

RTO Information

This report presents summary information about the Registered Training Organisation.

Name	Crown Training Pty Ltd
RTO Code	40529
Address	8 Haig Street
Suburb	Southbank
State	Victoria
Post code	3006

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 scores
- 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.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparison 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	206	96.7	7.6	0	0.0	0.0
Effective Assessment	206	95.7	8.9	0	0.0	0.0
Clear Expectations	206	94.1	11.3			
Learning Stimulation	206	92.3	11.6			
Training Relevance	206	95.9	8.6	0	0.0	0.0
Competency Development	206	94.2	10.1	0	0.0	0.0
Training Resources	206	95.3	9.6	0	0.0	0.0
Effective Support	206	94.9	10.0	0	0.0	0.0
Active Learning	206	86.6	14.5			
Overall Satisfaction	206	97.6	7.4	0	0.0	0.0

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		
		Population count	Respondent count	Respondent percent
Field of education	Natural and physical sciences	206	0	0.0
	Information technology	206	1	0.5
	Engineering and related technologies	206	1	0.5
	Architecture and building	206	0	0.0
	Agriculture, environmental and related studies	206	0	0.0
	Health	206	6	2.9
	Education	206	2	1.0
	Management and commerce	206	5	2.4
	Society and culture	206	4	1.9
	Creative arts	206	0	0.0
	Food, hospitality and personal services	206	77	37.4
	Other	206	110	53.4
	Total	206	206	100.0
	Qualification Level	Certificate I	206	0
Certificate II		206	188	91.3
Certificate III		206	14	6.8
Certificate IV		206	0	0.0
Certificate level unknown		206	0	0.0
Diploma		206	0	0.0
Advanced diploma		206	0	0.0
Associate degree		206	0	0.0
Degree		206	0	0.0
Short course or statement of attainment		206	4	1.9
VET Graduate Certificate or Diploma		206	0	0.0
Other qualification or training		206	0	0.0
Do not know		206	0	0.0
Total		206	206	100.0

Item Report

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

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides details 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	0	0	28	178	206	0
LQ2	Trainers made the subject as interesting as possible	0	1	25	180	205	0
LQ3	Trainers had an excellent knowledge of the subject content	0	0	7	199	206	0
LQ4	Trainers explained things clearly	0	0	20	186	206	0
LQ5	Overall, I am satisfied with the training	0	0	17	189	206	0
LQ6	I would recommend the training to others	0	0	16	190	206	0
LQ7	I would recommend the training organisation to others	0	0	12	194	206	0
LQ8	I received useful feedback on my assessments	0	0	25	181	206	0
LQ9	Assessments were based on realistic activities	0	0	30	176	206	0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0	0	21	185	206	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0	1	29	176	205	0
LQ12	It was always easy to know the standards expected	0	2	37	167	204	0
LQ13	I usually had a clear idea of what was expected of me	0	1	35	170	205	0
LQ14	Trainers made it clear right from the start what they expected from me	0	1	30	175	205	0
LQ15	I was given enough material to keep up my interest	0	0	31	175	206	0
LQ16	The amount of work I had to do was reasonable	0	0	43	163	206	0
LQ17	The training was at the right level of difficulty for me	1	4	57	144	201	0
LQ18	The training focused on relevant skills	0	0	14	192	206	0
LQ19	The training prepared me well for work	1	0	26	179	205	0
LQ20	The training had a good mix of theory and practice	0	2	29	175	204	0
LQ21	I developed the skills expected from this training	0	0	27	179	206	0
LQ22	I learned to work with people	0	1	40	165	205	0
LQ23	I identified ways to build on my current knowledge and skills	0	0	26	180	206	0
LQ24	I developed the knowledge expected from this training	0	0	21	185	206	0
LQ25	I learned to plan and manage my work	1	3	53	149	202	0
LQ26	Training resources were available when I needed them	0	1	31	174	205	0
LQ27	The training used up-to-date equipment, facilities and materials	0	2	27	177	204	0
LQ28	Training facilities and materials were in good condition	0	0	23	183	206	0
LQ29	Training organisation staff respected my background and needs	0	0	16	190	206	0
LQ30	The training was flexible enough to meet my needs	0	1	38	167	205	0
LQ31	The training organisation had a range of services to support learners	0	1	36	169	205	0
LQ32	I set high standards for myself in this training	0	2	55	149	204	0
LQ33	I pushed myself to understand things I found confusing	5	6	35	160	195	0
LQ34	I looked for my own resources to help me learn	21	35	52	98	150	0
LQ35	I approached trainers if I needed help	0	0	25	181	206	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	0.0	0.0	13.6	86.4	100.0	0.0
LQ2	Trainers made the subject as interesting as possible	0.0	0.5	12.1	87.4	99.5	0.0
LQ3	Trainers had an excellent knowledge of the subject content	0.0	0.0	3.4	96.6	100.0	0.0
LQ4	Trainers explained things clearly	0.0	0.0	9.7	90.3	100.0	0.0
LQ5	Overall, I am satisfied with the training	0.0	0.0	8.3	91.7	100.0	0.0
LQ6	I would recommend the training to others	0.0	0.0	7.8	92.2	100.0	0.0
LQ7	I would recommend the training organisation to others	0.0	0.0	5.8	94.2	100.0	0.0
LQ8	I received useful feedback on my assessments	0.0	0.0	12.1	87.9	100.0	0.0
LQ9	Assessments were based on realistic activities	0.0	0.0	14.6	85.4	100.0	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0.0	0.0	10.2	89.8	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0.0	0.5	14.1	85.4	99.5	0.0
LQ12	It was always easy to know the standards expected	0.0	1.0	18.0	81.1	99.0	0.0
LQ13	I usually had a clear idea of what was expected of me	0.0	0.5	17.0	82.5	99.5	0.0
LQ14	Trainers made it clear right from the start what they expected from me	0.0	0.5	14.6	85.0	99.5	0.0
LQ15	I was given enough material to keep up my interest	0.0	0.0	15.0	85.0	100.0	0.0
LQ16	The amount of work I had to do was reasonable	0.0	0.0	20.9	79.1	100.0	0.0
LQ17	The training was at the right level of difficulty for me	0.5	1.9	27.7	69.9	97.6	0.0
LQ18	The training focused on relevant skills	0.0	0.0	6.8	93.2	100.0	0.0
LQ19	The training prepared me well for work	0.5	0.0	12.6	86.9	99.5	0.0
LQ20	The training had a good mix of theory and practice	0.0	1.0	14.1	85.0	99.0	0.0
LQ21	I developed the skills expected from this training	0.0	0.0	13.1	86.9	100.0	0.0
LQ22	I learned to work with people	0.0	0.5	19.4	80.1	99.5	0.0
LQ23	I identified ways to build on my current knowledge and skills	0.0	0.0	12.6	87.4	100.0	0.0
LQ24	I developed the knowledge expected from this training	0.0	0.0	10.2	89.8	100.0	0.0
LQ25	I learned to plan and manage my work	0.5	1.5	25.7	72.3	98.1	0.0
LQ26	Training resources were available when I needed them	0.0	0.5	15.0	84.5	99.5	0.0
LQ27	The training used up-to-date equipment, facilities and materials	0.0	1.0	13.1	85.9	99.0	0.0
LQ28	Training facilities and materials were in good condition	0.0	0.0	11.2	88.8	100.0	0.0
LQ29	Training organisation staff respected my background and needs	0.0	0.0	7.8	92.2	100.0	0.0
LQ30	The training was flexible enough to meet my needs	0.0	0.5	18.4	81.1	99.5	0.0
LQ31	The training organisation had a range of services to support learners	0.0	0.5	17.5	82.0	99.5	0.0
LQ32	I set high standards for myself in this training	0.0	1.0	26.7	72.3	99.0	0.0
LQ33	I pushed myself to understand things I found confusing	2.4	2.9	17.0	77.7	94.7	0.0
LQ34	I looked for my own resources to help me learn	10.2	17.0	25.2	47.6	72.8	0.0
LQ35	I approached trainers if I needed help	0.0	0.0	12.1	87.9	100.0	0.0

LQ item averages and variations

	Item	Average Score	Average Variation
LQ1	Trainers encouraged learners to ask questions	95.5	11.5
LQ2	Trainers made the subject as interesting as possible	95.6	11.7
LQ3	Trainers had an excellent knowledge of the subject content	98.9	6.1
LQ4	Trainers explained things clearly	96.8	9.9
LQ5	Overall, I am satisfied with the training	97.2	9.2
LQ6	I would recommend the training to others	97.4	8.9
LQ7	I would recommend the training organisation to others	98.1	7.8
LQ8	I received useful feedback on my assessments	96.0	10.9
LQ9	Assessments were based on realistic activities	95.1	11.8
LQ10	The way I was assessed was a fair test of my skills and knowledge	96.6	10.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	95.0	12.4
LQ12	It was always easy to know the standards expected	93.4	14.1
LQ13	I usually had a clear idea of what was expected of me	94.0	13.2
LQ14	Trainers made it clear right from the start what they expected from me	94.8	12.5
LQ15	I was given enough material to keep up my interest	95.0	11.9
LQ16	The amount of work I had to do was reasonable	93.0	13.6
LQ17	The training was at the right level of difficulty for me	89.0	18.0
LQ18	The training focused on relevant skills	97.7	8.4
LQ19	The training prepared me well for work	95.3	12.9
LQ20	The training had a good mix of theory and practice	94.7	13.1
LQ21	I developed the skills expected from this training	95.6	11.3
LQ22	I learned to work with people	93.2	13.9
LQ23	I identified ways to build on my current knowledge and skills	95.8	11.1
LQ24	I developed the knowledge expected from this training	96.6	10.1
LQ25	I learned to plan and manage my work	90.0	17.3
LQ26	Training resources were available when I needed them	94.7	12.7
LQ27	The training used up-to-date equipment, facilities and materials	95.0	12.8
LQ28	Training facilities and materials were in good condition	96.3	10.5
LQ29	Training organisation staff respected my background and needs	97.4	8.9
LQ30	The training was flexible enough to meet my needs	93.5	13.6
LQ31	The training organisation had a range of services to support learners	93.9	13.4
LQ32	I set high standards for myself in this training	90.5	15.8
LQ33	I pushed myself to understand things I found confusing	90.0	21.5
LQ34	I looked for my own resources to help me learn	70.1	34.1
LQ35	I approached trainers if I needed help	96.0	10.9

EQ response category numbers

Item	SD	D	A	SA	AG	MI
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EQ response category percentages

Item	SD	D	A	SA	AG	MI
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EQ item averages and variations

Item	Average Score	Average Variation
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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
Qualification Level	Certificate I	0		
	Certificate II	188	96.7	7.4
	Certificate III	14	95.2	10.2
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	100.0	0.0
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	96.7	7.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	91.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	97.2	6.8
	Education	2	87.5	17.7
	Management and commerce	5	88.3	11.2
	Society and culture	4	95.8	8.3
	Creative arts	0		
	Food, hospitality and personal services	77	96.5	8.0
	Other	110	97.3	6.8
	Total	206	96.7	7.6
Training start month	January	20	98.8	5.6
	February	3	91.7	14.4
	March	18	96.8	7.1
	April	16	92.7	10.5
	May	16	94.8	8.5
	June	35	97.6	5.2
	July	33	99.2	3.2
	August	15	97.2	6.8
	September	4	79.2	16.0
	October	33	95.7	8.6
	November	13	100.0	0.0
	December	0		
	Training Start Year	2018	206	96.7
Apprenticeship or traineeship	Apprenticeship or traineeship	14	95.8	9.7
	Not apprenticeship or traineeship	192	96.7	7.4
Recognition of prior learning	Recognition of prior learning	10	96.7	7.0
	No recognition of prior learning	196	96.7	7.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	95.4	9.8
	Male	164	97.0	6.9
Learner age	Under 15	0		
	15 to 19	32	96.9	8.7
	20 to 24	58	96.6	7.3
	25 to 34	70	96.8	7.1
	35 to 44	23	97.8	7.2
	45 to 54	18	95.8	8.2
	55 to 64	5	93.3	10.9
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	96.6	7.7
	Yes, Aboriginal	6	100.0	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	96.2	8.2
	Language other than English	78	97.4	6.3
Permanent residency or citizenship	Australian	199	96.7	7.6
	Not Australian	7	95.2	6.6
Disability status	Disability identified	7	94.0	12.5
	No disability identified	199	96.8	7.4

Effective Assessment

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	95.6	8.8
	Certificate III	14	95.2	10.7
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	100.0	0.0
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	95.7	8.9
Field of Education	Natural and physical sciences	0		
	Information technology	1	91.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	98.6	3.4
	Education	2	87.5	17.7
	Management and commerce	5	83.3	15.6
	Society and culture	4	91.7	16.7
	Creative arts	0		
	Food, hospitality and personal services	77	95.3	9.1
	Other	110	96.6	7.7
	Total	206	95.7	8.9
Training start month	January	20	98.3	5.8
	February	3	91.7	8.3
	March	18	94.4	10.3
	April	16	93.8	9.4
	May	16	90.6	13.6
	June	35	96.9	6.1
	July	33	98.0	6.3
	August	15	97.8	4.9
	September	4	77.1	15.8
	October	33	95.2	9.3
	November	13	98.1	6.9
	December	0		
	Training Start Year	2018	206	95.7
Apprenticeship or traineeship	Apprenticeship or traineeship	14	94.0	11.0
	Not apprenticeship or traineeship	192	95.8	8.7
Recognition of prior learning	Recognition of prior learning	10	94.2	12.5
	No recognition of prior learning	196	95.7	8.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	95.0	10.9
	Male	164	95.8	8.3
Learner age	Under 15	0		
	15 to 19	32	98.7	4.3
	20 to 24	58	96.3	7.8
	25 to 34	70	94.4	10.0
	35 to 44	23	97.1	7.8
	45 to 54	18	94.0	10.6
	55 to 64	5	86.7	15.1
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	95.7	8.9
	Yes, Aboriginal	6	94.4	10.1
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	95.4	9.0
	Language other than English	78	96.2	8.7
Permanent residency or citizenship	Australian	199	95.8	8.7
	Not Australian	7	91.7	11.8
Disability status	Disability identified	7	94.0	12.5
	No disability identified	199	95.7	8.7

Clear Expectations

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	93.9	11.4
	Certificate III	14	94.4	11.3
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	100.0	0.0
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	94.1	11.3
Field of Education	Natural and physical sciences	0		
	Information technology	1	88.9	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	94.4	13.6
	Education	2	83.3	23.6
	Management and commerce	5	84.4	16.9
	Society and culture	4	94.4	6.4
	Creative arts	0		
	Food, hospitality and personal services	77	93.7	11.2
	Other	110	94.9	10.9
	Total	206	94.1	11.3
Training start month	January	20	97.8	7.7
	February	3	81.5	17.0
	March	18	93.8	9.5
	April	16	93.1	10.6
	May	16	94.4	10.7
	June	35	94.3	10.6
	July	33	98.7	6.1
	August	15	90.4	17.2
	September	4	75.0	16.7
	October	33	90.9	13.2
	November	13	98.3	4.2
	December	0		
	Training Start Year	2018	206	94.1
Apprenticeship or traineeship	Apprenticeship or traineeship	14	94.4	10.5
	Not apprenticeship or traineeship	192	94.0	11.4
Recognition of prior learning	Recognition of prior learning	10	96.7	7.5
	No recognition of prior learning	196	93.9	11.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	93.1	12.5
	Male	164	94.3	11.0
Learner age	Under 15	0		
	15 to 19	32	98.3	5.0
	20 to 24	58	92.5	12.0
	25 to 34	70	94.1	11.0
	35 to 44	23	95.2	10.5
	45 to 54	18	91.4	16.4
	55 to 64	5	88.9	13.6
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	93.9	11.4
	Yes, Aboriginal	6	98.1	4.5
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	94.7	10.2
	Language other than English	78	93.0	12.8
Permanent residency or citizenship	Australian	199	94.2	11.3
	Not Australian	7	88.9	11.1
Disability status	Disability identified	7	92.1	13.9
	No disability identified	199	94.1	11.2

Learning Stimulation

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	92.2	11.7
	Certificate III	14	94.4	11.3
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	91.7	10.6
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	92.3	11.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	77.8	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	92.6	9.1
	Education	2	83.3	23.6
	Management and commerce	5	80.0	14.5
	Society and culture	4	91.7	10.6
	Creative arts	0		
	Food, hospitality and personal services	77	92.2	12.9
	Other	110	93.2	10.3
	Total	206	92.3	11.6
Training start month	January	20	97.8	7.7
	February	3	81.5	17.0
	March	18	95.1	7.8
	April	16	87.5	13.4
	May	16	89.6	13.1
	June	35	93.0	10.5
	July	33	97.0	9.7
	August	15	90.4	12.5
	September	4	77.8	15.7
	October	33	90.2	12.3
	November	13	90.6	11.9
	December	0		
	Training Start Year	2018	206	92.3
Apprenticeship or traineeship	Apprenticeship or traineeship	14	90.5	13.7
	Not apprenticeship or traineeship	192	92.5	11.5
Recognition of prior learning	Recognition of prior learning	10	88.9	14.8
	No recognition of prior learning	196	92.5	11.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	92.1	12.3
	Male	164	92.4	11.5
Learner age	Under 15	0		
	15 to 19	32	97.9	6.6
	20 to 24	58	92.7	10.9
	25 to 34	70	90.6	12.5
	35 to 44	23	93.2	12.4
	45 to 54	18	89.5	12.9
	55 to 64	5	82.2	12.7
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	92.4	11.5
	Yes, Aboriginal	6	90.7	17.8
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	92.0	12.1
	Language other than English	78	92.9	10.9
Permanent residency or citizenship	Australian	199	92.4	11.7
	Not Australian	7	92.1	8.4
Disability status	Disability identified	7	93.7	12.6
	No disability identified	199	92.3	11.6

Training Relevance

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	95.9	8.6
	Certificate III	14	96.0	10.3
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	94.4	6.4
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	95.9	8.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	88.9	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	96.3	5.7
	Education	2	88.9	15.7
	Management and commerce	5	86.7	12.2
	Society and culture	4	88.9	15.7
	Creative arts	0		
	Food, hospitality and personal services	77	95.4	9.4
	Other	110	97.1	7.3
	Total	206	95.9	8.6
Training start month	January	20	98.3	5.4
	February	3	92.6	6.4
	March	18	96.3	6.6
	April	16	94.4	9.9
	May	16	94.4	9.1
	June	35	96.5	7.5
	July	33	98.3	4.0
	August	15	94.1	11.8
	September	4	75.0	24.6
	October	33	96.0	8.2
	November	13	96.6	7.0
	December	0		
	Training Start Year	2018	206	95.9
Apprenticeship or traineeship	Apprenticeship or traineeship	14	96.0	10.3
	Not apprenticeship or traineeship	192	95.9	8.5
Recognition of prior learning	Recognition of prior learning	10	95.6	10.7
	No recognition of prior learning	196	95.9	8.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	95.0	12.8
	Male	164	96.1	7.2
Learner age	Under 15	0		
	15 to 19	32	98.3	5.0
	20 to 24	58	96.6	6.3
	25 to 34	70	95.1	9.8
	35 to 44	23	96.6	11.8
	45 to 54	18	93.8	10.2
	55 to 64	5	88.9	7.9
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	95.8	8.7
	Yes, Aboriginal	6	98.1	4.5
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	95.7	8.3
	Language other than English	78	96.3	9.2
Permanent residency or citizenship	Australian	199	95.8	8.7
	Not Australian	7	98.4	4.2
Disability status	Disability identified	7	88.9	20.3
	No disability identified	199	96.1	7.9

Competency Development

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	94.1	10.1
	Certificate III	14	95.2	10.3
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	98.3	3.3
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	94.2	10.1
Field of Education	Natural and physical sciences	0		
	Information technology	1	80.0	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	96.7	5.6
	Education	2	83.3	23.6
	Management and commerce	5	85.3	13.7
	Society and culture	4	91.7	16.7
	Creative arts	0		
	Food, hospitality and personal services	77	93.9	11.1
	Other	110	95.1	8.6
	Total	206	94.2	10.1
Training start month	January	20	97.7	7.6
	February	3	86.7	11.5
	March	18	94.1	13.7
	April	16	92.9	9.6
	May	16	91.7	12.8
	June	35	94.3	10.4
	July	33	98.4	4.4
	August	15	93.3	9.8
	September	4	76.7	15.9
	October	33	92.9	9.4
	November	13	94.9	7.8
	December	0		
	Training Start Year	2018	206	94.2
Apprenticeship or traineeship	Apprenticeship or traineeship	14	94.3	10.1
	Not apprenticeship or traineeship	192	94.2	10.1
Recognition of prior learning	Recognition of prior learning	10	94.0	10.6
	No recognition of prior learning	196	94.3	10.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	93.3	11.8
	Male	164	94.5	9.6
Learner age	Under 15	0		
	15 to 19	32	97.9	5.5
	20 to 24	58	94.5	7.7
	25 to 34	70	93.8	11.8
	35 to 44	23	95.4	9.7
	45 to 54	18	90.4	12.4
	55 to 64	5	82.7	13.8
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	94.2	10.1
	Yes, Aboriginal	6	95.6	8.1
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	93.7	10.6
	Language other than English	78	95.1	9.0
Permanent residency or citizenship	Australian	199	94.2	10.2
	Not Australian	7	94.3	7.1
Disability status	Disability identified	7	92.4	12.4
	No disability identified	199	94.3	10.0

Training Resources

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	95.3	9.7
	Certificate III	14	95.2	10.4
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	97.2	5.6
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	95.3	9.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	77.8	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	92.6	13.5
	Education	2	83.3	23.6
	Management and commerce	5	93.3	9.9
	Society and culture	4	100.0	0.0
	Creative arts	0		
	Food, hospitality and personal services	77	94.7	10.1
	Other	110	96.2	8.8
	Total	206	95.3	9.6
Training start month	January	20	97.2	8.7
	February	3	96.3	6.4
	March	18	96.9	8.4
	April	16	91.0	13.6
	May	16	93.8	10.7
	June	35	96.2	8.9
	July	33	99.0	4.3
	August	15	97.8	4.6
	September	4	83.3	19.2
	October	33	91.6	11.1
	November	13	95.7	9.7
	December	0		
	Training Start Year	2018	206	95.3
Apprenticeship or traineeship	Apprenticeship or traineeship	14	93.7	10.4
	Not apprenticeship or traineeship	192	95.4	9.6
Recognition of prior learning	Recognition of prior learning	10	96.7	7.5
	No recognition of prior learning	196	95.2	9.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	95.0	10.5
	Male	164	95.4	9.4
Learner age	Under 15	0		
	15 to 19	32	97.2	8.5
	20 to 24	58	94.4	10.0
	25 to 34	70	95.4	9.4
	35 to 44	23	96.6	8.5
	45 to 54	18	96.9	8.4
	55 to 64	5	80.0	14.5
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	95.2	9.8
	Yes, Aboriginal	6	98.1	4.5
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	94.4	10.9
	Language other than English	78	96.9	6.9
Permanent residency or citizenship	Australian	199	95.3	9.7
	Not Australian	7	95.2	8.7
Disability status	Disability identified	7	93.7	12.6
	No disability identified	199	95.4	9.6

Effective Support

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	94.9	9.9
	Certificate III	14	96.0	9.4
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	91.7	16.7
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	94.9	10.0
Field of Education	Natural and physical sciences	0		
	Information technology	1	88.9	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	92.6	13.5
	Education	2	83.3	23.6
	Management and commerce	5	82.2	16.9
	Society and culture	4	91.7	16.7
	Creative arts	0		
	Food, hospitality and personal services	77	94.1	10.3
	Other	110	96.6	8.2
	Total	206	94.9	10.0
Training start month	January	20	97.8	7.7
	February	3	85.2	12.8
	March	18	95.7	9.4
	April	16	91.7	11.8
	May	16	91.0	13.6
	June	35	96.2	8.1
	July	33	98.7	5.4
	August	15	95.6	8.2
	September	4	75.0	16.7
	October	33	93.6	10.4
	November	13	96.6	9.5
	December	0		
	Training Start Year	2018	206	94.9
Apprenticeship or traineeship	Apprenticeship or traineeship	14	96.0	9.4
	Not apprenticeship or traineeship	192	94.8	10.0
Recognition of prior learning	Recognition of prior learning	10	94.4	10.8
	No recognition of prior learning	196	95.0	10.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	94.2	11.6
	Male	164	95.1	9.5
Learner age	Under 15	0		
	15 to 19	32	97.6	6.8
	20 to 24	58	94.4	9.8
	25 to 34	70	94.8	10.5
	35 to 44	23	97.6	7.5
	45 to 54	18	92.6	12.1
	55 to 64	5	82.2	14.9
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	94.9	10.0
	Yes, Aboriginal	6	96.3	9.1
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	94.4	10.2
	Language other than English	78	95.7	9.7
Permanent residency or citizenship	Australian	199	94.9	10.1
	Not Australian	7	96.8	5.4
Disability status	Disability identified	7	93.7	12.6
	No disability identified	199	95.0	9.9

Active Learning

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	86.1	14.3
	Certificate III	14	91.1	17.7
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	95.8	4.8
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
Total	206	86.6	14.5	
Field of Education	Natural and physical sciences	0		
	Information technology	1	83.3	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	95.8	4.6
	Education	2	83.3	23.6
	Management and commerce	5	78.3	13.9
	Society and culture	4	83.3	11.8
	Creative arts	0		
	Food, hospitality and personal services	77	84.7	15.3
	Other	110	87.9	14.3
Total	206	86.6	14.5	
Training start month	January	20	94.6	11.6
	February	3	83.3	16.7
	March	18	84.3	15.9
	April	16	86.5	11.3
	May	16	83.9	18.1
	June	35	84.8	16.8
	July	33	90.7	11.9
	August	15	81.7	15.2
	September	4	68.8	10.5
	October	33	87.1	13.2
	November	13	86.5	12.5
	December	0		
Training Start Year	2018	206	86.6	14.5
Apprenticeship or traineeship	Apprenticeship or traineeship	14	88.7	17.2
	Not apprenticeship or traineeship	192	86.5	14.4
Recognition of prior learning	Recognition of prior learning	10	89.2	11.8
	No recognition of prior learning	196	86.5	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	89.1	13.5
	Male	164	86.0	14.8
Learner age	Under 15	0		
	15 to 19	32	85.4	15.3
	20 to 24	58	89.4	11.4
	25 to 34	70	86.8	14.9
	35 to 44	23	83.7	19.7
	45 to 54	18	83.8	13.5
	55 to 64	5	83.3	13.2
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	86.7	14.4
	Yes, Aboriginal	6	81.9	20.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	85.9	14.1
	Language other than English	78	87.7	15.2
Permanent residency or citizenship	Australian	199	87.0	14.2
	Not Australian	7	76.2	20.7
Disability status	Disability identified	7	82.1	19.5
	No disability identified	199	86.8	14.4

Overall Satisfaction

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	188	97.8	6.9
	Certificate III	14	93.7	12.9
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	4	100.0	0.0
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	206	97.6	7.4
Field of Education	Natural and physical sciences	0		
	Information technology	1	100.0	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	6	100.0	0.0
	Education	2	100.0	0.0
	Management and commerce	5	86.7	14.5
	Society and culture	4	97.2	5.6
	Creative arts	0		
	Food, hospitality and personal services	77	96.4	9.1
	Other	110	98.7	5.4
	Total	206	97.6	7.4
Training start month	January	20	99.4	2.5
	February	3	96.3	6.4
	March	18	97.5	6.1
	April	16	93.1	13.4
	May	16	97.2	6.4
	June	35	97.5	8.1
	July	33	99.7	1.9
	August	15	98.5	5.7
	September	4	75.0	16.7
	October	33	98.3	4.9
	November	13	100.0	0.0
	December	0		
	Training Start Year	2018	206	97.6
Apprenticeship or traineeship	Apprenticeship or traineeship	14	96.0	10.3
	Not apprenticeship or traineeship	192	97.7	7.2
Recognition of prior learning	Recognition of prior learning	10	96.7	7.5
	No recognition of prior learning	196	97.6	7.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	42	95.5	10.1
	Male	164	98.1	6.5
Learner age	Under 15	0		
	15 to 19	32	99.3	3.9
	20 to 24	58	97.9	6.7
	25 to 34	70	96.3	9.0
	35 to 44	23	98.1	7.2
	45 to 54	18	96.9	8.4
	55 to 64	5	100.0	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	199	97.5	7.5
	Yes, Aboriginal	6	100.0	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	1	100.0	0.0
Home language	English	128	97.6	7.4
	Language other than English	78	97.6	7.5
Permanent residency or citizenship	Australian	199	97.5	7.5
	Not Australian	7	98.4	4.2
Disability status	Disability identified	7	93.7	12.6
	No disability identified	199	97.7	7.2

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

Aaron forster was patient and very professional at all times
All good
All of our trainers were very supportive and train us the best they can. Prepare us for real scenarios
All of the training was entertaining.
All the best here, nothing less
All the content was very informative
All the training felt relevant and taught in a way that was easy to retain the information
All trainers were knowledgeable and encouraging. Thoroughly enjoyed the role play and other physical aspects
Amazing instructors, professional training, really good environment, plenty of breaks
Approachable trainers and scenarios were extremely useful and was a great experience
assessment
Being able to feel more comfortable in a male-oriented job/school classroom
Being able to learn aspects of security that allows me to understand & be aware of the processes & legislation to be safe in the security industry
Being excited to learn and share that with good people
Calm, helpful, fun
Classroom environment
Communication negotiation and assisted removals
Comunication
Confidence, how to handle the crisis
Court day scenarios
creating new friendships whilst learning in an adaptive manner
Definitely scenarios, keeping it realistic, involving everyone and the feedback afterwards
Depth of knowledge and learning
Developing skills
Direct lectures from people with actual experiences. Pretty real scenarious
Doing the practices
EHC - really enjoyed learning defensive training
Empty hand control, first aid
Entertaining and informative
Everything, the course was amazing
Excellent and engaging trainers. Great access to training rooms and facilities
Experienced, highly knowledgeable trainers with excellent person and communication skills through content.
External experiences.
Fantastic & knowledgeable trainers
Fantastic trainers
Friendly environment. Great tutors/trainers. Great information provided
Friendly trainers
Further development
Gaining knowledge and learning new things everyday, appreciate the work behind the scene and the manner and respect that was involved
Give me good information about security or it's duties
Going hands on with negotiations and putting everything into practice
Good delivery. Fair training, well organised
Good resources, very good trainer
Good trainers, Good practical training
Good trainers. Good time management. Also made the course very enjoyable
Great environment, awesome trainers and great knowledge of skills
Great isntstructors they were teachers great and a great laugh at the same time. Great resources, made it enjoyable to attend
Great support, excellent training
Great trainers, engaging will excellent knowledge, very inclusive environment with big group of various personalities
Great trainers, good knowledge of security operations
Great trainers, plenty of practice
Hands on, different than just books. Brought in extra help
Having a batch of small assessments instead of a final exam consisting of all the content

I believe the whole course, the crown team are thorough and bring the best out of the students potential. Trainers Matt and Clint were second to none. Best in the business!
I loved all the trainers and all of there help. I understood what was expected of me and everyone was very supportive. Also Matt is pretty cool but Clint is awesome
I really enjoyed the content of the unit and how passionately the trainers delivered it. I also enjoyed how industry relevant the skills we learned was
I would say everything All trainer giving the best support ever, even i'm not English mother tongue. Thank you very much
Informative and organised.
Instructors are amazing
Instructors knowledge plus the way they conducted the training in an informative easy to understand basis. Plus the handouts
Instructors, knowledges and profesionalisam
Instructors, scenarios
Intensity and plethora of information
Interactive learning style
It was fun, kept us engaged and in depth
Jon and Anne as trainers
Jon and Anne were absolutely amazing teachers and made the course so fun and informative
Jon and Clint made every class enjoyable. The subjects were never dry
Jon and Matts added humour to the training
Jon is a good all round trainer Matt makes a good physical opponent/suspect person
Jon was extremely professional and knowledgeable and provided excellent training
learn about the law
Learn new things, meeting new people
Learning about safety and duty of care. Practicals are more helpful in entrenching your knowledge of this field
learning about the communication techniques used to handle people and how to deal with a variety of situations
Learning from an experienced and professional security guard
Learning new things, new techniques & how to place new ideas into the word
Learning open hand. Also learning about legal codes
Learning the legislation involved in becoming security. Relashionships developed
learning the skills and knowledge i need to start my carrer. Trainers where incredible, freindly, extreamly helpful
Learning things i had no idea about, and the trainers were great good with teaching us the basics to the hard stuff. Those trainers were Jon and Anne
Lecturers/ trainer professionalism
Lectures were well informed, very specific, knowledgeable thus very good to learn and train under them
Mallory our trainer
Matt, Clint and all trainers were very approachable when i needed help. Their assistance helped me to achieve competency. Thank you!
meeting new people while learning more interpersonal skills
Mix, even of practical & theory. The facilitator up to date knowledge.
N/A
On actual event assessment
Open ended question from the trainer
Overall very engaging and informative
Physical aspects i thought was fun and well planned
Practical role plays
Practical/debriefs
Putting our knowledge into practices with practical exercises
Real life environment, trainers were well experiences
real time scenarios to practice in bar
Realistic environment.
Realistic training. Useful knowledge and techniques. Relatable trainers. Right level of knowledge
Realistic, experienced teacher
Receiving the knowledge i needed to get into securite and take the next step in life
Role plays
Role plays - learning in class the legislations and using it to negotiate a intoxicated person out peacefully. Duty of care
Role plays on negotiations in dealing with an intoxicated person
Roll play
Scenarios
Scenarios - gives a preview of real life events
Scenarios and physical exercise
Scenarios, instructors
Scenarios. And the self defence, hands on things
Skills and techniques used in security, Infield practice, Equipment use in security
Subject knowledge and style of training.
Tactical communications, empty hand control, first aid
Team work and the environment
Team work, learning and atmosphere
That they were clear about the instructions they gave me when they taught us

The actors for the scenarios made it more realistic so we know what to expect
The balance between theory and practical work
The classroom environment fun/easy to learn. The teachers actually care about you and the way you learn.
The content, experience from trainers in Crown
The course was well delivered and i have learned a whole lot of things from this course. I would definitely recommend
The equipment/facilities. Very professional
The extensive amount of information provided
The feedback and retraining if needed
The first aid knowledge and the responsibilities as a security
the friendly staff made easy to interact with everyone. They also have great skills experience
The general environment was very chilled out and relevant. Enjoyed the whole course it was amazing
The high level preporation for the work we will do in the feald
The instructors knowledgeable experience in the security field
The instructors were fantastic in all aspects. Thank you.
The instructors were fun and very full of knowledge and helped alot
The instructors/coordinators very friendly. Great bunch of people. Made the course a great experiece
The mix of physical and classroom training
The mix of theory and practical was refreshing. Oh and Matt
The people running the training and extraordinarily patient
The physical training
the practical
The practical activities with the radio and the blue room.
The practical parts were the best as the theory was able to be implemented/practiced
The practical scenarios were very difficult but a good lesson to improve on certain aspects
The practical schenarios
The practical side of the course was very realistic to the security environment
The practicals
The presentation of the course
The range of experienced trainers and how much experience the input on us
The real life examples of what happens in the workplace
The role play/ night club experience
The role playing scenarios and facilities - the trainers own knowledge and experience
The scenario assessments
The scenarios. I felt they really tested the theoretical aspect of the training
The senarios
the staff
The staff Josko for president 2020
The stuff were engaging.
The teachers were excellent and happy and fun to work with. Everyday was a new exciting challenging day.
The trainer was professional and clear
The trainers
The trainers & content
The trainers & environment/facilities in which the training was conducted
The trainers - professional, approachable, enthusiastic. Realistic scenarios & exercises
The trainers are approachable
The trainers engagement and interest in their students. Thanks Jon and Clint
The trainers make the topics interesting with videos, experience.
The trainers were brilliant, knew the course and everything inside and out. Thanks a lot Jon and Clint
The trainers were extremely helpful, friendly and approachable
The trainers were lovely and made the course really enjoyable. Helped me prepare for the real world in security. Thank you Jon and Jordan :)
The trainers were very clear and detailed in their explanations and lectures
The trainers were very good and helping
The trainers, they were fantastic!
The trainers. Jon and Jordan
The training and how the trainers helped and taught us
The training team
The training was kept interesting and informative
The use of security equipment and active roleplays
There was a good mix of practice + theory
Trainer, facilities, training material
Trainers
Trainers - Matt and Jon - and atmosphere
Trainers and dedication
Trainers and organisation were really professional
Trainers are amazing and very approachable

Trainers had ample knowledge of the subject
Trainers have put all their effort training us in this course
Trainers knowledge, stories & help fullness
Trainers made course easy to understand, very fun, learnt alot
Trainers way of communication. Design of the course
Trainers were able to adapt to everyone's level of needs
Trainers were friendly and made the course easy to understand
Trainers were professional, demonstrating experience and knowledge in their fields. Highly valued learning
Training was detailed in every aspect. Learnet a lot
Training was good and helpful
Triners, traning materal, facilities
Up to date. interesting content. good mix of practical and theory
Very informative and professional
Very professional, best instructor
Whole training
work related, interesting and essentual in day to day role.

LQ needs improvement

A bit more hands on with practical things, especially more time on negotiations
all is good, but if timing be kept bit late. that is gona be super fit
Be more physical on the acting patron so that students understand how patrons feel
better away doing assessments
Better coffee
better or more interesting powerpoint information
Build on developing personal attributes
Cant think of any
Car parking
Class size - made senarios very long and draining for those who had to wait
Clear or dumbed down explaining things
Coffee
Combine some of the smaller assessments
Control of professional language - swearing was rather irritating in the classroom Jim speaks LOUDLY - almost painfully so in class
Could not fault. Better coffee
CPR
delay waiting between scenarios, maybe half go to lunch half work then swap
Employ all trainees
Everything is good already
Everything was great
Everything was great.
Examples of different situations
explanation of what needs to be word for word "latex gloves" Better computer
Facilities available in kitchen
I don't see anything need to be improve
I dont have any complane
I find it the best training provided here in Perth
I think none
I think that the scenario aspect of the training could be improved to run in a more timely manner, e.g. multiple assessors
I think this is a really well developed course. Actually cannot think of improvement as the team seems to be constantly evolving training.
I understand it's hard because of time but more practice in scenarios with realistic resistant patrons would have been good
Jon's calves
Jon's hair
knew kitchen needs a stove and oven
Life experience
Matts knowledge of basketball More sausage muncher scenarios
Mix the first aid theory with more practise so it can be put into good use. Improve the coffee
More CPP training before practical situation
more crime based problem solving
More extensive feedback
more immediate feedback after assessments
More practical training - more opportunities
More roleplays should be added as well as mroe fitness aspects
More scenarios, so maybe need more trainers to do this
More time for restrains
More work on practical knowledge rather than theory
N/A
Need oven in lunch room
Nervousness & the way to push things forward in conversations
Nil
No comment
None
None come to mind.
None, perfect :)
None, they explain everything clearly and give great examples
not starting at 7 30 am
nothing
Nothing i can think of
Nothing in particular
Nothing really, i found the course was really well set out. Trainers were good
nothing that i could think of
nothing, everything was up to date and relevant
Nothing, litterley everything was perfect the teachers, classmates, course itself, everything.

Organisation
Oven in kitchen
oven in the kitchen
overall pretty happy :)
Paper work was a bit too much
Physical defence is solo operation
physical restraining
Physical side arm + grab release after restrain + intoxicated potion
practical and assessment after each topic
Provide more better feedback to students. If they need more practice or struggling with some stuff, trainer can lead with more face to face teaching
Screening process, students struggled with basics and and brought down remaining class.
Some inconsistency in information between trainers.
Some more senarios and in more detail
Some of the power points needed some information updated
the be honest the course for me was great and the trainers were great. thanks guys
The class sizes could have been smaller
The coffee
The consistency of the assessments. Some of the questions did not marry up with the activity workbook
The delivery of the practical (assisted removal) techniques
The rehashed footage of accidents, seen a few times before.
The teaching part needs to be much more smoother and organised.
the technology supporting the training system is inadequate to today's standards
Time management in terms of when the scenarios are being completed other students should be doing something else
Time table can be not that tight, maybe by extending 3 weeks to 4 weeks
Trainers need an upgrade in software facilities
Unsure, good all round
up to date video footage & equipment
vending machines
Would enjoy a wider variety of role play scenarios and practice time (personal preference, otherwise awesome)

EQ needs improvement