

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Farnham Street Neighbourhood Learning Centre
Street Address	28 Farnham Street
City/town/suburb	Flemington
State	VIC
Post code	3032
NTIS number	22203

AQTF Quality Indicators - Explanatory Notes Learner Engagement and Employer Satisfaction Surveys:

These indicators are based on a survey of 101 students.
This sample represents 66 percent of this organisation's training delivery in the 2015 calendar year.
The students surveyed for these indicators were selected by this organisation in accordance with national guidelines.
We do not train apprentices, and therefore have no employer surveys.

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		
	Response count	Average score	Average variation
Trainer Quality	94	85.7	13.8
Effective Assessment	94	80.0	13.9
Clear Expectations	94	79.8	14.1
Learning Stimulation	94	78.5	14.7
Training Relevance	94	77.5	15.2
Competency Development	94	79.8	14.1
Training Resources	94	82.2	15.4
Effective Support	94	82.6	14.6
Active Learning	94	79.1	15.1
Overall Satisfaction	94	85.3	14.9

Administration Report

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

Learner survey feedback	
Staff days spent managing learner survey	Ongoing over 3 weeks
Cost of direct expenses of learner survey	1 admin staff, various teachers, volunteer co-ordination for low level
Problems encountered during learner survey	Comprehension of complex questions for low level EAL
Employer survey feedback	
	N/A
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report AQTF Quality Indicators for 2015 - Learner Engagement survey

27 Jun 2016

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Learner and employer response

	Learners	Employers
Response count (number)	101	0
Population count (number)	152	
Response rate (per cent)	66	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	81.1	17.9		
Trainer Quality	85.7	13.8		
Effective Assessment	80.0	13.9		
Clear Expectations	79.8	14.1		
Learning Stimulation	78.5	14.7		
Training Relevance	77.5	15.2		
Competency Development	79.8	14.1		
Training Resources	82.2	15.4		
Effective Support	82.6	14.6		
Active Learning	79.1	15.1		
Overall Satisfaction	85.3	14.9		

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	30 students are Course or EAL I level. Require one to one assistance. Poor comprehension
Main ways data has been used for continuous improvement	See RTO Report