RTO Information

This report presents summary information about the Registered Training Organisation

Name	Armstrongs Driver Education
Street Address	356 Settlement Rd
City/town/suburb	Thomastown
State	VIC
Post code	3074
NTIS number	6138

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			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	72	87.8	14.5	1	100.0	0.0
Effective Assessment	72	84.4	15.9	1	100.0	0.0
Clear Expectations	72	81.9	16.1			
Learning Stimulation	72	80.4	17.3			
Training Relevance	72	84.9	18.4	1	100.0	0.0
Competency Development	72	81.5	14.3	1	93.3	0.0
Training Resources	72	81.6	17.5	1	100.0	0.0
Effective Support	72	83.2	18.7	1	77.8	0.0
Active Learning	72	79.7	11.9			
Overall Satisfaction	72	86.3	21.6	1	100.0	0.0

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	0	0	0.0	0	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	0	0	0.0	0	0	0.0
	Education	0	0	0.0	0	0	0.0
	Management and commerce	0	0	0.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	71	71	100.0	5	0	0.0
	TOTAL	71	71	100.0	5	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	0	0	0.0			
	Certificate IV	0	0	0.0			
	Certificate level unknown	0	0	0.0			
	Diploma	0	0	0.0			
	Advanced diploma	0	0	0.0			
	Associate degree	0	0	0.0			
	Degree	0	0	0.0			
	Short course or statement of attainment	71	71	100.0			
	VET Graduate Certificate or Diploma	0	0	0.0			
	Other qualification or training	0	0	0.0			
	Do not know	0	0	0.0			
	Total	71	71	100.0			

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 aaspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	27	45	72	0
LQ2	Trainers made the subject as interesting as possible.	1	1	29	41	70	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	18	51	69	2
LQ4	Trainers explained things clearly.	0	3	18	51	69	0
LQ5	Overall, I am satisfied with the training.	2	1	24	45	69	0
LQ6	I would recommend the training to others.	3	0	21	48	69	0
LQ7	I would recommend the training organisation to others.	2	1	19	50	69	0
LQ8	I received useful feedback on my assessments.	0	3	24	45	69	0
LQ9	Assessments were based on realistic activities.	1	0	30	41	71	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	28	42	70	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	35	34	69	1
LQ12	It was always easy to know the standards expected.	1	3	36	32	68	0
LQ13	I usually had a clear idea of what was expected of me.	0	1	39	32	71	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	29	42	71	0
LQ15	I was given enough material to keep up my interest.	0	1	36	35	71	0
LQ16	The amount of work I had to do was reasonable.	2	0	38	32	70	0
LQ17	The training was at the right level of difficulty for me.	1	1	40	30	70	0
LQ18	The training focused on relevant skills.	1	0	19	52	71	0
LQ19	The training prepared me well for work.	1	2	31	38	69	0
LQ20	The training had a good mix of theory and practice.	1	3	29	39	68	0
LQ21	I developed the skills expected from this training.	0	1	30	41	71	0
LQ22	I learned to work with people.	0	3	46	23	69	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	35	37	72	0
LQ24	I developed the knowledge expected from this training.	1	1	29	40	69	1
LQ25	I learned to plan and manage my work.	0	2	43	27	70	0
LQ26	Training resources were available when I needed them.	0	0	38	33	71	1
LQ27	The training used up-to-date equipment, facilities and materials.	1	2	34	34	68	1
LQ28	Training facilities and materials were in good condition.	2	0	33	37	70	0
LQ29	Training organisation staff respected my background and needs.	3	0	23	46	69	0
LQ30	The training was flexible enough to meet my needs.	1	1	34	36	70	0
LQ31	The training organisation had a range of services to support learners.	0	3	32	37	69	0
LQ32	I set high standards for myself in this training.	0	1	29	42	71	0
LQ33	I pushed myself to understand things I found confusing.	0	4	37	31	68	0
LQ34	I looked for my own resources to help me learn.	0	6	51	15	66	0
LQ35	I approached trainers if I needed help.	0	0	36	36	72	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	37.5	62.5	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	1.4	1.4	40.3	57.0	97.2	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	1.4	25.7	72.9	98.6	2.8
LQ4	Trainers explained things clearly.	0.0	4.2	25.0	70.8	95.8	0.0
LQ5	Overall, I am satisfied with the training.	2.8	1.4	33.3	62.5	95.8	0.0
LQ6	I would recommend the training to others.	4.2	0.0	29.2	66.7	95.8	0.0
LQ7	I would recommend the training organisation to others.	2.8	1.4	26.4	69.5	95.8	0.0
LQ8	I received useful feedback on my assessments.	0.0	4.2	33.3	62.5	95.8	0.0
LQ9	Assessments were based on realistic activities.	1.4	0.0	41.7	57.0	98.6	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	2.8	38.9	58.3	97.2	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	2.8	49.3	47.9	97.2	1.4
LQ12	It was always easy to know the standards expected.	1.4	4.2	50.0	44.5	94.5	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	1.4	54.2	44.5	98.6	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	1.4	40.3	58.3	98.6	0.0
LQ15	I was given enough material to keep up my interest.	0.0	1.4	50.0	48.6	98.6	0.0
LQ16	The amount of work I had to do was reasonable.	2.8	0.0	52.8	44.5	97.2	0.0
LQ17	The training was at the right level of difficulty for me.	1.4	1.4	55.6	41.7	97.2	0.0
LQ18	The training focused on relevant skills.	1.4	0.0	26.4	72.2	98.6	0.0
LQ19	The training prepared me well for work.	1.4	2.8	43.1	52.8	95.8	0.0
LQ20	The training had a good mix of theory and practice.	1.4	4.2	40.3	54.2	94.5	0.0
LQ21	I developed the skills expected from this training.	0.0	1.4	41.7	57.0	98.6	0.0
LQ22	I learned to work with people.	0.0	4.2	63.9	32.0	95.8	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	48.6	51.4	100.0	0.0
LQ24	I developed the knowledge expected from this training.	1.4	1.4	40.9	56.3	97.2	1.4
LQ25	I learned to plan and manage my work.	0.0	2.8	59.7	37.5	97.2	0.0
LQ26	Training resources were available when I needed them.	0.0	0.0	53.5	46.5	100.0	1.4
LQ27	The training used up-to-date equipment, facilities and materials.	1.4	2.8	47.9	47.9	95.8	1.4
LQ28	Training facilities and materials were in good condition.	2.8	0.0	45.8	51.4	97.2	0.0
LQ29	Training organisation staff respected my background and needs.	4.2	0.0	32.0	63.9	95.8	0.0
LQ30	The training was flexible enough to meet my needs.	1.4	1.4	47.2	50.0	97.2	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	4.2	44.5	51.4	95.8	0.0
LQ32	I set high standards for myself in this training.	0.0	1.4	40.3	58.3	98.6	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	5.6	51.4	43.1	94.5	0.0
LQ34	I looked for my own resources to help me learn.	0.0	8.3	70.8	20.8	91.7	0.0
LQ35	I approached trainers if I needed help.	0.0	0.0	50.0	50.0	100.0	0.0

LQ item averages and variations

Item		Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	87.5	16.3
LQ2	Trainers made the subject as interesting as possible.	84.3	20.1
LQ3	Trainers had an excellent knowledge of the subject content.	90.5	16.2
LQ4	Trainers explained things clearly.	88.9	18.6
LQ5	Overall, I am satisfied with the training.	85.2	22.3
LQ6	I would recommend the training to others.	86.1	23.6
LQ7	I would recommend the training organisation to others.	87.5	22.0
LQ8	I received useful feedback on my assessments.	86.1	19.2
LQ9	Assessments were based on realistic activities.	84.7	19.3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	85.2	18.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	81.7	18.5
LQ12	It was always easy to know the standards expected.	79.2	21.3
LQ13	I usually had a clear idea of what was expected of me.	81.0	17.5
LQ14	Trainers made it clear right from the start what they expected from me.	85.6	17.5
LQ15	I was given enough material to keep up my interest.	82.4	17.7
LQ16	The amount of work I had to do was reasonable.	79.6	21.3
LQ17	The training was at the right level of difficulty for me.	79.2	19.7
LQ18	The training focused on relevant skills.	89.8	18.2
LQ19	The training prepared me well for work.	82.4	20.9
LQ20	The training had a good mix of theory and practice.	82.4	21.6
LQ21	I developed the skills expected from this training.	85.2	17.6
LQ22	I learned to work with people.	75.9	17.9
LQ23	I identified ways to build on my current knowledge and skills.	83.8	16.8
LQ24	I developed the knowledge expected from this training.	84.0	20.2
LQ25	I learned to plan and manage my work.	78.2	17.8
LQ26	Training resources were available when I needed them.	82.2	16.7
LQ27	The training used up-to-date equipment, facilities and materials.	80.8	20.8
LQ28	Training facilities and materials were in good condition.	81.9	21.6
LQ29	Training organisation staff respected my background and needs.	85.2	23.7
LQ30	The training was flexible enough to meet my needs.	81.9	20.1
LQ31	The training organisation had a range of services to support learners.	82.4	19.4
LQ32	I set high standards for myself in this training.	85.6	17.5
LQ33	I pushed myself to understand things I found confusing.	79.2	19.7
LQ34	I looked for my own resources to help me learn.	70.8	17.6
LQ35	I approached trainers if I needed help.	83.3	16.8

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	1	1	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	1	0	1	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	1	0	1	0
EQ4	Assessment was at an appropriate standard.	0	0	0	1	1	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	1	1	0
EQ6	The training reflected current practice.	0	0	0	1	1	0
EQ7	The training organisation developed customised programs.	0	0	1	0	1	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	1	0	1	0
EQ9	The training focused on relevant skills.	0	0	0	1	1	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	1	1	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	1	1	0
EQ12	Overall, we are satisfied with the training.	0	0	0	1	1	0
EQ13	We would recommend the training organisation to others.	0	0	0	1	1	0
EQ14	We would recommend the training to others.	0	0	0	1	1	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	1	1	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	1	1	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	1	1	0
EQ18	Assessments were based on realistic activities.	0	0	0	1	1	0
EQ19	Trainers were effective in their teaching.	0	0	0	1	1	0
EQ20	The training was an effective investment.	0	0	0	1	1	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	1	1	0
EQ22	The training had a good mix of theory and practice.	0	0	0	1	1	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	1	1	0
EQ24	The training has helped our employees work with people.	0	0	1	0	1	0
EQ25	Training resources and equipment were in good condition.	0	0	0	1	1	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	1	1	0
EQ27	The training prepared employees well for work.	0	0	0	1	1	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	1	1	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	1	1	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	1	1	0

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	0.0	0.0	100.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	100.0	0.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	100.0	0.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	0.0	100.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	0.0	100.0	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	100.0	0.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	100.0	0.0	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	0.0	100.9	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	0.0	100.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	0.0	100.0	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	0.0	100.0	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	0.0	100.0	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	0.0	100.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	0.0	100.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	0.0	100.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	0.0	100.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	0.0	100.0	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	0.0	100.0	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	0.0	100.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	0.0	100.0	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	0.0	100.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	0.0	100.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	100.0	0.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	0.0	100.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	0.0	100.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	0.0	100.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	0.0	100.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	0.0	100.0	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	0.0	100.0	100.0	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	66.7	0.0
EQ3	The training organisation was flexible enough to meet our needs.	66.7	0.0
EQ4	Assessment was at an appropriate standard.	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	100.0	0.0
EQ6	The training reflected current practice.	100.0	0.0
EQ7	The training organisation developed customised programs.	66.7	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	66.7	0.0
EQ9	The training focused on relevant skills.	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	100.0	0.0
EQ12	Overall, we are satisfied with the training.	100.0	0.0
EQ13	We would recommend the training organisation to others.	100.0	0.0
EQ14	We would recommend the training to others.	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	100.0	0.0
EQ18	Assessments were based on realistic activities.	100.0	0.0
EQ19	Trainers were effective in their teaching.	100.0	0.0
EQ20	The training was an effective investment.	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	100.0	0.0
EQ22	The training had a good mix of theory and practice.	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	100.0	0.0
EQ24	The training has helped our employees work with people.	66.7	0.0
EQ25	Training resources and equipment were in good condition.	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	100.0	0.0
EQ27	The training prepared employees well for work.	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	100.0	0.0

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	87.8	14.5
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	87.8	14.5
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	87.8	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	87.8	14.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	87.8	14.5
	Total	71	87.8	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	4	91.7	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	91.7	0.0
	June	6	90.3	9.7
	July	4	91.7	16.7
	August	5	83.3	25.7
	September	4	78.5	9.7
	October	6	84.3	23.1
	November	5	91.7	10.2
	December	8	86.5	10.9
	Do not know			
Training start year	**2018**			
	2017	44	87.0	15.5
	2016	1	91.7	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
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	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	71	87.6	14.5
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**	71	87.6	14.5
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	78.0	17.6
	Male	60	89.4	13.3
	Total	71	87.6	14.5
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	90.0	13.7
	25 to 34	26	89.1	15.0
	35 to 44	15	86.5	15.3
	45 to 54	12	84.7	18.1
	55 to 64	11	88.4	10.7
	65 or over	2	83.3	0.0
	Total	71	87.6	14.5
Aboriginal or Torres Strait Islander origin	**No**	70	87.8	14.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	87.8	14.5
Home language	**English**	26	83.1	16.2
	Language other than English	44	90.5	12.8
	Total	70	87.8	14.5
Permanent residency or citizenship	**Australian**	9	87.0	13.9
	Not Australian	61	87.9	14.7
	Total	70	87.8	14.5
Disability status	**Disability identified**	64	87.4	14.6
	No disability identified	6	91.7	13.9
	Total	70	87.8	14.5
Groups	**1**	72	87.8	14.5
	Total	72	87.8	14.5

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	84.4	15.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	84.5	15.9
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	84.5	15.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	84.4	15.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	84.5	15.9
	Total	71	84.5	15.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	91.7	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	75.0	0.0
	June	6	81.9	13.4
	July	4	91.7	16.7
	August	5	75.0	17.7
	September	4	77.1	15.8
	October	6	84.7	21.4
	November	5	86.7	13.9
	December	8	79.2	21.8
	Do not know			
Training start year	2018			
	2017	44	82.8	17.3
	2016	1	83.3	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	84.2	15.9
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	84.2	15.9
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	77.3	17.5
	Male	60	85.5	15.4
	Total	71	84.2	15.9
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	86.7	12.6
	25 to 34	26	86.3	14.8
	35 to 44	15	86.1	16.0
	45 to 54	12	74.3	19.3
	55 to 64	11	87.1	14.1
	65 or over	2	79.2	17.7
	Total	71	84.2	15.9
Aboriginal or Torres Strait Islander origin	**No**	70	84.3	16.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	84.3	16.0
Home language	**English**	26	80.8	17.1
	Language other than English	44	86.4	15.0
	Total	70	84.3	16.0
Permanent residency or citizenship	**Australian**	9	83.3	15.0
	Not Australian	61	84.4	16.2
	Total	70	84.3	16.0
Disability status	**Disability identified**	64	84.0	16.0
	No disability identified	6	87.5	16.5
	Total	70	84.3	16.0
Groups	**1**	72	84.4	15.9
	Total	72	84.4	15.9

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	81.9	16.1
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	82.2	16.1
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	82.2	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	81.9	16.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	82.2	16.1
	Total	71	82.2	16.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	4	91.7	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	77.8	0.0
	June	6	79.6	13.0
	July	4	91.7	16.7
	August	5	75.6	9.3
	September	4	75.0	10.6
	October	6	74.1	18.1
	November	5	86.7	19.9
	December	8	76.4	20.9
	Do not know			
Training start year	**2018**			
	2017	44	80.8	16.5
	2016	1	66.7	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	71	81.7	16.1
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**	71	81.7	16.1
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	74.7	19.9
	Male	60	83.0	15.1
	Total	71	81.7	16.1
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	80.0	14.5
	25 to 34	26	82.9	16.4
	35 to 44	15	85.2	15.5
	45 to 54	12	77.8	19.5
	55 to 64	11	78.8	15.3
	65 or over	2	83.3	7.9
	Total	71	81.7	16.1
Aboriginal or Torres Strait Islander origin	**No**	70	81.9	16.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	81.9	16.1
Home language	**English**	26	76.5	14.5
	Language other than English	44	85.1	16.2
	Total	70	81.9	16.1
Permanent residency or citizenship	**Australian**	9	75.3	9.3
	Not Australian	61	82.9	16.7
	Total	70	81.9	16.1
Disability status	**Disability identified**	64	81.9	16.5
	No disability identified	6	81.5	11.5
	Total	70	81.9	16.1
Groups	**1**	72	81.9	16.1
	Total	72	81.9	16.1

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	80.4	17.3
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	80.6	17.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	80.6	17.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	80.4	17.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	80.6	17.4
	Total	71	80.6	17.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	86.1	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	66.7	0.0
	June	6	75.9	14.8
	July	4	91.7	16.7
	August	5	71.1	6.1
	September	4	72.2	11.1
	October	6	79.6	25.7
	November	5	91.1	14.5
	December	8	73.6	24.4
	Do not know			
Training start year	2018			
	2017	44	79.3	18.5
	2016	1	77.8	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	80.1	17.3
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	80.1	17.3
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	70.7	18.1
	Male	60	81.9	16.7
	Total	71	80.1	17.3
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	75.6	14.5
	25 to 34	26	83.8	15.5
	35 to 44	15	83.0	15.6
	45 to 54	12	69.4	23.3
	55 to 64	11	83.8	15.2
	65 or over	2	66.7	0.0
	Total	71	80.1	17.3
Aboriginal or Torres Strait Islander origin	**No**	70	80.3	17.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	80.3	17.4
Home language	**English**	26	75.2	17.3
	Language other than English	44	83.3	16.9
	Total	70	80.3	17.4
Permanent residency or citizenship	**Australian**	9	75.3	10.8
	Not Australian	61	81.1	18.1
	Total	70	80.3	17.4
Disability status	**Disability identified**	64	80.4	17.7
	No disability identified	6	79.6	14.8
	Total	70	80.3	17.4
Groups	**1**	72	80.4	17.3
	Total	72	80.4	17.3

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	84.9	18.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	84.7	18.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	84.7	18.4

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	84.9	18.4
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	84.7	18.4
	Total	71	84.7	18.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	94.4	11.1
	February	2	83.3	23.6
	March			
	April			
	May	1	66.7	0.0
	June	6	81.5	13.5
	July	4	88.9	15.7
	August	5	71.1	20.2
	September	4	77.8	15.7
	October	6	87.0	22.7
	November	5	84.4	14.9
	December	8	73.6	32.5
	Do not know			
Training start year	2018			
	2017	44	81.1	20.6
	2016	1	88.9	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	84.7	18.4
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	84.7	18.4
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	75.8	17.8
	Male	60	86.3	18.2
	Total	71	84.7	18.4
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	82.2	12.7
	25 to 34	26	88.5	14.9
	35 to 44	15	88.1	15.4
	45 to 54	12	72.2	29.8
	55 to 64	11	84.8	13.4
	65 or over	2	88.9	15.7
	Total	71	84.7	18.4
Aboriginal or Torres Strait Islander origin	**No**	70	84.6	18.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	84.6	18.6
Home language	**English**	26	82.1	22.5
	Language other than English	44	86.1	15.9
	Total	70	84.6	18.6
Permanent residency or citizenship	**Australian**	9	85.2	12.4
	Not Australian	61	84.5	19.4
	Total	70	84.6	18.6
Disability status	**Disability identified**	64	84.4	18.9
	No disability identified	6	87.0	16.4
	Total	70	84.6	18.6
Groups	**1**	72	84.9	18.4
	Total	72	84.9	18.4

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	81.5	14.3
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	81.6	14.4
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	81.6	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	81.5	14.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	81.6	14.4
	Total	71	81.6	14.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	90.0	15.9
	February	2	83.3	23.6
	March			
	April			
	May	1	73.3	0.0
	June	6	78.9	11.5
	July	4	89.6	15.8
	August	5	74.7	8.7
	September	4	71.7	10.0
	October	6	75.6	18.2
	November	5	86.7	12.5
	December	8	79.2	15.7
	Do not know			
Training start year	2018			
	2017	44	80.1	14.4
	2016	1	86.7	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	81.2	14.2
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	81.2	14.2
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	73.3	18.1
	Male	60	82.6	13.1
	Total	71	81.2	14.2
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	77.3	12.1
	25 to 34	26	83.6	13.9
	35 to 44	15	83.1	15.1
	45 to 54	12	75.0	16.6
	55 to 64	11	82.9	12.7
	65 or over	2	73.3	9.4
	Total	71	81.2	14.2
Aboriginal or Torres Strait Islander origin	**No**	70	81.3	14.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	81.3	14.3
Home language	**English**	26	78.1	12.7
	Language other than English	44	83.2	15.0
	Total	70	81.3	14.3
Permanent residency or citizenship	**Australian**	9	77.8	9.4
	Not Australian	61	81.8	14.9
	Total	70	81.3	14.3
Disability status	**Disability identified**	64	81.5	14.5
	No disability identified	6	78.9	12.9
	Total	70	81.3	14.3
Groups	**1**	72	81.5	14.3
	Total	72	81.5	14.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	81.6	17.5
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	81.8	17.5
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	81.8	17.5

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	81.6	17.5
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	81.8	17.5
	Total	71	81.8	17.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	91.7	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	88.9	0.0
	June	6	79.6	13.0
	July	4	91.7	16.7
	August	5	77.8	13.6
	September	4	75.0	16.7
	October	6	70.4	26.0
	November	5	93.3	14.9
	December	8	72.2	21.4
	Do not know			
Training start year	2018			
	2017	44	80.3	18.8
	2016	1	88.9	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	81.4	17.5
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	81.4	17.5
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	71.7	22.4
	Male	60	83.1	16.0
	Total	71	81.4	17.5
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	80.0	14.5
	25 to 34	26	83.3	13.4
	35 to 44	15	88.1	16.0
	45 to 54	12	71.3	26.1
	55 to 64	11	78.8	16.8
	65 or over	2	83.3	7.9
	Total	71	81.4	17.5
Aboriginal or Torres Strait Islander origin	**No**	70	81.6	17.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	81.6	17.5
Home language	**English**	26	76.5	15.5
	Language other than English	44	84.6	18.1
	Total	70	81.6	17.5
Permanent residency or citizenship	**Australian**	9	76.5	11.7
	Not Australian	61	82.3	18.2
	Total	70	81.6	17.5
Disability status	**Disability identified**	64	82.1	17.9
	No disability identified	6	75.9	13.0
	Total	70	81.6	17.5
Groups	**1**	72	81.6	17.5
	Total	72	81.6	17.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	83.2	18.7
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	83.3	18.9
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	83.3	18.9

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	83.2	18.7
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	83.3	18.9
	Total	71	83.3	18.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**	4	91.7	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	77.8	0.0
	June	6	81.5	13.5
	July	4	91.7	16.7
	August	5	77.8	23.6
	September	4	75.0	10.6
	October	6	85.2	31.2
	November	5	88.9	13.6
	December	8	77.8	28.5
	Do not know			
Training start year	**2018**			
	2017	44	82.8	20.7
	2016	1	88.9	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**	71	82.9	18.8
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**	71	82.9	18.8
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	71.7	22.4
	Male	60	85.0	17.5
	Total	71	82.9	18.8
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	80.0	14.5
	25 to 34	26	87.6	15.8
	35 to 44	15	84.4	16.2
	45 to 54	12	74.1	29.7
	55 to 64	11	82.8	15.2
	65 or over	2	72.2	7.9
	Total	71	82.9	18.8
Aboriginal or Torres Strait Islander origin	**No**	70	83.2	18.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	83.2	18.8
Home language	**English**	26	78.2	21.4
	Language other than English	44	86.1	16.6
	Total	70	83.2	18.8
Permanent residency or citizenship	**Australian**	9	82.7	13.7
	Not Australian	61	83.2	19.5
	Total	70	83.2	18.8
Disability status	**Disability identified**	64	83.0	19.1
	No disability identified	6	85.2	16.7
	Total	70	83.2	18.8
Groups	**1**	72	83.2	18.7
	Total	72	83.2	18.7

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	79.7	11.9
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	79.8	12.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	79.8	12.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	79.7	11.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	79.8	12.0
	Total	71	79.8	12.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	83.3	18.0
	February	2	83.3	23.6
	March			
	April			
	May	1	75.0	0.0
	June	6	77.8	8.6
	July	4	81.2	10.5
	August	5	73.3	7.0
	September	4	75.0	6.8
	October	6	77.8	8.6
	November	5	81.7	13.7
	December	8	79.2	14.8
	Do not know			
Training start year	2018			
	2017	44	78.6	11.4
	2016	1	83.3	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	79.6	11.9
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	79.6	11.9
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	76.5	13.9
	Male	60	80.1	11.6
	Total	71	79.6	11.9
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	78.3	12.6
	25 to 34	26	81.7	11.8
	35 to 44	15	83.3	12.2
	45 to 54	12	76.4	10.6
	55 to 64	11	76.5	11.7
	65 or over	2	62.5	5.9
	Total	71	79.6	11.9
Aboriginal or Torres Strait Islander origin	**No**	70	79.6	12.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	79.6	12.0
Home language	**English**	26	75.6	11.3
	Language other than English	44	82.0	11.9
	Total	70	79.6	12.0
Permanent residency or citizenship	**Australian**	9	73.1	5.6
	Not Australian	61	80.6	12.4
	Total	70	79.6	12.0
Disability status	**Disability identified**	64	79.9	12.0
	No disability identified	6	76.4	12.3
	Total	70	79.6	12.0
Groups	**1**	72	79.7	11.9
	Total	72	79.7	11.9

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	72	86.3	21.6
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment	71	86.1	21.7
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	71	86.1	21.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	72	86.3	21.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	71	86.1	21.7
	Total	71	86.1	21.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	4	91.7	16.7
	February	2	83.3	23.6
	March			
	April			
	May	1	77.8	0.0
	June	6	85.2	16.7
	July	4	91.7	16.7
	August	5	71.1	41.3
	September	4	75.0	16.7
	October	6	81.5	35.6
	November	5	91.1	14.5
	December	8	84.7	31.9
	Do not know			
Training start year	2018			
	2017	44	83.3	25.2
	2016	1	100.0	0.0
	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship	71	86.1	21.7
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning	71	86.1	21.7
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**	11	73.7	25.5
	Male	60	88.3	20.4
	Total	71	86.1	21.7
Learner age	**Under 15**			
	15 to 19			
	20 to 24	5	86.7	14.5
	25 to 34	26	85.9	22.8
	35 to 44	15	87.4	15.1
	45 to 54	12	76.9	34.0
	55 to 64	11	91.9	12.3
	65 or over	2	100.0	0.0
	Total	71	86.1	21.7
Aboriginal or Torres Strait Islander origin	**No**	70	86.3	21.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	70	86.3	21.7
Home language	**English**	26	79.9	26.1
	Language other than English	44	90.2	18.0
	Total	70	86.3	21.7
Permanent residency or citizenship	**Australian**	9	86.4	16.5
	Not Australian	61	86.3	22.5
	Total	70	86.3	21.7
Disability status	**Disability identified**	64	86.1	22.2
	No disability identified	6	88.9	17.2
	Total	70	86.3	21.7
Groups	**1**	72	86.3	21.6
	Total	72	86.3	21.6

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group 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 Group 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.

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	87.8	14.5	100.0	0.0
Effective Assessment	84.4	15.9	100.0	0.0
Clear Expectations	81.9	16.1		
Learning Stimulation	80.4	17.3		
Training Relevance	84.9	18.4	100.0	0.0
Competency Development	81.5	14.3	93.3	0.0
Training Resources	81.6	17.5	100.0	0.0
Effective Support	83.2	18.7	77.8	0.0
Active Learning	79.7	11.9		
Overall Satisfaction	86.3	21.6	100.0	0.0

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

A challenging task made enjoyable
Acceptance of diverse backgrounds & experience
All
All of it
Ample time behind the wheel and dedicated instructor
Being challenged in a realistic setting with multiple hazards to be aware of
Being taught how to handle a mc
Clear instruction of activities
Compatence of trainer
Driving the truck
Driving training was very thorough
For a serious level of licencing, it seemed to be set up I'm a way that made it more bright and interesting. Therefore info was more easily
GOOD STAFF
Good environment, trainers who know their material well
Hands on and relevant
Hands on experience
High Standards set by highly experienced staff/instructors. Being able to have quality one on one for my study and assessment
It was clear and worked through the material at a good pace for all partipants
It was practical, and it worked in with my available hours
Lots of practice
My trainer was amazing and had come i especially to accommodate me and everyone else made you feel very comfortable and
On the relevant skills required by strict training
Passing
Physical education
Practical aspects, and driving
Really friendly staff that were really helpful.
Stuart was brilliant present - thorough knowledge and terrific people skills.
Sufficient individual practical training should I require it.
The Trainer was a champ, and the obstacle course was pretty fun
The driving
The practice was great and the trainer who took me for the final assessment was Fantastic
The trainer
The trainer was excellent and his way of explaining things and understanding the mind of learners
The trainer was the best vocational trainer I have ever worked with

The trainer was very informative and gave me a clear direction
The trainer, absolute legend
The training is one on one
The training was organised
The way the trainers taught me.
Useful knowledge and friendly service
Vehicle maneuvering skills and lane placement
Well maintained vehicles and knowledgeable staff / trainers
everything
getting out of the van and being assessed as competent
practical aspect
to learn something new, which i never learned before

LQ needs improvement

Facilities and teaching skills
I recommend that trainees have a go at driving trucks fitted with manual transmissions, as the assumption is that trainee drivers will be
I'm only being picky here but there could be more explainations and training for the reversing part of the training
Information during the initial stages of booking into the course regarding the different levels of driver training and the licenses that
It would be useful to also use an LPG forklift.
My experience with the training was one of satisfaction
N/A
NA
NONE ALL GOOD
New gearbox in one of the trucks!
New vehicles
Nil
Nil
Nil
No improvements needed
None
None
None
None
None
None
None
None
Not sure
Nothing
Nothing
Nothing
Noticing the important points
On a minor point the trainer and examiner had different expectations of what the trainee should do to meet the examination standard
Perhaps a better facilities room for refreshments etc.
Picking a pallet
Picking a pallet
Probably for less experienced people 2 aspects 1. Correct loading of a vehicle. 2. correct strapping and tying down a load. Today for
Reduce the service fee for learner
The only thing I didn't enjoy was the breaks which are clearly necessary but in my case gave room for some nerves to sneak back in.
The pallets used for training were in poor condition and instead of two forklifts there should be one three and a wider area
The theory I felt didn't prepare me 100% for the theory test as we focused to much and spent to much time outside having discussions
The van was absolutely shocking to drive the seat was not secure and all day slid backwards and forwards and the key fell out of the

What needs improvement is reversing of trailers. In my opinion there isnt enough done on it.
customer parking!
nothing

EQ best aspects

EQ needs improvement

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	4
Cost of direct expenses of learner survey	690
Problems encountered during learner survey	Response rates for learners was not bad, a larger sample next year would be better
Employer survey feedback	
Staff days spent managing employer survey	4
Cost of direct expenses of employer survey	690
Problems encountered during employer survey	Employer responses were slow and required considerable followup

Registering body report

13 Jun 2018

RTO Information

NTIS number	6138
Name	Armstrongs Driver Education
Street Address	356 Settlement Rd
City/town/suburb	Thomastown
State	VIC
Post code	3074

Learner and employer response

	Learners	Employers
Response count (number)	72	1
Population count (number)	71	5
Response rate (per cent)	101.4	20.0

Learner and employer feedback

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
All scales	83.1	19.6	94.4	12.6
Trainer Quality	87.8	14.5	100.0	0.0
Effective Assessment	84.4	15.9	100.0	0.0
Clear Expectations	81.9	16.1		
Learning Stimulation	80.4	17.3		
Training Relevance	84.9	18.4	100.0	0.0
Competency Development	81.5	14.3	93.3	0.0
Training Resources	81.6	17.5	100.0	0.0
Effective Support	83.2	18.7	77.8	0.0
Active Learning	79.7	11.9		
Overall Satisfaction	86.3	21.6	100.0	0.0

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	
Main ways data has been used for continuous improvement	Responses analysed for CI and fed back into management review processes