

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details			
RTO trading or legal name	Inner Melbourne VET Cluster		
RTO number	21732		
Contact name	Michele Van Looy		
Telephone	03 9686 2354	Mobile	0432 477 530
Date	29/06/2020		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	250	N/A
Total number of surveys received	207	N/A
Response rate (per cent)	82.8%	

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

91.79% of learners responded that they were satisfied with their training, with 92.27% responding that IMVC provided effective support services and 94.69% of learners responding that IMVC used up to date equipment, facilities and materials.

93.24% of learners responded that their trainer had an excellent knowledge of the subject content, with 97.58% responding that the assessments were based on realistic activities.

92.27% of learners indicated that they would recommend the training to others with a number of learners providing comments such as "The best aspect of the training was the perfect balance between theory and practical tasks, helping to extend my knowledge and then be able to apply what I have learned."

With regard to the question asking learners "what needs improvement", it was noted that a number of learners misinterpreted this to mean, what area could they, the learner, improve in. It was noted that a rewording of this question in our online survey would lead to more meaningful data. As such this has been noted in our continuous improvement register for action.

The full RTO survey report is tabled at a formal RTO team meeting for review and discussion. Further opportunities for improvement will be noted within IMVC's Quality Management System.

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

N/A

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

IMVC provides classroom training, not on the job training. We request feedback from employers who host students when the student is required to undertake a mandatory work placement as part of their VET in schools program.

Declaration

RTO details

RTO Name

Inner Melbourne VET Cluster Inc.

I confirm that the above RTO:

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

Name of Principal Executive Officer (PEO)

Full name

Penny Vakakis

Date

29/6/2020

Signature

