

## RTO Information

This report presents summary information about the Registered Training Organisation

Name	Frontier Training & Technology Pty Ltd
Street Address	Unit 9 7 Development Blvd
City/town/suburb	Mill Park
State	VIC
Post code	3082
NTIS number	21244

# Summary Report

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

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

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

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

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

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

## Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	53	86.2	13.8	17	83.0	15.3
Effective Assessment	53	82.4	13.2	17	78.9	17.2
Clear Expectations	53	79.7	13.9			
Learning Stimulation	53	79.0	13.7			
Training Relevance	53	80.5	13.8	17	84.0	13.9
Competency Development	53	79.7	13.2	17	78.4	14.2
Training Resources	53	80.6	14.4	17	81.7	14.1
Effective Support	53	84.7	13.6	17	82.7	12.1
Active Learning	53	79.6	13.6			
Overall Satisfaction	53	83.9	15.9	17	82.4	13.6

# 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			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	0	0	0.0	0	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	0	2	0.0	0	0	0.0
	Education	10	7	70.0	4	0	0.0
	Management and commerce	20	14	70.0	5	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	48	30	62.5	16	0	0.0
	TOTAL	78	53	67.9	25	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		0	0	0.0			
Certificate III		3	3	100.0			
Certificate IV		53	36	67.9			
Certificate level unknown		0	2	0.0			
Diploma		22	12	54.5			
Advanced diploma		0	0	0.0			
Associate degree		0	0	0.0			
Degree		0	0	0.0			
Short course or statement of attainment		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		0	0	0.0			
Do not know		0	0	0.0			
Total		78	53	67.9			

# Item Report

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

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

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

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

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

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

## LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	25	28	53	0
LQ2	Trainers made the subject as interesting as possible.	0	0	23	30	53	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	18	35	53	0
LQ4	Trainers explained things clearly.	0	0	22	31	53	0
LQ5	Overall, I am satisfied with the training.	0	0	25	28	53	0
LQ6	I would recommend the training to others.	0	1	26	26	52	0
LQ7	I would recommend the training organisation to others.	0	0	24	29	53	0
LQ8	I received useful feedback on my assessments.	0	0	24	29	53	0
LQ9	Assessments were based on realistic activities.	0	1	30	22	52	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	29	24	53	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	27	26	53	0
LQ12	It was always easy to know the standards expected.	0	1	33	18	51	1
LQ13	I usually had a clear idea of what was expected of me.	0	1	28	24	52	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	31	22	53	0
LQ15	I was given enough material to keep up my interest.	0	1	29	22	51	1
LQ16	The amount of work I had to do was reasonable.	0	2	33	18	51	0
LQ17	The training was at the right level of difficulty for me.	0	0	32	21	53	0
LQ18	The training focused on relevant skills.	0	0	23	30	53	0
LQ19	The training prepared me well for work.	0	3	26	24	50	0
LQ20	The training had a good mix of theory and practice.	0	1	36	16	52	0
LQ21	I developed the skills expected from this training.	0	0	31	22	53	0
LQ22	I learned to work with people.	0	2	38	13	51	0
LQ23	I identified ways to build on my current knowledge and skills.	0	1	25	27	52	0
LQ24	I developed the knowledge expected from this training.	0	0	28	25	53	0
LQ25	I learned to plan and manage my work.	0	1	31	20	51	1
LQ26	Training resources were available when I needed them.	0	1	31	21	52	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	1	29	22	51	1
LQ28	Training facilities and materials were in good condition.	0	0	28	25	53	0
LQ29	Training organisation staff respected my background and needs.	0	0	23	30	53	0
LQ30	The training was flexible enough to meet my needs.	0	0	21	32	53	0
LQ31	The training organisation had a range of services to support learners.	0	0	29	23	52	1
LQ32	I set high standards for myself in this training.	0	2	32	19	51	0
LQ33	I pushed myself to understand things I found confusing.	0	3	23	27	50	0
LQ34	I looked for my own resources to help me learn.	0	6	27	20	47	0
LQ35	I approached trainers if I needed help.	0	0	26	27	53	0

## LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	47.2	52.8	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	43.4	56.6	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	34.0	66.0	100.0	0.0
LQ4	Trainers explained things clearly.	0.0	0.0	41.5	58.5	100.0	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.0	47.2	52.8	100.0	0.0
LQ6	I would recommend the training to others.	0.0	1.9	49.1	49.1	98.1	0.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	45.3	54.7	100.0	0.0
LQ8	I received useful feedback on my assessments.	0.0	0.0	45.3	54.7	100.0	0.0
LQ9	Assessments were based on realistic activities.	0.0	1.9	56.6	41.5	98.1	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	54.7	45.3	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	51.0	49.1	100.0	0.0
LQ12	It was always easy to know the standards expected.	0.0	1.9	63.5	34.6	98.1	1.9
LQ13	I usually had a clear idea of what was expected of me.	0.0	1.9	52.8	45.3	98.1	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	58.5	41.5	100.0	0.0
LQ15	I was given enough material to keep up my interest.	0.0	1.9	55.8	42.3	98.1	1.9
LQ16	The amount of work I had to do was reasonable.	0.0	3.8	62.3	34.0	96.2	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	60.4	39.6	100.0	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	43.4	56.6	100.0	0.0
LQ19	The training prepared me well for work.	0.0	5.7	49.1	45.3	94.3	0.0
LQ20	The training had a good mix of theory and practice.	0.0	1.9	67.9	30.2	98.1	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	58.5	41.5	100.0	0.0
LQ22	I learned to work with people.	0.0	3.8	71.7	24.5	96.2	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	1.9	47.2	51.0	98.1	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	52.8	47.2	100.0	0.0
LQ25	I learned to plan and manage my work.	0.0	1.9	59.6	38.5	98.1	1.9
LQ26	Training resources were available when I needed them.	0.0	1.9	58.5	39.6	98.1	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	1.9	55.8	42.3	98.1	1.9
LQ28	Training facilities and materials were in good condition.	0.0	0.0	52.8	47.2	100.0	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	43.4	56.6	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	39.6	60.4	100.0	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	55.8	44.2	100.0	1.9
LQ32	I set high standards for myself in this training.	0.0	3.8	60.4	35.9	96.2	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	5.7	43.4	51.0	94.3	0.0
LQ34	I looked for my own resources to help me learn.	0.0	11.3	51.0	37.7	88.7	0.0
LQ35	I approached trainers if I needed help.	0.0	0.0	49.1	51.0	100.0	0.0

## LQ item averages and variations

Item	Average score	Average variation
LQ1	84.3	16.8
LQ2	85.5	16.7
LQ3	88.7	15.9
LQ4	86.2	16.6
LQ5	84.3	16.8
LQ6	82.4	18.0
LQ7	84.9	16.8
LQ8	84.9	16.8
LQ9	79.9	17.7
LQ10	81.8	16.8
LQ11	83.0	16.8
LQ12	77.6	17.1
LQ13	81.1	17.9
LQ14	80.5	16.6
LQ15	80.1	17.8
LQ16	76.7	18.0
LQ17	79.9	16.5
LQ18	85.5	16.7
LQ19	79.9	20.0
LQ20	76.1	16.5
LQ21	80.5	16.6
LQ22	73.6	16.5
LQ23	83.0	18.0
LQ24	82.4	16.8
LQ25	78.8	17.5
LQ26	79.2	17.6
LQ27	80.1	17.8
LQ28	82.4	16.8
LQ29	85.5	16.7
LQ30	86.8	16.5
LQ31	81.4	16.7
LQ32	77.4	18.2
LQ33	81.8	20.2
LQ34	75.5	21.8
LQ35	83.6	16.8



## EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	10	7	17	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	9	8	17	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	3	14	17	0
EQ4	Assessment was at an appropriate standard.	0	2	7	8	15	0
EQ5	The training resources were appropriate for learner needs.	0	0	11	6	17	0
EQ6	The training reflected current practice.	0	0	11	6	17	0
EQ7	The training organisation developed customised programs.	0	0	6	11	17	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	11	6	17	0
EQ9	The training focused on relevant skills.	0	1	7	9	16	0
EQ10	Our employees gained the skills they needed from this training.	0	1	6	10	16	0
EQ11	The training was effectively integrated into our organisation.	0	0	6	11	17	0
EQ12	Overall, we are satisfied with the training.	0	0	11	6	17	0
EQ13	We would recommend the training organisation to others.	0	0	6	11	17	0
EQ14	We would recommend the training to others.	0	0	10	7	17	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	10	7	17	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	2	9	6	15	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	10	6	16	1
EQ18	Assessments were based on realistic activities.	0	0	9	8	17	0
EQ19	Trainers were effective in their teaching.	0	0	7	10	17	0
EQ20	The training was an effective investment.	0	0	5	12	17	0
EQ21	Trainers were able to relate material to the workplace.	0	0	8	9	17	0
EQ22	The training had a good mix of theory and practice.	0	1	8	8	16	0
EQ23	The training organisation acted on feedback from employers.	0	0	12	5	17	0
EQ24	The training has helped our employees work with people.	0	1	11	4	15	1
EQ25	Training resources and equipment were in good condition.	0	0	7	10	17	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	9	8	17	0
EQ27	The training prepared employees well for work.	0	0	8	9	17	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	10	7	17	0
EQ29	The training prepared our employees for the demands of work.	0	1	11	4	15	1
EQ30	The training organisation clearly explained what was expected from employers.	0	1	10	6	16	0

## EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	0.0	58.8	41.2	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	53.0	47.1	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	17.7	82.4	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	11.8	41.2	47.1	88.2	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	64.7	35.3	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	64.7	35.3	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	35.3	64.7	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	64.7	35.3	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	5.9	41.2	53.0	94.1	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	5.9	35.3	58.8	94.1	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	35.3	64.7	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	64.7	35.3	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	35.3	64.7	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	58.8	41.2	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	58.8	41.2	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	11.8	53.0	35.3	88.2	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	62.5	37.5	100.0	5.9
EQ18	Assessments were based on realistic activities.	0.0	0.0	53.0	47.1	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	41.2	58.8	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	29.4	70.6	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	47.1	53.0	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	5.9	47.1	47.1	94.1	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	70.6	29.4	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	6.3	68.8	25.0	93.8	5.9
EQ25	Training resources and equipment were in good condition.	0.0	0.0	41.2	58.8	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	53.0	47.1	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	47.1	53.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	58.8	41.2	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	6.3	68.8	25.0	93.8	5.9
EQ30	The training organisation clearly explained what was expected from employers.	0.0	5.9	58.8	35.3	94.1	0.0

## EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	80.4	16.9
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	82.4	17.1
EQ3	The training organisation was flexible enough to meet our needs.	94.1	13.1
EQ4	Assessment was at an appropriate standard.	78.4	23.4
EQ5	The training resources were appropriate for learner needs.	78.4	16.4
EQ6	The training reflected current practice.	78.4	16.4
EQ7	The training organisation developed customised programs.	88.2	16.4
EQ8	The training organisation provided good support for workplace training and assessment.	78.4	16.4
EQ9	The training focused on relevant skills.	82.4	20.8
EQ10	Our employees gained the skills they needed from this training.	84.3	20.8
EQ11	The training was effectively integrated into our organisation.	88.2	16.4
EQ12	Overall, we are satisfied with the training.	78.4	16.4
EQ13	We would recommend the training organisation to others.	88.2	16.4
EQ14	We would recommend the training to others.	80.4	16.9
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	80.4	16.9
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	74.5	22.1
EQ17	Trainers had good knowledge and experience of the industry.	79.2	16.7
EQ18	Assessments were based on realistic activities.	82.4	17.1
EQ19	Trainers were effective in their teaching.	86.3	16.9
EQ20	The training was an effective investment.	90.2	15.7
EQ21	Trainers were able to relate material to the workplace.	84.3	17.1
EQ22	The training had a good mix of theory and practice.	80.4	20.6
EQ23	The training organisation acted on feedback from employers.	76.5	15.7
EQ24	The training has helped our employees work with people.	72.9	18.1
EQ25	Training resources and equipment were in good condition.	86.3	16.9
EQ26	The training helped employees identify how to build on their current knowledge and skills.	82.4	17.1
EQ27	The training prepared employees well for work.	84.3	17.1
EQ28	Our employees gained the knowledge they needed from this training.	80.4	16.9
EQ29	The training prepared our employees for the demands of work.	72.9	18.1
EQ30	The training organisation clearly explained what was expected from employers.	76.5	19.6

# Characteristics Report

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

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

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

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

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

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

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

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

## Trainer Quality

### Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	86.2	13.8
<b>Qualification Level</b>	<b>Certificate I</b>			
	<b>Certificate II</b>			
	<b>Certificate III</b>	3	80.6	12.7
	<b>Certificate IV</b>	36	87.0	13.6
	<b>Certificate level unknown</b>	2	95.8	5.9
	<b>Diploma</b>	12	83.3	15.5
	<b>Advanced diploma</b>			
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>			
	<b>Total</b>	53	86.2	13.8

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	86.2	13.8
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	75.0	11.8
	<b>Education</b>	7	85.7	14.2
	<b>Management and commerce</b>	14	83.3	14.6
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	88.3	13.4
	<b>Total</b>	53	86.2	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	75.0	0.0
	February	2	87.5	17.7
	March	8	90.6	11.3
	April	6	81.9	13.4
	May	1	100.0	0.0
	June	8	89.6	13.2
	July	4	89.6	15.8
	August	3	83.3	14.4
	September	4	83.3	19.2
	October	3	77.8	19.2
	November	2	95.8	5.9
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	87.2	14.3
2010		11	87.1	15.1
2009		11	83.3	11.8
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	85.7	14.4
	Not apprenticeship or traineeship	19	86.0	13.3
Recognition of prior learning	Recognition of prior learning	15	86.7	12.5
	No recognition of prior learning	36	85.2	14.4

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	86.5	13.7
	Male	3	80.6	17.3
	Total	53	86.2	13.8
Learner age	Under 15			
	15 to 19			
	20 to 24	5	86.7	15.1
	25 to 34	4	70.8	8.3
	35 to 44	18	92.6	11.0
	45 to 54	20	82.5	14.8
	55 to 64	5	86.7	9.5
	65 or over			
	Total	52	85.9	13.8
Aboriginal or Torres Strait Islander origin	No	53	86.2	13.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	86.2	13.8
Home language	English	29	85.1	13.4
	Language other than English	23	87.7	14.6
	Total	52	86.2	13.9
Permanent residency or citizenship	Australian	53	86.2	13.8
	Not Australian			
	Total	53	86.2	13.8
Disability status	Disability identified			
	No disability identified	51	86.3	14.0
	Total	51	86.3	14.0
Groups	1	53	86.2	13.8
	Total	53	86.2	13.8

# Effective Assessment

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	82.4	13.2
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	72.2	4.8
	Certificate IV	36	82.6	13.3
	Certificate level unknown	2	91.7	11.8
	Diploma	12	82.6	14.4
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	82.4	13.2



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	82.4	13.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	70.8	5.9
	<b>Education</b>	7	79.8	12.6
	<b>Management and commerce</b>	14	82.7	14.0
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	83.6	13.4
	<b>Total</b>	53	82.4	13.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	91.7	0.0
	February	2	87.5	17.7
	March	8	82.3	15.1
	April	6	81.9	15.3
	May	1	100.0	0.0
	June	8	82.3	13.7
	July	4	87.5	14.4
	August	3	80.6	12.7
	September	4	75.0	11.8
	October	3	72.2	9.6
	November	2	91.7	11.8
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	84.7	13.4
2010		11	78.8	13.6
2009		11	80.3	13.1
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	81.8	14.0
	Not apprenticeship or traineeship	19	82.9	12.9
Recognition of prior learning	Recognition of prior learning	15	82.8	13.5
	No recognition of prior learning	36	81.7	13.5

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	82.7	13.0
	Male	3	77.8	19.2
	Total	53	82.4	13.2
Learner age	Under 15			
	15 to 19			
	20 to 24	5	83.3	11.8
	25 to 34	4	68.7	4.2
	35 to 44	18	88.0	13.5
	45 to 54	20	79.6	13.1
	55 to 64	5	85.0	12.4
	65 or over			
	Total	52	82.5	13.3
Aboriginal or Torres Strait Islander origin	No	53	82.4	13.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	82.4	13.2
Home language	English	29	81.9	13.0
	Language other than English	23	82.6	14.0
	Total	52	82.2	13.3
Permanent residency or citizenship	Australian	53	82.4	13.2
	Not Australian			
	Total	53	82.4	13.2
Disability status	Disability identified			
	No disability identified	51	82.2	13.4
	Total	51	82.2	13.4
Groups	1	53	82.4	13.2
	Total	53	82.4	13.2

# Clear Expectations

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.7	13.9
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	63.0	6.4
	Certificate IV	36	81.5	13.5
	Certificate level unknown	2	83.3	7.9
	Diploma	12	77.8	15.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	79.7	13.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.7	13.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	66.7	0.0
	<b>Education</b>	7	77.8	14.3
	<b>Management and commerce</b>	14	77.0	12.7
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	82.2	14.5
	<b>Total</b>	53	79.7	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	88.9	0.0
	February	2	88.9	15.7
	March	8	83.3	15.7
	April	6	74.1	9.1
	May	1	100.0	0.0
	June	8	77.8	16.8
	July	4	80.6	16.7
	August	3	81.5	12.8
	September	4	77.8	12.8
	October	3	74.1	12.8
	November	2	83.3	7.9
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	81.0	14.5
2010		11	79.8	13.9
2009		11	76.8	12.6
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	79.5	14.1
	Not apprenticeship or traineeship	19	78.9	13.8
Recognition of prior learning	Recognition of prior learning	15	80.0	12.0
	No recognition of prior learning	36	78.7	14.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	79.8	13.8
	Male	3	77.8	19.2
	Total	53	79.7	13.9
Learner age	Under 15			
	15 to 19			
	20 to 24	5	80.0	18.3
	25 to 34	4	69.4	5.6
	35 to 44	18	87.0	14.4
	45 to 54	20	76.1	12.1
	55 to 64	5	73.3	9.9
	65 or over			
	Total	52	79.5	14.0
Aboriginal or Torres Strait Islander origin	No	53	79.7	13.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	79.7	13.9
Home language	English	29	78.5	13.3
	Language other than English	23	81.6	14.8
	Total	52	79.9	13.9
Permanent residency or citizenship	Australian	53	79.7	13.9
	Not Australian			
	Total	53	79.7	13.9
Disability status	Disability identified			
	No disability identified	51	80.2	13.9
	Total	51	80.2	13.9
Groups	1	53	79.7	13.9
	Total	53	79.7	13.9

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.0	13.7
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	70.4	6.4
	Certificate IV	36	78.7	13.4
	Certificate level unknown	2	94.4	7.9
	Diploma	12	79.6	15.6
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	79.0	13.7



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.0	13.7
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	66.7	0.0
	<b>Education</b>	7	76.2	11.9
	<b>Management and commerce</b>	14	79.4	15.0
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	80.4	13.9
	<b>Total</b>	53	79.0	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	66.7	0.0
	February	2	83.3	23.6
	March	8	77.8	11.9
	April	6	77.8	14.1
	May	1	100.0	0.0
	June	8	83.3	11.9
	July	4	80.6	19.0
	August	3	74.1	6.4
	September	4	72.2	6.4
	October	3	66.7	0.0
	November	2	94.4	7.9
	December	1	55.6	0.0
	Do not know			
	Training start year	2012		
2011		24	79.6	13.4
2010		11	76.8	15.3
2009		11	77.8	12.2
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	78.8	14.8
	Not apprenticeship or traineeship	19	77.8	11.7
Recognition of prior learning	Recognition of prior learning	15	80.0	13.4
	No recognition of prior learning	36	77.5	13.4

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	79.1	13.6
	Male	3	77.8	19.2
	Total	53	79.0	13.7
Learner age	Under 15			
	15 to 19			
	20 to 24	5	80.0	14.5
	25 to 34	4	69.4	5.6
	35 to 44	18	84.0	14.4
	45 to 54	20	76.1	13.6
	55 to 64	5	80.0	14.5
	65 or over			
	Total	52	79.1	13.9
Aboriginal or Torres Strait Islander origin	No	53	79.0	13.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	79.0	13.7
Home language	English	29	77.4	12.4
	Language other than English	23	81.2	15.5
	Total	52	79.1	13.9
Permanent residency or citizenship	Australian	53	79.0	13.7
	Not Australian			
	Total	53	79.0	13.7
Disability status	Disability identified			
	No disability identified	51	79.3	13.9
	Total	51	79.3	13.9
Groups	1	53	79.0	13.7
	Total	53	79.0	13.7

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	80.5	13.8
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	74.1	6.4
	Certificate IV	36	81.8	15.1
	Certificate level unknown	2	77.8	0.0
	Diploma	12	78.7	12.0
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	80.5	13.8

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	80.5	13.8
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	72.2	7.9
	<b>Education</b>	7	81.0	13.9
	<b>Management and commerce</b>	14	77.0	11.1
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	82.6	15.1
	<b>Total</b>	53	80.5	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	2	83.3	23.6
	March	8	86.1	14.2
	April	6	74.1	9.1
	May	1	100.0	0.0
	June	8	80.6	12.9
	July	4	80.6	10.6
	August	3	81.5	17.0
	September	4	72.2	6.4
	October	3	70.4	6.4
	November	2	88.9	15.7
	December	1	55.6	0.0
	Do not know			
	Training start year	2012		
2011		24	82.9	13.5
2010		11	76.8	13.6
2009		11	78.8	13.6
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	79.5	13.3
	Not apprenticeship or traineeship	19	81.9	15.4
Recognition of prior learning	Recognition of prior learning	15	78.5	12.2
	No recognition of prior learning	36	80.6	14.4

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	80.7	14.0
	Male	3	77.8	11.1
	Total	53	80.5	13.8
Learner age	Under 15			
	15 to 19			
	20 to 24	5	86.7	14.5
	25 to 34	4	72.2	11.1
	35 to 44	18	87.0	13.9
	45 to 54	20	76.1	13.6
	55 to 64	5	75.6	5.0
	65 or over			
	Total	52	80.6	13.9
Aboriginal or Torres Strait Islander origin	No	53	80.5	13.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	80.5	13.8
Home language	English	29	80.5	12.5
	Language other than English	23	80.7	15.8
	Total	52	80.6	13.9
Permanent residency or citizenship	Australian	53	80.5	13.8
	Not Australian			
	Total	53	80.5	13.8
Disability status	Disability identified			
	No disability identified	51	80.8	13.9
	Total	51	80.8	13.9
Groups	1	53	80.5	13.8
	Total	53	80.5	13.8

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.7	13.2
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	75.6	15.4
	Certificate IV	36	79.7	13.4
	Certificate level unknown	2	86.7	0.0
	Diploma	12	79.4	14.1
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	79.7	13.2



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.7	13.2
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	66.7	0.0
	<b>Education</b>	7	76.4	12.6
	<b>Management and commerce</b>	14	78.1	12.4
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	82.0	13.8
	<b>Total</b>	53	79.7	13.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	93.3	0.0
	February	2	83.3	23.6
	March	8	80.8	14.9
	April	6	77.8	12.4
	May	1	93.3	0.0
	June	8	83.3	14.7
	July	4	80.0	14.4
	August	3	77.8	10.2
	September	4	71.7	10.0
	October	3	71.1	7.7
	November	2	86.7	0.0
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	82.2	12.7
2010		11	77.6	15.0
2009		11	77.0	11.3
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	80.2	13.9
	Not apprenticeship or traineeship	19	77.3	11.8
Recognition of prior learning	Recognition of prior learning	15	79.6	11.7
	No recognition of prior learning	36	79.3	13.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	79.9	13.2
	Male	3	75.6	15.4
	Total	53	79.7	13.2
Learner age	Under 15			
	15 to 19			
	20 to 24	5	89.3	13.0
	25 to 34	4	70.0	6.7
	35 to 44	18	85.2	13.6
	45 to 54	20	75.4	12.1
	55 to 64	5	77.3	10.1
	65 or over			
	Total	52	79.9	13.2
Aboriginal or Torres Strait Islander origin	No	53	79.7	13.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	79.7	13.2
Home language	English	29	79.1	12.0
	Language other than English	23	80.4	15.1
	Total	52	79.6	13.3
Permanent residency or citizenship	Australian	53	79.7	13.2
	Not Australian			
	Total	53	79.7	13.2
Disability status	Disability identified			
	No disability identified	51	79.9	13.4
	Total	51	79.9	13.4
Groups	1	53	79.7	13.2
	Total	53	79.7	13.2

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	80.6	14.4
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	70.4	6.4
	Certificate IV	36	83.2	14.6
	Certificate level unknown	2	83.3	7.9
	Diploma	12	75.0	14.3
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	80.6	14.4

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	80.6	14.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	72.2	7.9
	<b>Education</b>	7	73.8	14.6
	<b>Management and commerce</b>	14	76.2	13.7
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	84.8	14.1
	<b>Total</b>	53	80.6	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	88.9	0.0
	February	2	88.9	15.7
	March	8	79.2	16.2
	April	6	74.1	11.5
	May	1	100.0	0.0
	June	8	83.3	15.7
	July	4	80.6	19.0
	August	3	85.2	17.0
	September	4	83.3	19.2
	October	3	77.8	11.1
	November	2	88.9	15.7
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	81.5	14.9
2010		11	79.8	15.6
2009		11	81.8	15.1
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	81.6	15.1
	Not apprenticeship or traineeship	19	79.2	14.3
Recognition of prior learning	Recognition of prior learning	15	81.5	13.7
	No recognition of prior learning	36	80.2	15.3

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	80.8	14.2
	Male	3	77.8	22.2
	Total	53	80.6	14.4
Learner age	Under 15			
	15 to 19			
	20 to 24	5	75.6	9.3
	25 to 34	4	75.0	16.7
	35 to 44	18	87.0	13.9
	45 to 54	20	78.6	14.2
	55 to 64	5	71.1	12.7
	65 or over			
	Total	52	80.2	14.3
Aboriginal or Torres Strait Islander origin	No	53	80.6	14.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	80.6	14.4
Home language	English	29	80.1	15.3
	Language other than English	23	81.9	13.6
	Total	52	80.9	14.4
Permanent residency or citizenship	Australian	53	80.6	14.4
	Not Australian			
	Total	53	80.6	14.4
Disability status	Disability identified			
	No disability identified	51	81.2	14.4
	Total	51	81.2	14.4
Groups	1	53	80.6	14.4
	Total	53	80.6	14.4

# Effective Support

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	84.7	13.6
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	74.1	6.4
	Certificate IV	36	85.8	13.4
	Certificate level unknown	2	94.4	7.9
	Diploma	12	82.4	15.3
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	84.7	13.6



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	84.7	13.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	72.2	7.9
	<b>Education</b>	7	84.1	15.5
	<b>Management and commerce</b>	14	81.7	14.8
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	87.0	12.7
	<b>Total</b>	53	84.7	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	88.9	0.0
	February	2	83.3	23.6
	March	8	84.7	13.2
	April	6	81.5	13.5
	May	1	100.0	0.0
	June	8	87.5	13.8
	July	4	88.9	15.7
	August	3	85.2	17.0
	September	4	83.3	19.2
	October	3	77.8	11.1
	November	2	88.9	0.0
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	86.1	14.4
2010		11	84.8	14.3
2009		11	80.8	11.2
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	84.4	14.1
	Not apprenticeship or traineeship	19	84.2	13.5
Recognition of prior learning	Recognition of prior learning	15	85.2	12.4
	No recognition of prior learning	36	83.6	14.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	85.1	13.8
	Male	3	77.8	11.1
	Total	53	84.7	13.6
Learner age	Under 15			
	15 to 19			
	20 to 24	5	86.7	14.5
	25 to 34	4	72.2	11.1
	35 to 44	18	90.7	12.2
	45 to 54	20	80.6	13.4
	55 to 64	5	84.4	12.7
	65 or over			
	Total	52	84.4	13.6
Aboriginal or Torres Strait Islander origin	No	53	84.7	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	84.7	13.6
Home language	English	29	82.8	13.5
	Language other than English	23	87.0	14.1
	Total	52	84.6	13.8
Permanent residency or citizenship	Australian	53	84.7	13.6
	Not Australian			
	Total	53	84.7	13.6
Disability status	Disability identified			
	No disability identified	51	84.7	13.9
	Total	51	84.7	13.9
Groups	1	53	84.7	13.6
	Total	53	84.7	13.6

# Active Learning

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.6	13.6
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	72.2	9.6
	Certificate IV	36	78.9	14.3
	Certificate level unknown	2	91.7	0.0
	Diploma	12	81.2	12.9
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	79.6	13.6

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	79.6	13.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	66.7	0.0
	<b>Education</b>	7	77.4	13.4
	<b>Management and commerce</b>	14	82.1	11.7
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	79.7	14.8
	<b>Total</b>	53	79.6	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	2	95.8	5.9
	March	8	82.3	15.1
	April	6	77.8	11.4
	May	1	83.3	0.0
	June	8	76.0	18.6
	July	4	81.2	10.5
	August	3	80.6	12.7
	September	4	72.9	8.0
	October	3	66.7	0.0
	November	2	83.3	11.8
	December	1	75.0	0.0
	Do not know			
	Training start year	2012		
2011		24	84.0	12.3
2010		11	78.0	14.1
2009		11	72.0	11.9
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	81.0	13.6
	Not apprenticeship or traineeship	19	75.4	12.9
Recognition of prior learning	Recognition of prior learning	15	83.3	13.0
	No recognition of prior learning	36	77.3	13.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	79.8	13.9
	Male	3	75.0	8.3
	Total	53	79.6	13.6
Learner age	Under 15			
	15 to 19			
	20 to 24	5	88.3	13.9
	25 to 34	4	75.0	16.7
	35 to 44	18	83.8	13.8
	45 to 54	20	74.2	12.7
	55 to 64	5	81.7	9.1
	65 or over			
	Total	52	79.6	13.7
Aboriginal or Torres Strait Islander origin	No	53	79.6	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	79.6	13.6
Home language	English	29	81.0	11.3
	Language other than English	23	77.9	16.4
	Total	52	79.6	13.7
Permanent residency or citizenship	Australian	53	79.6	13.6
	Not Australian			
	Total	53	79.6	13.6
Disability status	Disability identified			
	No disability identified	51	79.7	13.9
	Total	51	79.7	13.9
Groups	1	53	79.6	13.6
	Total	53	79.6	13.6

# Overall Satisfaction

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	83.9	15.9
<b>Qualification Level</b>	Certificate I			
	Certificate II			
	Certificate III	3	81.5	17.0
	Certificate IV	36	85.5	15.9
	Certificate level unknown	2	100.0	0.0
	Diploma	12	76.9	15.3
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	<b>Total</b>	53	83.9	15.9



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	53	83.9	15.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>			
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	2	72.2	7.9
	<b>Education</b>	7	81.0	17.8
	<b>Management and commerce</b>	14	77.8	15.7
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>			
	<b>Other</b>	30	88.1	15.1
	<b>Total</b>	53	83.9	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	2	83.3	23.6
	March	8	88.9	15.7
	April	6	83.3	15.3
	May	1	100.0	0.0
	June	8	87.5	15.1
	July	4	66.7	0.0
	August	3	85.2	17.0
	September	4	83.3	19.2
	October	3	77.8	19.2
	November	2	100.0	0.0
	December	1	66.7	0.0
	Do not know			
	Training start year	2012		
2011		24	85.6	16.5
2010		11	83.8	16.8
2009		11	80.8	14.1
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	32	83.3	16.0
	Not apprenticeship or traineeship	19	83.0	16.3
Recognition of prior learning	Recognition of prior learning	15	85.2	16.1
	No recognition of prior learning	36	82.4	16.0

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	50	84.2	15.9
	Male	3	77.8	19.2
	Total	53	83.9	15.9
Learner age	Under 15			
	15 to 19			
	20 to 24	5	93.3	14.9
	25 to 34	4	80.6	16.7
	35 to 44	18	87.0	15.8
	45 to 54	20	78.9	15.7
	55 to 64	5	82.2	16.9
	65 or over			
	Total	52	83.5	15.9
Aboriginal or Torres Strait Islander origin	No	53	83.9	15.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	53	83.9	15.9
Home language	English	29	84.7	15.5
	Language other than English	23	83.1	17.0
	Total	52	84.0	16.1
Permanent residency or citizenship	Australian	53	83.9	15.9
	Not Australian			
	Total	53	83.9	15.9
Disability status	Disability identified			
	No disability identified	51	84.3	16.1
	Total	51	84.3	16.1
Groups	1	53	83.9	15.9
	Total	53	83.9	15.9

# Group Report

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

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

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

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

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

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

## Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	86.2	13.8	83.0	15.3
Effective Assessment	82.4	13.2	78.9	17.2
Clear Expectations	79.7	13.9		
Learning Stimulation	79.0	13.7		
Training Relevance	80.5	13.8	84.0	13.9
Competency Development	79.7	13.2	78.4	14.2
Training Resources	80.6	14.4	81.7	14.1
Effective Support	84.7	13.6	82.7	12.1
Active Learning	79.6	13.6		
Overall Satisfaction	83.9	15.9	82.4	13.6

# 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 LEARN AS YOU GO APPROACH INCORPORATING SKILLS THAT I COULD USE IMMEDIATELY. AN ALLOWANCE TO USE TIME TO STUDY WHEN I HAD SOARE TIME AVAILABLE AND THE ABILITY TO STALL MY TRAINING WHEN MY WORKLOAD WAS BUSY

BEING INTRODUCED TO NEW THINGS

Being able to contact the trainer whenever I needed to

Being able to do the training at my workplace. The trainer was always very approachable and helped me with exactly what I needed for the organisation. Training has been very relevant to mine & organisations needs

Being able to train during work hours

Being face to face with the trainer

Contact with the trainer

Covering all aspects of Microsoft Suite; learning shortcuts; learning things I didn't could be done; gaining confidence to explore more features within the Suite

DEVELOP AND IMPLEMENT WORK UNIT PLANS

Everything

HAVING ONE ON ONE TRAINING AT WORKPLACE. ENJOYED LEARNING MORE ABOUT AND USING PUBLISHER

Hands on teaching

Having a great trainer helped me through the lessons. My trainer was very helpful and friendly

I WAS ABLE TO AND STILL USING VARIOUS ASSIGNMENTS AND KNOWLEDGE IN MY JOB ON A DAILY BASIS

Learning new skills and being able to see what could be produced and the ways in which it could be done

Learning new things and developing my skills

MOST OF THE ASPECTS WERE GOOD. EXCEL, WORD AS I NEEDED THEM AT WORK

My trainer was great, hands on and spreadsheets etc prepared to make life easier

ONE ON ONE TRAINING WHEN REQUIRED. MANUALS WERE AN EXCELLENT SOURCE OF INFORMATION

OUR TRAINER IS APPROACHABLE AND VERY HELFUL

One to one training

POWERPOINT

THE FLEXIBILITY AND TRAINER VISITS

The one on one aspect of the training sessions. It was tailored to my individualk needs. It also applied directly to my tasks at work

The training happened at work

Trainer was helpful and available whenever I had a question.

Working at my own pace. My trainer was very approachable and was happy to answer any questions I had between our training sessions

the trainer

## LQ needs improvement

Everything was great. Perhaps the only thing would be to have the manuals available online or soft copy as well as hard copy
Excel etc
I HAVE NO SUGGESTIONS TO IMPROVE THE TRAINING. ALL GOOD WITH ME
MAY BE MORE TRAINING FOR PUBLISHER REDUCE AMOUNT OF THEORY
More training visits
NA
NA
NONE
NONE THAT I CAN THINK OF
None
None! Would have liked more frequent sessions
Nothing. Very high standard of training
OVERALL ALL ASPECTS OF TRAINING WERE COVERED
PERHAPS SOME OF THE BOOKS WERE A BIT REPETITIVE
Theory within the administration handbook
There were no need for improvement as my training was 100% perfect
WOULD HAVE LIKED THE COURSE TO INCLUDE TRAINING IN OUTLOOK
Was satisfied with the training
none

## EQ best aspects

EVERYTHING
GROUP TRAINING HAS WORKED REALLY WELL WITH OUR STAFF
INDIVIDUALISED LEARNING
ONE ON ONE IN THE WORKPLACE
TIME SPENT WITH TRAINER
TRAINING WAS CONDUCTED IN THE WORKPLACE AND TAILORED FOR OUR ORGANISATION

## **EQ needs improvement**

EVERYTHING WAS OF A HIGH STANDARD
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SOME OF THE ASSESSMENTS WERE QUITE BASIC
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# Administration Report

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

<b>Learner survey feedback</b>	
Staff days spent managing learner survey	5
Cost of direct expenses of learner survey	1500
Problems encountered during learner survey	Not returning surveys, trainees not understanding questions & giving different responses
<b>Employer survey feedback</b>	
Staff days spent managing employer survey	1
Cost of direct expenses of employer survey	500
Problems encountered during employer survey	Not returning surveys, not having time to complete surveys etc

# Registering body report

27 Jun 2012

## RTO Information

NTIS number	21244
Name	Frontier Training & Technology Pty Ltd
Street Address	Unit 9 7 Development Blvd
City/town/suburb	Mill Park
State	VIC
Post code	3082

## Learner and employer response

	Learners	Employers
Response count (number)	53	17
Population count (number)	78	25
Response rate (per cent)	67.9	68.0

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	81.6	17.6	81.7	17.9
Trainer Quality	86.2	13.8	83.0	15.3
Effective Assessment	82.4	13.2	78.9	17.2
Clear Expectations	79.7	13.9		
Learning Stimulation	79.0	13.7		
Training Relevance	80.5	13.8	84.0	13.9
Competency Development	79.7	13.2	78.4	14.2
Training Resources	80.6	14.4	81.7	14.1
Effective Support	84.7	13.6	82.7	12.1
Active Learning	79.6	13.6		
Overall Satisfaction	83.9	15.9	82.4	13.6

## Survey contexts and use

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

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