

## 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 71 students.

This sample represents 62 percent of this organisation's training delivery in the 2016 calendar year.

The students surveyed for these indicators were selected by this organisation in accordance with national guidelines.

Lower level students were assisted by volunteers to interpret the questions.

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	68	82.8	15.3
Effective Assessment	68	78.8	15.6
Clear Expectations	69	79.4	16.1
Learning Stimulation	69	77.3	18.5
Training Relevance	69	75.7	16.0
Competency Development	69	79.4	15.3
Training Resources	69	78.7	17.4
Effective Support	69	82.1	14.7
Active Learning	69	76.4	16.3
Overall Satisfaction	69	80.6	16.3

# 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	2	35	32	67	2
LQ2	Trainers made the subject as interesting as possible.	0	2	29	36	65	4
LQ3	Trainers had an excellent knowledge of the subject content.	1	0	30	37	67	3
LQ4	Trainers explained things clearly.	0	1	34	33	67	3
LQ5	Overall, I am satisfied with the training.	0	1	34	32	66	4
LQ6	I would recommend the training to others.	0	2	38	29	67	2
LQ7	I would recommend the training organisation to others.	0	2	34	31	65	4
LQ8	I received useful feedback on my assessments.	0	2	36	30	66	3
LQ9	Assessments were based on realistic activities.	0	3	37	28	65	3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	41	24	65	4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	3	36	26	62	6
LQ12	It was always easy to know the standards expected.	0	1	40	27	67	3
LQ13	I usually had a clear idea of what was expected of me.	0	3	37	29	66	2
LQ14	Trainers made it clear right from the start what they expected from me.	1	1	37	30	67	2
LQ15	I was given enough material to keep up my interest.	0	4	39	26	65	2
LQ16	The amount of work I had to do was reasonable.	0	8	32	29	61	2
LQ17	The training was at the right level of difficulty for me.	0	4	36	28	64	3
LQ18	The training focused on relevant skills.	0	1	43	23	66	4
LQ19	The training prepared me well for work.	0	12	32	21	53	6
LQ20	The training had a good mix of theory and practice.	0	0	45	24	69	2
LQ21	I developed the skills expected from this training.	1	1	37	31	68	1
LQ22	I learned to work with people.	0	1	34	34	68	2
LQ23	I identified ways to build on my current knowledge and skills.	0	4	37	27	64	3
LQ24	I developed the knowledge expected from this training.	0	2	39	27	66	3
LQ25	I learned to plan and manage my work.	0	3	41	25	66	2
LQ26	Training resources were available when I needed them.	0	1	41	25	66	4
LQ27	The training used up-to-date equipment, facilities and materials.	0	4	34	27	61	6
LQ28	Training facilities and materials were in good condition.	0	5	30	33	63	3
LQ29	Training organisation staff respected my background and needs.	0	0	30	38	68	3
LQ30	The training was flexible enough to meet my needs.	0	1	41	26	67	3
LQ31	The training organisation had a range of services to support learners.	0	2	33	33	66	3
LQ32	I set high standards for myself in this training.	0	12	34	22	56	3
LQ33	I pushed myself to understand things I found confusing.	0	3	38	28	66	2
LQ34	I looked for my own resources to help me learn.	0	7	40	20	60	4
LQ35	I approached trainers if I needed help.	0	0	36	33	69	2

## LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	2.9	50.7	46.4	97.1	2.8
LQ2	Trainers made the subject as interesting as possible.	0.0	3.0	43.3	53.7	97.0	5.6
LQ3	Trainers had an excellent knowledge of the subject content.	1.5	0.0	44.1	54.4	98.5	4.2
LQ4	Trainers explained things clearly.	0.0	1.5	50.0	48.5	98.5	4.2
LQ5	Overall, I am satisfied with the training.	0.0	1.5	50.8	47.8	98.5	5.6
LQ6	I would recommend the training to others.	0.0	2.9	55.1	42.0	97.1	2.8
LQ7	I would recommend the training organisation to others.	0.0	3.0	50.8	46.3	97.0	5.6
LQ8	I received useful feedback on my assessments.	0.0	3.0	53.0	44.1	97.1	4.2
LQ9	Assessments were based on realistic activities.	0.0	4.4	54.4	41.2	95.6	4.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	3.0	61.2	35.8	97.0	5.6
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	4.6	55.4	40.0	95.4	8.5
LQ12	It was always easy to know the standards expected.	0.0	1.5	58.8	39.7	98.5	4.2
LQ13	I usually had a clear idea of what was expected of me.	0.0	4.4	53.6	42.0	95.7	2.8
LQ14	Trainers made it clear right from the start what they expected from me.	1.5	1.5	53.6	43.5	97.1	2.8
LQ15	I was given enough material to keep up my interest.	0.0	5.8	56.5	37.7	94.2	2.8
LQ16	The amount of work I had to do was reasonable.	0.0	11.6	46.4	42.0	88.4	2.8
LQ17	The training was at the right level of difficulty for me.	0.0	5.9	53.0	41.2	94.1	4.2
LQ18	The training focused on relevant skills.	0.0	1.5	64.2	34.3	98.5	5.6
LQ19	The training prepared me well for work.	0.0	18.5	49.2	32.3	81.5	8.5
LQ20	The training had a good mix of theory and practice.	0.0	0.0	65.2	34.8	100.0	2.8
LQ21	I developed the skills expected from this training.	1.4	1.4	52.9	44.3	97.2	1.4
LQ22	I learned to work with people.	0.0	1.5	49.3	49.3	98.6	2.8
LQ23	I identified ways to build on my current knowledge and skills.	0.0	5.9	54.4	39.7	94.1	4.2
LQ24	I developed the knowledge expected from this training.	0.0	3.0	57.4	39.7	97.1	4.2
LQ25	I learned to plan and manage my work.	0.0	4.4	59.4	36.2	95.7	2.8
LQ26	Training resources were available when I needed them.	0.0	1.5	61.2	37.3	98.5	5.6
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	6.2	52.3	41.5	93.9	8.5
LQ28	Training facilities and materials were in good condition.	0.0	7.4	44.1	48.5	92.7	4.2
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	44.1	55.9	100.0	4.2
LQ30	The training was flexible enough to meet my needs.	0.0	1.5	60.3	38.2	98.5	4.2
LQ31	The training organisation had a range of services to support learners.	0.0	3.0	48.5	48.5	97.1	4.2
LQ32	I set high standards for myself in this training.	0.0	17.7	50.0	32.4	82.4	4.2
LQ33	I pushed myself to understand things I found confusing.	0.0	4.4	55.1	40.6	95.7	2.8
LQ34	I looked for my own resources to help me learn.	0.0	10.5	59.7	29.9	89.6	5.6
LQ35	I approached trainers if I needed help.	0.0	0.0	52.2	47.8	100.0	2.8

## LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	81.2	18.5
LQ2	Trainers made the subject as interesting as possible.	83.6	18.7
LQ3	Trainers had an excellent knowledge of the subject content.	83.8	19.5
LQ4	Trainers explained things clearly.	82.4	17.7
LQ5	Overall, I am satisfied with the training.	82.1	17.7
LQ6	I would recommend the training to others.	79.7	18.3
LQ7	I would recommend the training organisation to others.	81.1	18.6
LQ8	I received useful feedback on my assessments.	80.4	18.4
LQ9	Assessments were based on realistic activities.	78.9	19.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	77.6	17.8
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	78.5	19.0
LQ12	It was always easy to know the standards expected.	79.4	17.3
LQ13	I usually had a clear idea of what was expected of me.	79.2	19.0
LQ14	Trainers made it clear right from the start what they expected from me.	79.7	20.0
LQ15	I was given enough material to keep up my interest.	77.3	19.4
LQ16	The amount of work I had to do was reasonable.	76.8	22.4
LQ17	The training was at the right level of difficulty for me.	78.4	19.8
LQ18	The training focused on relevant skills.	77.6	16.8
LQ19	The training prepared me well for work.	71.3	23.5
LQ20	The training had a good mix of theory and practice.	78.3	16.0
LQ21	I developed the skills expected from this training.	80.0	20.0
LQ22	I learned to work with people.	82.6	17.7
LQ23	I identified ways to build on my current knowledge and skills.	77.9	19.6
LQ24	I developed the knowledge expected from this training.	78.9	18.1
LQ25	I learned to plan and manage my work.	77.3	18.5
LQ26	Training resources were available when I needed them.	78.6	17.1
LQ27	The training used up-to-date equipment, facilities and materials.	78.5	19.9
LQ28	Training facilities and materials were in good condition.	80.4	21.0
LQ29	Training organisation staff respected my background and needs.	85.3	16.7
LQ30	The training was flexible enough to meet my needs.	78.9	17.2
LQ31	The training organisation had a range of services to support learners.	81.9	18.6
LQ32	I set high standards for myself in this training.	71.6	23.2
LQ33	I pushed myself to understand things I found confusing.	78.7	18.9
LQ34	I looked for my own resources to help me learn.	73.1	20.3
LQ35	I approached trainers if I needed help.	82.6	16.8

# 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.*

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