

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: TOID 3771 Djerriwarrh Employment & Education Services trading as Djerriwarrh
Community & Education Services

TELEPHONE contact name and number:
Trish Heffernan
03 8746 1000

DATE: 29 June 2017

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	172	0
Total number of surveys received	98	0
Response rate (per cent)	60%	0

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

Djerriwarrh Community & Education Services (Djerriwarrh) received 98 AQTF Learner Questionnaire responses (a 60% response rate). Survey results continue to show a high approval rate from students:

- 98% said they identified ways to build on their current knowledge and skills;
- 97% said they developed the skills expected from the training;
- 96% said they were satisfied with the training;
- 95% said they would recommend Djerriwarrh to others;
- 97% said their trainers had an excellent knowledge of the subject content;
- 96% agreed the training was flexible enough to meet their needs; and
- 95% agreed trainers encouraged learners to ask questions.

The AQTF Learner Questionnaire responses identified that learners were predominately within 2 categories: those completing their secondary education/ training for the workforce; those returning study to re enter the workplace. 26% of learners responding to the survey were aged between 15-19 years of age, and another 25% were over 45 years of age. Responses show that 38% of learners spoke a language other than English at home.

Based on survey data Djerriwarrh has made the following improvements:

- purchased new and improved learner guides;
- streamlined assessment tools;
- improved student preparation for work placement and revised practical placement workbooks; and
- improved the pre training review process to better identify potential language, literacy and numeracy issues and learner support needs.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

Djerriwarrh does not train apprentices and has no AQTF Employer Survey data for this section of the report.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) *PATRICIA HEFFERNAN*

Signature of PEO  Date: *30.10.2017*