

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

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

FROM: CIVIL CONTRACTORS FEDERATION VICTORIA, T/A Civil Train Victoria. TOID 3704

Contact name and number: Rob Garrard, 03 9822 0900

DATE: 30 June 2015

Summary of Survey Responses

Learner and Employer Responses	Learners (apprentices)	Learners (Course in)	Employers
Total number of responses distributed	16	50	4
Total number of surveys received	10	50	4
Response rate (per cent)	62.5%	100%	100%

Summary of Continuous Improvement

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

With only a small number of apprentices there was limited response to the return of the surveys.

Survey responses from apprentices indicated delivery and learning was of a high standard and met their requirements for developing skills & knowledge within their occupation.

Common feedback focused on the quality of the trainers and their excellent knowledge of the subject content. Learners indicated the relevance and transferable content of the course materials.

Learners were appreciative of the work based delivery and the linking of practical skills within the work environment and the flexibility to meet their needs.

As part of our continuous improvement and quality assurance, the practical learning component will continue to be revised to meet employer and apprentice requirements.

In addition to Apprentice surveys, during the period July to September 2014, 50 learners from course 22195VIC - Course in Workplace Spotting for Service Assets were targeted as a sample group to gauge the effectiveness of the training content and delivery. Feedback from learners indicated the course was of a high standard and no immediate improvements were required to ensure retention of learning.

All feedback was assessed for any critical issues/concerns and linked to our validation processes. There were no critical issues.

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

With currently only four employers for all apprentices. The feedback indicated that our delivery model met or exceeded their expectation. The employers felt the needs of the student were always met and the flexibility of the trainer/assessor to work closely with apprentice and employer was well received.

Informal feedback from employers indicates the course delivery and content meets the needs of the apprentices and the service provided met their expectations.

All employers indicated they would consider taking on new apprentices through the RTO.

We are continually assessing our training material to ensure currency and evaluating the outcomes to changes

in civic construction industry to ensure compliance and continuous improvement outcomes are achieved.

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

N/A

Declaration

I confirm that (RTO Name): CIVIL CONTRACTORS FEDERATION (Victoria Branch)
T/A: Civil Train Victoria, TOID 3704

- 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 Chief Executive Officer (CEO) ...John Stewart

Signature of CEO

Date:29 /06./ 2015