

# RTO Information

This report presents summary information about the Registered Training Organisation.

|                  |                     |
|------------------|---------------------|
| <b>Name</b>      | Crown Melbourne Ltd |
| <b>RTO Code</b>  | 3743                |
| <b>Address</b>   | 8 Whiteman Street   |
| <b>Suburb</b>    | Southbank           |
| <b>State</b>     | Victoria            |
| <b>Post code</b> | 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        | 159            | 89.5          | 13.7              | 4              | 81.9          | 13.9              |
| Effective Assessment   | 159            | 84.7          | 15.3              | 4              | 85.4          | 14.2              |
| Clear Expectations     | 159            | 84.3          | 15.3              |                |               |                   |
| Learning Stimulation   | 159            | 81.9          | 15.2              |                |               |                   |
| Training Relevance     | 159            | 85.5          | 14.9              | 4              | 94.4          | 7.9               |
| Competency Development | 159            | 84.2          | 13.9              | 4              | 95.0          | 6.4               |
| Training Resources     | 159            | 85.8          | 14.0              | 4              | 91.7          | 10.6              |
| Effective Support      | 159            | 84.8          | 15.4              | 4              | 87.5          | 14.6              |
| Active Learning        | 159            | 79.8          | 14.7              |                |               |                   |
| Overall Satisfaction   | 159            | 88.2          | 13.8              | 4              | 86.1          | 10.6              |

# 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                  | 159              | 2                | 1.3                |
|   | Information technology                         | 159              | 0                | 0.0                |
|   | Engineering and related technologies           | 159              | 0                | 0.0                |
|   | Architecture and building                      | 159              | 0                | 0.0                |
|   | Agriculture, environmental and related studies | 159              | 1                | 0.6                |
|   | Health   | 159              | 2                | 1.3                |
|   | Education                                      | 159              | 2                | 1.3                |
|   | Management and commerce                        | 159              | 11               | 6.9                |
|   | Society and culture                            | 159              | 0                | 0.0                |
|   | Creative arts                                  | 159              | 1                | 0.6                |
|   | Food, hospitality and personal services        | 159              | 124              | 78.0               |
|   | Other  | 159              | 16               | 10.1               |
|   | Total  | 159              | 159              | 100.0              |
|   | Qualification Level                            | Certificate I    | 159              | 0                  |
| Certificate II                          |  | 159              | 7                | 4.4                |
| Certificate III                         |  | 159              | 124              | 78.0               |
| Certificate IV                          |  | 159              | 6                | 3.8                |
| Certificate level unknown               |  | 159              | 1                | 0.6                |
| Diploma                                 |  | 159              | 16               | 10.1               |
| Advanced diploma                        |  | 159              | 0                | 0.0                |
| Associate degree                        |  | 159              | 1                | 0.6                |
| Degree                                  |  | 159              | 3                | 1.9                |
| Short course or statement of attainment |  | 159              | 0                | 0.0                |
| VET Graduate Certificate or Diploma     |  | 159              | 0                | 0.0                |
| Other qualification or training         |  | 159              | 0                | 0.0                |
| Do not know                             |  | 159              | 1                | 0.0                |
| Total                                   |  | 159              | 158              | 99.4               |

# 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  | 2  | 47 | 110 | 157 | 0  |
| LQ2  | Trainers made the subject as interesting as possible                                    | 0  | 5  | 57 | 97  | 154 | 0  |
| LQ3  | Trainers had an excellent knowledge of the subject content                              | 0  | 1  | 34 | 124 | 158 | 0  |
| LQ4  | Trainers explained things clearly   | 0  | 2  | 42 | 115 | 157 | 0  |
| LQ5  | Overall, I am satisfied with the training   | 0  | 0  | 55 | 104 | 159 | 0  |
| LQ6  | I would recommend the training to others  | 0  | 2  | 57 | 100 | 157 | 0  |
| LQ7  | I would recommend the training organisation to others                                   | 0  | 0  | 53 | 106 | 159 | 0  |
| LQ8  | I received useful feedback on my assessments  | 1  | 3  | 56 | 99  | 155 | 0  |
| LQ9  | Assessments were based on realistic activities  | 0  | 4  | 69 | 86  | 155 | 0  |
| LQ10 | The way I was assessed was a fair test of my skills and knowledge                       | 0  | 3  | 72 | 84  | 156 | 0  |
| LQ11 | The training organisation gave appropriate recognition of existing knowledge and skills | 2  | 2  | 62 | 93  | 155 | 0  |
| LQ12 | It was always easy to know the standards expected                                       | 0  | 5  | 78 | 76  | 154 | 0  |
| LQ13 | I usually had a clear idea of what was expected of me                                   | 0  | 3  | 69 | 87  | 156 | 0  |
| LQ14 | Trainers made it clear right from the start what they expected from me                  | 1  | 2  | 54 | 102 | 156 | 0  |
| LQ15 | I was given enough material to keep up my interest                                      | 0  | 6  | 73 | 80  | 153 | 0  |
| LQ16 | The amount of work I had to do was reasonable   | 0  | 3  | 80 | 76  | 156 | 0  |
| LQ17 | The training was at the right level of difficulty for me                                | 1  | 0  | 85 | 73  | 158 | 0  |
| LQ18 | The training focused on relevant skills   | 0  | 2  | 65 | 92  | 157 | 0  |
| LQ19 | The training prepared me well for work  | 0  | 3  | 55 | 101 | 156 | 0  |
| LQ20 | The training had a good mix of theory and practice                                      | 0  | 7  | 64 | 88  | 152 | 0  |
| LQ21 | I developed the skills expected from this training                                      | 1  | 0  | 61 | 97  | 158 | 0  |
| LQ22 | I learned to work with people   | 0  | 5  | 74 | 80  | 154 | 0  |
| LQ23 | I identified ways to build on my current knowledge and skills                           | 1  | 1  | 60 | 97  | 157 | 0  |
| LQ24 | I developed the knowledge expected from this training                                   | 0  | 2  | 68 | 89  | 157 | 0  |
| LQ25 | I learned to plan and manage my work  | 0  | 8  | 75 | 76  | 151 | 0  |
| LQ26 | Training resources were available when I needed them                                    | 0  | 0  | 66 | 93  | 159 | 0  |
| LQ27 | The training used up-to-date equipment, facilities and materials                        | 0  | 5  | 71 | 83  | 154 | 0  |
| LQ28 | Training facilities and materials were in good condition                                | 0  | 0  | 56 | 103 | 159 | 0  |
| LQ29 | Training organisation staff respected my background and needs                           | 0  | 2  | 58 | 99  | 157 | 0  |
| LQ30 | The training was flexible enough to meet my needs                                       | 0  | 4  | 70 | 85  | 155 | 0  |
| LQ31 | The training organisation had a range of services to support learners                   | 0  | 5  | 67 | 87  | 154 | 0  |
| LQ32 | I set high standards for myself in this training  | 1  | 6  | 84 | 68  | 152 | 0  |
| LQ33 | I pushed myself to understand things I found confusing                                  | 2  | 2  | 84 | 71  | 155 | 0  |
| LQ34 | I looked for my own resources to help me learn  | 4  | 14 | 82 | 59  | 141 | 0  |
| LQ35 | I approached trainers if I needed help  | 1  | 1  | 65 | 92  | 157 | 0  |

## LQ response category percentages

|      | Item  | SD  | D   | A    | SA   | AG    | MI  |
|------|---|-----|-----|------|------|-------|-----|
| LQ1  | Trainers encouraged learners to ask questions   | 0.0 | 1.3 | 29.6 | 69.2 | 98.7  | 0.0 |
| LQ2  | Trainers made the subject as interesting as possible                                    | 0.0 | 3.1 | 35.8 | 61.0 | 96.9  | 0.0 |
| LQ3  | Trainers had an excellent knowledge of the subject content                              | 0.0 | 0.6 | 21.4 | 78.0 | 99.4  | 0.0 |
| LQ4  | Trainers explained things clearly   | 0.0 | 1.3 | 26.4 | 72.3 | 98.7  | 0.0 |
| LQ5  | Overall, I am satisfied with the training   | 0.0 | 0.0 | 34.6 | 65.4 | 100.0 | 0.0 |
| LQ6  | I would recommend the training to others  | 0.0 | 1.3 | 35.8 | 62.9 | 98.7  | 0.0 |
| LQ7  | I would recommend the training organisation to others                                   | 0.0 | 0.0 | 33.3 | 66.7 | 100.0 | 0.0 |
| LQ8  | I received useful feedback on my assessments  | 0.6 | 1.9 | 35.2 | 62.3 | 97.5  | 0.0 |
| LQ9  | Assessments were based on realistic activities  | 0.0 | 2.5 | 43.4 | 54.1 | 97.5  | 0.0 |
| LQ10 | The way I was assessed was a fair test of my skills and knowledge                       | 0.0 | 1.9 | 45.3 | 52.8 | 98.1  | 0.0 |
| LQ11 | The training organisation gave appropriate recognition of existing knowledge and skills | 1.3 | 1.3 | 39.0 | 58.5 | 97.5  | 0.0 |
| LQ12 | It was always easy to know the standards expected                                       | 0.0 | 3.1 | 49.1 | 47.8 | 96.9  | 0.0 |
| LQ13 | I usually had a clear idea of what was expected of me                                   | 0.0 | 1.9 | 43.4 | 54.7 | 98.1  | 0.0 |
| LQ14 | Trainers made it clear right from the start what they expected from me                  | 0.6 | 1.3 | 34.0 | 64.2 | 98.1  | 0.0 |
| LQ15 | I was given enough material to keep up my interest                                      | 0.0 | 3.8 | 45.9 | 50.3 | 96.2  | 0.0 |
| LQ16 | The amount of work I had to do was reasonable   | 0.0 | 1.9 | 50.3 | 47.8 | 98.1  | 0.0 |
| LQ17 | The training was at the right level of difficulty for me                                | 0.6 | 0.0 | 53.5 | 45.9 | 99.4  | 0.0 |
| LQ18 | The training focused on relevant skills   | 0.0 | 1.3 | 40.9 | 57.9 | 98.7  | 0.0 |
| LQ19 | The training prepared me well for work  | 0.0 | 1.9 | 34.6 | 63.5 | 98.1  | 0.0 |
| LQ20 | The training had a good mix of theory and practice                                      | 0.0 | 4.4 | 40.3 | 55.3 | 95.6  | 0.0 |
| LQ21 | I developed the skills expected from this training                                      | 0.6 | 0.0 | 38.4 | 61.0 | 99.4  | 0.0 |
| LQ22 | I learned to work with people   | 0.0 | 3.1 | 46.5 | 50.3 | 96.9  | 0.0 |
| LQ23 | I identified ways to build on my current knowledge and skills                           | 0.6 | 0.6 | 37.7 | 61.0 | 98.7  | 0.0 |
| LQ24 | I developed the knowledge expected from this training                                   | 0.0 | 1.3 | 42.8 | 56.0 | 98.7  | 0.0 |
| LQ25 | I learned to plan and manage my work  | 0.0 | 5.0 | 47.2 | 47.8 | 95.0  | 0.0 |
| LQ26 | Training resources were available when I needed them                                    | 0.0 | 0.0 | 41.5 | 58.5 | 100.0 | 0.0 |
| LQ27 | The training used up-to-date equipment, facilities and materials                        | 0.0 | 3.1 | 44.7 | 52.2 | 96.9  | 0.0 |
| LQ28 | Training facilities and materials were in good condition                                | 0.0 | 0.0 | 35.2 | 64.8 | 100.0 | 0.0 |
| LQ29 | Training organisation staff respected my background and needs                           | 0.0 | 1.3 | 36.5 | 62.3 | 98.7  | 0.0 |
| LQ30 | The training was flexible enough to meet my needs                                       | 0.0 | 2.5 | 44.0 | 53.5 | 97.5  | 0.0 |
| LQ31 | The training organisation had a range of services to support learners                   | 0.0 | 3.1 | 42.1 | 54.7 | 96.9  | 0.0 |
| LQ32 | I set high standards for myself in this training  | 0.6 | 3.8 | 52.8 | 42.8 | 95.6  | 0.0 |
| LQ33 | I pushed myself to understand things I found confusing                                  | 1.3 | 1.3 | 52.8 | 44.7 | 97.5  | 0.0 |
| LQ34 | I looked for my own resources to help me learn  | 2.5 | 8.8 | 51.6 | 37.1 | 88.7  | 0.0 |
| LQ35 | I approached trainers if I needed help  | 0.6 | 0.6 | 40.9 | 57.9 | 98.7  | 0.0 |

## LQ item averages and variations

|      | Item  | Average Score | Average Variation |
|------|---|---------------|-------------------|
| LQ1  | Trainers encouraged learners to ask questions   | 89.3          | 16.5              |
| LQ2  | Trainers made the subject as interesting as possible                                    | 86.0          | 18.5              |
| LQ3  | Trainers had an excellent knowledge of the subject content                              | 92.5          | 14.5              |
| LQ4  | Trainers explained things clearly   | 90.4          | 16.1              |
| LQ5  | Overall, I am satisfied with the training   | 88.5          | 15.9              |
| LQ6  | I would recommend the training to others  | 87.2          | 17.1              |
| LQ7  | I would recommend the training organisation to others                                   | 88.9          | 15.8              |
| LQ8  | I received useful feedback on my assessments  | 86.4          | 18.8              |
| LQ9  | Assessments were based on realistic activities  | 83.9          | 18.3              |
| LQ10 | The way I was assessed was a fair test of my skills and knowledge                       | 83.6          | 17.9              |
| LQ11 | The training organisation gave appropriate recognition of existing knowledge and skills | 84.9          | 19.7              |
| LQ12 | It was always easy to know the standards expected                                       | 81.6          | 18.6              |
| LQ13 | I usually had a clear idea of what was expected of me                                   | 84.3          | 17.9              |
| LQ14 | Trainers made it clear right from the start what they expected from me                  | 87.2          | 18.3              |
| LQ15 | I was given enough material to keep up my interest                                      | 82.2          | 19.0              |
| LQ16 | The amount of work I had to do was reasonable   | 82.0          | 17.9              |
| LQ17 | The training was at the right level of difficulty for me                                | 81.6          | 17.8              |
| LQ18 | The training focused on relevant skills   | 85.5          | 17.4              |
| LQ19 | The training prepared me well for work  | 87.2          | 17.5              |
| LQ20 | The training had a good mix of theory and practice                                      | 83.6          | 19.4              |
| LQ21 | I developed the skills expected from this training                                      | 86.6          | 17.6              |
| LQ22 | I learned to work with people   | 82.4          | 18.7              |
| LQ23 | I identified ways to build on my current knowledge and skills                           | 86.4          | 18.1              |
| LQ24 | I developed the knowledge expected from this training                                   | 84.9          | 17.5              |
| LQ25 | I learned to plan and manage my work  | 80.9          | 19.7              |
| LQ26 | Training resources were available when I needed them                                    | 86.2          | 16.5              |
| LQ27 | The training used up-to-date equipment, facilities and materials                        | 83.0          | 18.7              |
| LQ28 | Training facilities and materials were in good condition                                | 88.3          | 16.0              |
| LQ29 | Training organisation staff respected my background and needs                           | 87.0          | 17.1              |
| LQ30 | The training was flexible enough to meet my needs                                       | 83.6          | 18.3              |
| LQ31 | The training organisation had a range of services to support learners                   | 83.9          | 18.7              |
| LQ32 | I set high standards for myself in this training  | 79.2          | 19.7              |
| LQ33 | I pushed myself to understand things I found confusing                                  | 80.3          | 19.6              |
| LQ34 | I looked for my own resources to help me learn  | 74.4          | 23.8              |
| LQ35 | I approached trainers if I needed help  | 85.3          | 18.2              |

## EQ response category numbers

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

# EQ response category percentages

|      | Item  | SD  | D   | A    | SA    | AG    | MI   |
|------|---|-----|-----|------|-------|-------|------|
| EQ1  | The training used up-to-date equipment, facilities and materials                          | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ2  | The training organisation dealt satisfactorily with any issues or complaints              | 0.0 | 0.0 | 75.0 | 25.0  | 100.0 | 0.0  |
| EQ3  | The training organisation was flexible enough to meet our needs                           | 0.0 | 0.0 | 66.7 | 33.3  | 100.0 | 33.3 |
| EQ4  | Assessment was at an appropriate standard   | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ5  | The training resources were appropriate for learner needs                                 | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |
| EQ6  | The training reflected current practice   | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |
| EQ7  | The training organisation developed customised programs                                   | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ8  | The training organisation provided good support for workplace training and assessment     | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ9  | The training focused on relevant skills   | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |
| EQ10 | Our employees gained the skills they needed from this training                            | 0.0 | 0.0 | 75.0 | 25.0  | 100.0 | 0.0  |
| EQ11 | The training was effectively integrated into our organisation                             | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ12 | Overall, we are satisfied with the training   | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ13 | We would recommend the training organisation to others                                    | 0.0 | 0.0 | 0.0  | 100.0 | 100.0 | 0.0  |
| EQ14 | We would recommend the training to others   | 0.0 | 0.0 | 0.0  | 100.0 | 100.0 | 0.0  |
| EQ15 | The training organisation gave appropriate recognition of existing knowledge and skills   | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ16 | The way employees were assessed was a fair test of their skills and knowledge             | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ17 | Trainers had a good knowledge and experience of the industry                              | 0.0 | 0.0 | 0.0  | 100.0 | 100.0 | 0.0  |
| EQ18 | Assessments were based on realistic activities  | 0.0 | 0.0 | 0.0  | 100.0 | 100.0 | 0.0  |
| EQ19 | Trainers were effective in their teaching   | 0.0 | 0.0 | 0.0  | 100.0 | 100.0 | 0.0  |
| EQ20 | The training was an effective investment  | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ21 | Trainers were able to relate material to the workplace                                    | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |
| EQ22 | The training had a good mix of theory and practice  | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |
| EQ23 | The training organisation acted on feedback from employers                                | 0.0 | 0.0 | 0.0  | 100.0 | 100.0 | 0.0  |
| EQ24 | The training has helped our employees work with people                                    | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ25 | Training resources and equipment were in good condition                                   | 0.0 | 0.0 | 66.7 | 33.3  | 100.0 | 33.3 |
| EQ26 | The training helped employees identify how to build on their current knowledge and skills | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ27 | The training prepared employees well for work   | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ28 | Our employees gained the knowledge they needed from this training                         | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |
| EQ29 | The training prepared our employees for the demands of work                               | 0.0 | 0.0 | 25.0 | 75.0  | 100.0 | 0.0  |
| EQ30 | The training organisation clearly explained what was expected from employers              | 0.0 | 0.0 | 50.0 | 50.0  | 100.0 | 0.0  |

## EQ item averages and variations

|      | Item  | Average Score | Average Variation |
|------|---|---------------|-------------------|
| EQ1  | The training used up-to-date equipment, facilities and materials                          | 91.7          | 16.7              |
| EQ2  | The training organisation dealt satisfactorily with any issues or complaints              | 75.0          | 16.7              |
| EQ3  | The training organisation was flexible enough to meet our needs                           | 77.8          | 19.2              |
| EQ4  | Assessment was at an appropriate standard   | 91.7          | 16.7              |
| EQ5  | The training resources were appropriate for learner needs                                 | 83.3          | 19.2              |
| EQ6  | The training reflected current practice   | 83.3          | 19.2              |
| EQ7  | The training organisation developed customised programs                                   | 91.7          | 16.7              |
| EQ8  | The training organisation provided good support for workplace training and assessment     | 91.7          | 16.7              |
| EQ9  | The training focused on relevant skills   | 83.3          | 19.2              |
| EQ10 | Our employees gained the skills they needed from this training                            | 75.0          | 16.7              |
| EQ11 | The training was effectively integrated into our organisation                             | 91.7          | 16.7              |
| EQ12 | Overall, we are satisfied with the training   | 91.7          | 16.7              |
| EQ13 | We would recommend the training organisation to others                                    | 100.0         | 0.0               |
| EQ14 | We would recommend the training to others   | 100.0         | 0.0               |
| EQ15 | The training organisation gave appropriate recognition of existing knowledge and skills   | 91.7          | 16.7              |
| EQ16 | The way employees were assessed was a fair test of their skills and knowledge             | 91.7          | 16.7              |
| EQ17 | Trainers had a good knowledge and experience of the industry                              | 100.0         | 0.0               |
| EQ18 | Assessments were based on realistic activities  | 100.0         | 0.0               |
| EQ19 | Trainers were effective in their teaching   | 100.0         | 0.0               |
| EQ20 | The training was an effective investment  | 91.7          | 16.7              |
| EQ21 | Trainers were able to relate material to the workplace                                    | 83.3          | 19.2              |
| EQ22 | The training had a good mix of theory and practice  | 83.3          | 19.2              |
| EQ23 | The training organisation acted on feedback from employers                                | 100.0         | 0.0               |
| EQ24 | The training has helped our employees work with people                                    | 91.7          | 16.7              |
| EQ25 | Training resources and equipment were in good condition                                   | 77.8          | 19.2              |
| EQ26 | The training helped employees identify how to build on their current knowledge and skills | 91.7          | 16.7              |
| EQ27 | The training prepared employees well for work   | 91.7          | 16.7              |
| EQ28 | Our employees gained the knowledge they needed from this training                         | 83.3          | 19.2              |
| EQ29 | The training prepared our employees for the demands of work                               | 91.7          | 16.7              |
| EQ30 | The training organisation clearly explained what was expected from employers              | 83.3          | 19.2              |

# Characteristics Report

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

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

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

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

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

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

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

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

# Trainer Quality

## Training characteristics

|                               | Characteristic                                 | Learners   |             |             |
|-------------------------------|--|------------|-------------|-------------|
|                               |  | Count      | Average     | Variation   |
| Qualification Level           | Certificate I                                  | 0          |             |             |
|                               | Certificate II                                 | 7          | 91.7        | 12.7        |
|                               | Certificate III                                | 124        | 89.3        | 14.1        |
|                               | Certificate IV                                 | 6          | 77.8        | 16.4        |
|                               | Certificate level unknown                      | 1          | 100.0       | 0.0         |
|                               | Diploma  | 16         | 92.2        | 10.3        |
|                               | Advanced diploma                               | 0          |             |             |
|                               | Associate degree                               | 1          | 91.7        | 0.0         |
|                               | Degree   | 3          | 94.4        | 4.8         |
|                               | Short course or statement of attainment        | 0          |             |             |
|                               | VET Graduate Certificate or Diploma            | 0          |             |             |
|                               | Other qualification or training                | 0          |             |             |
|                               | Do not know                                    | 1          | 100.0       | 0.0         |
|                               | <b>Total</b>                                   | <b>159</b> | <b>89.5</b> | <b>13.7</b> |
| Field of Education            | Natural and physical sciences                  | 2          | 100.0       | 0.0         |
|                               | Information technology                         | 0          |             |             |
|                               | Engineering and related technologies           | 0          |             |             |
|                               | Architecture and building                      | 0          |             |             |
|                               | Agriculture, environmental and related studies | 1          | 83.3        | 0.0         |
|                               | Health   | 2          | 87.5        | 5.9         |
|                               | Education                                      | 2          | 100.0       | 0.0         |
|                               | Management and commerce                        | 11         | 93.2        | 10.4        |
|                               | Society and culture                            | 0          |             |             |
|                               | Creative arts                                  | 1          | 75.0        | 0.0         |
|                               | Food, hospitality and personal services        | 124        | 89.2        | 14.1        |
|                               | Other  | 16         | 88.0        | 14.9        |
|                               | <b>Total</b>                                   | <b>159</b> | <b>89.5</b> | <b>13.7</b> |
| Training start month          | January  | 28         | 91.4        | 12.9        |
|                               | February                                       | 16         | 87.5        | 15.2        |
|                               | March  | 17         | 84.8        | 14.5        |
|                               | April  | 7          | 89.3        | 15.7        |
|                               | May  | 3          | 100.0       | 0.0         |
|                               | June   | 8          | 91.7        | 11.8        |
|                               | July   | 6          | 94.4        | 13.6        |
|                               | August   | 16         | 83.9        | 15.1        |
|                               | September                                      | 19         | 84.6        | 16.3        |
|                               | October  | 17         | 95.6        | 9.4         |
|                               | November                                       | 12         | 91.7        | 11.8        |
|                               | December                                       | 2          | 83.3        | 23.6        |
|                               | Training Start Year                            | Pit 1      | 1           | 75.0        |
| 2019                          |  | 12         | 89.6        | 14.7        |
| 2018                          |  | 20         | 91.3        | 12.8        |
| 2017                          |  | 51         | 88.4        | 14.1        |
| 2016                          |  | 1          | 100.0       | 0.0         |
| 20117                         |  | 1          | 100.0       | 0.0         |
| 19                            |  | 1          | 91.7        | 0.0         |
| 18                            |  | 12         | 88.9        | 14.4        |
| 17                            |  | 45         | 89.6        | 14.8        |
| 16                            |  | 6          | 83.3        | 13.9        |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96         | 89.0        | 13.8        |
|                               | Not apprenticeship or traineeship              | 63         | 90.3        | 13.7        |
| Recognition of prior learning | Recognition of prior learning                  | 8          | 87.5        | 14.1        |
|                               | No recognition of prior learning               | 151        | 89.6        | 13.7        |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 90.2    | 12.7      |
|   | Male  | 109      | 89.2    | 14.2      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 95.8    | 7.0       |
|   | 20 to 24  | 76       | 87.1    | 15.1      |
|   | 25 to 34  | 42       | 91.1    | 13.2      |
|   | 35 to 44  | 22       | 95.5    | 9.5       |
|   | 45 to 54  | 10       | 85.0    | 13.5      |
|   | 55 to 64  | 3        | 88.9    | 4.8       |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 89.4    | 13.8      |
|   | Yes, Aboriginal                                 | 1        | 91.7    | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 100.0   | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 88.7    | 13.0      |
|   | Language other than English                     | 66       | 90.7    | 14.7      |
| Permanent residency or citizenship          | Australian                                      | 153      | 89.3    | 13.8      |
|   | Not Australian                                  | 6        | 94.4    | 10.1      |
| Disability status                           | Disability identified                           | 8        | 91.7    | 7.7       |
|   | No disability identified                        | 151      | 89.4    | 14.0      |

# Effective Assessment

## Training characteristics

|                               | Characteristic                                 | Learners |         |           |
|-------------------------------|--|----------|---------|-----------|
|                               |  | Count    | Average | Variation |
| Qualification Level           | Certificate I                                  | 0        |         |           |
|                               | Certificate II                                 | 7        | 83.3    | 16.7      |
|                               | Certificate III                                | 124      | 85.5    | 15.6      |
|                               | Certificate IV                                 | 6        | 80.6    | 12.5      |
|                               | Certificate level unknown                      | 1        | 100.0   | 0.0       |
|                               | Diploma  | 16       | 77.1    | 12.7      |
|                               | Advanced diploma                               | 0        |         |           |
|                               | Associate degree                               | 1        | 100.0   | 0.0       |
|                               | Degree   | 3        | 88.9    | 4.8       |
|                               | Short course or statement of attainment        | 0        |         |           |
|                               | VET Graduate Certificate or Diploma            | 0        |         |           |
|                               | Other qualification or training                | 0        |         |           |
|                               | Do not know                                    | 1        | 100.0   | 0.0       |
|                               | Total  | 159      | 84.7    | 15.3      |
| Field of Education            | Natural and physical sciences                  | 2        | 95.8    | 5.9       |
|                               | Information technology                         | 0        |         |           |
|                               | Engineering and related technologies           | 0        |         |           |
|                               | Architecture and building                      | 0        |         |           |
|                               | Agriculture, environmental and related studies | 1        | 66.7    | 0.0       |
|                               | Health   | 2        | 75.0    | 23.6      |
|                               | Education                                      | 2        | 100.0   | 0.0       |
|                               | Management and commerce                        | 11       | 72.7    | 10.6      |
|                               | Society and culture                            | 0        |         |           |
|                               | Creative arts                                  | 1        | 75.0    | 0.0       |
|                               | Food, hospitality and personal services        | 124      | 85.7    | 15.5      |
|                               | Other  | 16       | 84.9    | 13.0      |
|                               | Total  | 159      | 84.7    | 15.3      |
| Training start month          | January  | 28       | 87.8    | 12.9      |
|                               | February                                       | 16       | 85.9    | 13.5      |
|                               | March  | 17       | 80.9    | 13.7      |
|                               | April  | 7        | 88.1    | 15.9      |
|                               | May  | 3        | 97.2    | 4.8       |
|                               | June   | 8        | 85.4    | 11.6      |
|                               | July   | 6        | 95.8    | 7.0       |
|                               | August   | 16       | 78.6    | 19.2      |
|                               | September                                      | 19       | 79.4    | 19.3      |
|                               | October  | 17       | 86.3    | 15.0      |
|                               | November                                       | 12       | 83.3    | 16.3      |
|                               | December                                       | 2        | 83.3    | 23.6      |
|                               | Training Start Year                            | Pit 1    | 1       | 66.7      |
| 2019                          |  | 12       | 87.5    | 14.4      |
| 2018                          |  | 20       | 88.3    | 12.5      |
| 2017                          |  | 51       | 85.0    | 15.3      |
| 2016                          |  | 1        | 100.0   | 0.0       |
| 2017                          |  | 1        | 100.0   | 0.0       |
| 19                            |  | 1        | 91.7    | 0.0       |
| 18                            |  | 12       | 84.7    | 15.0      |
| 17                            |  | 45       | 82.4    | 17.3      |
| 16                            |  | 6        | 76.4    | 13.4      |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96       | 86.5    | 13.9      |
|                               | Not apprenticeship or traineeship              | 63       | 82.0    | 16.9      |
| Recognition of prior learning | Recognition of prior learning                  | 8        | 79.2    | 17.3      |
|                               | No recognition of prior learning               | 151      | 85.0    | 15.2      |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 86.3    | 14.0      |
|   | Male  | 109      | 83.9    | 15.8      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 91.7    | 10.5      |
|   | 20 to 24  | 76       | 84.5    | 15.4      |
|   | 25 to 34  | 42       | 84.3    | 16.3      |
|   | 35 to 44  | 22       | 87.9    | 14.3      |
|   | 45 to 54  | 10       | 77.5    | 13.6      |
|   | 55 to 64  | 3        | 80.6    | 17.3      |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 84.7    | 15.3      |
|   | Yes, Aboriginal                                 | 1        | 83.3    | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 91.7    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 82.3    | 15.3      |
|   | Language other than English                     | 66       | 88.1    | 14.6      |
| Permanent residency or citizenship          | Australian                                      | 153      | 84.6    | 15.4      |
|   | Not Australian                                  | 6        | 87.5    | 12.6      |
| Disability status                           | Disability identified                           | 8        | 80.2    | 14.7      |
|   | No disability identified                        | 151      | 84.9    | 15.3      |

# Clear Expectations

## Training characteristics

|                               | Characteristic                                 | Learners   |             |             |
|-------------------------------|--|------------|-------------|-------------|
|                               |  | Count      | Average     | Variation   |
| Qualification Level           | Certificate I                                  | 0          |             |             |
|                               | Certificate II                                 | 7          | 81.0        | 15.3        |
|                               | Certificate III                                | 124        | 85.9        | 14.8        |
|                               | Certificate IV                                 | 6          | 77.8        | 17.2        |
|                               | Certificate level unknown                      | 1          | 100.0       | 0.0         |
|                               | Diploma  | 16         | 72.2        | 14.1        |
|                               | Advanced diploma                               | 0          |             |             |
|                               | Associate degree                               | 1          | 88.9        | 0.0         |
|                               | Degree   | 3          | 92.6        | 12.8        |
|                               | Short course or statement of attainment        | 0          |             |             |
|                               | VET Graduate Certificate or Diploma            | 0          |             |             |
|                               | Other qualification or training                | 0          |             |             |
|                               | Do not know                                    | 1          | 100.0       | 0.0         |
|                               | <b>Total</b>                                   | <b>159</b> | <b>84.3</b> | <b>15.3</b> |
| Field of Education            | Natural and physical sciences                  | 2          | 100.0       | 0.0         |
|                               | Information technology                         | 0          |             |             |
|                               | Engineering and related technologies           | 0          |             |             |
|                               | Architecture and building                      | 0          |             |             |
|                               | Agriculture, environmental and related studies | 1          | 88.9        | 0.0         |
|                               | Health   | 2          | 88.9        | 15.7        |
|                               | Education                                      | 2          | 100.0       | 0.0         |
|                               | Management and commerce                        | 11         | 68.7        | 14.8        |
|                               | Society and culture                            | 0          |             |             |
|                               | Creative arts                                  | 1          | 66.7        | 0.0         |
|                               | Food, hospitality and personal services        | 124        | 85.4        | 15.0        |
|                               | Other  | 16         | 83.3        | 13.5        |
|                               | <b>Total</b>                                   | <b>159</b> | <b>84.3</b> | <b>15.3</b> |
| Training start month          | January  | 28         | 86.5        | 14.6        |
|                               | February                                       | 16         | 84.7        | 14.6        |
|                               | March  | 17         | 79.1        | 14.6        |
|                               | April  | 7          | 84.1        | 16.8        |
|                               | May  | 3          | 100.0       | 0.0         |
|                               | June   | 8          | 90.3        | 15.1        |
|                               | July   | 6          | 88.9        | 12.2        |
|                               | August   | 16         | 81.3        | 15.6        |
|                               | September                                      | 19         | 78.4        | 15.9        |
|                               | October  | 17         | 85.0        | 18.4        |
|                               | November                                       | 12         | 86.1        | 12.6        |
|                               | December                                       | 2          | 83.3        | 23.6        |
|                               | Training Start Year                            | Pit 1      | 1           | 66.7        |
| 2019                          |  | 12         | 86.1        | 17.2        |
| 2018                          |  | 20         | 87.2        | 14.1        |
| 2017                          |  | 51         | 84.3        | 16.7        |
| 2016                          |  | 1          | 100.0       | 0.0         |
| 20117                         |  | 1          | 100.0       | 0.0         |
| 19                            |  | 1          | 77.8        | 0.0         |
| 18                            |  | 12         | 82.4        | 16.0        |
| 17                            |  | 45         | 83.5        | 13.9        |
| 16                            |  | 6          | 74.1        | 13.5        |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96         | 85.4        | 14.8        |
|                               | Not apprenticeship or traineeship              | 63         | 82.7        | 15.9        |
| Recognition of prior learning | Recognition of prior learning                  | 8          | 77.8        | 23.8        |
|                               | No recognition of prior learning               | 151        | 84.7        | 14.7        |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 87.1    | 14.1      |
|   | Male  | 109      | 83.1    | 15.7      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 90.7    | 13.0      |
|   | 20 to 24  | 76       | 84.6    | 15.3      |
|   | 25 to 34  | 42       | 86.2    | 16.2      |
|   | 35 to 44  | 22       | 83.8    | 14.0      |
|   | 45 to 54  | 10       | 75.6    | 13.7      |
|   | 55 to 64  | 3        | 70.4    | 6.4       |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 84.4    | 15.4      |
|   | Yes, Aboriginal                                 | 1        | 88.9    | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 77.8    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 82.7    | 15.8      |
|   | Language other than English                     | 66       | 86.7    | 14.4      |
| Permanent residency or citizenship          | Australian                                      | 153      | 84.0    | 15.3      |
|   | Not Australian                                  | 6        | 92.6    | 13.5      |
| Disability status                           | Disability identified                           | 8        | 75.0    | 12.9      |
|   | No disability identified                        | 151      | 84.8    | 15.3      |

# Learning Stimulation

## Training characteristics

|                               | Characteristic                                 | Learners   |             |             |
|-------------------------------|--|------------|-------------|-------------|
|                               |  | Count      | Average     | Variation   |
| Qualification Level           | Certificate I                                  | 0          |             |             |
|                               | Certificate II                                 | 7          | 81.0        | 22.0        |
|                               | Certificate III                                | 124        | 83.2        | 14.7        |
|                               | Certificate IV                                 | 6          | 79.6        | 16.4        |
|                               | Certificate level unknown                      | 1          | 100.0       | 0.0         |
|                               | Diploma  | 16         | 70.8        | 12.7        |
|                               | Advanced diploma                               | 0          |             |             |
|                               | Associate degree                               | 1          | 100.0       | 0.0         |
|                               | Degree   | 3          | 77.8        | 0.0         |
|                               | Short course or statement of attainment        | 0          |             |             |
|                               | VET Graduate Certificate or Diploma            | 0          |             |             |
|                               | Other qualification or training                | 0          |             |             |
|                               | Do not know                                    | 1          | 100.0       | 0.0         |
|                               | <b>Total</b>                                   | <b>159</b> | <b>81.9</b> | <b>15.2</b> |
| Field of Education            | Natural and physical sciences                  | 2          | 77.8        | 0.0         |
|                               | Information technology                         | 0          |             |             |
|                               | Engineering and related technologies           | 0          |             |             |
|                               | Architecture and building                      | 0          |             |             |
|                               | Agriculture, environmental and related studies | 1          | 66.7        | 0.0         |
|                               | Health   | 2          | 61.1        | 23.6        |
|                               | Education                                      | 2          | 100.0       | 0.0         |
|                               | Management and commerce                        | 11         | 67.7        | 6.0         |
|                               | Society and culture                            | 0          |             |             |
|                               | Creative arts                                  | 1          | 66.7        | 0.0         |
|                               | Food, hospitality and personal services        | 124        | 83.5        | 14.8        |
|                               | Other  | 16         | 81.9        | 16.2        |
|                               | <b>Total</b>                                   | <b>159</b> | <b>81.9</b> | <b>15.2</b> |
| Training start month          | January  | 28         | 83.7        | 13.7        |
|                               | February                                       | 16         | 79.9        | 13.0        |
|                               | March  | 17         | 79.1        | 15.7        |
|                               | April  | 7          | 81.0        | 15.3        |
|                               | May  | 3          | 96.3        | 6.4         |
|                               | June   | 8          | 80.6        | 12.9        |
|                               | July   | 6          | 94.4        | 6.1         |
|                               | August   | 16         | 78.5        | 17.0        |
|                               | September                                      | 19         | 76.6        | 14.3        |
|                               | October  | 17         | 84.3        | 18.0        |
|                               | November                                       | 12         | 82.4        | 14.6        |
|                               | December                                       | 2          | 83.3        | 23.6        |
| Training Start Year           | Pit 1  | 1          | 66.7        | 0.0         |
|                               | 2019   | 12         | 86.1        | 15.1        |
|                               | 2018   | 20         | 84.4        | 15.5        |
|                               | 2017   | 51         | 82.1        | 15.1        |
|                               | 2016   | 1          | 88.9        | 0.0         |
|                               | 2017   | 1          | 100.0       | 0.0         |
|                               | 19   | 1          | 77.8        | 0.0         |
|                               | 18   | 12         | 81.5        | 14.5        |
|                               | 17   | 45         | 79.8        | 14.8        |
|                               | 16   | 6          | 72.2        | 13.6        |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96         | 83.2        | 14.8        |
|                               | Not apprenticeship or traineeship              | 63         | 79.9        | 15.7        |
| Recognition of prior learning | Recognition of prior learning                  | 8          | 76.4        | 17.3        |
|                               | No recognition of prior learning               | 151        | 82.2        | 15.1        |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 82.7    | 14.6      |
|   | Male  | 109      | 81.5    | 15.5      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 88.9    | 14.1      |
|   | 20 to 24  | 76       | 81.4    | 14.6      |
|   | 25 to 34  | 42       | 83.6    | 16.3      |
|   | 35 to 44  | 22       | 84.3    | 14.8      |
|   | 45 to 54  | 10       | 74.4    | 13.9      |
|   | 55 to 64  | 3        | 63.0    | 6.4       |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 81.8    | 15.2      |
|   | Yes, Aboriginal                                 | 1        | 100.0   | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 77.8    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 80.9    | 15.7      |
|   | Language other than English                     | 66       | 83.3    | 14.4      |
| Permanent residency or citizenship          | Australian                                      | 153      | 81.8    | 15.3      |
|   | Not Australian                                  | 6        | 83.3    | 13.6      |
| Disability status                           | Disability identified                           | 8        | 73.6    | 11.8      |
|   | No disability identified                        | 151      | 82.3    | 15.2      |

# Training Relevance

## Training characteristics

| Characteristic                | Learners                                       |         |           |
|-------------------------------|--|---------|-----------|
|                               | Count  | Average | Variation |
| Qualification Level           | Certificate I                                  | 0       |           |
|                               | Certificate II                                 | 7       | 84.1      |
|                               | Certificate III                                | 124     | 86.3      |
|                               | Certificate IV                                 | 6       | 77.8      |
|                               | Certificate level unknown                      | 1       | 100.0     |
|                               | Diploma  | 16      | 78.5      |
|                               | Advanced diploma                               | 0       |           |
|                               | Associate degree                               | 1       | 100.0     |
|                               | Degree   | 3       | 96.3      |
|                               | Short course or statement of attainment        | 0       |           |
|                               | VET Graduate Certificate or Diploma            | 0       |           |
|                               | Other qualification or training                | 0       |           |
|                               | Do not know                                    | 1       | 88.9      |
|                               | Total  | 159     | 85.5      |
| Field of Education            | Natural and physical sciences                  | 2       | 88.9      |
|                               | Information technology                         | 0       |           |
|                               | Engineering and related technologies           | 0       |           |
|                               | Architecture and building                      | 0       |           |
|                               | Agriculture, environmental and related studies | 1       | 88.9      |
|                               | Health   | 2       | 77.8      |
|                               | Education                                      | 2       | 100.0     |
|                               | Management and commerce                        | 11      | 78.8      |
|                               | Society and culture                            | 0       |           |
|                               | Creative arts                                  | 1       | 66.7      |
|                               | Food, hospitality and personal services        | 124     | 85.8      |
|                               | Other  | 16      | 86.8      |
|                               | Total  | 159     | 85.5      |
| Training start month          | January  | 28      | 87.7      |
|                               | February                                       | 16      | 84.0      |
|                               | March  | 17      | 80.4      |
|                               | April  | 7       | 84.1      |
|                               | May  | 3       | 92.6      |
|                               | June   | 8       | 91.7      |
|                               | July   | 6       | 87.0      |
|                               | August   | 16      | 83.3      |
|                               | September                                      | 19      | 82.5      |
|                               | October  | 17      | 87.6      |
|                               | November                                       | 12      | 85.2      |
|                               | December                                       | 2       | 83.3      |
|                               | Training Start Year                            | Pit 1   | 1         |
| 2019                          |  | 12      | 88.9      |
| 2018                          |  | 20      | 88.9      |
| 2017                          |  | 51      | 85.4      |
| 2016                          |  | 1       | 88.9      |
| 2017                          |  | 1       | 100.0     |
| 19                            |  | 1       | 88.9      |
| 18                            |  | 12      | 82.4      |
| 17                            |  | 45      | 84.4      |
| 16                            |  | 6       | 75.9      |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96      | 85.8      |
|                               | Not apprenticeship or traineeship              | 63      | 85.0      |
| Recognition of prior learning | Recognition of prior learning                  | 8       | 81.9      |
|                               | No recognition of prior learning               | 151     | 85.7      |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 86.9    | 14.5      |
|   | Male  | 109      | 84.8    | 15.2      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 87.0    | 16.4      |
|   | 20 to 24  | 76       | 85.1    | 16.3      |
|   | 25 to 34  | 42       | 85.7    | 13.5      |
|   | 35 to 44  | 22       | 87.9    | 12.8      |
|   | 45 to 54  | 10       | 82.2    | 15.9      |
|   | 55 to 64  | 3        | 81.5    | 17.0      |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 85.5    | 14.9      |
|   | Yes, Aboriginal                                 | 1        | 100.0   | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 66.7    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 84.2    | 13.8      |
|   | Language other than English                     | 66       | 87.2    | 16.3      |
| Permanent residency or citizenship          | Australian                                      | 153      | 85.3    | 15.1      |
|   | Not Australian                                  | 6        | 88.9    | 12.2      |
| Disability status                           | Disability identified                           | 8        | 81.9    | 13.2      |
|   | No disability identified                        | 151      | 85.7    | 15.0      |

# Competency Development

## Training characteristics

|                               | Characteristic                                 | Learners   |             |             |
|-------------------------------|--|------------|-------------|-------------|
|                               |  | Count      | Average     | Variation   |
| Qualification Level           | Certificate I                                  | 0          |             |             |
|                               | Certificate II                                 | 7          | 77.1        | 17.2        |
|                               | Certificate III                                | 124        | 85.4        | 14.1        |
|                               | Certificate IV                                 | 6          | 75.6        | 10.0        |
|                               | Certificate level unknown                      | 1          | 100.0       | 0.0         |
|                               | Diploma  | 16         | 77.9        | 10.0        |
|                               | Advanced diploma                               | 0          |             |             |
|                               | Associate degree                               | 1          | 100.0       | 0.0         |
|                               | Degree   | 3          | 86.7        | 6.7         |
|                               | Short course or statement of attainment        | 0          |             |             |
|                               | VET Graduate Certificate or Diploma            | 0          |             |             |
|                               | Other qualification or training                | 0          |             |             |
|                               | Do not know                                    | 1          | 100.0       | 0.0         |
|                               | <b>Total</b>                                   | <b>159</b> | <b>84.2</b> | <b>13.9</b> |
| Field of Education            | Natural and physical sciences                  | 2          | 86.7        | 9.4         |
|                               | Information technology                         | 0          |             |             |
|                               | Engineering and related technologies           | 0          |             |             |
|                               | Architecture and building                      | 0          |             |             |
|                               | Agriculture, environmental and related studies | 1          | 73.3        | 0.0         |
|                               | Health   | 2          | 73.3        | 18.9        |
|                               | Education                                      | 2          | 100.0       | 0.0         |
|                               | Management and commerce                        | 11         | 78.2        | 10.8        |
|                               | Society and culture                            | 0          |             |             |
|                               | Creative arts                                  | 1          | 86.7        | 0.0         |
|                               | Food, hospitality and personal services        | 124        | 84.7        | 14.2        |
|                               | Other  | 16         | 84.6        | 13.7        |
|                               | <b>Total</b>                                   | <b>159</b> | <b>84.2</b> | <b>13.9</b> |
| Training start month          | January  | 28         | 87.4        | 14.9        |
|                               | February                                       | 16         | 85.0        | 14.5        |
|                               | March  | 17         | 82.0        | 13.9        |
|                               | April  | 7          | 79.0        | 13.6        |
|                               | May  | 3          | 100.0       | 0.0         |
|                               | June   | 8          | 81.7        | 15.0        |
|                               | July   | 6          | 90.0        | 11.0        |
|                               | August   | 16         | 79.6        | 13.2        |
|                               | September                                      | 19         | 80.0        | 12.8        |
|                               | October  | 17         | 85.5        | 14.4        |
|                               | November                                       | 12         | 85.0        | 12.4        |
|                               | December                                       | 2          | 83.3        | 23.6        |
| Training Start Year           | Pit 1  | 1          | 66.7        | 0.0         |
|                               | 2019   | 12         | 86.1        | 15.2        |
|                               | 2018   | 20         | 87.0        | 14.6        |
|                               | 2017   | 51         | 85.0        | 14.6        |
|                               | 2016   | 1          | 80.0        | 0.0         |
|                               | 20117  | 1          | 100.0       | 0.0         |
|                               | 19   | 1          | 93.3        | 0.0         |
|                               | 18   | 12         | 81.1        | 16.8        |
|                               | 17   | 45         | 83.1        | 11.8        |
|                               | 16   | 6          | 75.6        | 11.7        |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96         | 84.4        | 14.6        |
|                               | Not apprenticeship or traineeship              | 63         | 84.0        | 12.9        |
| Recognition of prior learning | Recognition of prior learning                  | 8          | 80.0        | 17.1        |
|                               | No recognition of prior learning               | 151        | 84.5        | 13.8        |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 85.5    | 14.3      |
|   | Male  | 109      | 83.7    | 13.8      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 84.4    | 13.1      |
|   | 20 to 24  | 76       | 84.7    | 14.4      |
|   | 25 to 34  | 42       | 83.5    | 14.4      |
|   | 35 to 44  | 22       | 87.3    | 12.3      |
|   | 45 to 54  | 10       | 77.3    | 13.4      |
|   | 55 to 64  | 3        | 82.2    | 13.9      |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 84.3    | 13.9      |
|   | Yes, Aboriginal                                 | 1        | 93.3    | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 66.7    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 82.2    | 13.6      |
|   | Language other than English                     | 66       | 87.1    | 14.0      |
| Permanent residency or citizenship          | Australian                                      | 153      | 84.2    | 13.9      |
|   | Not Australian                                  | 6        | 84.4    | 17.2      |
| Disability status                           | Disability identified                           | 8        | 75.8    | 10.7      |
|   | No disability identified                        | 151      | 84.7    | 14.0      |

# Training Resources

## Training characteristics

| Characteristic                | Learners                                       |         |           |      |
|-------------------------------|--|---------|-----------|------|
|                               | Count  | Average | Variation |      |
| Qualification Level           | Certificate I                                  | 0       |           |      |
|                               | Certificate II                                 | 7       | 88.9      | 12.8 |
|                               | Certificate III                                | 124     | 86.6      | 13.8 |
|                               | Certificate IV                                 | 6       | 77.8      | 9.9  |
|                               | Certificate level unknown                      | 1       | 100.0     | 0.0  |
|                               | Diploma  | 16      | 77.8      | 15.7 |
|                               | Advanced diploma                               | 0       |           |      |
|                               | Associate degree                               | 1       | 88.9      | 0.0  |
|                               | Degree   | 3       | 96.3      | 6.4  |
|                               | Short course or statement of attainment        | 0       |           |      |
|                               | VET Graduate Certificate or Diploma            | 0       |           |      |
|                               | Other qualification or training                | 0       |           |      |
|                               | Do not know                                    | 1       | 100.0     | 0.0  |
|                               | Total  | 159     | 85.8      | 14.0 |
| Field of Education            | Natural and physical sciences                  | 2       | 94.4      | 7.9  |
|                               | Information technology                         | 0       |           |      |
|                               | Engineering and related technologies           | 0       |           |      |
|                               | Architecture and building                      | 0       |           |      |
|                               | Agriculture, environmental and related studies | 1       | 66.7      | 0.0  |
|                               | Health   | 2       | 88.9      | 0.0  |
|                               | Education                                      | 2       | 100.0     | 0.0  |
|                               | Management and commerce                        | 11      | 71.7      | 13.5 |
|                               | Society and culture                            | 0       |           |      |
|                               | Creative arts                                  | 1       | 77.8      | 0.0  |
|                               | Food, hospitality and personal services        | 124     | 86.8      | 13.6 |
|                               | Other  | 16      | 86.1      | 13.8 |
|                               | Total  | 159     | 85.8      | 14.0 |
| Training start month          | January  | 28      | 88.1      | 13.2 |
|                               | February                                       | 16      | 84.0      | 14.6 |
|                               | March  | 17      | 79.7      | 17.2 |
|                               | April  | 7       | 84.1      | 14.1 |
|                               | May  | 3       | 96.3      | 6.4  |
|                               | June   | 8       | 88.9      | 8.4  |
|                               | July   | 6       | 92.6      | 5.7  |
|                               | August   | 16      | 84.7      | 14.0 |
|                               | September                                      | 19      | 80.7      | 13.3 |
|                               | October  | 17      | 88.9      | 16.7 |
|                               | November                                       | 12      | 86.1      | 14.3 |
|                               | December                                       | 2       | 83.3      | 23.6 |
|                               | Training Start Year                            | Pit 1   | 1         | 66.7 |
| 2019                          |  | 12      | 90.7      | 14.9 |
| 2018                          |  | 20      | 87.8      | 12.4 |
| 2017                          |  | 51      | 85.6      | 14.5 |
| 2016                          |  | 1       | 88.9      | 0.0  |
| 2017                          |  | 1       | 100.0     | 0.0  |
| 19                            |  | 1       | 77.8      | 0.0  |
| 18                            |  | 12      | 83.3      | 14.6 |
| 17                            |  | 45      | 84.4      | 14.7 |
| 16                            |  | 6       | 77.8      | 12.2 |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96      | 85.9      | 13.8 |
|                               | Not apprenticeship or traineeship              | 63      | 85.7      | 14.3 |
| Recognition of prior learning | Recognition of prior learning                  | 8       | 79.2      | 17.3 |
|                               | No recognition of prior learning               | 151     | 86.2      | 13.8 |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 86.0    | 14.2      |
|   | Male  | 109      | 85.7    | 13.9      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 90.7    | 13.0      |
|   | 20 to 24  | 76       | 85.5    | 13.7      |
|   | 25 to 34  | 42       | 86.8    | 13.5      |
|   | 35 to 44  | 22       | 87.4    | 16.5      |
|   | 45 to 54  | 10       | 78.9    | 12.2      |
|   | 55 to 64  | 3        | 81.5    | 17.0      |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 85.8    | 14.0      |
|   | Yes, Aboriginal                                 | 1        | 100.0   | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 77.8    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 85.3    | 14.3      |
|   | Language other than English                     | 66       | 86.5    | 13.6      |
| Permanent residency or citizenship          | Australian                                      | 153      | 85.7    | 14.0      |
|   | Not Australian                                  | 6        | 88.9    | 14.1      |
| Disability status                           | Disability identified                           | 8        | 80.6    | 7.9       |
|   | No disability identified                        | 151      | 86.1    | 14.2      |

# Effective Support

## Training characteristics

| Characteristic                | Learners                                       |         |           |
|-------------------------------|--|---------|-----------|
|                               | Count  | Average | Variation |
| Qualification Level           | Certificate I                                  | 0       |           |
|                               | Certificate II                                 | 7       | 88.9      |
|                               | Certificate III                                | 124     | 86.4      |
|                               | Certificate IV                                 | 6       | 74.1      |
|                               | Certificate level unknown                      | 1       | 100.0     |
|                               | Diploma  | 16      | 72.9      |
|                               | Advanced diploma                               | 0       |           |
|                               | Associate degree                               | 1       | 88.9      |
|                               | Degree   | 3       | 88.9      |
|                               | Short course or statement of attainment        | 0       |           |
|                               | VET Graduate Certificate or Diploma            | 0       |           |
|                               | Other qualification or training                | 0       |           |
|                               | Do not know                                    | 1       | 88.9      |
|                               | Total  | 159     | 84.8      |
| Field of Education            | Natural and physical sciences                  | 2       | 88.9      |
|                               | Information technology                         | 0       |           |
|                               | Engineering and related technologies           | 0       |           |
|                               | Architecture and building                      | 0       |           |
|                               | Agriculture, environmental and related studies | 1       | 88.9      |
|                               | Health   | 2       | 72.2      |
|                               | Education                                      | 2       | 100.0     |
|                               | Management and commerce                        | 11      | 69.7      |
|                               | Society and culture                            | 0       |           |
|                               | Creative arts                                  | 1       | 66.7      |
|                               | Food, hospitality and personal services        | 124     | 86.2      |
|                               | Other  | 16      | 84.7      |
|                               | Total  | 159     | 84.8      |
| Training start month          | January  | 28      | 88.5      |
|                               | February                                       | 16      | 83.3      |
|                               | March  | 17      | 80.4      |
|                               | April  | 7       | 82.5      |
|                               | May  | 3       | 92.6      |
|                               | June   | 8       | 90.3      |
|                               | July   | 6       | 87.0      |
|                               | August   | 16      | 82.6      |
|                               | September                                      | 19      | 77.2      |
|                               | October  | 17      | 85.6      |
|                               | November                                       | 12      | 88.9      |
|                               | December                                       | 2       | 83.3      |
| Training Start Year           | Pit 1  | 1       | 66.7      |
|                               | 2019   | 12      | 86.1      |
|                               | 2018   | 20      | 87.2      |
|                               | 2017   | 51      | 84.7      |
|                               | 2016   | 1       | 88.9      |
|                               | 2017   | 1       | 100.0     |
|                               | 19   | 1       | 77.8      |
|                               | 18   | 12      | 87.0      |
|                               | 17   | 45      | 83.5      |
|                               | 16   | 6       | 72.2      |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96      | 86.9      |
|                               | Not apprenticeship or traineeship              | 63      | 81.7      |
| Recognition of prior learning | Recognition of prior learning                  | 8       | 77.8      |
|                               | No recognition of prior learning               | 151     | 85.2      |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 88.0    | 14.0      |
|   | Male  | 109      | 83.4    | 15.9      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 94.4    | 6.1       |
|   | 20 to 24  | 76       | 84.4    | 15.7      |
|   | 25 to 34  | 42       | 85.7    | 15.2      |
|   | 35 to 44  | 22       | 88.9    | 15.3      |
|   | 45 to 54  | 10       | 74.4    | 13.9      |
|   | 55 to 64  | 3        | 70.4    | 6.4       |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 84.7    | 15.5      |
|   | Yes, Aboriginal                                 | 1        | 100.0   | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 88.9    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 82.6    | 15.2      |
|   | Language other than English                     | 66       | 88.0    | 15.3      |
| Permanent residency or citizenship          | Australian                                      | 153      | 84.6    | 15.5      |
|   | Not Australian                                  | 6        | 90.7    | 13.0      |
| Disability status                           | Disability identified                           | 8        | 77.8    | 16.8      |
|   | No disability identified                        | 151      | 85.2    | 15.3      |

# Active Learning

## Training characteristics

|                               | Characteristic                                 | Learners |         |           |
|-------------------------------|--|----------|---------|-----------|
|                               |  | Count    | Average | Variation |
| Qualification Level           | Certificate I                                  | 0        |         |           |
|                               | Certificate II                                 | 7        | 84.5    | 12.2      |
|                               | Certificate III                                | 124      | 80.4    | 14.7      |
|                               | Certificate IV                                 | 6        | 63.9    | 6.8       |
|                               | Certificate level unknown                      | 1        | 100.0   | 0.0       |
|                               | Diploma  | 16       | 75.0    | 13.3      |
|                               | Advanced diploma                               | 0        |         |           |
|                               | Associate degree                               | 1        | 100.0   | 0.0       |
|                               | Degree   | 3        | 83.3    | 8.3       |
|                               | Short course or statement of attainment        | 0        |         |           |
|                               | VET Graduate Certificate or Diploma            | 0        |         |           |
|                               | Other qualification or training                | 0        |         |           |
|                               | Do not know                                    | 1        | 100.0   | 0.0       |
|                               | Total  | 159      | 79.8    | 14.7      |
| Field of Education            | Natural and physical sciences                  | 2        | 83.3    | 11.8      |
|                               | Information technology                         | 0        |         |           |
|                               | Engineering and related technologies           | 0        |         |           |
|                               | Architecture and building                      | 0        |         |           |
|                               | Agriculture, environmental and related studies | 1        | 66.7    | 0.0       |
|                               | Health   | 2        | 83.3    | 11.8      |
|                               | Education                                      | 2        | 91.7    | 11.8      |
|                               | Management and commerce                        | 11       | 72.0    | 12.5      |
|                               | Society and culture                            | 0        |         |           |
|                               | Creative arts                                  | 1        | 66.7    | 0.0       |
|                               | Food, hospitality and personal services        | 124      | 80.4    | 15.1      |
|                               | Other  | 16       | 79.7    | 13.3      |
|                               | Total  | 159      | 79.8    | 14.7      |
| Training start month          | January  | 28       | 81.0    | 13.8      |
|                               | February                                       | 16       | 77.6    | 12.4      |
|                               | March  | 17       | 75.5    | 16.3      |
|                               | April  | 7        | 78.6    | 10.6      |
|                               | May  | 3        | 88.9    | 12.7      |
|                               | June   | 8        | 75.0    | 12.6      |
|                               | July   | 6        | 80.6    | 18.8      |
|                               | August   | 16       | 79.2    | 13.9      |
|                               | September                                      | 19       | 73.7    | 19.7      |
|                               | October  | 17       | 87.7    | 12.5      |
|                               | November                                       | 12       | 79.9    | 11.5      |
|                               | December                                       | 2        | 83.3    | 23.6      |
|                               | Training Start Year                            | Pit 1    | 1       | 66.7      |
| 2019                          |  | 12       | 81.9    | 15.0      |
| 2018                          |  | 20       | 82.1    | 13.9      |
| 2017                          |  | 51       | 79.6    | 16.1      |
| 2016                          |  | 1        | 75.0    | 0.0       |
| 2017                          |  | 1        | 100.0   | 0.0       |
| 19                            |  | 1        | 75.0    | 0.0       |
| 18                            |  | 12       | 80.6    | 13.0      |
| 17                            |  | 45       | 78.3    | 14.9      |
| 16                            |  | 6        | 68.1    | 6.3       |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96       | 80.1    | 14.2      |
|                               | Not apprenticeship or traineeship              | 63       | 79.4    | 15.4      |
| Recognition of prior learning | Recognition of prior learning                  | 8        | 80.2    | 11.7      |
|                               | No recognition of prior learning               | 151      | 79.8    | 14.8      |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 81.0    | 13.6      |
|   | Male  | 109      | 79.3    | 15.2      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 77.8    | 11.4      |
|   | 20 to 24  | 76       | 78.7    | 15.6      |
|   | 25 to 34  | 42       | 82.5    | 13.0      |
|   | 35 to 44  | 22       | 83.0    | 14.4      |
|   | 45 to 54  | 10       | 72.5    | 15.2      |
|   | 55 to 64  | 3        | 75.0    | 14.4      |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 79.8    | 14.7      |
|   | Yes, Aboriginal                                 | 1        | 91.7    | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 75.0    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 78.6    | 15.6      |
|   | Language other than English                     | 66       | 81.6    | 13.2      |
| Permanent residency or citizenship          | Australian                                      | 153      | 79.8    | 14.6      |
|   | Not Australian                                  | 6        | 80.6    | 18.8      |
| Disability status                           | Disability identified                           | 8        | 69.8    | 18.9      |
|   | No disability identified                        | 151      | 80.4    | 14.3      |

# Overall Satisfaction

## Training characteristics

|                               | Characteristic                                 | Learners |         |           |
|-------------------------------|--|----------|---------|-----------|
|                               |  | Count    | Average | Variation |
| Qualification Level           | Certificate I                                  | 0        |         |           |
|                               | Certificate II                                 | 7        | 87.3    | 16.3      |
|                               | Certificate III                                | 124      | 88.3    | 14.0      |
|                               | Certificate IV                                 | 6        | 81.5    | 11.5      |
|                               | Certificate level unknown                      | 1        | 100.0   | 0.0       |
|                               | Diploma  | 16       | 88.9    | 14.6      |
|                               | Advanced diploma                               | 0        |         |           |
|                               | Associate degree                               | 1        | 88.9    | 0.0       |
|                               | Degree   | 3        | 88.9    | 11.1      |
|                               | Short course or statement of attainment        | 0        |         |           |
|                               | VET Graduate Certificate or Diploma            | 0        |         |           |
|                               | Other qualification or training                | 0        |         |           |
|                               | Do not know                                    | 1        | 100.0   | 0.0       |
|                               | Total  | 159      | 88.2    | 13.8      |
| Field of Education            | Natural and physical sciences                  | 2        | 88.9    | 15.7      |
|                               | Information technology                         | 0        |         |           |
|                               | Engineering and related technologies           | 0        |         |           |
|                               | Architecture and building                      | 0        |         |           |
|                               | Agriculture, environmental and related studies | 1        | 66.7    | 0.0       |
|                               | Health   | 2        | 77.8    | 0.0       |
|                               | Education                                      | 2        | 100.0   | 0.0       |
|                               | Management and commerce                        | 11       | 84.8    | 15.9      |
|                               | Society and culture                            | 0        |         |           |
|                               | Creative arts                                  | 1        | 88.9    | 0.0       |
|                               | Food, hospitality and personal services        | 124      | 88.6    | 13.8      |
|                               | Other  | 16       | 88.2    | 14.3      |
|                               | Total  | 159      | 88.2    | 13.8      |
| Training start month          | January  | 28       | 90.1    | 13.6      |
|                               | February                                       | 16       | 84.7    | 15.6      |
|                               | March  | 17       | 83.7    | 14.2      |
|                               | April  | 7        | 88.9    | 11.1      |
|                               | May  | 3        | 100.0   | 0.0       |
|                               | June   | 8        | 88.9    | 13.3      |
|                               | July   | 6        | 96.3    | 9.1       |
|                               | August   | 16       | 85.4    | 13.3      |
|                               | September                                      | 19       | 90.1    | 12.8      |
|                               | October  | 17       | 90.8    | 14.8      |
|                               | November                                       | 12       | 84.3    | 16.7      |
|                               | December                                       | 2        | 83.3    | 23.6      |
|                               | Training Start Year                            | Pit 1    | 1       | 66.7      |
| 2019                          |  | 12       | 88.0    | 15.3      |
| 2018                          |  | 20       | 88.9    | 14.9      |
| 2017                          |  | 51       | 87.1    | 14.6      |
| 2016                          |  | 1        | 100.0   | 0.0       |
| 20117                         |  | 1        | 100.0   | 0.0       |
| 19                            |  | 1        | 88.9    | 0.0       |
| 18                            |  | 12       | 89.8    | 12.9      |
| 17                            |  | 45       | 89.4    | 12.7      |
| 16                            |  | 6        | 81.5    | 16.7      |
| Apprenticeship or traineeship | Apprenticeship or traineeship                  | 96       | 88.1    | 14.1      |
|                               | Not apprenticeship or traineeship              | 63       | 88.4    | 13.6      |
| Recognition of prior learning | Recognition of prior learning                  | 8        | 81.9    | 16.7      |
|                               | No recognition of prior learning               | 151      | 88.5    | 13.7      |

Learner characteristics

| Characteristic                              |   | Learners |         |           |
|---|---|----------|---------|-----------|
|   |   | Count    | Average | Variation |
| Learner sex                                 | Female  | 50       | 90.4    | 13.1      |
|   | Male  | 109      | 87.2    | 14.1      |
| Learner age                                 | Under 15  | 0        |         |           |
|   | 15 to 19  | 6        | 90.7    | 10.9      |
|   | 20 to 24  | 76       | 86.5    | 13.9      |
|   | 25 to 34  | 42       | 87.8    | 14.7      |
|   | 35 to 44  | 22       | 95.5    | 9.5       |
|   | 45 to 54  | 10       | 81.1    | 15.8      |
|   | 55 to 64  | 3        | 100.0   | 0.0       |
|   | 65 or over                                      | 0        |         |           |
| Aboriginal or Torres Strait Islander origin | No  | 157      | 88.3    | 13.9      |
|   | Yes, Aboriginal                                 | 1        | 88.9    | 0.0       |
|   | Yes, Torres Strait Islander                     | 1        | 77.8    | 0.0       |
|   | Yes, both Aboriginal and Torres Strait Islander | 0        |         |           |
| Home language                               | English   | 93       | 86.6    | 14.2      |
|   | Language other than English                     | 66       | 90.4    | 13.1      |
| Permanent residency or citizenship          | Australian                                      | 153      | 88.1    | 13.9      |
|   | Not Australian                                  | 6        | 90.7    | 14.8      |
| Disability status                           | Disability identified                           | 8        | 91.7    | 9.8       |
|   | No disability identified                        | 151      | 88.0    | 14.0      |

## 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

|  |
|--|
| A comfortable learning environment   |
| A lot of repetition. Helps us remember for a long time.  |
| activities   |
| activities -useful tools to take back to my team   |
| Approachable and helpful trainers and constructive feedback.   |
| Asking questions was the best way for me to learn  |
| Balance of easy and hard work  |
| Brad is a fun dude   |
| Clear and informative session  |
| Coaching peers   |
| Comfortable training room with facilities always available.  |
| Develop new skills and help me manage to do my work by giving me enough time   |
| Development of my carrer   |
| emotional intelligence   |
| Everything   |
| Friendly and positive attitude of the trainers.  |
| Friendly environment   |
| game training  |
| General Practice   |
| Get knowledge in cultural difference   |
| Good interaction with everyone   |
| Good trainers  |
| group activities   |
| Group comraderie   |
| Group work   |
| Group work/ activities   |
| Hands on practical side of training, learning whilst you are playing, and figuring out what to do as you are doing it with the help of the trainers. |
| Having Milton as a trainer   |
| he explained things clearly and very helpful   |
| Im learned alots of this training improve my knowledge   |
| improving my skill for my current work position  |
| Interacting and chatting with trainers   |
| Interactive application of what we were learning.  |
| it was easy going and well structured. it was well managed   |
| Knowledgeable trainer and available resources  |
| leadership and management style  |
| learning and improving skill relevant to my job  |
| learning how to best manage self and other   |
| learning how to manage self and other  |
| Learning more about crown as a work place  |
| Learning more about the game   |
| Learning new acquired skills you can take on board and use.  |
| learning new information and skill for my jobs and tony  |
| learning new skill   |
| learning new skills  |
| learning new things improving  |
| learning new ways of doing things  |
| Learning something that I will keep for life.  |
| learning two table games and understanding the different cultures that we interact with  |
| learnt new thing about room attendant housekeeping built my confidence at work   |
| Meeting new people   |
| meeting new people and learning a new game   |
| Meeting people and how everyone approch is different   |
| Milton and tony  |

|  |
|--|
| N/A  |
| na   |
| networking and doing a new qualification   |
| O  |
| old mate brad from crown. great fella super nice give this man a rise  |
| on the floor shadowing/coaching as it gives more realistic feedback and practice scenarios.  |
| other people from the business   |
| Playing poker and learning   |
| Plenty of time to practice   |
| Practical  |
| practical trading of physical skills   |
| practical training   |
| Practical training.  |
| Practising and learning from that  |
| Putting theory into practice.  |
| refresh of skills new tools finance we   |
| Refreshing all the learning  |
| rode play  |
| Role play and practical learning to apply what we've learnt  |
| Role play with other class mates   |
| Seeing yourself advance and improve  |
| Some of the trainers were personable and made the experience enjoyable.  |
| the 4 quadrants  |
| the activates building<br>the hand for bomb victims<br>building a tent blindfolded   |
| the facilitators knowledge   |
| The hands on practical aspects and practise of technical skills.   |
| The interaction between everyone, so that everyone was learning together and on the same page  |
| The interaction through role play activities   |
| The long breaks  |
| the people   |
| The people that i got to meet and the great teaching of Yulia, who made it as fun as possible  |
| The practical exercises. Equipment. Matt and Clint were very professional & would highly recommend this course                             |
| The slides/presentations. Visual learning.   |
| The teacher  |
| The theory   |
| The trainer  |
| the trainers   |
| The trainers and employees we trained with were great.   |
| The trainers made it interesting and engaging all the way through  |
| the trainers were very knowledgeable   |
| The trainers. Genuinely liked all of them & none of my issues reflect on their skills or personalities but the tools they had to work with |
| Theory into practice   |
| To develop skills and knowledge  |
| to see my friends and talking and sharing ideas and information with Brad and colleague.   |
| Tony was well informed; kept everyone on point during sessions and all around motivated everyone to do their best work.                    |
| trainer  |
| group work activities  |
| Trainer knowledge and enthusiasm<br>Trainers enthusiasm to help and accessibility  |
| Trainer knowledge and expertise  |
| trainers   |
| trainers are knowledgeable and taking time to explain the topic.<br>also the practical exercise  |
| trainers made the sessions interesting   |
| trainers were a delight  |
| Training was interactive   |
| Training environment, shared learning.   |
| Training itself  |
| Training was relevant to my position   |
| Varied forms of learning - practical, theory etc   |
| wasn't complicated to do easy to understand  |
| Working in groups  |
| Working with new people  |
| working with other   |

**EQ best aspects**

|   |
|---|
| The complete program is relevant and important but I like the most - Emotion intelligence and change process                                |
| The industry knowledge Tony has is a very valuable source for all of our trainees. His patience with the students is very much appreciated. |
| The whole training had a effect on myself, definitely and will also be transferred to my team   |

## LQ needs improvement

|  |
|--|
| All pretty good  |
| Aspect of testing irrelevant   |
| Better explanation of how to do the project otherwise great.   |
| break down cluster 6 it is to long   |
| clarity of some questions  |
| Coaching   |
| consent could be deliver in a more interesting engaging way  |
| Consistency between trainers regarding techniques  |
| Correction the orv chong in the theory   |
| Cultural standard  |
| Dedicating time to role plays without rushing  |
| dry content sometimes  |
| Engagement of people with material. A lot was dry and easily forgotten.  |
| Equipment should reflect that used on the gaming floor   |
| Facing towards the second half. Minors and weekend meant a long time away from the main game before shadows.   |
| Feedback of performance after scenarios. Better coffee   |
| felt that not enough touching base with the project  |
| finance unit   |
| flexibility of hour amount of homework   |
| Floor preparation.   |
| I didn't feel they needed improving  |
| It was pretty boring learning about actual hospitality stuff in victoria.  |
| Knowing how to structure the day better.   |
| kpo -or maybe the project  |
| Length of the total course should be shorter and faster.   |
| less work  |
| Make the room more comfortable. Found myself being distracted by being uncomfortable   |
| More cars shufflers  |
| More Dealing time to practice  |
| More equipment to enable. more dealing time in training centre.  |
| More floor time  |
| more game practice would be good   |
| More info on understanding emotional states  |
| More practical time  |
| more practice time is always appreciated   |
| More time  |
| More time being shadowed on the floor on all the games, poker and minor games, having that extra time with experienced dealers, maybe some 1 on 1 coaching whilst dealing as I didn't feel confident when starting to deal on the floor, maybe some more support when dealing for the first few times. |
| More time dealing with experienced dealers   |
| more time in training  |
| More time to deal minor games on floor   |
| N/A  |
| NA   |
| Nil.   |
| no   |
| No comment   |
| none   |
| Nothing  |
| Nothing much, was very good  |
| nothing really good as is  |
| O  |
| organisation of the delivery of learning material  |
| overall it was good  |
| Pitching   |
| practical tasks  |
| Question ambiguity   |
| Role play of coaching  |
| Role playing   |
| role playing and oral presentations we were rather silly, unnecessary waffle that do little to improve knowledge , we are dealers not actors nor public speakers   |
| Shortening each session  |
| should be available online and electroniely I pad not large combersome folder  |
| should be available online and electroniely I pads not large combersome folders  |

|  |
|--|
| Some aspect of the training was boring. These areas that create boredom should be eradicated or evaluated.                           |
| some of the question are hard to interpret   |
| Some questions were worded poorly and created confusion  |
| spelling errors in booklets  |
| the equipment and small things is how to use an atom   |
| The most in need of improvement are self confidence  |
| the over use of paper needs to be cut down and the multiple choice question need more improving in terms of amount of answers needed |
| the seats  |
| The text materials could be updated and condensed.   |
| The time given was quite short for the training.   |
| The timings between the learning blocks were sometimes very far apart  |
| time   |
| Time allocated, sometimes a bit rushed   |
| Time on the floor  |
| Time. Doing training session during night may be frustrated.   |
| Too much gaps in between lesson blocks   |
| Too much paperwork   |
| too much writing and compliance  |
| training learning blocks could be deliver in a condensed form(quicker than 8 hours )   |
| training took a long time to complete  |
| trying to keep some of the subject matter interesting yulia was great  |
| Twine management for different areas   |
| understanding in questions   |
| up to date equipment for some aspects  |
| updateing information booklets   |
| was all good   |
| wearing the different hats   |

**EQ needs improvement**

|   |
|---|
| LB -3 Leading others to change.   |
| learning to manage, staff individually and as the team and myself as a manager. |
| n/a   |