrimination

## EQ best aspects

Everything

## EQ needs improvement

Nothing

# Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

<b>Learner survey feedback</b>	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
<b>Employer survey feedback</b>	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

# Registering body report

19 May 2017

## RTO Information

NTIS number	3945
Name	MEGT (Australia) Ltd
Street Address	29 Ringwood Street
City/town/suburb	Ringwood
State	VIC
Post code	3134

## Learner and employer response

	Learners	Employers
Response count (number)	530	101
Population count (number)	530	101
Response rate (per cent)	100.0	100.0

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	74.7	21.5	76.9	17.8
Trainer Quality	77.9	18.6	77.3	17.6
Effective Assessment	74.7	17.4	77.4	15.8
Clear Expectations	72.2	19.0		
Learning Stimulation	71.0	18.3		
Training Relevance	74.0	16.9	76.6	15.5
Competency Development	76.0	15.7	76.5	14.6
Training Resources	72.7	20.2	76.0	14.9
Effective Support	74.2	18.5	76.2	16.6
Active Learning	76.6	15.2		
Overall Satisfaction	74.2	20.5	79.0	16.2

## Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	