

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	456	80.5	17.5	62	74.1	23.4
Effective Assessment	454	76.9	17.4	62	73.4	21.4
Clear Expectations	456	74.6	18.6			
Learning Stimulation	455	71.8	18.5			
Training Relevance	456	75.7	18.5	62	72.8	21.1
Competency Development	456	77.4	16.1	62	71.5	21.7
Training Resources	456	73.4	20.5	62	72.6	21.7
Effective Support	456	76.7	18.0	62	70.1	21.8
Active Learning	455	77.4	15.2			
Overall Satisfaction	455	75.2	22.1	63	72.6	21.2

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	2	2	100.0	0	0	0.0
	Engineering and related technologies	14	14	100.0	0	0	0.0
	Architecture and building	51	51	100.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	5	5	100.0	0	0	0.0
	Education	189	189	100.0	0	0	0.0
	Management and commerce	170	170	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	4	4	100.0	0	0	0.0
	Other	22	17	77.3	63	0	0.0
	TOTAL	457	452	98.9	63	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		24	24	100.0			
Certificate III		256	256	100.0			
Certificate IV		32	32	100.0			
Certificate level unknown		0	0	0.0			
Diploma		137	137	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		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		0	0	0.0			
Do not know		8	2	25.0			
Total		457	451	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.	3	11	211	229	440	3
LQ2	Trainers made the subject as interesting as possible.	5	36	231	184	415	1
LQ3	Trainers had an excellent knowledge of the subject content.	3	22	178	253	431	1
LQ4	Trainers explained things clearly.	3	25	216	212	428	1
LQ5	Overall, I am satisfied with the training.	8	40	232	174	406	3
LQ6	I would recommend the training to others.	12	37	217	187	404	4
LQ7	I would recommend the training organisation to others.	17	45	209	182	391	4
LQ8	I received useful feedback on my assessments.	3	26	212	213	425	3
LQ9	Assessments were based on realistic activities.	8	37	278	130	408	4
LQ10	The way I was assessed was a fair test of my skills and knowledge.	5	17	228	205	433	2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	7	24	260	160	420	6
LQ12	It was always easy to know the standards expected.	9	62	247	135	382	4
LQ13	I usually had a clear idea of what was expected of me.	3	47	258	146	404	3
LQ14	Trainers made it clear right from the start what they expected from me.	3	26	216	210	426	2
LQ15	I was given enough material to keep up my interest.	5	43	254	152	406	3
LQ16	The amount of work I had to do was reasonable.	11	60	264	120	384	2
LQ17	The training was at the right level of difficulty for me.	8	50	254	141	395	4
LQ18	The training focused on relevant skills.	4	22	246	184	430	1
LQ19	The training prepared me well for work.	4	39	248	163	411	3
LQ20	The training had a good mix of theory and practice.	6	52	230	166	396	3
LQ21	I developed the skills expected from this training.	4	16	262	174	436	1
LQ22	I learned to work with people.	5	26	241	184	425	1
LQ23	I identified ways to build on my current knowledge and skills.	3	12	264	177	441	1
LQ24	I developed the knowledge expected from this training.	3	18	255	179	434	2
LQ25	I learned to plan and manage my work.	5	21	277	151	428	3
LQ26	Training resources were available when I needed them.	6	24	263	158	421	6
LQ27	The training used up-to-date equipment, facilities and materials.	15	50	233	158	391	1
LQ28	Training facilities and materials were in good condition.	15	53	223	164	387	2
LQ29	Training organisation staff respected my background and needs.	6	15	213	222	435	1
LQ30	The training was flexible enough to meet my needs.	8	29	236	182	418	2
LQ31	The training organisation had a range of services to support learners.	9	46	257	143	400	2
LQ32	I set high standards for myself in this training.	3	22	257	172	429	3
LQ33	I pushed myself to understand things I found confusing.	6	20	247	182	429	2
LQ34	I looked for my own resources to help me learn.	4	45	269	136	405	3
LQ35	I approached trainers if I needed help.	5	13	207	230	437	2

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.7	2.4	46.5	50.5	96.9	0.7
LQ2	Trainers made the subject as interesting as possible.	1.1	7.9	50.7	40.4	91.0	0.2
LQ3	Trainers had an excellent knowledge of the subject content.	0.7	4.8	39.0	55.5	94.5	0.2
LQ4	Trainers explained things clearly.	0.7	5.5	47.4	46.5	93.9	0.2
LQ5	Overall, I am satisfied with the training.	1.8	8.8	51.1	38.3	89.4	0.7
LQ6	I would recommend the training to others.	2.7	8.2	47.9	41.3	89.2	0.9
LQ7	I would recommend the training organisation to others.	3.8	9.9	46.1	40.2	86.3	0.9
LQ8	I received useful feedback on my assessments.	0.7	5.7	46.7	46.9	93.6	0.7
LQ9	Assessments were based on realistic activities.	1.8	8.2	61.4	28.7	90.1	0.9
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1.1	3.7	50.1	45.1	95.2	0.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	1.6	5.3	57.7	35.5	93.1	1.3
LQ12	It was always easy to know the standards expected.	2.0	13.7	54.5	29.8	84.3	0.9
LQ13	I usually had a clear idea of what was expected of me.	0.7	10.4	56.8	32.2	89.0	0.7
LQ14	Trainers made it clear right from the start what they expected from me.	0.7	5.7	47.5	46.2	93.6	0.4
LQ15	I was given enough material to keep up my interest.	1.1	9.5	56.0	33.5	89.4	0.7
LQ16	The amount of work I had to do was reasonable.	2.4	13.2	58.0	26.4	84.4	0.4
LQ17	The training was at the right level of difficulty for me.	1.8	11.0	56.1	31.1	87.2	0.9
LQ18	The training focused on relevant skills.	0.9	4.8	54.0	40.4	94.3	0.2
LQ19	The training prepared me well for work.	0.9	8.6	54.6	35.9	90.5	0.7
LQ20	The training had a good mix of theory and practice.	1.3	11.5	50.7	36.6	87.2	0.7
LQ21	I developed the skills expected from this training.	0.9	3.5	57.5	38.2	95.6	0.2
LQ22	I learned to work with people.	1.1	5.7	52.9	40.4	93.2	0.2
LQ23	I identified ways to build on my current knowledge and skills.	0.7	2.6	57.9	38.8	96.7	0.2
LQ24	I developed the knowledge expected from this training.	0.7	4.0	56.1	39.4	95.4	0.4
LQ25	I learned to plan and manage my work.	1.1	4.6	61.0	33.3	94.3	0.7
LQ26	Training resources were available when I needed them.	1.3	5.3	58.3	35.0	93.4	1.3
LQ27	The training used up-to-date equipment, facilities and materials.	3.3	11.0	51.1	34.7	85.8	0.2
LQ28	Training facilities and materials were in good condition.	3.3	11.7	49.0	36.1	85.1	0.4
LQ29	Training organisation staff respected my background and needs.	1.3	3.3	46.7	48.7	95.4	0.2
LQ30	The training was flexible enough to meet my needs.	1.8	6.4	51.9	40.0	91.9	0.4
LQ31	The training organisation had a range of services to support learners.	2.0	10.1	56.5	31.4	87.9	0.4
LQ32	I set high standards for myself in this training.	0.7	4.9	56.6	37.9	94.5	0.7
LQ33	I pushed myself to understand things I found confusing.	1.3	4.4	54.3	40.0	94.3	0.4
LQ34	I looked for my own resources to help me learn.	0.9	9.9	59.3	30.0	89.2	0.7
LQ35	I approached trainers if I needed help.	1.1	2.9	45.5	50.6	96.1	0.4

LQ item averages and variations

Item	Average score	Average variation
LQ1	82.2	19.4
LQ2	76.8	22.0
LQ3	83.1	20.7
LQ4	79.9	20.8
LQ5	75.3	23.0
LQ6	75.9	24.1
LQ7	74.2	25.8
LQ8	80.0	20.9
LQ9	72.3	21.4
LQ10	79.7	20.5
LQ11	75.7	21.0
LQ12	70.7	23.6
LQ13	73.5	21.4
LQ14	79.7	20.9
LQ15	73.9	21.8
LQ16	69.5	23.2
LQ17	72.2	22.8
LQ18	77.9	20.4
LQ19	75.2	21.5
LQ20	74.2	23.2
LQ21	77.6	19.6
LQ22	77.5	21.1
LQ23	78.3	18.9
LQ24	78.0	19.6
LQ25	75.5	19.8
LQ26	75.7	20.7
LQ27	72.4	24.9
LQ28	72.6	25.4
LQ29	80.9	20.8
LQ30	76.7	22.2
LQ31	72.5	22.7
LQ32	77.2	19.8
LQ33	77.7	20.8
LQ34	72.8	21.1
LQ35	81.8	20.3

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	2	4	39	17	56	1
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	3	5	37	17	54	1
EQ3	The training organisation was flexible enough to meet our needs.	2	4	35	21	56	1
EQ4	Assessment was at an appropriate standard.	2	2	37	22	59	0
EQ5	The training resources were appropriate for learner needs.	2	4	37	18	55	2
EQ6	The training reflected current practice.	3	7	33	20	53	0
EQ7	The training organisation developed customised programs.	1	6	41	13	54	2
EQ8	The training organisation provided good support for workplace training and assessment.	4	5	36	17	53	1
EQ9	The training focused on relevant skills.	2	6	36	19	55	0
EQ10	Our employees gained the skills they needed from this training.	4	2	39	17	56	1
EQ11	The training was effectively integrated into our organisation.	3	3	36	19	55	2
EQ12	Overall, we are satisfied with the training.	2	4	35	21	56	1
EQ13	We would recommend the training organisation to others.	1	4	39	19	58	0
EQ14	We would recommend the training to others.	2	6	35	18	53	2
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	2	2	34	22	56	3
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	3	2	38	18	56	2
EQ17	Trainers had good knowledge and experience of the industry.	3	1	35	22	57	2
EQ18	Assessments were based on realistic activities.	3	6	34	19	53	1
EQ19	Trainers were effective in their teaching.	3	1	37	21	58	1
EQ20	The training was an effective investment.	3	2	35	22	57	1
EQ21	Trainers were able to relate material to the workplace.	3	2	36	21	57	1
EQ22	The training had a good mix of theory and practice.	1	4	37	19	56	2
EQ23	The training organisation acted on feedback from employers.	4	7	33	17	50	2
EQ24	The training has helped our employees work with people.	4	1	39	19	58	0
EQ25	Training resources and equipment were in good condition.	3	1	37	21	58	1
EQ26	The training helped employees identify how to build on their current knowledge and skills.	4	2	35	21	56	1
EQ27	The training prepared employees well for work.	1	6	33	22	55	1
EQ28	Our employees gained the knowledge they needed from this training.	3	4	39	17	56	0
EQ29	The training prepared our employees for the demands of work.	1	4	42	15	57	1
EQ30	The training organisation clearly explained what was expected from employers.	3	4	33	22	55	1

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	3.2	6.5	62.9	27.4	90.3	1.6
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	4.8	8.1	59.7	27.4	87.1	1.6
EQ3	The training organisation was flexible enough to meet our needs.	3.2	6.5	56.5	33.9	90.3	1.6
EQ4	Assessment was at an appropriate standard.	3.2	3.2	58.7	34.9	93.7	0.0
EQ5	The training resources were appropriate for learner needs.	3.3	6.6	60.7	29.5	90.2	3.2
EQ6	The training reflected current practice.	4.8	11.1	52.4	31.8	84.1	0.0
EQ7	The training organisation developed customised programs.	1.6	9.8	67.2	21.3	88.5	3.2
EQ8	The training organisation provided good support for workplace training and assessment.	6.5	8.1	58.1	27.4	85.5	1.6
EQ9	The training focused on relevant skills.	3.2	9.5	57.2	30.2	87.3	0.0
EQ10	Our employees gained the skills they needed from this training.	6.5	3.2	62.9	27.4	90.3	1.6
EQ11	The training was effectively integrated into our organisation.	4.9	4.9	59.0	31.2	90.2	3.2
EQ12	Overall, we are satisfied with the training.	3.2	6.5	56.5	33.9	90.3	1.6
EQ13	We would recommend the training organisation to others.	1.6	6.4	61.9	30.2	92.1	0.0
EQ14	We would recommend the training to others.	3.3	9.8	57.4	29.5	86.9	3.2
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	3.3	3.3	56.7	36.7	93.3	4.8
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	4.9	3.3	62.3	29.5	91.8	3.2
EQ17	Trainers had good knowledge and experience of the industry.	4.9	1.6	57.4	36.1	93.5	3.2
EQ18	Assessments were based on realistic activities.	4.8	9.7	54.8	30.7	85.5	1.6
EQ19	Trainers were effective in their teaching.	4.8	1.6	59.7	33.9	93.6	1.6
EQ20	The training was an effective investment.	4.8	3.2	56.5	35.5	91.9	1.6
EQ21	Trainers were able to relate material to the workplace.	4.8	3.2	58.1	33.9	91.9	1.6
EQ22	The training had a good mix of theory and practice.	1.6	6.6	60.7	31.2	91.8	3.2
EQ23	The training organisation acted on feedback from employers.	6.6	11.5	54.1	27.9	82.0	3.2
EQ24	The training has helped our employees work with people.	6.4	1.6	61.9	30.2	92.1	0.0
EQ25	Training resources and equipment were in good condition.	4.8	1.6	59.7	33.9	93.6	1.6
EQ26	The training helped employees identify how to build on their current knowledge and skills.	6.5	3.2	56.5	33.9	90.3	1.6
EQ27	The training prepared employees well for work.	1.6	9.7	53.2	35.5	88.7	1.6
EQ28	Our employees gained the knowledge they needed from this training.	4.8	6.4	61.9	27.0	88.9	0.0
EQ29	The training prepared our employees for the demands of work.	1.6	6.5	67.8	24.2	91.9	1.6
EQ30	The training organisation clearly explained what was expected from employers.	4.8	6.5	53.2	35.5	88.7	1.6

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	71.5	22.5
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	69.9	24.7
EQ3	The training organisation was flexible enough to meet our needs.	73.7	23.5
EQ4	Assessment was at an appropriate standard.	75.1	22.4
EQ5	The training resources were appropriate for learner needs.	72.1	22.9
EQ6	The training reflected current practice.	70.4	26.2
EQ7	The training organisation developed customised programs.	69.4	20.5
EQ8	The training organisation provided good support for workplace training and assessment.	68.8	26.2
EQ9	The training focused on relevant skills.	71.4	23.8
EQ10	Our employees gained the skills they needed from this training.	70.4	25.0
EQ11	The training was effectively integrated into our organisation.	72.1	24.5
EQ12	Overall, we are satisfied with the training.	73.7	23.5
EQ13	We would recommend the training organisation to others.	73.5	20.9
EQ14	We would recommend the training to others.	71.0	23.9
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	75.6	22.9
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	72.1	23.7
EQ17	Trainers had good knowledge and experience of the industry.	74.9	24.1
EQ18	Assessments were based on realistic activities.	70.4	25.7
EQ19	Trainers were effective in their teaching.	74.2	23.7
EQ20	The training was an effective investment.	74.2	24.5
EQ21	Trainers were able to relate material to the workplace.	73.7	24.2
EQ22	The training had a good mix of theory and practice.	73.8	21.2
EQ23	The training organisation acted on feedback from employers.	67.8	27.2
EQ24	The training has helped our employees work with people.	72.0	24.8
EQ25	Training resources and equipment were in good condition.	74.2	23.7
EQ26	The training helped employees identify how to build on their current knowledge and skills.	72.6	26.0
EQ27	The training prepared employees well for work.	74.2	22.9
EQ28	Our employees gained the knowledge they needed from this training.	70.4	24.0
EQ29	The training prepared our employees for the demands of work.	71.5	19.9
EQ30	The training organisation clearly explained what was expected from employers.	73.1	25.5

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
Provider	Total	456	80.5	17.5
Qualification Level	Certificate I			
	Certificate II	24	85.8	14.0
	Certificate III	256	81.6	16.4
	Certificate IV	32	87.2	14.5
	Certificate level unknown			
	Diploma	137	76.8	18.7
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	83.3	23.6
	Total	451	80.8	17.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	80.5	17.5
Field of education	Natural and physical sciences			
	Information technology	2	75.0	11.8
	Engineering and related technologies	14	83.9	12.9
	Architecture and building	51	82.1	15.0
	Agriculture, environmental and related studies			
	Health	5	93.3	14.9
	Education	189	76.5	17.5
	Management and commerce	170	83.6	16.9
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	85.4	14.2
	Other	17	88.2	15.3
	Total	452	80.7	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	82.3	13.9
	February	50	76.0	20.0
	March	30	80.8	16.0
	April	45	82.2	16.9
	May	15	88.3	10.4
	June	26	82.1	15.6
	July	70	75.6	21.7
	August	39	80.3	15.7
	September	16	81.2	13.1
	October	54	80.3	14.4
	November	32	86.5	14.9
	December	16	90.6	11.3
	Do not know			
	Training start year	2016	25	76.0
2015		194	79.7	17.5
2014		149	81.7	16.6
2013		34	86.8	17.8
2012		14	76.8	11.9
2011		7	88.1	17.9
2010				
2009				
2008				
2007				
2006		1	66.7	0.0
2005				
2004				
2003				
2002		1	75.0	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	84.1
	Not apprenticeship or traineeship	211	77.6	18.5
Recognition of prior learning	Recognition of prior learning	68	84.9	17.1
	No recognition of prior learning	329	79.7	17.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	339	80.3	17.4
	Male	104	81.9	16.2
	Total	443	80.6	17.1
Learner age	Under 15			
	15 to 19	75	84.3	15.2
	20 to 24	165	83.3	15.5
	25 to 34	150	76.7	18.6
	35 to 44	48	77.2	18.3
	45 to 54	5	80.0	13.9
	55 to 64	1	100.0	0.0
	65 or over			
	Total	444	80.6	17.1
Aboriginal or Torres Strait Islander origin	No	420	80.3	17.1
	Yes, Aboriginal	14	85.1	18.8
	Yes, Torres Strait Islander	4	87.5	16.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	439	80.5	17.2
Home language	English	256	82.7	16.3
	Language other than English	189	77.9	17.9
	Total	445	80.6	17.1
Permanent residency or citizenship	Australian	267	83.8	16.1
	Not Australian	175	75.8	17.6
	Total	442	80.6	17.2
Disability status	Disability identified	24	79.2	18.4
	No disability identified	414	80.8	17.1
	Total	438	80.7	17.2
Groups	1	183	84.8	16.0
	2	85	77.4	17.8
	3	102	75.4	17.2
	4	65	82.5	14.5
	5	21	74.2	26.3
	Total	456	80.5	17.5

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	454	76.9	17.4
Qualification Level	Certificate I			
	Certificate II	24	83.3	12.5
	Certificate III	254	78.6	16.4
	Certificate IV	32	82.0	16.0
	Certificate level unknown			
	Diploma	137	72.0	17.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	79.2	29.5
	Total	449	77.1	17.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	454	76.9	17.4
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	14	82.1	13.4
	Architecture and building	51	77.5	15.5
	Agriculture, environmental and related studies			
	Health	5	90.0	13.7
	Education	187	69.9	15.8
	Management and commerce	170	83.1	16.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	83.3	15.2
	Other	17	84.3	16.1
	Total	450	77.1	17.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	82.6	13.4
	February	50	70.8	19.8
	March	29	80.5	16.3
	April	45	80.9	15.3
	May	15	83.9	17.9
	June	26	78.2	15.8
	July	70	72.0	20.1
	August	39	74.6	13.5
	September	15	80.6	15.3
	October	54	75.8	14.9
	November	32	78.6	16.8
	December	16	82.8	17.6
	Do not know			
Training start year	2016	24	73.3	15.7
	2015	194	74.5	17.1
	2014	149	79.1	17.2
	2013	34	83.1	17.3
	2012	14	75.0	12.2
	2011	7	85.7	15.7
	2010			
	2009			
	2008			
	2007			
	2006	1	66.7	0.0
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	204	81.7	15.8
	Not apprenticeship or traineeship	210	73.2	17.0
Recognition of prior learning	Recognition of prior learning	68	80.6	18.8
	No recognition of prior learning	328	76.7	16.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	337	76.7	17.1
	Male	104	77.8	16.4
	Total	441	77.0	17.0
Learner age	Under 15			
	15 to 19	75	84.6	14.1
	20 to 24	165	79.4	16.5
	25 to 34	150	71.2	17.7
	35 to 44	46	74.3	15.1
	45 to 54	5	77.8	15.7
	55 to 64	1	100.0	0.0
	65 or over			
	Total	442	77.0	17.0
Aboriginal or Torres Strait Islander origin	No	418	76.4	17.0
	Yes, Aboriginal	14	85.7	16.5
	Yes, Torres Strait Islander	4	89.6	15.8
	Yes, both Aboriginal and Torres Strait Islander	1	75.0	0.0
	Total	437	76.8	17.1
Home language	English	255	80.7	16.8
	Language other than English	188	71.8	16.0
	Total	443	76.9	17.0
Permanent residency or citizenship	Australian	267	81.7	16.0
	Not Australian	173	69.5	15.9
	Total	440	76.9	17.1
Disability status	Disability identified	23	75.4	17.1
	No disability identified	413	77.0	17.1
	Total	436	76.9	17.1
Groups	1	183	83.6	16.1
	2	85	71.7	16.3
	3	100	68.0	15.1
	4	65	78.5	15.1
	5	21	77.0	24.1
	Total	454	76.9	17.4

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	74.6	18.6
Qualification Level	Certificate I			
	Certificate II	24	80.6	18.9
	Certificate III	256	76.4	17.3
	Certificate IV	32	81.6	14.8
	Certificate level unknown			
	Diploma	137	68.9	19.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	88.9	15.7
	Total	451	74.8	18.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	74.6	18.6
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	14	78.6	22.0
	Architecture and building	51	80.0	15.2
	Agriculture, environmental and related studies			
	Health	5	95.6	9.9
	Education	189	66.5	17.0
	Management and commerce	170	80.5	17.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	75.0	10.6
	Other	17	82.4	16.7
	Total	452	74.8	18.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	81.5	14.1
	February	50	68.9	20.6
	March	30	78.1	16.9
	April	45	79.5	16.1
	May	15	79.3	20.1
	June	26	78.6	17.5
	July	70	68.6	20.5
	August	39	72.6	17.3
	September	16	80.6	14.3
	October	54	71.8	16.3
	November	32	76.0	19.4
	December	16	81.2	20.6
	Do not know			
	Training start year	2016	25	70.7
2015		194	71.4	18.3
2014		149	77.2	18.3
2013		34	84.3	16.9
2012		14	72.2	12.9
2011		7	87.3	14.9
2010				
2009				
2008				
2007				
2006		1	77.8	0.0
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	80.7
	Not apprenticeship or traineeship	211	69.4	18.8
Recognition of prior learning	Recognition of prior learning	68	78.8	19.8
	No recognition of prior learning	329	74.2	18.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	339	73.8	18.3
	Male	104	77.2	18.1
	Total	443	74.6	18.3
Learner age	Under 15			
	15 to 19	75	82.1	15.8
	20 to 24	165	77.6	17.4
	25 to 34	150	69.1	18.8
	35 to 44	48	70.4	18.2
	45 to 54	5	71.1	16.9
	55 to 64	1	100.0	0.0
	65 or over			
	Total	444	74.7	18.4
Aboriginal or Torres Strait Islander origin	No	420	74.4	18.5
	Yes, Aboriginal	14	77.8	16.3
	Yes, Torres Strait Islander	4	83.3	14.3
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	439	74.6	18.3
Home language	English	256	78.6	18.0
	Language other than English	189	69.3	17.5
	Total	445	74.6	18.3
Permanent residency or citizenship	Australian	267	80.3	16.9
	Not Australian	175	65.8	17.0
	Total	442	74.6	18.3
Disability status	Disability identified	24	73.1	19.4
	No disability identified	414	74.8	18.2
	Total	438	74.7	18.2
Groups	1	183	81.5	16.2
	2	85	66.9	16.7
	3	102	65.9	17.3
	4	65	79.7	16.7
	5	21	72.0	26.4
	Total	456	74.6	18.6

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	455	71.8	18.5
Qualification Level	Certificate I			
	Certificate II	24	76.9	19.1
	Certificate III	255	74.3	17.1
	Certificate IV	32	75.7	16.1
	Certificate level unknown			
	Diploma	137	65.9	19.3
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	83.3	23.6
	Total	450	72.0	18.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	455	71.8	18.5
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	14	73.8	21.6
	Architecture and building	51	77.3	16.3
	Agriculture, environmental and related studies			
	Health	5	97.8	5.0
	Education	188	63.3	16.6
	Management and commerce	170	77.5	16.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	77.8	15.7
	Other	17	85.6	16.6
	Total	451	72.0	18.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	77.4	15.1
	February	50	68.0	20.9
	March	30	73.9	19.0
	April	45	75.1	18.5
	May	15	77.8	16.8
	June	26	76.9	18.3
	July	70	67.8	20.2
	August	39	66.1	17.3
	September	15	78.5	15.4
	October	54	68.5	14.9
	November	32	75.3	17.1
	December	16	73.6	19.4
	Do not know			
	Training start year	2016	25	68.7
2015		194	69.1	19.0
2014		149	73.5	17.2
2013		34	79.1	19.1
2012		14	70.6	12.8
2011		7	87.3	16.3
2010				
2009				
2008				
2007				
2006		1	55.6	0.0
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	77.3
	Not apprenticeship or traineeship	211	67.1	18.4
Recognition of prior learning	Recognition of prior learning	68	76.5	19.2
	No recognition of prior learning	329	71.2	17.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	338	71.3	18.0
	Male	104	73.3	18.7
	Total	442	71.8	18.2
Learner age	Under 15			
	15 to 19	75	78.4	14.6
	20 to 24	165	73.9	18.1
	25 to 34	150	67.2	18.8
	35 to 44	47	68.9	18.6
	45 to 54	5	73.3	14.9
	55 to 64	1	88.9	0.0
	65 or over			
	Total	443	71.9	18.2
Aboriginal or Torres Strait Islander origin	No	419	71.5	18.3
	Yes, Aboriginal	14	79.4	16.8
	Yes, Torres Strait Islander	4	80.6	14.0
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	438	71.8	18.2
Home language	English	256	76.3	17.5
	Language other than English	188	65.8	17.4
	Total	444	71.9	18.2
Permanent residency or citizenship	Australian	267	77.4	16.7
	Not Australian	174	63.3	17.1
	Total	441	71.8	18.2
Disability status	Disability identified	24	70.6	15.2
	No disability identified	413	72.0	18.3
	Total	437	71.9	18.2
Groups	1	183	78.1	16.6
	2	85	64.8	15.7
	3	101	62.1	17.4
	4	65	76.6	17.5
	5	21	77.2	24.2
	Total	455	71.8	18.5

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	75.7	18.5
Qualification Level	Certificate I			
	Certificate II	24	75.9	19.6
	Certificate III	256	77.7	16.8
	Certificate IV	32	75.3	17.1
	Certificate level unknown			
	Diploma	137	72.4	20.5
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	77.8	31.4
	Total	451	75.8	18.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	75.7	18.5
Field of education	Natural and physical sciences			
	Information technology	2	72.2	7.9
	Engineering and related technologies	14	74.6	23.6
	Architecture and building	51	76.1	19.3
	Agriculture, environmental and related studies			
	Health	5	88.9	0.0
	Education	189	72.8	18.2
	Management and commerce	170	78.0	17.6
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	83.3	14.3
	Other	17	83.0	16.7
	Total	452	75.8	18.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	80.1	14.9
	February	50	72.7	19.1
	March	30	75.9	16.8
	April	45	79.4	17.3
	May	15	80.0	28.5
	June	26	79.1	15.2
	July	70	71.4	21.5
	August	39	69.8	18.2
	September	16	76.4	17.2
	October	54	76.3	13.3
	November	32	81.2	17.9
	December	16	77.8	19.9
	Do not know			
	Training start year	2016	25	78.7
2015		194	75.8	18.4
2014		149	75.0	18.0
2013		34	78.3	19.4
2012		14	71.4	20.8
2011		7	82.5	18.0
2010				
2009				
2008				
2007				
2006		1	66.7	0.0
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	78.0
	Not apprenticeship or traineeship	211	73.9	19.6
Recognition of prior learning	Recognition of prior learning	68	79.1	17.8
	No recognition of prior learning	329	75.3	18.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	339	76.2	17.8
	Male	104	73.9	19.6
	Total	443	75.7	18.2
Learner age	Under 15			
	15 to 19	75	79.4	14.0
	20 to 24	165	78.0	18.8
	25 to 34	150	73.0	19.2
	35 to 44	48	69.2	17.3
	45 to 54	5	84.4	16.9
	55 to 64	1	100.0	0.0
	65 or over			
	Total	444	75.7	18.3
Aboriginal or Torres Strait Islander origin	No	420	75.2	18.4
	Yes, Aboriginal	14	81.0	12.7
	Yes, Torres Strait Islander	4	86.1	10.6
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	439	75.4	18.3
Home language	English	256	77.2	18.2
	Language other than English	189	73.4	18.2
	Total	445	75.6	18.2
Permanent residency or citizenship	Australian	267	77.5	17.8
	Not Australian	175	72.6	18.6
	Total	442	75.6	18.2
Disability status	Disability identified	24	74.1	16.9
	No disability identified	414	75.7	18.3
	Total	438	75.6	18.2
Groups	1	183	79.5	16.5
	2	85	74.0	15.5
	3	102	71.5	20.1
	4	65	75.8	20.1
	5	21	69.3	27.2
	Total	456	75.7	18.5

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	77.4	16.1
Qualification Level	Certificate I			
	Certificate II	24	81.9	12.5
	Certificate III	256	79.2	15.6
	Certificate IV	32	77.3	13.1
	Certificate level unknown			
	Diploma	137	73.7	16.5
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	86.7	18.9
	Total	451	77.6	15.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	77.4	16.1
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	14	82.4	13.2
	Architecture and building	51	79.3	16.3
	Agriculture, environmental and related studies			
	Health	5	93.3	6.7
	Education	189	72.6	14.7
	Management and commerce	170	80.9	15.5
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	86.7	9.4
	Other	17	83.5	16.5
	Total	452	77.6	15.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	83.2	12.4
	February	50	72.2	17.3
	March	30	77.3	14.5
	April	45	80.7	15.0
	May	15	86.2	13.9
	June	26	81.8	14.9
	July	70	73.5	19.5
	August	39	75.2	15.0
	September	16	77.9	13.7
	October	54	75.7	12.4
	November	32	81.9	12.5
	December	16	83.7	16.3
	Do not know			
	Training start year	2016	25	75.3
2015		194	76.5	16.0
2014		149	78.7	15.2
2013		34	81.8	16.8
2012		14	73.3	13.6
2011		7	86.7	17.6
2010				
2009				
2008				
2007				
2006		1	93.3	0.0
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	81.3
	Not apprenticeship or traineeship	211	74.1	16.4
Recognition of prior learning	Recognition of prior learning	68	79.4	16.9
	No recognition of prior learning	329	77.3	15.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	339	77.1	15.5
	Male	104	78.2	16.6
	Total	443	77.4	15.7
Learner age	Under 15			
	15 to 19	75	83.2	12.4
	20 to 24	165	79.0	16.3
	25 to 34	150	74.3	16.4
	35 to 44	48	72.2	13.1
	45 to 54	5	80.0	15.6
	55 to 64	1	93.3	0.0
	65 or over			
	Total	444	77.4	15.8
Aboriginal or Torres Strait Islander origin	No	420	76.9	15.8
	Yes, Aboriginal	14	83.8	15.0
	Yes, Torres Strait Islander	4	88.3	8.4
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	439	77.2	15.7
Home language	English	256	80.4	15.7
	Language other than English	189	73.4	14.9
	Total	445	77.4	15.7
Permanent residency or citizenship	Australian	267	80.7	15.4
	Not Australian	175	72.2	14.9
	Total	442	77.4	15.8
Disability status	Disability identified	24	76.1	12.4
	No disability identified	414	77.5	16.0
	Total	438	77.4	15.8
Groups	1	183	81.9	15.0
	2	85	73.2	14.6
	3	102	71.8	14.8
	4	65	80.0	15.7
	5	21	74.0	25.0
	Total	456	77.4	16.1

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	73.4	20.5
Qualification Level	Certificate I			
	Certificate II	24	74.5	20.8
	Certificate III	256	77.1	17.8
	Certificate IV	32	81.6	15.9
	Certificate level unknown			
	Diploma	137	64.9	22.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	83.3	23.6
	Total	451	73.6	20.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	73.4	20.5
Field of education	Natural and physical sciences			
	Information technology	2	83.3	23.6
	Engineering and related technologies	14	65.1	20.8
	Architecture and building	51	76.5	18.7
	Agriculture, environmental and related studies			
	Health	5	93.3	9.9
	Education	189	65.0	19.8
	Management and commerce	170	80.9	17.8
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	77.8	15.7
	Other	17	86.3	16.9
	Total	452	73.6	20.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	76.4	18.0
	February	50	69.3	21.5
	March	30	74.8	18.9
	April	45	78.0	20.9
	May	15	77.8	26.9
	June	26	81.2	12.9
	July	70	67.0	22.8
	August	39	70.4	21.5
	September	16	75.0	17.0
	October	54	72.8	16.1
	November	32	80.4	16.4
	December	16	75.7	24.4
	Do not know			
	Training start year	2016	25	70.2
2015		194	70.7	21.4
2014		149	75.9	19.2
2013		34	82.4	20.1
2012		14	68.3	19.9
2011		7	84.1	15.5
2010				
2009				
2008				
2007				
2006		1	66.7	0.0
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	80.1
	Not apprenticeship or traineeship	211	67.5	21.6
Recognition of prior learning	Recognition of prior learning	68	80.1	20.1
	No recognition of prior learning	329	72.4	20.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	339	73.3	20.5
	Male	104	74.0	19.9
	Total	443	73.5	20.3
Learner age	Under 15			
	15 to 19	75	81.8	15.9
	20 to 24	165	75.6	20.1
	25 to 34	150	67.8	21.9
	35 to 44	48	72.1	18.5
	45 to 54	5	71.1	6.1
	55 to 64	1	77.8	0.0
	65 or over			
	Total	444	73.6	20.4
Aboriginal or Torres Strait Islander origin	No	420	73.0	20.5
	Yes, Aboriginal	14	83.3	14.9
	Yes, Torres Strait Islander	4	75.0	10.6
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	439	73.3	20.3
Home language	English	256	77.7	19.0
	Language other than English	189	67.8	20.7
	Total	445	73.5	20.3
Permanent residency or citizenship	Australian	267	79.2	18.3
	Not Australian	175	64.7	20.3
	Total	442	73.4	20.3
Disability status	Disability identified	24	75.5	14.6
	No disability identified	414	73.5	20.4
	Total	438	73.6	20.2
Groups	1	183	81.8	16.7
	2	85	67.9	17.4
	3	102	62.5	21.6
	4	65	74.0	19.6
	5	21	73.5	28.4
	Total	456	73.4	20.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	76.7	18.0
Qualification Level	Certificate I			
	Certificate II	24	81.9	15.3
	Certificate III	256	78.6	16.6
	Certificate IV	32	83.7	14.9
	Certificate level unknown			
	Diploma	137	71.0	19.2
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	88.9	15.7
	Total	451	76.9	17.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	456	76.7	18.0
Field of education	Natural and physical sciences			
	Information technology	2	77.8	15.7
	Engineering and related technologies	14	79.4	15.6
	Architecture and building	51	77.3	16.0
	Agriculture, environmental and related studies			
	Health	5	93.3	9.9
	Education	189	69.4	17.5
	Management and commerce	170	83.4	15.7
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	86.1	10.6
	Other	17	85.6	16.1
	Total	452	76.9	17.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	83.8	12.5
	February	50	71.8	18.9
	March	30	80.4	15.9
	April	45	81.0	16.7
	May	15	81.5	21.3
	June	26	80.3	16.1
	July	70	71.6	20.5
	August	39	73.8	17.2
	September	16	77.8	16.2
	October	54	74.3	15.2
	November	32	80.2	17.8
	December	16	79.9	19.5
	Do not know			
	Training start year	2016	25	74.7
2015		194	74.6	19.2
2014		149	78.5	16.1
2013		34	83.3	18.2
2012		14	72.2	14.9
2011		7	87.3	18.6
2010				
2009				
2008				
2007				
2006		1	66.7	0.0
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	81.3
	Not apprenticeship or traineeship	211	73.1	19.1
Recognition of prior learning	Recognition of prior learning	68	81.0	18.6
	No recognition of prior learning	329	76.3	17.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	339	76.5	18.1
	Male	104	77.9	16.1
	Total	443	76.8	17.7
Learner age	Under 15			
	15 to 19	75	83.3	14.7
	20 to 24	165	78.6	16.8
	25 to 34	150	72.6	19.1
	35 to 44	48	73.6	17.5
	45 to 54	5	77.8	7.9
	55 to 64	1	88.9	0.0
	65 or over			
	Total	444	76.8	17.7
Aboriginal or Torres Strait Islander origin	No	420	76.4	17.6
	Yes, Aboriginal	14	84.1	19.8
	Yes, Torres Strait Islander	4	86.1	10.6
	Yes, both Aboriginal and Torres Strait Islander	1	66.7	0.0
	Total	439	76.7	17.7
Home language	English	256	80.3	16.7
	Language other than English	189	72.2	18.0
	Total	445	76.8	17.7
Permanent residency or citizenship	Australian	267	82.3	15.5
	Not Australian	175	68.4	17.5
	Total	442	76.8	17.7
Disability status	Disability identified	24	78.2	15.9
	No disability identified	414	76.8	17.8
	Total	438	76.9	17.7
Groups	1	183	83.7	15.4
	2	85	70.8	17.6
	3	102	67.8	17.2
	4	65	77.8	15.8
	5	21	79.4	24.2
	Total	456	76.7	18.0

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	455	77.4	15.2
Qualification Level	Certificate I			
	Certificate II	24	80.2	11.2
	Certificate III	255	78.6	14.8
	Certificate IV	32	81.0	11.6
	Certificate level unknown			
	Diploma	137	74.3	15.5
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	91.7	11.8
	Total	450	77.6	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	455	77.4	15.2
Field of education	Natural and physical sciences			
	Information technology	2	79.2	17.7
	Engineering and related technologies	14	79.2	11.7
	Architecture and building	51	79.6	13.3
	Agriculture, environmental and related studies			
	Health	5	88.3	11.2
	Education	188	72.9	14.1
	Management and commerce	170	80.7	15.0
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	83.3	13.6
	Other	17	86.3	14.7
	Total	451	77.6	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	83.1	13.1
	February	50	75.0	14.9
	March	30	76.4	15.2
	April	45	81.7	11.7
	May	15	85.6	14.6
	June	26	81.7	10.8
	July	70	70.4	18.3
	August	39	75.6	11.8
	September	15	77.2	15.9
	October	54	78.1	13.6
	November	32	78.9	14.7
	December	16	80.2	13.9
	Do not know			
	Training start year	2016	25	74.7
2015		194	76.1	15.0
2014		149	79.0	14.3
2013		34	81.6	17.5
2012		14	73.2	10.9
2011		7	79.8	17.3
2010				
2009				
2008				
2007				
2006		1	75.0	0.0
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	80.4
	Not apprenticeship or traineeship	211	74.6	15.7
Recognition of prior learning	Recognition of prior learning	68	80.9	15.8
	No recognition of prior learning	329	77.1	14.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	338	76.9	15.1
	Male	104	79.0	13.8
	Total	442	77.4	14.8
Learner age	Under 15			
	15 to 19	75	79.7	14.0
	20 to 24	165	78.6	14.5
	25 to 34	150	74.6	16.2
	35 to 44	47	79.1	12.1
	45 to 54	5	76.7	13.7
	55 to 64	1	75.0	0.0
	65 or over			
	Total	443	77.5	14.8
Aboriginal or Torres Strait Islander origin	No	419	77.2	14.9
	Yes, Aboriginal	14	78.6	14.1
	Yes, Torres Strait Islander	4	77.1	12.5
	Yes, both Aboriginal and Torres Strait Islander	1	75.0	0.0
	Total	438	77.3	14.8
Home language	English	256	80.2	14.0
	Language other than English	188	73.6	15.1
	Total	444	77.4	14.8
Permanent residency or citizenship	Australian	267	80.5	14.4
	Not Australian	174	72.7	14.2
	Total	441	77.4	14.8
Disability status	Disability identified	24	77.8	14.7
	No disability identified	413	77.4	14.9
	Total	437	77.4	14.9
Groups	1	183	81.1	14.7
	2	85	72.6	15.2
	3	101	73.1	13.2
	4	65	79.5	12.8
	5	21	77.8	23.8
	Total	455	77.4	15.2

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	455	75.2	22.1
Qualification Level	Certificate I			
	Certificate II	24	82.4	24.3
	Certificate III	256	78.3	19.5
	Certificate IV	32	83.0	20.5
	Certificate level unknown			
	Diploma	136	66.8	23.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	2	77.8	31.4
	Total	450	75.4	21.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	455	75.2	22.1
Field of education	Natural and physical sciences			
	Information technology	2	77.8	15.7
	Engineering and related technologies	14	77.8	28.9
	Architecture and building	51	76.9	17.6
	Agriculture, environmental and related studies			
	Health	5	91.1	14.5
	Education	188	66.3	21.2
	Management and commerce	170	83.1	20.1
	Society and culture			
	Creative arts			
	Food, hospitality and personal services	4	88.9	15.7
	Other	17	86.3	16.4
	Total	451	75.4	21.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	33	85.2	14.3
	February	50	66.9	25.8
	March	30	78.9	22.7
	April	45	79.5	19.5
	May	15	85.2	24.0
	June	26	79.1	19.2
	July	70	69.0	25.7
	August	39	68.1	23.8
	September	16	76.4	14.6
	October	53	77.4	16.7
	November	32	79.2	17.6
	December	16	78.5	20.9
	Do not know			
	Training start year	2016	25	74.7
2015		194	72.7	22.8
2014		148	77.4	20.5
2013		34	83.0	23.9
2012		14	71.4	16.1
2011		7	85.7	17.8
2010				
2009				
2008				
2007				
2006		1	66.7	0.0
2005				
2004				
2003				
2002		1	66.7	0.0
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	204	81.5
	Not apprenticeship or traineeship	210	70.1	22.8
Recognition of prior learning	Recognition of prior learning	68	81.5	18.8
	No recognition of prior learning	328	74.2	22.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	338	75.2	22.1
	Male	104	75.4	21.2
	Total	442	75.2	21.9
Learner age	Under 15			
	15 to 19	75	87.3	15.6
	20 to 24	165	77.0	20.7
	25 to 34	150	68.9	23.5
	35 to 44	47	70.0	20.8
	45 to 54	5	80.0	14.5
	55 to 64	1	100.0	0.0
	65 or over			
	Total	443	75.3	21.8
Aboriginal or Torres Strait Islander origin	No	419	74.5	21.9
	Yes, Aboriginal	14	88.1	16.6
	Yes, Torres Strait Islander	4	97.2	5.6
	Yes, both Aboriginal and Torres Strait Islander	1	77.8	0.0
	Total	438	75.1	21.9
Home language	English	256	80.2	20.4
	Language other than English	188	68.6	21.9
	Total	444	75.3	21.8
Permanent residency or citizenship	Australian	267	81.6	19.7
	Not Australian	174	65.5	21.5
	Total	441	75.2	21.9
Disability status	Disability identified	24	75.0	22.0
	No disability identified	413	75.4	21.7
	Total	437	75.4	21.7
Groups	1	183	84.3	18.2
	2	85	70.3	19.4
	3	101	62.5	22.0
	4	65	77.1	20.3
	5	21	69.8	32.2
	Total	455	75.2	22.1

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	84.8	16.0	74.1	23.4
Effective Assessment	83.6	16.1	73.4	21.4
Clear Expectations	81.5	16.2		
Learning Stimulation	78.1	16.6		
Training Relevance	79.5	16.5	72.8	21.1
Competency Development	81.9	15.0	71.5	21.7
Training Resources	81.8	16.7	72.6	21.7
Effective Support	83.7	15.4	70.1	21.8
Active Learning	81.1	14.7		
Overall Satisfaction	84.3	18.2	72.6	21.2

Group 2 - Melbourne City Campus

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	77.4	17.8		
Effective Assessment	71.7	16.3		
Clear Expectations	66.9	16.7		
Learning Stimulation	64.8	15.7		
Training Relevance	74.0	15.5		
Competency Development	73.2	14.6		
Training Resources	67.9	17.4		
Effective Support	70.8	17.6		
Active Learning	72.6	15.2		
Overall Satisfaction	70.3	19.4		

Group 3 - Sydney City Campus

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.4	17.2		
Effective Assessment	68.0	15.1		
Clear Expectations	65.9	17.3		
Learning Stimulation	62.1	17.4		
Training Relevance	71.5	20.1		
Competency Development	71.8	14.8		
Training Resources	62.5	21.6		
Effective Support	67.8	17.2		
Active Learning	73.1	13.2		
Overall Satisfaction	62.5	22.0		

Group 4 - Trade Skills Centre

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	82.5	14.5		
Effective Assessment	78.5	15.1		
Clear Expectations	79.7	16.7		
Learning Stimulation	76.6	17.5		
Training Relevance	75.8	20.1		
Competency Development	80.0	15.7		
Training Resources	74.0	19.6		
Effective Support	77.8	15.8		
Active Learning	79.5	12.8		
Overall Satisfaction	77.1	20.3		

Group 5 - MEGT Online

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	74.2	26.3		
Effective Assessment	77.0	24.1		
Clear Expectations	72.0	26.4		
Learning Stimulation	77.2	24.2		
Training Relevance	69.3	27.2		
Competency Development	74.0	25.0		
Training Resources	73.5	28.4		
Effective Support	79.4	24.2		
Active Learning	77.8	23.8		
Overall Satisfaction	69.8	32.2		

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

Getting good feedback as I had tried to do the best I could do.
Getting positive and helpful feedback on my responses.
It was no rush to be completed and the trainers where always there for questions.
Learning new information and learning what to incorporate when faced with different scenarios
My trainer Katie Pascoe was prompt in returning my work and alswsys available. I enjoyed the course and have recommended it to everyone.
Taken at my own pace
The fluidity and flexibility of the syllabus was ideal for me.
The lay out and presentation of the course was great and the staff and trainers were fantastic.
The start of the course, as it was exciting and new and I was getting things done.
The trainers themselves were the best part, they knew the subject matter fairly well and were fairly good on providing feedback
The units covered were realistic to help me in company policies and procedures as well as the necessary information needed to start up my own business
Time management
Trainers support Easily understanding of information given
Work at own pace
i got to challenge my self and even though i could not access the student resources i had fun researching on the internet answer the questions correctly.
knowing that I can do it in my own time without stressing.
nothing it was bullshit. the training was full of repeat questions using alternatives wording

LQ needs improvement

Balancing the amount of work in each unit.
Hard to stay engaged at times
Its a little hard for me to judge, as I finished the old business diploma and I know a lot has changed. Like there are webinars now which would have been great when I started.
None
None
Provide Reference materials rather than forcing students to refer online for some materials or examples of documents that were very difficult to find.
Replies and feedback from submitted units took a fair while to come back to me, giving me anxiety if ive done something wrong
The marking system, I waited weeks for a marking reply. Communication, after the rising star program I had Noone checking up on me.
The questions were often really vague and sometimes barely even related to the information that was provided on the subject. Only being able to access the information online was annoying as well it would have been good if there was a way to have the course information printed
The written training materials need work, more comprehensive worked examples would be more useful as well as more written material relevant to the questions being asked in the assessment activities. Also, there are a few glitches in answers or questions which showed up in a few of the units. Also, some of the drier theory units would be better if they had a few more mathematical or practical questions to go with them.
There needs to be some administrative training included, when you go out into the work place you are expected to know how some software programs operate.
Unsure at the moment
all of it. the training is not relevant. the training is long and drawn out. people want to get things done quickly not spend an hour going thru the reading material. what an absolute waste of fucking money!
none a parts for the error where i could not access the online resources
some questions need to be worded in a different way, some questions are confusing because of this.
trainer marking

EQ best aspects

EQ needs improvement

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.

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

Registering body report

16 May 2016

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)	457	63
Population count (number)	457	63
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	76.3	21.9	72.3	23.8
Trainer Quality	80.5	17.5	74.1	23.4
Effective Assessment	76.9	17.4	73.4	21.4
Clear Expectations	74.6	18.6		
Learning Stimulation	71.8	18.5		
Training Relevance	75.7	18.5	72.8	21.1
Competency Development	77.4	16.1	71.5	21.7
Training Resources	73.4	20.5	72.6	21.7
Effective Support	76.7	18.0	70.1	21.8
Active Learning	77.4	15.2		
Overall Satisfaction	75.2	22.1	72.6	21.2

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	