

## RTO Information

This report presents summary information about the Registered Training Organisation

Name	STANLEY INTERNATIONAL COLLEGE PTY LTD
Street Address	171 James Street
City/town/suburb	Northbridge
State	WA
Post code	6003
NTIS number	51973

# 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	478	80.2	13.6	149	90.2	10.5
Effective Assessment	478	78.2	13.0	149	93.2	8.6
Clear Expectations	478	77.0	12.9			
Learning Stimulation	478	76.0	13.4			
Training Relevance	478	78.3	13.5	149	90.2	6.6
Competency Development	478	76.9	12.3	149	90.1	6.0
Training Resources	478	76.8	13.4	149	98.3	6.2
Effective Support	478	77.8	13.4	149	94.4	6.0
Active Learning	478	77.5	12.6			
Overall Satisfaction	478	78.1	13.6	149	94.9	6.3

# 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	1	1	100.0	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0	0	0	0.0
	Health	21	21	100.0	0	0	0.0
	Education	1	1	100.0	0	0	0.0
	Management and commerce	106	106	100.0	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	265	265	100.0	0	0	0.0
	Other	96	84	87.5	149	0	0.0
	TOTAL	490	478	97.6	149	0	0.0
	Qualification level	Certificate I	8	8	100.0		
Certificate II		33	33	100.0			
Certificate III		211	211	100.0			
Certificate IV		65	65	100.0			
Certificate level unknown		0	0	0.0			
Diploma		114	114	100.0			
Advanced diploma		36	36	100.0			
Associate degree		0	0	0.0			
Degree		0	0	0.0			
Short course or statement of attainment		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		0	0	0.0			
Do not know		23	1	4.3			
Total		490	468	95.5			

# 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	1	292	185	477	12
LQ2	Trainers made the subject as interesting as possible.	0	0	307	170	477	13
LQ3	Trainers had an excellent knowledge of the subject content.	0	2	252	221	473	15
LQ4	Trainers explained things clearly.	0	0	274	204	478	12
LQ5	Overall, I am satisfied with the training.	0	1	302	175	477	12
LQ6	I would recommend the training to others.	0	2	308	168	476	12
LQ7	I would recommend the training organisation to others.	0	0	324	154	478	12
LQ8	I received useful feedback on my assessments.	1	1	301	174	475	13
LQ9	Assessments were based on realistic activities.	1	2	315	160	475	12
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	2	299	177	476	12
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	318	159	477	13
LQ12	It was always easy to know the standards expected.	0	7	345	126	471	12
LQ13	I usually had a clear idea of what was expected of me.	0	3	323	151	474	13
LQ14	Trainers made it clear right from the start what they expected from me.	0	3	293	179	472	15
LQ15	I was given enough material to keep up my interest.	0	5	326	147	473	12
LQ16	The amount of work I had to do was reasonable.	0	8	328	142	470	12
LQ17	The training was at the right level of difficulty for me.	0	10	330	137	467	13
LQ18	The training focused on relevant skills.	0	0	306	171	477	13
LQ19	The training prepared me well for work.	0	3	306	168	474	13
LQ20	The training had a good mix of theory and practice.	0	3	310	165	475	12
LQ21	I developed the skills expected from this training.	0	0	344	134	478	12
LQ22	I learned to work with people.	1	6	322	149	471	12
LQ23	I identified ways to build on my current knowledge and skills.	0	0	321	157	478	12
LQ24	I developed the knowledge expected from this training.	0	0	319	159	478	12
LQ25	I learned to plan and manage my work.	0	3	331	144	475	12
LQ26	Training resources were available when I needed them.	0	0	331	147	478	12
LQ27	The training used up-to-date equipment, facilities and materials.	0	4	320	151	471	15
LQ28	Training facilities and materials were in good condition.	0	6	325	147	472	12
LQ29	Training organisation staff respected my background and needs.	0	2	297	179	476	12
LQ30	The training was flexible enough to meet my needs.	0	4	317	157	474	12
LQ31	The training organisation had a range of services to support learners.	0	2	324	152	476	12
LQ32	I set high standards for myself in this training.	0	4	317	156	473	13
LQ33	I pushed myself to understand things I found confusing.	1	12	307	158	465	12
LQ34	I looked for my own resources to help me learn.	0	5	333	140	473	12
LQ35	I approached trainers if I needed help.	0	2	283	192	475	13

## LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.2	61.1	38.7	99.8	2.5
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	64.4	35.6	100.0	2.7
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.4	53.1	46.5	99.6	3.1
LQ4	Trainers explained things clearly.	0.0	0.0	57.3	42.7	100.0	2.5
LQ5	Overall, I am satisfied with the training.	0.0	0.2	63.2	36.6	99.8	2.5
LQ6	I would recommend the training to others.	0.0	0.4	64.4	35.2	99.6	2.5
LQ7	I would recommend the training organisation to others.	0.0	0.0	67.8	32.2	100.0	2.5
LQ8	I received useful feedback on my assessments.	0.2	0.2	63.1	36.5	99.6	2.7
LQ9	Assessments were based on realistic activities.	0.2	0.4	65.9	33.5	99.4	2.5
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.4	62.6	37.0	99.6	2.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	66.7	33.3	100.0	2.7
LQ12	It was always easy to know the standards expected.	0.0	1.5	72.2	26.4	98.5	2.5
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.6	67.7	31.7	99.4	2.7
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.6	61.7	37.7	99.4	3.1
LQ15	I was given enough material to keep up my interest.	0.0	1.1	68.2	30.8	99.0	2.5
LQ16	The amount of work I had to do was reasonable.	0.0	1.7	68.6	29.7	98.3	2.5
LQ17	The training was at the right level of difficulty for me.	0.0	2.1	69.2	28.7	97.9	2.7
LQ18	The training focused on relevant skills.	0.0	0.0	64.2	35.9	100.0	2.7
LQ19	The training prepared me well for work.	0.0	0.6	64.2	35.2	99.4	2.7
LQ20	The training had a good mix of theory and practice.	0.0	0.6	64.9	34.5	99.4	2.5
LQ21	I developed the skills expected from this training.	0.0	0.0	72.0	28.0	100.0	2.5
LQ22	I learned to work with people.	0.2	1.3	67.4	31.2	98.5	2.5
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	67.2	32.9	100.0	2.5
LQ24	I developed the knowledge expected from this training.	0.0	0.0	66.7	33.3	100.0	2.5
LQ25	I learned to plan and manage my work.	0.0	0.6	69.3	30.1	99.4	2.5
LQ26	Training resources were available when I needed them.	0.0	0.0	69.3	30.8	100.0	2.5
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.9	67.4	31.8	99.2	3.1
LQ28	Training facilities and materials were in good condition.	0.0	1.3	68.0	30.8	98.8	2.5
LQ29	Training organisation staff respected my background and needs.	0.0	0.4	62.1	37.5	99.6	2.5
LQ30	The training was flexible enough to meet my needs.	0.0	0.8	66.3	32.9	99.2	2.5
LQ31	The training organisation had a range of services to support learners.	0.0	0.4	67.8	31.8	99.6	2.5
LQ32	I set high standards for myself in this training.	0.0	0.8	66.5	32.7	99.2	2.7
LQ33	I pushed myself to understand things I found confusing.	0.2	2.5	64.2	33.1	97.3	2.5
LQ34	I looked for my own resources to help me learn.	0.0	1.1	69.7	29.3	99.0	2.5
LQ35	I approached trainers if I needed help.	0.0	0.4	59.3	40.3	99.6	2.7

## LQ item averages and variations

Item	Average score	Average variation
LQ1	79.5	16.4
LQ2	78.5	16.0
LQ3	82.0	16.9
LQ4	80.9	16.5
LQ5	78.8	16.2
LQ6	78.2	16.2
LQ7	77.4	15.6
LQ8	78.6	16.6
LQ9	77.5	16.4
LQ10	78.9	16.4
LQ11	77.8	15.7
LQ12	75.0	15.5
LQ13	77.0	15.9
LQ14	79.0	16.5
LQ15	76.6	16.0
LQ16	76.0	16.2
LQ17	75.5	16.3
LQ18	78.6	16.0
LQ19	78.2	16.3
LQ20	78.0	16.2
LQ21	76.0	15.0
LQ22	76.5	16.5
LQ23	77.6	15.7
LQ24	77.8	15.7
LQ25	76.5	15.7
LQ26	76.9	15.4
LQ27	77.0	16.0
LQ28	76.5	16.1
LQ29	79.0	16.4
LQ30	77.3	16.2
LQ31	77.1	15.8
LQ32	77.3	16.1
LQ33	76.7	17.4
LQ34	76.1	15.8
LQ35	79.9	16.6



## EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	8	141	149	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	24	125	149	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	4	145	149	0
EQ4	Assessment was at an appropriate standard.	0	0	57	92	149	0
EQ5	The training resources were appropriate for learner needs.	0	0	9	140	149	0
EQ6	The training reflected current practice.	0	0	25	124	149	0
EQ7	The training organisation developed customised programs.	0	0	29	120	149	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	27	122	149	0
EQ9	The training focused on relevant skills.	0	0	96	53	149	0
EQ10	Our employees gained the skills they needed from this training.	0	0	29	120	149	0
EQ11	The training was effectively integrated into our organisation.	0	0	29	120	149	0
EQ12	Overall, we are satisfied with the training.	0	0	23	126	149	0
EQ13	We would recommend the training organisation to others.	0	0	42	107	149	0
EQ14	We would recommend the training to others.	0	0	4	145	149	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	56	93	149	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	4	145	149	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	54	95	149	0
EQ18	Assessments were based on realistic activities.	0	0	4	145	149	0
EQ19	Trainers were effective in their teaching.	0	0	55	94	149	0
EQ20	The training was an effective investment.	0	0	24	125	149	0
EQ21	Trainers were able to relate material to the workplace.	0	0	23	126	149	0
EQ22	The training had a good mix of theory and practice.	0	0	44	105	149	0
EQ23	The training organisation acted on feedback from employers.	0	0	3	146	149	0
EQ24	The training has helped our employees work with people.	0	0	27	122	149	0
EQ25	Training resources and equipment were in good condition.	0	0	6	143	149	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	63	86	149	0
EQ27	The training prepared employees well for work.	0	0	45	104	149	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	76	72	148	1
EQ29	The training prepared our employees for the demands of work.	0	0	27	122	149	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	62	87	149	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	5.4	94.6	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	16.1	83.9	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	2.7	97.3	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	38.3	61.8	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	6.1	94.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	16.8	83.2	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	19.5	80.5	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	18.1	81.9	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	64.4	35.6	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	19.5	80.5	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	19.5	80.5	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	15.4	84.6	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	28.2	71.8	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	2.7	97.3	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	37.6	62.4	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	2.7	97.3	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	36.3	63.8	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	2.7	97.3	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	36.9	63.1	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	16.1	83.9	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	15.4	84.6	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	29.5	70.5	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	2.0	98.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	18.1	81.9	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	4.0	96.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	42.3	57.7	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	30.2	69.8	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	51.4	48.7	100.0	0.7
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	18.1	81.9	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	41.6	58.4	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.	98.2	7.5
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	94.6	12.3
EQ3	The training organisation was flexible enough to meet our needs.	99.1	5.4
EQ4	Assessment was at an appropriate standard.	87.2	16.3
EQ5	The training resources were appropriate for learner needs.	98.0	8.0
EQ6	The training reflected current practice.	94.4	12.5
EQ7	The training organisation developed customised programs.	93.5	13.2
EQ8	The training organisation provided good support for workplace training and assessment.	94.0	12.9
EQ9	The training focused on relevant skills.	78.5	16.0
EQ10	Our employees gained the skills they needed from this training.	93.5	13.2
EQ11	The training was effectively integrated into our organisation.	93.5	13.2
EQ12	Overall, we are satisfied with the training.	94.9	12.1
EQ13	We would recommend the training organisation to others.	90.6	15.0
EQ14	We would recommend the training to others.	99.1	5.4
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	87.5	16.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	99.1	5.4
EQ17	Trainers had good knowledge and experience of the industry.	87.9	16.1
EQ18	Assessments were based on realistic activities.	99.1	5.4
EQ19	Trainers were effective in their teaching.	87.7	16.1
EQ20	The training was an effective investment.	94.6	12.3
EQ21	Trainers were able to relate material to the workplace.	94.9	12.1
EQ22	The training had a good mix of theory and practice.	90.2	15.3
EQ23	The training organisation acted on feedback from employers.	99.3	4.7
EQ24	The training has helped our employees work with people.	94.0	12.9
EQ25	Training resources and equipment were in good condition.	98.7	6.6
EQ26	The training helped employees identify how to build on their current knowledge and skills.	85.9	16.5
EQ27	The training prepared employees well for work.	89.9	15.4
EQ28	Our employees gained the knowledge they needed from this training.	82.9	16.7
EQ29	The training prepared our employees for the demands of work.	94.0	12.9
EQ30	The training organisation clearly explained what was expected from employers.	86.1	16.5

# 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
<b>Provider</b>	<b>Total</b>	478	80.2	13.6
<b>Qualification Level</b>	<b>Certificate I</b>	8	70.8	6.3
	<b>Certificate II</b>	33	82.5	14.5
	<b>Certificate III</b>	211	80.3	13.5
	<b>Certificate IV</b>	65	78.5	13.6
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	80.4	13.9
	<b>Advanced diploma</b>	36	83.1	14.0
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	80.3	13.7

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	80.2	13.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	100.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	84.9	14.1
	<b>Education</b>	1	75.0	0.0
	<b>Management and commerce</b>	106	84.3	13.9
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	78.1	13.1
	<b>Other</b>	84	80.5	13.6
	<b>Total</b>	478	80.2	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	83.0	13.8
	February	32	80.3	13.0
	March	90	81.1	14.2
	April	28	81.2	14.3
	May	108	80.3	13.2
	June	30	78.3	12.7
	July	13	77.6	12.4
	August	83	77.8	13.5
	September	7	86.9	15.1
	October	41	80.1	14.3
	November	5	88.3	12.6
	December	4	77.1	15.8
	Do not know			
	Training start year	2016		
2015		355	79.5	13.4
2014		123	82.3	14.1
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	80.0
	Not apprenticeship or traineeship	472	80.3	13.6
Recognition of prior learning	Recognition of prior learning	73	79.0	13.0
	No recognition of prior learning	341	80.7	13.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	78.7	13.5
	Male	243	81.8	13.6
	Total	455	80.4	13.6
Learner age	Under 15	4	83.3	19.2
	15 to 19	12	79.2	14.0
	20 to 24	99	80.1	12.5
	25 to 34	250	79.5	13.7
	35 to 44	78	83.7	14.3
	45 to 54	15	79.4	12.9
	55 to 64	3	77.8	19.2
	65 or over	1	66.7	0.0
	Total	462	80.3	13.6
Aboriginal or Torres Strait Islander origin	No	465	80.4	13.6
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	80.3	13.6
Home language	English	66	79.2	14.5
	Language other than English	400	80.5	13.5
	Total	466	80.3	13.6
Permanent residency or citizenship	Australian	37	82.2	14.7
	Not Australian	432	80.0	13.5
	Total	469	80.2	13.6
Disability status	Disability identified	28	75.0	10.4
	No disability identified	435	80.5	13.8
	Total	463	80.2	13.6
Groups	1	478	80.2	13.6
	Total	478	80.2	13.6

# Effective Assessment

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	78.2	13.0
<b>Qualification Level</b>	<b>Certificate I</b>	8	72.9	7.4
	<b>Certificate II</b>	33	80.3	14.1
	<b>Certificate III</b>	211	78.7	13.0
	<b>Certificate IV</b>	65	76.9	13.4
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	77.2	12.5
	<b>Advanced diploma</b>	36	81.0	13.7
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	78.2	13.0



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	78.2	13.0
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	91.7	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	86.5	11.3
	<b>Education</b>	1	91.7	0.0
	<b>Management and commerce</b>	106	80.8	13.6
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	76.5	12.7
	<b>Other</b>	84	78.0	12.2
	<b>Total</b>	478	78.2	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	78.6	13.1
	February	32	76.6	12.2
	March	90	80.4	13.1
	April	28	80.1	13.9
	May	108	78.9	13.5
	June	30	75.6	11.1
	July	13	75.0	12.3
	August	83	75.6	12.5
	September	7	82.1	13.1
	October	41	78.5	13.3
	November	5	80.0	11.2
	December	4	77.1	15.8
	Do not know			
	Training start year	2016		
2015		355	76.7	12.5
2014		123	82.4	13.4
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	68.3
	Not apprenticeship or traineeship	472	78.3	13.0
Recognition of prior learning	Recognition of prior learning	73	75.3	11.3
	No recognition of prior learning	341	79.1	13.4

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	76.6	12.6
	Male	243	79.6	13.0
	Total	455	78.2	12.9
Learner age	Under 15	4	85.4	17.2
	15 to 19	12	79.9	12.5
	20 to 24	99	78.1	11.9
	25 to 34	250	77.4	12.9
	35 to 44	78	80.9	14.1
	45 to 54	15	75.6	12.4
	55 to 64	3	83.3	16.7
	65 or over	1	66.7	0.0
	Total	462	78.2	13.0
Aboriginal or Torres Strait Islander origin	No	465	78.3	13.0
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	78.3	13.0
Home language	English	66	78.4	14.4
	Language other than English	400	78.2	12.7
	Total	466	78.3	13.0
Permanent residency or citizenship	Australian	37	81.3	14.1
	Not Australian	432	77.9	12.8
	Total	469	78.1	12.9
Disability status	Disability identified	28	74.6	10.4
	No disability identified	435	78.3	13.1
	Total	463	78.1	13.0
Groups	1	478	78.2	13.0
	Total	478	78.2	13.0

# Clear Expectations

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	77.0	12.9
<b>Qualification Level</b>	<b>Certificate I</b>	8	68.1	7.1
	<b>Certificate II</b>	33	79.8	14.3
	<b>Certificate III</b>	211	78.3	13.4
	<b>Certificate IV</b>	65	75.6	12.8
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	75.2	11.8
	<b>Advanced diploma</b>	36	77.8	12.7
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	77.0	12.9

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	77.0	12.9
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	66.7	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	87.8	11.6
	<b>Education</b>	1	88.9	0.0
	<b>Management and commerce</b>	106	78.6	13.3
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	75.9	12.6
	<b>Other</b>	84	75.8	12.3
	<b>Total</b>	478	77.0	12.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	80.2	13.4
	February	32	74.3	12.4
	March	90	79.1	13.0
	April	28	76.6	12.2
	May	108	77.0	13.4
	June	30	74.4	11.0
	July	13	72.6	12.5
	August	83	75.5	12.7
	September	7	82.5	10.8
	October	41	77.0	13.2
	November	5	80.0	14.5
	December	4	75.0	16.7
	Do not know			
	Training start year	2016		
2015		355	75.3	12.3
2014		123	81.9	13.3
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	68.9
	Not apprenticeship or traineeship	472	77.1	12.9
Recognition of prior learning	Recognition of prior learning	73	74.7	13.0
	No recognition of prior learning	341	77.6	12.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	75.8	12.5
	Male	243	77.9	13.0
	Total	455	77.0	12.8
Learner age	Under 15	4	88.9	15.7
	15 to 19	12	80.6	13.5
	20 to 24	99	77.4	13.0
	25 to 34	250	76.1	12.5
	35 to 44	78	78.6	13.2
	45 to 54	15	72.6	11.8
	55 to 64	3	88.9	19.2
	65 or over	1	66.7	0.0
	Total	462	77.0	12.9
Aboriginal or Torres Strait Islander origin	No	465	77.1	13.0
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	77.1	13.0
Home language	English	66	77.8	14.8
	Language other than English	400	76.8	12.5
	Total	466	77.0	12.9
Permanent residency or citizenship	Australian	37	81.7	15.3
	Not Australian	432	76.4	12.5
	Total	469	76.8	12.8
Disability status	Disability identified	28	73.4	11.8
	No disability identified	435	77.2	12.9
	Total	463	76.9	12.9
Groups	1	478	77.0	12.9
	Total	478	77.0	12.9

# Learning Stimulation

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	76.0	13.4
<b>Qualification Level</b>	<b>Certificate I</b>	8	68.1	7.1
	<b>Certificate II</b>	33	77.1	13.3
	<b>Certificate III</b>	211	77.0	13.9
	<b>Certificate IV</b>	65	76.1	12.9
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	74.3	12.8
	<b>Advanced diploma</b>	36	78.1	14.2
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	76.1	13.4



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	76.0	13.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	55.6	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	83.1	12.5
	<b>Education</b>	1	77.8	0.0
	<b>Management and commerce</b>	106	76.9	13.4
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	75.7	13.5
	<b>Other</b>	84	74.5	12.6
	<b>Total</b>	478	76.0	13.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	79.0	14.1
	February	32	76.4	12.2
	March	90	75.1	12.4
	April	28	73.8	12.5
	May	108	77.1	14.6
	June	30	76.3	13.6
	July	13	73.5	13.3
	August	83	75.2	13.3
	September	7	81.0	13.9
	October	41	75.1	12.9
	November	5	82.2	14.9
	December	4	72.2	19.2
	Do not know			
	Training start year	2016		
2015		355	74.9	13.2
2014		123	79.3	13.4
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	71.1
	Not apprenticeship or traineeship	472	76.1	13.4
Recognition of prior learning	Recognition of prior learning	73	73.7	13.5
	No recognition of prior learning	341	76.8	13.4

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	74.2	12.5
	Male	243	77.6	13.6
	Total	455	76.0	13.2
Learner age	Under 15	4	86.1	16.7
	15 to 19	12	81.5	13.7
	20 to 24	99	76.4	13.3
	25 to 34	250	75.4	13.0
	35 to 44	78	77.1	14.4
	45 to 54	15	74.1	13.7
	55 to 64	3	77.8	19.2
	65 or over	1	66.7	0.0
	Total	462	76.1	13.4
Aboriginal or Torres Strait Islander origin	No	465	76.1	13.4
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	76.1	13.4
Home language	English	66	76.9	14.4
	Language other than English	400	75.9	13.2
	Total	466	76.0	13.3
Permanent residency or citizenship	Australian	37	79.3	14.4
	Not Australian	432	75.6	13.2
	Total	469	75.9	13.3
Disability status	Disability identified	28	71.4	11.9
	No disability identified	435	76.2	13.4
	Total	463	75.9	13.3
Groups	1	478	76.0	13.4
	Total	478	76.0	13.4

# Training Relevance

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	78.3	13.5
<b>Qualification Level</b>	<b>Certificate I</b>	8	69.4	5.1
	<b>Certificate II</b>	33	79.8	15.1
	<b>Certificate III</b>	211	78.9	13.4
	<b>Certificate IV</b>	65	78.3	14.4
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	77.1	13.1
	<b>Advanced diploma</b>	36	79.3	12.8
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	78.3	13.5

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	78.3	13.5
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	100.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	83.6	13.4
	<b>Education</b>	1	77.8	0.0
	<b>Management and commerce</b>	106	79.2	12.9
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	77.4	13.6
	<b>Other</b>	84	78.2	13.4
	<b>Total</b>	478	78.3	13.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	78.7	14.0
	February	32	75.3	12.9
	March	90	79.5	13.2
	April	28	79.4	13.4
	May	108	79.4	13.9
	June	30	76.3	13.3
	July	13	77.8	12.8
	August	83	76.3	13.3
	September	7	76.2	11.9
	October	41	79.7	14.5
	November	5	80.0	9.3
	December	4	75.0	16.7
	Do not know			
	Training start year	2016		
2015		355	77.5	13.4
2014		123	80.6	13.5
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	71.1
	Not apprenticeship or traineeship	472	78.4	13.5
Recognition of prior learning	Recognition of prior learning	73	77.3	13.4
	No recognition of prior learning	341	78.6	13.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	76.9	13.1
	Male	243	79.6	13.6
	Total	455	78.3	13.4
Learner age	Under 15	4	86.1	16.7
	15 to 19	12	77.8	15.0
	20 to 24	99	79.2	13.3
	25 to 34	250	77.6	13.3
	35 to 44	78	79.8	14.2
	45 to 54	15	74.8	11.5
	55 to 64	3	74.1	12.8
	65 or over	1	66.7	0.0
	Total	462	78.3	13.4
Aboriginal or Torres Strait Islander origin	No	465	78.4	13.5
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	78.4	13.5
Home language	English	66	79.1	14.9
	Language other than English	400	78.2	13.2
	Total	466	78.4	13.5
Permanent residency or citizenship	Australian	37	80.2	14.8
	Not Australian	432	78.0	13.3
	Total	469	78.2	13.4
Disability status	Disability identified	28	73.8	10.6
	No disability identified	435	78.5	13.6
	Total	463	78.2	13.5
Groups	1	478	78.3	13.5
	Total	478	78.3	13.5

# Competency Development

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	76.9	12.3
<b>Qualification Level</b>	Certificate I	8	68.3	3.1
	Certificate II	33	79.4	12.6
	Certificate III	211	77.4	12.6
	Certificate IV	65	77.2	13.0
	Certificate level unknown			
	Diploma	114	74.9	11.5
	Advanced diploma	36	78.7	12.3
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	66.7	0.0
	<b>Total</b>	468	76.8	12.4



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	76.9	12.3
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	80.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	82.9	11.5
	<b>Education</b>	1	80.0	0.0
	<b>Management and commerce</b>	106	77.7	12.2
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	76.2	12.6
	<b>Other</b>	84	76.3	11.6
	<b>Total</b>	478	76.9	12.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	78.2	13.1
	February	32	73.5	10.9
	March	90	78.1	11.6
	April	28	76.2	13.0
	May	108	77.8	13.0
	June	30	75.3	12.8
	July	13	76.4	12.1
	August	83	76.0	12.6
	September	7	77.1	7.6
	October	41	77.1	12.3
	November	5	74.7	8.7
	December	4	75.0	16.7
	Do not know			
	Training start year	2016		
2015		355	76.0	12.3
2014		123	79.5	12.1
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	72.0
	Not apprenticeship or traineeship	472	76.9	12.3
Recognition of prior learning	Recognition of prior learning	73	75.9	12.3
	No recognition of prior learning	341	77.1	12.2

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	75.1	11.8
	Male	243	78.3	12.5
	Total	455	76.8	12.2
Learner age	Under 15	4	83.3	19.2
	15 to 19	12	77.8	11.8
	20 to 24	99	77.0	12.1
	25 to 34	250	76.5	12.3
	35 to 44	78	78.5	12.8
	45 to 54	15	73.8	10.5
	55 to 64	3	77.8	13.9
	65 or over	1	66.7	0.0
	Total	462	76.9	12.3
Aboriginal or Torres Strait Islander origin	No	465	77.0	12.4
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	77.0	12.4
Home language	English	66	77.7	14.5
	Language other than English	400	76.8	11.9
	Total	466	77.0	12.3
Permanent residency or citizenship	Australian	37	79.3	14.6
	Not Australian	432	76.6	12.0
	Total	469	76.8	12.3
Disability status	Disability identified	28	73.3	9.9
	No disability identified	435	77.0	12.4
	Total	463	76.7	12.2
Groups	1	478	76.9	12.3
	Total	478	76.9	12.3

# Training Resources

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	76.8	13.4
<b>Qualification Level</b>	<b>Certificate I</b>	8	68.1	3.9
	<b>Certificate II</b>	33	78.8	15.6
	<b>Certificate III</b>	211	77.9	13.7
	<b>Certificate IV</b>	65	76.2	13.2
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	75.7	12.8
	<b>Advanced diploma</b>	36	76.5	13.0
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	76.9	13.4

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	76.8	13.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	100.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	86.8	14.3
	<b>Education</b>	1	88.9	0.0
	<b>Management and commerce</b>	106	77.9	13.9
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	75.8	12.8
	<b>Other</b>	84	75.7	13.0
	<b>Total</b>	478	76.8	13.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	78.4	14.8
	February	32	75.7	11.4
	March	90	78.8	14.2
	April	28	79.0	14.9
	May	108	77.2	13.5
	June	30	72.6	10.8
	July	13	73.5	8.5
	August	83	74.9	13.0
	September	7	84.1	15.5
	October	41	75.6	12.0
	November	5	84.4	16.9
	December	4	75.0	16.7
	Do not know			
	Training start year	2016		
2015		355	75.4	12.8
2014		123	81.0	14.1
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	73.3
	Not apprenticeship or traineeship	472	76.9	13.4
Recognition of prior learning	Recognition of prior learning	73	76.4	13.3
	No recognition of prior learning	341	77.0	13.5

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	75.6	12.9
	Male	243	78.0	13.7
	Total	455	76.9	13.4
Learner age	Under 15	4	88.9	15.7
	15 to 19	12	78.7	13.8
	20 to 24	99	78.1	13.1
	25 to 34	250	75.8	13.0
	35 to 44	78	78.1	14.4
	45 to 54	15	76.3	14.5
	55 to 64	3	77.8	19.2
	65 or over	1	66.7	0.0
	Total	462	76.9	13.4
Aboriginal or Torres Strait Islander origin	No	465	77.0	13.4
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	77.0	13.4
Home language	English	66	78.1	14.7
	Language other than English	400	76.6	13.1
	Total	466	76.8	13.4
Permanent residency or citizenship	Australian	37	80.8	14.7
	Not Australian	432	76.4	13.1
	Total	469	76.7	13.3
Disability status	Disability identified	28	73.0	9.3
	No disability identified	435	77.0	13.5
	Total	463	76.8	13.4
Groups	1	478	76.8	13.4
	Total	478	76.8	13.4

# Effective Support

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	77.8	13.4
<b>Qualification Level</b>	<b>Certificate I</b>	8	70.8	8.3
	<b>Certificate II</b>	33	80.1	15.2
	<b>Certificate III</b>	211	78.1	13.5
	<b>Certificate IV</b>	65	76.4	13.7
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	77.6	13.2
	<b>Advanced diploma</b>	36	79.9	13.2
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	77.9	13.5



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	77.8	13.4
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	100.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	86.2	13.6
	<b>Education</b>	1	77.8	0.0
	<b>Management and commerce</b>	106	79.9	13.5
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	76.4	13.3
	<b>Other</b>	84	77.5	12.9
	<b>Total</b>	478	77.8	13.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	78.1	13.5
	February	32	78.1	12.5
	March	90	79.1	14.3
	April	28	79.4	13.1
	May	108	78.1	13.8
	June	30	76.7	13.2
	July	13	80.3	12.1
	August	83	76.2	12.8
	September	7	81.0	15.3
	October	41	75.6	13.0
	November	5	82.2	14.9
	December	4	72.2	19.2
	Do not know			
	Training start year	2016		
2015		355	76.8	13.1
2014		123	80.8	14.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	71.1
	Not apprenticeship or traineeship	472	77.9	13.4
Recognition of prior learning	Recognition of prior learning	73	77.2	13.3
	No recognition of prior learning	341	78.1	13.6

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	75.8	13.0
	Male	243	79.5	13.7
	Total	455	77.8	13.5
Learner age	Under 15	4	88.9	15.7
	15 to 19	12	77.8	10.6
	20 to 24	99	78.1	12.9
	25 to 34	250	76.9	13.4
	35 to 44	78	80.5	14.2
	45 to 54	15	73.3	13.1
	55 to 64	3	77.8	19.2
	65 or over	1	66.7	0.0
	Total	462	77.8	13.4
Aboriginal or Torres Strait Islander origin	No	465	77.9	13.5
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	77.9	13.5
Home language	English	66	78.3	14.8
	Language other than English	400	77.8	13.2
	Total	466	77.9	13.5
Permanent residency or citizenship	Australian	37	82.0	13.7
	Not Australian	432	77.4	13.3
	Total	469	77.8	13.4
Disability status	Disability identified	28	73.8	10.1
	No disability identified	435	78.1	13.5
	Total	463	77.8	13.4
Groups	1	478	77.8	13.4
	Total	478	77.8	13.4

# Active Learning

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	77.5	12.6
<b>Qualification Level</b>	<b>Certificate I</b>	8	68.7	5.9
	<b>Certificate II</b>	33	78.3	13.3
	<b>Certificate III</b>	211	78.3	12.8
	<b>Certificate IV</b>	65	76.2	12.5
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	76.9	12.9
	<b>Advanced diploma</b>	36	79.6	11.7
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	77.6	12.7

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	77.5	12.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	75.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	88.5	12.5
	<b>Education</b>	1	83.3	0.0
	<b>Management and commerce</b>	106	80.2	12.8
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	76.0	12.3
	<b>Other</b>	84	76.0	11.7
	<b>Total</b>	478	77.5	12.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	77.3	13.0
	February	32	75.0	10.8
	March	90	80.0	13.3
	April	28	78.0	13.1
	May	108	77.5	13.0
	June	30	75.0	12.0
	July	13	73.7	9.5
	August	83	76.3	12.7
	September	7	81.0	7.9
	October	41	77.6	12.4
	November	5	83.3	15.6
	December	4	79.9	14.2
	Do not know			
	Training start year	2016		
2015		355	75.7	11.9
2014		123	82.7	13.1
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	70.0
	Not apprenticeship or traineeship	472	77.6	12.7
Recognition of prior learning	Recognition of prior learning	73	76.3	12.4
	No recognition of prior learning	341	78.4	12.9

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	76.2	12.3
	Male	243	78.5	12.9
	Total	455	77.4	12.7
Learner age	Under 15	4	89.6	15.8
	15 to 19	12	76.4	9.9
	20 to 24	99	77.9	12.4
	25 to 34	250	77.0	12.9
	35 to 44	78	79.1	12.9
	45 to 54	15	73.9	9.9
	55 to 64	3	80.6	12.7
	65 or over	1	66.7	0.0
	Total	462	77.6	12.6
Aboriginal or Torres Strait Islander origin	No	465	77.7	12.7
	Yes, Aboriginal	3	69.4	4.8
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	77.7	12.7
Home language	English	66	78.8	14.0
	Language other than English	400	77.4	12.4
	Total	466	77.6	12.6
Permanent residency or citizenship	Australian	37	82.4	13.1
	Not Australian	432	77.1	12.5
	Total	469	77.5	12.6
Disability status	Disability identified	28	72.9	8.1
	No disability identified	435	77.8	12.8
	Total	463	77.5	12.6
Groups	1	478	77.5	12.6
	Total	478	77.5	12.6

# Overall Satisfaction

## Training characteristics

Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	78.1	13.6
<b>Qualification Level</b>	<b>Certificate I</b>	8	69.4	7.9
	<b>Certificate II</b>	33	79.5	14.5
	<b>Certificate III</b>	211	79.5	13.7
	<b>Certificate IV</b>	65	76.6	13.2
	<b>Certificate level unknown</b>			
	<b>Diploma</b>	114	76.9	13.5
	<b>Advanced diploma</b>	36	79.6	13.4
	<b>Associate degree</b>			
	<b>Degree</b>			
	<b>Short course or statement of attainment</b>			
	<b>VET Graduate Certificate or Diploma</b>			
	<b>Other qualification or training</b>			
	<b>Do not know</b>	1	66.7	0.0
	<b>Total</b>	468	78.3	13.6



Characteristic		Learners		
		Count	Average	Variation
<b>Provider</b>	<b>Total</b>	478	78.1	13.6
<b>Field of education</b>	<b>Natural and physical sciences</b>			
	<b>Information technology</b>			
	<b>Engineering and related technologies</b>			
	<b>Architecture and building</b>	1	100.0	0.0
	<b>Agriculture, environmental and related studies</b>			
	<b>Health</b>	21	85.2	13.3
	<b>Education</b>	1	88.9	0.0
	<b>Management and commerce</b>	106	81.0	14.1
	<b>Society and culture</b>			
	<b>Creative arts</b>			
	<b>Food, hospitality and personal services</b>	265	76.5	13.2
	<b>Other</b>	84	77.6	13.0
	<b>Total</b>	478	78.1	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	37	80.5	14.4
	February	32	75.0	12.6
	March	90	79.3	13.2
	April	28	79.8	14.2
	May	108	79.4	13.8
	June	30	75.2	11.9
	July	13	81.2	16.0
	August	83	77.2	13.5
	September	7	84.1	16.8
	October	41	74.3	11.8
	November	5	77.8	13.6
	December	4	72.2	19.2
	Do not know			
	Training start year	2016		
2015		355	77.2	13.3
2014		123	80.9	14.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	5	71.1
	Not apprenticeship or traineeship	472	78.2	13.6
Recognition of prior learning	Recognition of prior learning	73	78.4	13.7
	No recognition of prior learning	341	78.5	13.7

## Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	212	76.7	13.0
	Male	243	79.4	13.9
	Total	455	78.1	13.5
Learner age	Under 15	4	86.1	16.7
	15 to 19	12	76.9	13.8
	20 to 24	99	79.3	13.1
	25 to 34	250	77.2	13.5
	35 to 44	78	80.2	13.8
	45 to 54	15	75.6	12.7
	55 to 64	3	77.8	19.2
	65 or over	1	66.7	0.0
	Total	462	78.1	13.5
Aboriginal or Torres Strait Islander origin	No	465	78.2	13.6
	Yes, Aboriginal	3	77.8	19.2
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	468	78.2	13.6
Home language	English	66	79.6	14.4
	Language other than English	400	78.0	13.4
	Total	466	78.3	13.6
Permanent residency or citizenship	Australian	37	80.5	14.4
	Not Australian	432	77.9	13.4
	Total	469	78.1	13.5
Disability status	Disability identified	28	74.2	11.7
	No disability identified	435	78.4	13.7
	Total	463	78.1	13.6
Groups	1	478	78.1	13.6
	Total	478	78.1	13.6

# 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	80.2	13.6	90.2	10.5
Effective Assessment	78.2	13.0	93.2	8.6
Clear Expectations	77.0	12.9		
Learning Stimulation	76.0	13.4		
Training Relevance	78.3	13.5	90.2	6.6
Competency Development	76.9	12.3	90.1	6.0
Training Resources	76.8	13.4	98.3	6.2
Effective Support	77.8	13.4	94.4	6.0
Active Learning	77.5	12.6		
Overall Satisfaction	78.1	13.6	94.9	6.3

# 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

All Good
All are good
Approachable trainers and student support group
Assesement helps us to broden our knowledgr
Computer knowledge & WHS
Easy to iunderstand
Easy to understand.
Excellent trainers
Experience teacher, rrasonable work
Experirnce lecturer, knowlegable in the field
Explain the subject with good example
Flexible time tables
Friendly lectures
Friendly staff & trainers, Multicultural group
Friends and trainers
Fun environment, interactive trainer
Get a practical knowledge from college
Good Knowledge and excellent trainer
Good Teachers
Good explanation and plenty of example
Good trainer with enough resources
Group Work
Helpful for me to improve my skills
Helpful when we need
How to make your workplace sustanbility
I have knowledge of what hospitality is and how it works
Interactive
Interactive class, group activity
Interesting Google searching
Internet Facility
It was a real experience of the industry
It was very informative and knowledgeable
Its Clear
Jill is highly recommended for this unit
Jill was an ecouring teacher. Shes id very good at what she does
Kitchen Experience

Knowledhe gained, Bery good trainer
Learn all the skills in Commercial cookery
Learning about organisisng Meeting
Learning all about Management
Learning made easy, delivering method is excellent, Approchable for needs
Learning new skills
Learning new skills & gaining knowledge from different classes
Lecture is excellent
Lots of theories what is critical when working in a commercial kitchen
Make a procedure
Mandy and all teacher
Mandy is good
Materials and resources are really good
More Western Food Dishes
Most of the trainers are very professional and one of them is an ideal trainer
No comments
Practical
Practical Lesson
Practice
Provide full information about task and practical
Qualified Trainers, good learning environment and flexible timing
Reality baised Lecture
Resources are acqurate
Role Play
She is good at every thing
Staff were caring and friendly.
Steight to thr point, good overall understaing of theunit
Students need oriented
Sufficient Break
Talking, Discussion
Teacher and Staff are so friendly and helpful
Teaching Style of my trainer was very good
Teaching process is very good
Team Work
Team work
Team work
The Practical hands on training in the Kitchen
The Training is very relevent and the trainers are well trained
The best aspects of the training is trainer.
The contents of the course are interesting
The high standard of skilled trainers, food, the staff.
The trainer is fun and good at teaching
The trainer very coopertive,good behavoiur, helpful and telleverything
The traing provide good knowledge for us to understand all aspect
The way the teacher deal with the students is interesting
Theory and practical

They support the student on the right track
To Learn basic knowledge and skill to understand about food
To deal with old age care.
To gain new knowledge. Lonve to care old age people.
Trainer is knowledgable and approachable.
Trainer is knowledgable and friendly.
Trainer is very helpful
Trainer was very knowledgable about the subject and explained well
Trainers
Trainers
Trainers are exceptionally good
Trainers are friendly.
Trainers, Team work, Flexible time shedule
Training
Training
Training is friendly.
Very interesting and knowledgable
We need more good explanation for practical for better understandinh
Whole of training session
clear explanation
content and assesment
excellent presentation and theory with example
food preperation from trainer
friendly trainers
good and Excellent teachers - Matthew
good connection between student and teachers
good materials
good materials
good resources
good teachers
good trainers
good trainers
goodtrainers
goodtrainers
it's a good course to improve the knowledge which I need
knowledge, skills
learning though practicalae
manage knowledege and information plan skills
more to practical in work place , such as maintain the work priorities
one on one lecture and problem solving
online learning resourses
practical and approachable trainer
practical and role play
right level of difficulty to be motivated
role play
role play , discussion, presentation

some of the trainers are very good
teachers are friendly , good learning environment
to adapt myself and management background in Brisil for Australian organisationm
to learn about cookery
trainer are best
trainer is good and has huge knowledge
trainers encourage leaners
very Experienced Trainers
very felxible
very helpful teachers
work based training
work based training
work based training
work experience
work place internship
workk experience



## LQ needs improvement

Amount of assessments and internet functions.
Assessment Layout
Assessment are checked very late
Assessment feedback and certificates are late
Basic equipment
Bigger room
Chairs are uncomfortable
Classroom
Computer internet since it till now provided easvery slow.
Environmental factor
Everything is just excellent
Facilities, location (quiet & calm environment ) and slow internet connection
Fantastic
Final assesment should be made bit easy
Give students an opportunity to do by themselves
Guide books need to have morer detail for better understanding
I do not see anything which need to be improved
I would recommend to decrease worksheet load
Inadequated bathrooms and classrooms
Internet Connection
Kitchen Equipments
Kitchen Facilities
May be the facility a bit small.
More Options for time table
More Practical Training
More detailed information for International students
More practical staff
NO Need
Need bigger class room
Need bigger class room
Need to provide fast internet service.
None
None
None
None
Placement need improvement
Practical
Practical training
Practical training
Probley need a mix between practical and theoritical work
Resources can be better
Rooms should be improved.
Systematic knowledge
The Lecture presentation

The unit is perfect
Time to do the best resources and put it in our assignment
Timetable
Timing of the assessment
Work place based Training
all aspect related to study
check and mark assingment on time
check and mark assingment on time
check the Assessment on time
check the Assessment on time
check the Assessment on time
college facilities and internet
computer system
different method of teaching
do not change trainers every month
do not have enough class rooms and trainers
fix time shedule
little bit of learners participation to be pushed on
more practical classes should be taken in the Kitchen
more voffee machine
move time to finish assingment
need faster internet
need to minimise the assessment
none
none
none
none
none
none
none
none
none
none
none
slow internet
student support service
student support service
team effort
team work
team work
team work
to getmore participant to ensurewe learn more about food skill and knowledge

## 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.

<b>Learner survey feedback</b>	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
<b>Employer survey feedback</b>	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

# Registering body report

01 Jul 2016

## RTO Information

NTIS number	51973
Name	STANLEY INTERNATIONAL COLLEGE PTY LTD
Street Address	171 James Street
City/town/suburb	Northbridge
State	WA
Post code	6003

## Learner and employer response

	Learners	Employers
Response count (number)	490	149
Population count (number)	490	149
Response rate (per cent)	100.0	100.0

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	77.7	16.2	92.7	13.8
Trainer Quality	80.2	13.6	90.2	10.5
Effective Assessment	78.2	13.0	93.2	8.6
Clear Expectations	77.0	12.9		
Learning Stimulation	76.0	13.4		
Training Relevance	78.3	13.5	90.2	6.6
Competency Development	76.9	12.3	90.1	6.0
Training Resources	76.8	13.4	98.3	6.2
Effective Support	77.8	13.4	94.4	6.0
Active Learning	77.5	12.6		
Overall Satisfaction	78.1	13.6	94.9	6.3

## 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	