

## 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	861	83.3	15.9	16	88.2	14.3
Effective Assessment	860	80.6	15.9	16	86.5	13.6
Clear Expectations	860	78.3	16.8			
Learning Stimulation	861	76.6	16.9			
Training Relevance	860	78.9	16.4	16	81.1	15.1
Competency Development	860	79.8	15.0	16	79.6	17.3
Training Resources	861	77.6	17.6	16	82.6	14.6
Effective Support	861	80.3	16.0	16	84.7	12.6
Active Learning	861	78.5	14.6			
Overall Satisfaction	861	81.4	18.2	16	87.5	13.4

# 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	1	1	100.0	0	0	0.0
	Engineering and related technologies	19	19	100.0	0	0	0.0
	Architecture and building	52	52	100.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	17	17	100.0	0	0	0.0
	Education	235	235	100.0	0	0	0.0
	Management and commerce	333	333	100.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	51	51	100.0	0	0	0.0
	Other	153	148	96.7	16	0	0.0
	TOTAL	861	856	99.4	16	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		73	73	100.0			
Certificate III		478	478	100.0			
Certificate IV		124	124	100.0			
Certificate level unknown		0	0	0.0			
Diploma		171	171	100.0			
Advanced diploma		2	2	100.0			
Associate degree		0	0	0.0			
Degree		1	1	100.0			
Short course or statement of attainment		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		2	2	100.0			
Do not know		10	1	10.0			
Total		861	852	99.0			

# 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.	3	12	387	455	842	4
LQ2	Trainers made the subject as interesting as possible.	4	32	444	377	821	4
LQ3	Trainers had an excellent knowledge of the subject content.	3	18	319	518	837	3
LQ4	Trainers explained things clearly.	3	27	352	476	828	3
LQ5	Overall, I am satisfied with the training.	6	29	414	411	825	1
LQ6	I would recommend the training to others.	5	36	378	439	817	3
LQ7	I would recommend the training organisation to others.	6	41	380	432	812	2
LQ8	I received useful feedback on my assessments.	7	27	389	435	824	3
LQ9	Assessments were based on realistic activities.	5	26	493	335	828	2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	5	18	409	423	832	6
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	7	20	452	380	832	2
LQ12	It was always easy to know the standards expected.	3	66	494	295	789	3
LQ13	I usually had a clear idea of what was expected of me.	3	52	476	328	804	2
LQ14	Trainers made it clear right from the start what they expected from me.	6	17	396	438	834	4
LQ15	I was given enough material to keep up my interest.	4	46	478	330	808	3
LQ16	The amount of work I had to do was reasonable.	2	50	492	316	808	1
LQ17	The training was at the right level of difficulty for me.	10	61	475	313	788	2
LQ18	The training focused on relevant skills.	5	11	457	385	842	3
LQ19	The training prepared me well for work.	6	35	430	384	814	6
LQ20	The training had a good mix of theory and practice.	5	62	474	319	793	1
LQ21	I developed the skills expected from this training.	6	14	442	398	840	1
LQ22	I learned to work with people.	4	40	469	338	807	10
LQ23	I identified ways to build on my current knowledge and skills.	3	6	457	394	851	1
LQ24	I developed the knowledge expected from this training.	4	18	461	373	834	5
LQ25	I learned to plan and manage my work.	6	30	478	343	821	4
LQ26	Training resources were available when I needed them.	3	36	486	332	818	4
LQ27	The training used up-to-date equipment, facilities and materials.	7	52	472	324	796	6
LQ28	Training facilities and materials were in good condition.	11	52	421	373	794	4
LQ29	Training organisation staff respected my background and needs.	3	14	399	445	844	0
LQ30	The training was flexible enough to meet my needs.	4	33	414	407	821	3
LQ31	The training organisation had a range of services to support learners.	3	53	477	322	799	6
LQ32	I set high standards for myself in this training.	4	43	457	355	812	2
LQ33	I pushed myself to understand things I found confusing.	7	31	457	365	822	1
LQ34	I looked for my own resources to help me learn.	3	67	507	282	789	2
LQ35	I approached trainers if I needed help.	4	20	419	416	835	2

## LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.4	1.4	45.2	53.1	98.3	0.5
LQ2	Trainers made the subject as interesting as possible.	0.5	3.7	51.8	44.0	95.8	0.5
LQ3	Trainers had an excellent knowledge of the subject content.	0.4	2.1	37.2	60.4	97.6	0.4
LQ4	Trainers explained things clearly.	0.4	3.2	41.0	55.5	96.5	0.4
LQ5	Overall, I am satisfied with the training.	0.7	3.4	48.1	47.8	95.9	0.1
LQ6	I would recommend the training to others.	0.6	4.2	44.1	51.2	95.2	0.4
LQ7	I would recommend the training organisation to others.	0.7	4.8	44.2	50.3	94.5	0.2
LQ8	I received useful feedback on my assessments.	0.8	3.2	45.3	50.7	96.0	0.4
LQ9	Assessments were based on realistic activities.	0.6	3.0	57.4	39.0	96.4	0.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.6	2.1	47.8	49.5	97.3	0.7
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.8	2.3	52.6	44.2	96.9	0.2
LQ12	It was always easy to know the standards expected.	0.4	7.7	57.6	34.4	92.0	0.4
LQ13	I usually had a clear idea of what was expected of me.	0.4	6.1	55.4	38.2	93.6	0.2
LQ14	Trainers made it clear right from the start what they expected from me.	0.7	2.0	46.2	51.1	97.3	0.5
LQ15	I was given enough material to keep up my interest.	0.5	5.4	55.7	38.5	94.2	0.4
LQ16	The amount of work I had to do was reasonable.	0.2	5.8	57.2	36.8	94.0	0.1
LQ17	The training was at the right level of difficulty for me.	1.2	7.1	55.3	36.4	91.7	0.2
LQ18	The training focused on relevant skills.	0.6	1.3	53.3	44.9	98.1	0.4
LQ19	The training prepared me well for work.	0.7	4.1	50.3	44.9	95.2	0.7
LQ20	The training had a good mix of theory and practice.	0.6	7.2	55.1	37.1	92.2	0.1
LQ21	I developed the skills expected from this training.	0.7	1.6	51.4	46.3	97.7	0.1
LQ22	I learned to work with people.	0.5	4.7	55.1	39.7	94.8	1.2
LQ23	I identified ways to build on my current knowledge and skills.	0.4	0.7	53.1	45.8	99.0	0.1
LQ24	I developed the knowledge expected from this training.	0.5	2.1	53.9	43.6	97.4	0.6
LQ25	I learned to plan and manage my work.	0.7	3.5	55.8	40.0	95.8	0.5
LQ26	Training resources were available when I needed them.	0.4	4.2	56.7	38.7	95.5	0.5
LQ27	The training used up-to-date equipment, facilities and materials.	0.8	6.1	55.2	37.9	93.1	0.7
LQ28	Training facilities and materials were in good condition.	1.3	6.1	49.1	43.5	92.7	0.5
LQ29	Training organisation staff respected my background and needs.	0.4	1.6	46.4	51.7	98.0	0.0
LQ30	The training was flexible enough to meet my needs.	0.5	3.9	48.3	47.4	95.7	0.4
LQ31	The training organisation had a range of services to support learners.	0.4	6.2	55.8	37.7	93.5	0.7
LQ32	I set high standards for myself in this training.	0.5	5.0	53.2	41.3	94.5	0.2
LQ33	I pushed myself to understand things I found confusing.	0.8	3.6	53.1	42.5	95.6	0.1
LQ34	I looked for my own resources to help me learn.	0.4	7.8	59.0	32.8	91.9	0.2
LQ35	I approached trainers if I needed help.	0.5	2.3	48.8	48.4	97.2	0.2

## LQ item averages and variations

Item	Average score	Average variation
LQ1	83.7	18.2
LQ2	79.8	19.5
LQ3	85.9	18.5
LQ4	83.9	19.3
LQ5	81.0	19.9
LQ6	81.9	20.2
LQ7	81.4	20.7
LQ8	82.0	20.0
LQ9	78.3	18.9
LQ10	82.1	19.0
LQ11	80.1	19.3
LQ12	75.3	20.2
LQ13	77.1	19.9
LQ14	82.6	19.2
LQ15	77.4	19.8
LQ16	76.8	19.5
LQ17	75.7	21.3
LQ18	80.8	18.4
LQ19	79.8	20.1
LQ20	76.2	20.7
LQ21	81.1	18.9
LQ22	78.0	19.6
LQ23	81.5	17.7
LQ24	80.2	18.6
LQ25	78.4	19.4
LQ26	77.9	19.1
LQ27	76.7	20.6
LQ28	78.3	21.8
LQ29	83.1	18.4
LQ30	80.9	19.7
LQ31	76.9	20.0
LQ32	78.5	19.9
LQ33	79.1	19.9
LQ34	74.8	20.0
LQ35	81.7	18.9

## EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	7	8	15	1
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	10	6	16	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	4	12	16	0
EQ4	Assessment was at an appropriate standard.	0	0	6	10	16	0
EQ5	The training resources were appropriate for learner needs.	0	0	9	7	16	0
EQ6	The training reflected current practice.	0	0	10	6	16	0
EQ7	The training organisation developed customised programs.	0	0	9	5	14	2
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	5	11	16	0
EQ9	The training focused on relevant skills.	0	0	7	9	16	0
EQ10	Our employees gained the skills they needed from this training.	0	0	9	7	16	0
EQ11	The training was effectively integrated into our organisation.	0	0	9	6	15	1
EQ12	Overall, we are satisfied with the training.	0	0	6	10	16	0
EQ13	We would recommend the training organisation to others.	0	0	6	10	16	0
EQ14	We would recommend the training to others.	0	0	6	10	16	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	5	11	16	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	7	9	16	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	6	10	16	0
EQ18	Assessments were based on realistic activities.	0	0	8	8	16	0
EQ19	Trainers were effective in their teaching.	0	0	5	11	16	0
EQ20	The training was an effective investment.	0	0	9	7	16	0
EQ21	Trainers were able to relate material to the workplace.	0	0	6	10	16	0
EQ22	The training had a good mix of theory and practice.	0	0	9	7	16	0
EQ23	The training organisation acted on feedback from employers.	0	0	8	8	16	0
EQ24	The training has helped our employees work with people.	0	1	7	7	14	1
EQ25	Training resources and equipment were in good condition.	0	0	8	8	16	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	9	7	16	0
EQ27	The training prepared employees well for work.	0	0	9	6	15	1
EQ28	Our employees gained the knowledge they needed from this training.	0	0	9	7	16	0
EQ29	The training prepared our employees for the demands of work.	0	1	9	5	14	1
EQ30	The training organisation clearly explained what was expected from employers.	0	0	7	9	16	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	0.0	46.7	53.3	100.0	6.3
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	62.5	37.5	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	25.0	75.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	37.5	62.5	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	56.3	43.8	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	62.5	37.5	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	64.3	35.7	100.0	12.5
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	31.3	68.8	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	43.8	56.3	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	56.3	43.8	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	60.0	40.0	100.0	6.3
EQ12	Overall, we are satisfied with the training.	0.0	0.0	37.5	62.5	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	37.5	62.5	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	37.5	62.5	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	31.3	68.8	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	43.8	56.3	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	37.5	62.5	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	50.0	50.0	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	31.3	68.8	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	56.3	43.8	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	37.5	62.5	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	56.3	43.8	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	50.0	50.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	6.7	46.7	46.7	93.3	6.3
EQ25	Training resources and equipment were in good condition.	0.0	0.0	50.0	50.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	56.3	43.8	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	60.0	40.0	100.0	6.3
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	56.3	43.8	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	6.7	60.0	33.3	93.3	6.3
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	43.8	56.3	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.	84.4	17.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	79.2	16.7
EQ3	The training organisation was flexible enough to meet our needs.	91.7	14.9
EQ4	Assessment was at an appropriate standard.	87.5	16.7
EQ5	The training resources were appropriate for learner needs.	81.2	17.1
EQ6	The training reflected current practice.	79.2	16.7
EQ7	The training organisation developed customised programs.	78.6	16.6
EQ8	The training organisation provided good support for workplace training and assessment.	89.6	16.0
EQ9	The training focused on relevant skills.	85.4	17.1
EQ10	Our employees gained the skills they needed from this training.	81.2	17.1
EQ11	The training was effectively integrated into our organisation.	80.0	16.9
EQ12	Overall, we are satisfied with the training.	87.5	16.7
EQ13	We would recommend the training organisation to others.	87.5	16.7
EQ14	We would recommend the training to others.	87.5	16.7
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	89.6	16.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	85.4	17.1
EQ17	Trainers had good knowledge and experience of the industry.	87.5	16.7
EQ18	Assessments were based on realistic activities.	83.3	17.2
EQ19	Trainers were effective in their teaching.	89.6	16.0
EQ20	The training was an effective investment.	81.2	17.1
EQ21	Trainers were able to relate material to the workplace.	87.5	16.7
EQ22	The training had a good mix of theory and practice.	81.2	17.1
EQ23	The training organisation acted on feedback from employers.	83.3	17.2
EQ24	The training has helped our employees work with people.	80.0	21.1
EQ25	Training resources and equipment were in good condition.	83.3	17.2
EQ26	The training helped employees identify how to build on their current knowledge and skills.	81.2	17.1
EQ27	The training prepared employees well for work.	80.0	16.9
EQ28	Our employees gained the knowledge they needed from this training.	81.2	17.1
EQ29	The training prepared our employees for the demands of work.	75.6	19.8
EQ30	The training organisation clearly explained what was expected from employers.	85.4	17.1

# 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>	861	83.3	15.9
<b>Qualification Level</b>	<b>Certificate I</b>			
	<b>Certificate II</b>	73	79.7	16.5
	<b>Certificate III</b>	478	85.0	15.4
	<b>Certificate IV</b>	124	84.5	14.1
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	171	78.9	17.1
	<b>Advanced diploma</b>	2	79.2	17.7
	<b>Associate degree</b>			
	<b>Degree</b>	1	66.7	0.0
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	2	79.2	17.7
	<b>Do not know</b>	1	100.0	0.0
	<b>Total</b>	852	83.2	15.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	83.3	15.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	91.7	0.0
	<b>Engineering and related technologies</b>	19	78.1	20.5
	<b>Architecture and building</b>	52	78.2	13.9
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	92.6	11.0
	<b>Education</b>	235	79.4	17.6
	<b>Management and commerce</b>	333	85.6	14.0
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	79.5	19.6
	<b>Other</b>	148	87.1	13.7
	<b>Total</b>	856	83.3	15.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	79.0	18.2
	February	138	82.2	18.5
	March	82	83.8	14.6
	April	81	87.6	12.9
	May	46	84.2	14.0
	June	39	88.5	11.1
	July	99	78.7	17.0
	August	51	87.7	13.7
	September	33	78.8	13.8
	October	66	80.1	15.0
	November	48	87.5	15.0
	December	19	89.0	13.0
	Do not know			
	Training start year	2013	46	80.4
2012		331	81.1	16.5
2011		312	85.2	14.9
2010		79	85.8	13.7
2009		17	79.4	14.8
2008		2	87.5	5.9
2007		1	75.0	0.0
2006				
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	423	85.7	14.2
	Not apprenticeship or traineeship	345	80.1	17.6
Recognition of prior learning	Recognition of prior learning	171	84.3	14.5
	No recognition of prior learning	582	83.1	16.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	84.4	15.8
	Male	191	78.7	15.5
	Total	837	83.1	15.9
Learner age	Under 15			
	15 to 19	168	85.7	15.5
	20 to 24	299	84.1	15.2
	25 to 34	246	79.9	17.1
	35 to 44	73	85.5	15.2
	45 to 54	35	80.8	14.8
	55 to 64	17	83.3	13.8
	65 or over	2	91.7	11.8
	Total	840	83.1	15.9
Aboriginal or Torres Strait Islander origin	No	815	83.0	16.0
	Yes, Aboriginal	13	94.2	8.6
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	829	83.2	16.0
Home language	English	541	85.1	14.9
	Language other than English	300	79.7	17.0
	Total	841	83.2	15.9
Permanent residency or citizenship	Australian	529	85.9	14.8
	Not Australian	300	78.5	16.8
	Total	829	83.2	15.9
Disability status	Disability identified	20	80.8	14.1
	No disability identified	799	83.3	16.0
	Total	819	83.2	16.0
Groups	1	361	78.8	17.5
	2	100	84.2	13.9
	3	100	87.7	12.9
	4	100	89.1	12.8
	5	100	85.7	14.1
	6	100	85.9	14.3
	Total	861	83.3	15.9

# Effective Assessment

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	80.6	15.9
<b>Qualification Level</b>	Certificate I			
	Certificate II	73	76.4	14.8
	Certificate III	478	82.6	15.9
	Certificate IV	124	81.8	14.1
	Certificate level unknown			
	Diploma	170	75.4	16.4
	Advanced diploma	2	79.2	17.7
	Associate degree			
	Degree	1	66.7	0.0
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	79.2	17.7
	Do not know	1	100.0	0.0
	<b>Total</b>	851	80.5	15.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	80.6	15.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	83.3	0.0
	<b>Engineering and related technologies</b>	19	78.5	16.7
	<b>Architecture and building</b>	52	75.6	15.3
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	88.2	12.2
	<b>Education</b>	235	76.7	17.0
	<b>Management and commerce</b>	333	83.3	14.6
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	50	73.8	19.3
	<b>Other</b>	148	84.2	13.7
	<b>Total</b>	855	80.6	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	76.4	18.7
	February	138	79.0	17.9
	March	82	82.4	14.8
	April	81	82.8	13.6
	May	46	81.3	14.2
	June	39	86.1	11.7
	July	99	76.8	15.6
	August	50	84.3	15.9
	September	33	77.8	14.4
	October	66	77.5	14.6
	November	48	85.4	13.3
	December	19	84.6	12.8
	Do not know			
Training start year	2013	46	78.3	19.4
	2012	331	78.2	15.6
	2011	311	82.7	15.2
	2010	79	82.4	16.1
	2009	17	77.5	15.5
	2008	2	87.5	5.9
	2007	1	75.0	0.0
	2006			
	2005			
	2004			
	2003			
	2002	1	66.7	0.0
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	423	83.0	15.2
	Not apprenticeship or traineeship	344	77.5	16.7
Recognition of prior learning	Recognition of prior learning	171	82.7	15.8
	No recognition of prior learning	581	80.2	15.8

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	645	81.7	15.9
	Male	191	75.9	15.4
	Total	836	80.4	15.9
Learner age	Under 15			
	15 to 19	168	82.6	15.7
	20 to 24	299	81.2	15.9
	25 to 34	245	77.8	16.3
	35 to 44	73	81.6	15.6
	45 to 54	35	79.8	15.3
	55 to 64	17	81.4	14.6
	65 or over	2	87.5	5.9
	Total	839	80.5	15.9
Aboriginal or Torres Strait Islander origin	No	814	80.3	16.0
	Yes, Aboriginal	13	93.6	7.7
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	828	80.6	16.0
Home language	English	541	82.5	15.3
	Language other than English	299	76.9	16.4
	Total	840	80.5	15.9
Permanent residency or citizenship	Australian	529	83.5	15.2
	Not Australian	299	75.2	16.0
	Total	828	80.5	16.0
Disability status	Disability identified	20	77.5	17.3
	No disability identified	798	80.6	16.0
	Total	818	80.6	16.0
Groups	1	360	75.5	16.5
	2	100	81.8	15.0
	3	100	86.7	13.7
	4	100	86.0	13.2
	5	100	83.4	13.7
	6	100	83.2	16.0
	Total	860	80.6	15.9

# Clear Expectations

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	78.3	16.8
<b>Qualification Level</b>	Certificate I			
	Certificate II	73	75.6	17.0
	Certificate III	477	80.0	17.2
	Certificate IV	124	80.9	14.8
	Certificate level unknown			
	Diploma	171	72.5	15.7
	Advanced diploma	2	66.7	0.0
	Associate degree			
	Degree	1	66.7	0.0
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	72.2	7.9
	Do not know	1	100.0	0.0
	<b>Total</b>	851	78.2	16.8

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	78.3	16.8
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	100.0	0.0
	<b>Engineering and related technologies</b>	19	74.9	21.9
	<b>Architecture and building</b>	52	77.1	13.6
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	86.9	13.2
	<b>Education</b>	235	71.5	18.4
	<b>Management and commerce</b>	333	82.1	15.1
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	72.2	14.9
	<b>Other</b>	147	82.5	14.6
	<b>Total</b>	855	78.3	16.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	76.6	19.1
	February	138	76.5	18.3
	March	82	81.3	15.2
	April	81	77.4	14.1
	May	46	79.7	15.2
	June	39	83.2	13.2
	July	98	73.9	17.1
	August	51	83.1	16.6
	September	33	74.7	15.5
	October	66	74.4	15.6
	November	48	85.6	14.3
	December	19	82.5	10.7
	Do not know			
Training start year	2013	46	74.9	20.1
	2012	331	75.5	16.9
	2011	311	80.7	15.5
	2010	79	81.9	14.9
	2009	17	80.4	16.0
	2008	2	77.8	15.7
	2007	1	77.8	0.0
	2006			
	2005			
	2004			
	2003			
	2002	1	66.7	0.0
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	422	81.8	15.1
	Not apprenticeship or traineeship	345	74.0	18.0
Recognition of prior learning	Recognition of prior learning	171	80.5	15.6
	No recognition of prior learning	581	77.9	17.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	79.0	17.1
	Male	190	75.0	15.4
	Total	836	78.1	16.8
Learner age	Under 15			
	15 to 19	168	81.5	15.9
	20 to 24	299	79.3	16.7
	25 to 34	246	74.1	16.9
	35 to 44	72	79.0	16.6
	45 to 54	35	76.8	16.0
	55 to 64	17	81.7	15.7
	65 or over	2	83.3	23.6
	Total	839	78.2	16.8
Aboriginal or Torres Strait Islander origin	No	814	78.1	16.8
	Yes, Aboriginal	13	89.7	13.2
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	828	78.3	16.8
Home language	English	540	81.3	15.7
	Language other than English	300	72.7	17.2
	Total	840	78.2	16.7
Permanent residency or citizenship	Australian	528	82.3	15.8
	Not Australian	300	71.0	15.9
	Total	828	78.2	16.7
Disability status	Disability identified	20	71.7	15.5
	No disability identified	798	78.5	16.7
	Total	818	78.3	16.7
Groups	1	360	71.8	17.0
	2	100	81.7	14.3
	3	100	84.2	14.5
	4	100	84.4	14.6
	5	100	82.9	14.9
	6	100	81.9	16.2
	Total	860	78.3	16.8

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	76.6	16.9
<b>Qualification Level</b>	Certificate I			
	Certificate II	73	74.1	15.2
	Certificate III	478	78.1	17.0
	Certificate IV	124	79.8	15.0
	Certificate level unknown			
	Diploma	171	70.6	17.2
	Advanced diploma	2	83.3	23.6
	Associate degree			
	Degree	1	55.6	0.0
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	83.3	23.6
	Do not know	1	100.0	0.0
	<b>Total</b>	852	76.5	16.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	76.6	16.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	44.4	0.0
	<b>Engineering and related technologies</b>	19	77.2	17.9
	<b>Architecture and building</b>	52	74.8	14.9
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	86.3	15.0
	<b>Education</b>	235	72.3	17.4
	<b>Management and commerce</b>	333	79.5	16.1
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	67.5	17.2
	<b>Other</b>	148	80.0	15.7
	<b>Total</b>	856	76.6	16.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	76.4	16.8
	February	138	73.8	19.1
	March	82	78.9	16.8
	April	81	78.6	14.9
	May	46	78.5	16.5
	June	39	78.9	14.6
	July	99	71.6	15.7
	August	51	80.4	16.7
	September	33	72.7	18.2
	October	66	72.9	15.8
	November	48	82.9	16.8
	December	19	82.5	13.0
	Do not know			
	Training start year	2013	46	75.6
2012		331	75.0	16.6
2011		312	78.6	16.5
2010		79	75.4	17.7
2009		17	77.8	20.4
2008		2	61.1	7.9
2007		1	66.7	0.0
2006				
2005				
2004				
2003				
2002		1	55.6	0.0
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	423	78.8	16.4
	Not apprenticeship or traineeship	345	74.0	17.6
Recognition of prior learning	Recognition of prior learning	171	78.3	16.2
	No recognition of prior learning	582	76.4	17.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	77.5	17.0
	Male	191	73.1	16.2
	Total	837	76.5	16.9
Learner age	Under 15			
	15 to 19	168	79.4	17.0
	20 to 24	299	76.5	16.9
	25 to 34	246	73.8	16.8
	35 to 44	73	77.2	17.2
	45 to 54	35	78.4	15.0
	55 to 64	17	80.4	16.4
	65 or over	2	83.3	23.6
	Total	840	76.5	16.9
Aboriginal or Torres Strait Islander origin	No	815	76.6	16.9
	Yes, Aboriginal	13	80.3	15.1
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	829	76.6	16.9
Home language	English	541	78.9	16.4
	Language other than English	300	72.3	16.9
	Total	841	76.5	16.9
Permanent residency or citizenship	Australian	529	79.9	16.4
	Not Australian	300	70.7	16.2
	Total	829	76.6	16.9
Disability status	Disability identified	20	73.9	16.2
	No disability identified	799	76.7	17.0
	Total	819	76.6	16.9
Groups	1	361	71.3	16.8
	2	100	79.0	15.2
	3	100	82.6	16.4
	4	100	81.2	15.1
	5	100	80.0	15.3
	6	100	79.7	17.4
	Total	861	76.6	16.9

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	78.9	16.4
<b>Qualification Level</b>	Certificate I			
	Certificate II	73	73.0	16.4
	Certificate III	478	80.4	16.6
	Certificate IV	124	79.8	14.4
	Certificate level unknown			
	Diploma	170	75.9	16.6
	Advanced diploma	2	77.8	15.7
	Associate degree			
	Degree	1	66.7	0.0
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	77.8	15.7
	Do not know	1	100.0	0.0
	<b>Total</b>	851	78.8	16.4

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	78.9	16.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	55.6	0.0
	<b>Engineering and related technologies</b>	19	75.7	15.6
	<b>Architecture and building</b>	52	75.4	14.5
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	86.3	14.4
	<b>Education</b>	235	77.5	17.7
	<b>Management and commerce</b>	332	80.4	15.5
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	72.5	19.2
	<b>Other</b>	148	80.9	15.5
	<b>Total</b>	855	78.9	16.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	75.7	18.3
	February	138	77.1	18.5
	March	82	79.1	15.6
	April	81	83.7	15.7
	May	46	78.7	16.5
	June	39	82.9	14.2
	July	99	76.3	15.8
	August	51	80.4	16.2
	September	33	77.1	14.1
	October	66	76.4	15.4
	November	48	81.5	14.7
	December	19	81.3	14.4
	Do not know			
Training start year	2013	46	76.2	19.6
	2012	331	77.6	16.6
	2011	312	80.6	15.8
	2010	79	78.8	16.4
	2009	17	73.9	17.5
	2008	2	72.2	7.9
	2007	1	55.6	0.0
	2006			
	2005			
	2004			
	2003			
	2002	1	66.7	0.0
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	422	80.7	15.7
	Not apprenticeship or traineeship	345	76.1	17.2
Recognition of prior learning	Recognition of prior learning	171	81.1	15.3
	No recognition of prior learning	582	78.2	16.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	645	80.3	16.1
	Male	191	73.2	15.9
	Total	836	78.7	16.3
Learner age	Under 15			
	15 to 19	168	80.8	16.1
	20 to 24	299	79.3	15.9
	25 to 34	246	76.9	17.5
	35 to 44	73	78.4	15.4
	45 to 54	34	75.8	13.3
	55 to 64	17	83.0	14.8
	65 or over	2	83.3	23.6
	Total	839	78.8	16.3
Aboriginal or Torres Strait Islander origin	No	814	78.6	16.4
	Yes, Aboriginal	13	82.9	12.5
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	828	78.7	16.3
Home language	English	540	80.1	15.6
	Language other than English	300	76.4	17.2
	Total	840	78.8	16.3
Permanent residency or citizenship	Australian	528	80.8	15.5
	Not Australian	300	75.1	17.1
	Total	828	78.7	16.3
Disability status	Disability identified	20	72.2	17.1
	No disability identified	798	79.0	16.3
	Total	818	78.8	16.3
Groups	1	361	75.1	17.5
	2	100	81.3	15.4
	3	100	82.0	14.2
	4	99	82.7	15.1
	5	100	81.6	14.8
	6	100	80.3	15.9
	Total	860	78.9	16.4

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	79.8	15.0
<b>Qualification Level</b>	Certificate I			
	Certificate II	73	76.6	14.7
	Certificate III	478	81.5	14.9
	Certificate IV	124	80.4	13.8
	Certificate level unknown			
	Diploma	170	75.2	15.3
	Advanced diploma	2	86.7	18.9
	Associate degree			
	Degree	1	66.7	0.0
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	80.0	18.9
	Do not know	1	100.0	0.0
	<b>Total</b>	851	79.7	15.0

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	860	79.8	15.0
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	73.3	0.0
	<b>Engineering and related technologies</b>	19	82.8	11.2
	<b>Architecture and building</b>	52	76.5	14.3
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	88.2	12.4
	<b>Education</b>	235	77.2	14.8
	<b>Management and commerce</b>	332	81.6	14.8
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	72.0	17.7
	<b>Other</b>	148	82.5	13.9
	<b>Total</b>	855	79.8	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	79.1	16.5
	February	138	79.1	16.5
	March	82	80.2	14.9
	April	81	81.2	13.1
	May	46	81.2	15.8
	June	39	81.0	13.4
	July	99	77.1	13.8
	August	51	82.6	14.2
	September	33	74.8	16.0
	October	66	77.2	14.6
	November	48	82.8	13.7
	December	19	85.3	12.9
	Do not know			
	Training start year	2013	46	78.7
2012		331	78.5	14.9
2011		312	81.0	14.6
2010		79	79.8	15.8
2009		17	80.0	16.2
2008		2	96.7	4.7
2007		1	66.7	0.0
2006				
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	422	82.4	14.0
	Not apprenticeship or traineeship	345	76.4	15.8
Recognition of prior learning	Recognition of prior learning	171	82.2	14.2
	No recognition of prior learning	582	79.2	15.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	645	81.0	14.7
	Male	191	75.1	14.9
	Total	836	79.6	14.9
Learner age	Under 15			
	15 to 19	168	82.1	14.1
	20 to 24	299	81.2	14.4
	25 to 34	246	76.5	15.7
	35 to 44	73	80.0	14.4
	45 to 54	34	76.2	14.5
	55 to 64	17	82.1	15.5
	65 or over	2	76.7	14.1
	Total	839	79.7	14.9
Aboriginal or Torres Strait Islander origin	No	814	79.6	14.9
	Yes, Aboriginal	13	84.2	13.7
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	828	79.7	14.9
Home language	English	540	81.4	14.7
	Language other than English	300	76.5	14.7
	Total	840	79.7	14.9
Permanent residency or citizenship	Australian	528	82.6	13.9
	Not Australian	300	74.5	15.2
	Total	828	79.7	14.9
Disability status	Disability identified	20	74.3	13.9
	No disability identified	798	79.9	14.9
	Total	818	79.7	14.9
Groups	1	361	75.2	15.2
	2	100	81.7	15.4
	3	100	83.6	13.9
	4	99	83.9	13.4
	5	100	81.9	13.4
	6	100	84.6	13.3
	Total	860	79.8	15.0

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	77.6	17.6
<b>Qualification Level</b>	<b>Certificate I</b>			
	<b>Certificate II</b>	73	76.9	16.1
	<b>Certificate III</b>	478	80.1	17.2
	<b>Certificate IV</b>	124	79.7	15.0
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	171	69.1	18.5
	<b>Advanced diploma</b>	2	72.2	7.9
	<b>Associate degree</b>			
	<b>Degree</b>	1	44.4	0.0
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	2	83.3	23.6
	<b>Do not know</b>	1	100.0	0.0
	<b>Total</b>	852	77.5	17.6

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	77.6	17.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	100.0	0.0
	<b>Engineering and related technologies</b>	19	79.5	16.3
	<b>Architecture and building</b>	52	78.8	16.2
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	90.2	12.3
	<b>Education</b>	235	71.6	18.5
	<b>Management and commerce</b>	333	80.5	16.6
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	70.6	18.0
	<b>Other</b>	148	80.6	16.0
	<b>Total</b>	856	77.6	17.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	75.3	19.5
	February	138	75.6	19.9
	March	82	79.7	16.7
	April	81	79.6	15.4
	May	46	79.5	15.4
	June	39	83.5	15.1
	July	99	73.2	16.9
	August	51	80.8	16.0
	September	33	73.1	15.5
	October	66	71.4	18.6
	November	48	84.0	16.2
	December	19	83.0	14.0
	Do not know			
Training start year	2013	46	78.5	20.1
	2012	331	74.6	18.0
	2011	312	79.6	17.0
	2010	79	79.3	14.9
	2009	17	75.8	19.7
	2008	2	94.4	7.9
	2007	1	88.9	0.0
	2006			
	2005			
	2004			
	2003			
	2002	1	44.4	0.0
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	423	81.2	16.5
	Not apprenticeship or traineeship	345	73.1	18.4
Recognition of prior learning	Recognition of prior learning	171	79.9	17.6
	No recognition of prior learning	582	77.2	17.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	78.3	17.9
	Male	191	74.0	16.2
	Total	837	77.3	17.6
Learner age	Under 15			
	15 to 19	168	81.3	16.6
	20 to 24	299	78.6	17.6
	25 to 34	246	73.7	18.2
	35 to 44	73	76.7	16.5
	45 to 54	35	74.6	17.2
	55 to 64	17	81.7	15.2
	65 or over	2	83.3	23.6
	Total	840	77.5	17.6
Aboriginal or Torres Strait Islander origin	No	815	77.4	17.7
	Yes, Aboriginal	13	84.6	16.1
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	829	77.5	17.7
Home language	English	541	80.8	16.2
	Language other than English	300	71.4	18.5
	Total	841	77.4	17.6
Permanent residency or citizenship	Australian	529	82.0	15.9
	Not Australian	300	69.6	17.8
	Total	829	77.5	17.6
Disability status	Disability identified	20	70.0	23.4
	No disability identified	799	77.7	17.5
	Total	819	77.5	17.7
Groups	1	361	70.6	18.2
	2	100	82.7	14.8
	3	100	83.8	15.0
	4	100	83.7	15.7
	5	100	82.1	15.1
	6	100	81.1	15.6
	Total	861	77.6	17.6

# Effective Support

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	80.3	16.0
<b>Qualification Level</b>	Certificate I			
	Certificate II	73	75.3	14.3
	Certificate III	478	82.6	16.0
	Certificate IV	124	81.8	14.2
	Certificate level unknown			
	Diploma	171	74.6	16.4
	Advanced diploma	2	66.7	0.0
	Associate degree			
	Degree	1	66.7	0.0
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	2	83.3	23.6
	Do not know	1	100.0	0.0
	<b>Total</b>	852	80.2	16.0

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	80.3	16.0
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	100.0	0.0
	<b>Engineering and related technologies</b>	19	74.9	19.2
	<b>Architecture and building</b>	52	76.9	13.9
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	87.6	13.5
	<b>Education</b>	235	76.1	17.3
	<b>Management and commerce</b>	333	83.6	14.5
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	73.2	17.2
	<b>Other</b>	148	83.1	14.2
	<b>Total</b>	856	80.3	16.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	76.8	17.4
	February	138	78.9	18.3
	March	82	81.2	15.6
	April	81	83.0	14.9
	May	46	80.7	14.9
	June	39	82.9	13.5
	July	99	76.5	15.5
	August	51	85.6	14.8
	September	33	77.1	14.7
	October	66	76.9	16.5
	November	48	83.9	15.2
	December	19	86.0	11.0
	Do not know			
	Training start year	2013	46	77.1
2012		331	78.1	16.3
2011		312	82.3	15.2
2010		79	81.0	16.2
2009		17	78.4	16.4
2008		2	83.3	7.9
2007		1	77.8	0.0
2006				
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	423	83.2	15.0
	Not apprenticeship or traineeship	345	76.7	16.9
Recognition of prior learning	Recognition of prior learning	171	82.1	15.2
	No recognition of prior learning	582	79.9	16.1

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	81.4	16.2
	Male	191	75.5	14.6
	Total	837	80.1	16.0
Learner age	Under 15			
	15 to 19	168	82.1	15.3
	20 to 24	299	81.6	15.6
	25 to 34	246	77.1	17.1
	35 to 44	73	80.5	15.8
	45 to 54	35	79.2	13.4
	55 to 64	17	79.7	15.3
	65 or over	2	88.9	15.7
	Total	840	80.2	16.0
Aboriginal or Torres Strait Islander origin	No	815	80.0	16.1
	Yes, Aboriginal	13	88.9	11.1
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	829	80.2	16.0
Home language	English	541	82.6	14.8
	Language other than English	300	75.6	17.0
	Total	841	80.1	16.0
Permanent residency or citizenship	Australian	529	83.5	15.1
	Not Australian	300	74.1	16.1
	Total	829	80.1	16.1
Disability status	Disability identified	20	75.6	16.4
	No disability identified	799	80.2	16.1
	Total	819	80.1	16.1
Groups	1	361	74.7	16.6
	2	100	82.6	13.9
	3	100	86.8	13.7
	4	100	84.7	14.1
	5	100	84.3	13.5
	6	100	83.3	15.6
	Total	861	80.3	16.0

# Active Learning

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	78.5	14.6
<b>Qualification Level</b>	<b>Certificate I</b>			
	<b>Certificate II</b>	73	74.9	15.6
	<b>Certificate III</b>	478	79.9	14.2
	<b>Certificate IV</b>	124	80.2	13.8
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	171	74.6	15.0
	<b>Advanced diploma</b>	2	75.0	11.8
	<b>Associate degree</b>			
	<b>Degree</b>	1	66.7	0.0
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	2	75.0	11.8
	<b>Do not know</b>	1	100.0	0.0
	<b>Total</b>	852	78.4	14.6

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	78.5	14.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	75.0	0.0
	<b>Engineering and related technologies</b>	19	76.8	14.0
	<b>Architecture and building</b>	52	73.4	15.7
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	86.9	12.4
	<b>Education</b>	235	75.1	14.3
	<b>Management and commerce</b>	333	81.5	13.7
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	72.4	16.9
	<b>Other</b>	148	80.2	14.0
	<b>Total</b>	856	78.5	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	75.3	17.6
	February	138	78.4	15.1
	March	82	80.2	13.1
	April	81	77.9	14.2
	May	46	80.1	14.2
	June	39	84.5	11.9
	July	99	75.7	15.1
	August	51	79.7	14.4
	September	33	76.0	12.3
	October	66	75.0	14.1
	November	48	84.4	12.7
	December	19	79.8	10.1
	Do not know			
	Training start year	2013	46	75.7
2012		331	76.6	14.9
2011		312	80.1	14.4
2010		79	81.0	14.3
2009		17	77.5	14.1
2008		2	91.7	11.8
2007		1	66.7	0.0
2006				
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	423	80.9	13.8
	Not apprenticeship or traineeship	345	75.6	15.1
Recognition of prior learning	Recognition of prior learning	171	80.3	13.9
	No recognition of prior learning	582	78.2	14.7

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	79.7	14.2
	Male	191	73.7	14.9
	Total	837	78.4	14.6
Learner age	Under 15			
	15 to 19	168	80.4	14.5
	20 to 24	299	78.7	14.1
	25 to 34	246	75.6	15.2
	35 to 44	73	81.4	14.0
	45 to 54	35	77.5	13.3
	55 to 64	17	85.3	14.3
	65 or over	2	75.0	11.8
	Total	840	78.5	14.6
Aboriginal or Torres Strait Islander origin	No	815	78.4	14.6
	Yes, Aboriginal	13	84.0	7.2
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	829	78.5	14.6
Home language	English	541	80.4	14.4
	Language other than English	300	74.9	14.0
	Total	841	78.5	14.5
Permanent residency or citizenship	Australian	529	81.5	14.0
	Not Australian	300	73.2	13.8
	Total	829	78.5	14.5
Disability status	Disability identified	20	72.9	16.0
	No disability identified	799	78.7	14.5
	Total	819	78.5	14.5
Groups	1	361	73.9	14.0
	2	100	80.4	16.6
	3	100	84.1	13.6
	4	100	82.5	12.2
	5	100	81.0	13.2
	6	100	81.1	14.4
	Total	861	78.5	14.6

# Overall Satisfaction

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	81.4	18.2
<b>Qualification Level</b>	<b>Certificate I</b>			
	<b>Certificate II</b>	73	75.4	18.3
	<b>Certificate III</b>	478	83.1	18.3
	<b>Certificate IV</b>	124	86.3	14.7
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	171	75.3	18.2
	<b>Advanced diploma</b>	2	72.2	7.9
	<b>Associate degree</b>			
	<b>Degree</b>	1	66.7	0.0
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>	2	83.3	23.6
	<b>Do not know</b>	1	100.0	0.0
	<b>Total</b>	852	81.3	18.2

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	861	81.4	18.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>	1	88.9	0.0
	<b>Engineering and related technologies</b>	19	76.0	21.4
	<b>Architecture and building</b>	52	77.1	17.7
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	17	92.8	11.7
	<b>Education</b>	235	76.1	19.9
	<b>Management and commerce</b>	333	84.6	16.1
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	51	74.3	20.3
	<b>Other</b>	148	86.4	15.7
	<b>Total</b>	856	81.5	18.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	88	75.2	22.0
	February	138	79.9	21.7
	March	82	82.2	17.4
	April	81	84.5	15.3
	May	46	81.6	16.9
	June	39	87.2	14.5
	July	99	77.7	18.4
	August	51	86.3	15.8
	September	33	79.1	16.8
	October	66	78.5	15.2
	November	48	86.6	14.5
	December	19	85.4	15.7
	Do not know			
	Training start year	2013	46	76.3
2012		331	78.6	19.0
2011		312	83.9	16.4
2010		79	84.0	19.4
2009		17	77.8	16.7
2008		2	88.9	15.7
2007		1	66.7	0.0
2006				
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	423	85.3	16.7
	Not apprenticeship or traineeship	345	76.6	19.2
Recognition of prior learning	Recognition of prior learning	171	83.8	16.8
	No recognition of prior learning	582	81.0	18.5

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	646	82.4	18.2
	Male	191	77.4	17.9
	Total	837	81.3	18.2
Learner age	Under 15			
	15 to 19	168	83.8	17.8
	20 to 24	299	82.5	18.0
	25 to 34	246	76.8	18.6
	35 to 44	73	84.5	17.4
	45 to 54	35	82.7	16.9
	55 to 64	17	83.0	14.8
	65 or over	2	83.3	23.6
	Total	840	81.3	18.2
Aboriginal or Torres Strait Islander origin	No	815	81.2	18.3
	Yes, Aboriginal	13	94.9	10.7
	Yes, Torres Strait Islander	1	100.0	0.0
	Yes, both Aboriginal and Torres Strait Islander			
	Total	829	81.5	18.2
Home language	English	541	83.9	17.3
	Language other than English	300	76.5	18.8
	Total	841	81.3	18.2
Permanent residency or citizenship	Australian	529	85.0	17.1
	Not Australian	300	74.5	18.2
	Total	829	81.2	18.2
Disability status	Disability identified	20	76.7	14.8
	No disability identified	799	81.4	18.3
	Total	819	81.3	18.3
Groups	1	361	74.9	19.1
	2	100	86.0	15.7
	3	100	87.8	14.7
	4	100	87.4	16.7
	5	100	83.6	14.9
	6	100	86.1	17.3
	Total	861	81.4	18.2

# 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

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	78.8	17.5	88.2	14.3
Effective Assessment	75.5	16.5	86.5	13.6
Clear Expectations	71.8	17.0		
Learning Stimulation	71.3	16.8		
Training Relevance	75.1	17.5	81.1	15.1
Competency Development	75.2	15.2	79.6	17.3
Training Resources	70.6	18.2	82.6	14.6
Effective Support	74.7	16.6	84.7	12.6
Active Learning	73.9	14.0		
Overall Satisfaction	74.9	19.1	87.5	13.4

## Group 2

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	84.2	13.9		
Effective Assessment	81.8	15.0		
Clear Expectations	81.7	14.3		
Learning Stimulation	79.0	15.2		
Training Relevance	81.3	15.4		
Competency Development	81.7	15.4		
Training Resources	82.7	14.8		
Effective Support	82.6	13.9		
Active Learning	80.4	16.6		
Overall Satisfaction	86.0	15.7		

## Group 3

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	87.7	12.9		
Effective Assessment	86.7	13.7		
Clear Expectations	84.2	14.5		
Learning Stimulation	82.6	16.4		
Training Relevance	82.0	14.2		
Competency Development	83.6	13.9		
Training Resources	83.8	15.0		
Effective Support	86.8	13.7		
Active Learning	84.1	13.6		
Overall Satisfaction	87.8	14.7		

## Group 4

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	89.1	12.8		
Effective Assessment	86.0	13.2		
Clear Expectations	84.4	14.6		
Learning Stimulation	81.2	15.1		
Training Relevance	82.7	15.1		
Competency Development	83.9	13.4		
Training Resources	83.7	15.7		
Effective Support	84.7	14.1		
Active Learning	82.5	12.2		
Overall Satisfaction	87.4	16.7		

## Group 5

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	85.7	14.1		
Effective Assessment	83.4	13.7		
Clear Expectations	82.9	14.9		
Learning Stimulation	80.0	15.3		
Training Relevance	81.6	14.8		
Competency Development	81.9	13.4		
Training Resources	82.1	15.1		
Effective Support	84.3	13.5		
Active Learning	81.0	13.2		
Overall Satisfaction	83.6	14.9		

## Group 6

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	85.9	14.3		
Effective Assessment	83.2	16.0		
Clear Expectations	81.9	16.2		
Learning Stimulation	79.7	17.4		
Training Relevance	80.3	15.9		
Competency Development	84.6	13.3		
Training Resources	81.1	15.6		
Effective Support	83.3	15.6		
Active Learning	81.1	14.4		
Overall Satisfaction	86.1	17.3		

# 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

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**LQ needs improvement**

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## EQ best aspects

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## EQ needs improvement

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# 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

02 May 2013

## 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)	861	16
Population count (number)	861	16
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	79.7	19.8	83.9	17.0
Trainer Quality	83.3	15.9	88.2	14.3
Effective Assessment	80.6	15.9	86.5	13.6
Clear Expectations	78.3	16.8		
Learning Stimulation	76.6	16.9		
Training Relevance	78.9	16.4	81.1	15.1
Competency Development	79.8	15.0	79.6	17.3
Training Resources	77.6	17.6	82.6	14.6
Effective Support	80.3	16.0	84.7	12.6
Active Learning	78.5	14.6		
Overall Satisfaction	81.4	18.2	87.5	13.4

## 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	