

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Berry Street Victoria Inc
Street Address	1 Salisbury Street
City/town/suburb	Richmond
State	VIC
Post code	3121
NTIS number	21369

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	36	82.6	15.7	4	94.4	11.1
Effective Assessment	36	81.0	15.0	4	95.8	8.3
Clear Expectations	36	82.3	14.8			
Learning Stimulation	36	80.6	16.0			
Training Relevance	36	81.8	15.5	4	94.4	11.1
Competency Development	36	84.4	14.3	4	95.0	10.0
Training Resources	36	78.4	18.2	4	100.0	0.0
Effective Support	36	83.3	15.8	4	100.0	0.0
Active Learning	36	79.4	14.8			
Overall Satisfaction	36	83.0	16.0	4	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	9	9	100.0	0	0	0.0
	Management and commerce	0	0	0.0	0	0	0.0
	Society and culture	9	9	100.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	1	1	100.0	0	0	0.0
	Other	17	3	17.6	4	0	0.0
	TOTAL	36	22	61.1	4	0	0.0
	Qualification level	Certificate I	0	0	0.0		
Certificate II		8	8	100.0			
Certificate III		0	0	0.0			
Certificate IV		26	26	100.0			
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		0	0	0.0			
VET Graduate Certificate or Diploma		0	0	0.0			
Other qualification or training		0	0	0.0			
Do not know		2	1	50.0			
Total		36	35	97.2			

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	0	17	18	35	1
LQ2	Trainers made the subject as interesting as possible.	0	1	18	17	35	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	3	12	21	33	0
LQ4	Trainers explained things clearly.	0	2	15	18	33	1
LQ5	Overall, I am satisfied with the training.	0	0	17	19	36	0
LQ6	I would recommend the training to others.	0	1	15	19	34	1
LQ7	I would recommend the training organisation to others.	0	0	20	16	36	0
LQ8	I received useful feedback on my assessments.	0	3	18	14	32	1
LQ9	Assessments were based on realistic activities.	0	0	18	18	36	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	20	15	35	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	1	15	19	34	1
LQ12	It was always easy to know the standards expected.	0	0	21	15	36	0
LQ13	I usually had a clear idea of what was expected of me.	0	0	17	19	36	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	16	17	33	2
LQ15	I was given enough material to keep up my interest.	0	0	18	17	35	1
LQ16	The amount of work I had to do was reasonable.	0	2	17	17	34	0
LQ17	The training was at the right level of difficulty for me.	0	2	19	15	34	0
LQ18	The training focused on relevant skills.	0	0	20	16	36	0
LQ19	The training prepared me well for work.	0	0	15	19	34	2
LQ20	The training had a good mix of theory and practice.	0	1	20	15	35	0
LQ21	I developed the skills expected from this training.	0	0	14	22	36	0
LQ22	I learned to work with people.	0	2	17	16	33	1
LQ23	I identified ways to build on my current knowledge and skills.	0	0	17	19	36	0
LQ24	I developed the knowledge expected from this training.	0	0	14	20	34	2
LQ25	I learned to plan and manage my work.	0	0	17	19	36	0
LQ26	Training resources were available when I needed them.	0	1	19	16	35	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	3	20	13	33	0
LQ28	Training facilities and materials were in good condition.	2	1	15	18	33	0
LQ29	Training organisation staff respected my background and needs.	0	0	16	20	36	0
LQ30	The training was flexible enough to meet my needs.	0	1	17	18	35	0
LQ31	The training organisation had a range of services to support learners.	0	2	15	19	34	0
LQ32	I set high standards for myself in this training.	0	1	21	14	35	0
LQ33	I pushed myself to understand things I found confusing.	0	1	19	16	35	0
LQ34	I looked for my own resources to help me learn.	1	1	21	13	34	0
LQ35	I approached trainers if I needed help.	0	1	17	18	35	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	48.6	51.4	100.0	2.8
LQ2	Trainers made the subject as interesting as possible.	0.0	2.8	50.0	47.2	97.2	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	8.3	33.3	58.3	91.7	0.0
LQ4	Trainers explained things clearly.	0.0	5.7	42.9	51.4	94.3	2.8
LQ5	Overall, I am satisfied with the training.	0.0	0.0	47.2	52.8	100.0	0.0
LQ6	I would recommend the training to others.	0.0	2.9	42.9	54.3	97.2	2.8
LQ7	I would recommend the training organisation to others.	0.0	0.0	55.6	44.5	100.0	0.0
LQ8	I received useful feedback on my assessments.	0.0	8.6	51.4	40.0	91.4	2.8
LQ9	Assessments were based on realistic activities.	0.0	0.0	50.0	50.0	100.0	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	57.2	42.9	100.0	2.8
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	2.9	42.9	54.3	97.2	2.8
LQ12	It was always easy to know the standards expected.	0.0	0.0	58.3	41.7	100.0	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	47.2	52.8	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	3.0	47.1	50.0	97.1	5.6
LQ15	I was given enough material to keep up my interest.	0.0	0.0	51.4	48.6	100.0	2.8
LQ16	The amount of work I had to do was reasonable.	0.0	5.6	47.2	47.2	94.5	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	5.6	52.8	41.7	94.5	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	55.6	44.5	100.0	0.0
LQ19	The training prepared me well for work.	0.0	0.0	44.1	55.9	100.0	5.6
LQ20	The training had a good mix of theory and practice.	0.0	2.8	55.6	41.7	97.2	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	38.9	61.1	100.0	0.0
LQ22	I learned to work with people.	0.0	5.7	48.6	45.7	94.3	2.8
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	47.2	52.8	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	41.2	58.8	100.0	5.6
LQ25	I learned to plan and manage my work.	0.0	0.0	47.2	52.8	100.0	0.0
LQ26	Training resources were available when I needed them.	0.0	2.8	52.8	44.5	97.2	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	8.3	55.6	36.1	91.7	0.0
LQ28	Training facilities and materials were in good condition.	5.6	2.8	41.7	50.0	91.7	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	44.5	55.6	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	2.8	47.2	50.0	97.2	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	5.6	41.7	52.8	94.5	0.0
LQ32	I set high standards for myself in this training.	0.0	2.8	58.3	38.9	97.2	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	2.8	52.8	44.5	97.2	0.0
LQ34	I looked for my own resources to help me learn.	2.8	2.8	58.3	36.1	94.5	0.0
LQ35	I approached trainers if I needed help.	0.0	2.8	47.2	50.0	97.2	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	83.8	16.9
LQ2	81.5	18.6
LQ3	83.3	21.8
LQ4	81.9	20.4
LQ5	84.3	16.9
LQ6	83.8	18.7
LQ7	81.5	16.8
LQ8	77.1	21.0
LQ9	83.3	16.9
LQ10	81.0	16.7
LQ11	83.8	18.7
LQ12	80.6	16.7
LQ13	84.3	16.9
LQ14	82.4	18.8
LQ15	82.9	16.9
LQ16	80.6	20.1
LQ17	78.7	19.8
LQ18	81.5	16.8
LQ19	85.3	16.8
LQ20	79.6	18.3
LQ21	87.0	16.5
LQ22	80.0	20.1
LQ23	84.3	16.9
LQ24	86.3	16.7
LQ25	84.3	16.9
LQ26	80.6	18.5
LQ27	75.9	20.5
LQ28	78.7	26.6
LQ29	85.2	16.8
LQ30	82.4	18.7
LQ31	82.4	20.3
LQ32	78.7	18.1
LQ33	80.6	18.5
LQ34	75.9	22.0
LQ35	82.4	18.7

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	4	4	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	4	4	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	4	4	0
EQ4	Assessment was at an appropriate standard.	0	0	1	3	4	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	4	4	0
EQ6	The training reflected current practice.	0	0	1	3	4	0
EQ7	The training organisation developed customised programs.	0	0	0	4	4	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	4	4	0
EQ9	The training focused on relevant skills.	0	0	1	3	4	0
EQ10	Our employees gained the skills they needed from this training.	0	0	1	3	4	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	4	4	0
EQ12	Overall, we are satisfied with the training.	0	0	0	4	4	0
EQ13	We would recommend the training organisation to others.	0	0	0	4	4	0
EQ14	We would recommend the training to others.	0	0	0	4	4	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	1	3	4	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	4	4	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	4	4	0
EQ18	Assessments were based on realistic activities.	0	0	0	4	4	0
EQ19	Trainers were effective in their teaching.	0	0	1	3	4	0
EQ20	The training was an effective investment.	0	0	1	3	4	0
EQ21	Trainers were able to relate material to the workplace.	0	0	1	3	4	0
EQ22	The training had a good mix of theory and practice.	0	0	0	4	4	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	4	4	0
EQ24	The training has helped our employees work with people.	0	0	0	4	4	0
EQ25	Training resources and equipment were in good condition.	0	0	0	4	4	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	1	3	4	0
EQ27	The training prepared employees well for work.	0	0	1	3	4	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	1	3	4	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	4	4	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	4	4	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	0.0	100.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	25.0	75.0	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	25.0	75.0	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	0.0	100.0	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	25.0	75.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	25.0	75.0	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	25.0	75.0	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	25.0	75.0	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	25.0	75.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	25.0	75.0	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	0.0	100.0	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	25.0	75.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	25.0	75.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	25.0	75.0	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.	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	100.0	0.0
EQ4	Assessment was at an appropriate standard.	91.7	16.7
EQ5	The training resources were appropriate for learner needs.	100.0	0.0
EQ6	The training reflected current practice.	91.7	16.7
EQ7	The training organisation developed customised programs.	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	100.0	0.0
EQ9	The training focused on relevant skills.	91.7	16.7
EQ10	Our employees gained the skills they needed from this training.	91.7	16.7
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.	91.7	16.7
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.	91.7	16.7
EQ20	The training was an effective investment.	91.7	16.7
EQ21	Trainers were able to relate material to the workplace.	91.7	16.7
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.	100.0	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.	91.7	16.7
EQ27	The training prepared employees well for work.	91.7	16.7
EQ28	Our employees gained the knowledge they needed from this training.	91.7	16.7
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	36	82.6	15.7
Qualification Level	Certificate I			
	Certificate II	8	93.7	5.9
	Certificate III			
	Certificate IV	26	78.8	16.4
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	82.9	15.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	82.6	15.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	92.6	11.4
	Management and commerce			
	Society and culture	9	79.6	13.9
	Creative arts			
	Food, hospitality and personal services	1	91.7	0.0
	Other	3	72.2	17.3
	Total	22	84.5	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	66.7	0.0
	February	11	76.5	18.9
	March	2	83.3	23.6
	April			
	May			
	June	3	94.4	4.8
	July	2	91.7	11.8
	August	1	100.0	0.0
	September	2	87.5	5.9
	October	1	100.0	0.0
	November	3	77.8	4.8
	December	6	76.4	16.2
	Do not know			
	Training start year	2018		
2017		21	82.5	17.3
2016		11	79.5	13.6
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	82.5	16.0
Recognition of prior learning	Recognition of prior learning	3	88.9	12.7
	No recognition of prior learning	27	81.8	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	80.8	15.1
	Male	13	87.8	17.2
	Total	33	83.6	16.1
Learner age	Under 15			
	15 to 19	9	94.4	5.9
	20 to 24	2	87.5	5.9
	25 to 34	10	69.2	12.5
	35 to 44	6	75.0	14.9
	45 to 54	4	91.7	16.7
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	83.3	15.9
Aboriginal or Torres Strait Islander origin	No	34	83.3	15.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	82.9	15.9
Home language	English	29	84.8	16.2
	Language other than English	5	70.0	7.5
	Total	34	82.6	16.1
Permanent residency or citizenship	Australian	31	82.3	16.2
	Not Australian	2	95.8	5.9
	Total	33	83.1	16.1
Disability status	Disability identified	1	91.7	0.0
	No disability identified	31	82.3	16.2
	Total	32	82.6	16.0
Groups	1	7	83.3	12.7
	2	10	92.5	8.3
	3	8	78.1	21.8
	4	11	76.5	14.8
	Total	36	82.6	15.7

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	81.0	15.0
Qualification Level	Certificate I			
	Certificate II	8	85.4	12.4
	Certificate III			
	Certificate IV	26	79.2	15.7
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	81.2	15.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	81.0	15.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	88.0	14.5
	Management and commerce			
	Society and culture	9	83.3	15.0
	Creative arts			
	Food, hospitality and personal services	1	75.0	0.0
	Other	3	69.4	12.7
	Total	22	83.0	14.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	75.0	0.0
	February	11	75.8	16.9
	March	2	83.3	23.6
	April			
	May			
	June	3	88.9	12.7
	July	2	79.2	17.7
	August	1	75.0	0.0
	September	2	83.3	23.6
	October	1	91.7	0.0
	November	3	94.4	9.6
	December	6	73.6	12.3
	Do not know			
	Training start year	2018		
2017		21	79.8	15.7
2016		11	80.3	14.6
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	80.8	15.2
Recognition of prior learning	Recognition of prior learning	3	94.4	9.6
	No recognition of prior learning	27	79.6	15.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	80.8	14.8
	Male	13	84.0	16.1
	Total	33	82.1	15.2
Learner age	Under 15			
	15 to 19	9	87.0	12.6
	20 to 24	2	83.3	0.0
	25 to 34	10	70.8	12.6
	35 to 44	6	77.8	18.0
	45 to 54	4	87.5	14.4
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	81.6	15.2
Aboriginal or Torres Strait Islander origin	No	34	81.6	15.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	81.2	15.2
Home language	English	29	82.8	16.0
	Language other than English	5	71.7	4.6
	Total	34	81.1	15.4
Permanent residency or citizenship	Australian	31	80.9	15.5
	Not Australian	2	91.7	11.8
	Total	33	81.6	15.4
Disability status	Disability identified	1	75.0	0.0
	No disability identified	31	81.2	15.5
	Total	32	81.0	15.3
Groups	1	7	88.1	13.5
	2	10	85.8	12.5
	3	8	78.1	19.4
	4	11	74.2	12.6
	Total	36	81.0	15.0

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	82.3	14.8
Qualification Level	Certificate I			
	Certificate II	8	83.3	15.7
	Certificate III			
	Certificate IV	26	81.4	15.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	82.4	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	82.3	14.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	86.4	16.5
	Management and commerce			
	Society and culture	9	83.3	14.7
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	3	74.1	12.8
	Total	22	82.6	15.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	11	78.8	16.8
	March	2	83.3	23.6
	April			
	May			
	June	3	81.5	17.0
	July	2	83.3	23.6
	August	1	66.7	0.0
	September	2	88.9	15.7
	October	1	88.9	0.0
	November	3	83.3	16.7
	December	6	77.8	12.2
	Do not know			
	Training start year	2018		
2017		21	81.5	16.6
2016		11	80.3	12.0
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	82.0	15.0
Recognition of prior learning	Recognition of prior learning	3	96.3	6.4
	No recognition of prior learning	27	80.5	14.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	79.4	14.1
	Male	13	89.3	14.8
	Total	33	83.3	15.0
Learner age	Under 15			
	15 to 19	9	85.2	15.7
	20 to 24	2	86.1	3.9
	25 to 34	10	80.0	15.5
	35 to 44	6	72.2	13.6
	45 to 54	4	86.1	14.0
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	82.8	15.0
Aboriginal or Torres Strait Islander origin	No	34	82.8	15.0
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	82.4	15.0
Home language	English	29	81.8	15.2
	Language other than English	5	84.4	16.9
	Total	34	82.2	15.2
Permanent residency or citizenship	Australian	31	81.9	15.3
	Not Australian	2	94.4	7.9
	Total	33	82.7	15.2
Disability status	Disability identified	1	66.7	0.0
	No disability identified	31	82.6	15.1
	Total	32	82.1	15.1
Groups	1	7	88.1	13.0
	2	10	84.4	15.0
	3	8	83.3	17.8
	4	11	75.8	13.0
	Total	36	82.3	14.8

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	80.6	16.0
Qualification Level	Certificate I			
	Certificate II	8	76.4	15.1
	Certificate III			
	Certificate IV	26	81.6	16.3
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	81.0	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	80.6	16.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	80.2	17.4
	Management and commerce			
	Society and culture	9	84.0	13.7
	Creative arts			
	Food, hospitality and personal services	1	66.7	0.0
	Other	3	66.7	11.1
	Total	22	79.3	15.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	88.9	0.0
	February	11	79.8	16.3
	March	2	83.3	23.6
	April			
	May			
	June	3	63.0	6.4
	July	2	77.8	15.7
	August	1	77.8	0.0
	September	2	94.4	7.9
	October	1	88.9	0.0
	November	3	85.2	17.0
	December	6	75.9	20.4
	Do not know			
	Training start year	2018		
2017		21	78.8	15.7
2016		11	80.8	17.3
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	80.4	16.2
Recognition of prior learning	Recognition of prior learning	3	92.6	12.8
	No recognition of prior learning	27	79.4	16.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	76.7	16.5
	Male	13	89.7	12.4
	Total	33	81.8	16.2
Learner age	Under 15			
	15 to 19	9	79.0	16.1
	20 to 24	2	83.3	7.9
	25 to 34	10	80.0	17.2
	35 to 44	6	72.2	15.3
	45 to 54	4	88.9	15.7
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	81.4	16.1
Aboriginal or Torres Strait Islander origin	No	34	81.4	16.1
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	81.0	16.1
Home language	English	29	80.1	16.4
	Language other than English	5	84.4	16.9
	Total	34	80.7	16.3
Permanent residency or citizenship	Australian	31	80.6	16.5
	Not Australian	2	88.9	15.7
	Total	33	81.1	16.3
Disability status	Disability identified	1	66.7	0.0
	No disability identified	31	81.0	16.3
	Total	32	80.6	16.2
Groups	1	7	88.9	11.1
	2	10	77.8	15.7
	3	8	83.3	17.8
	4	11	75.8	17.1
	Total	36	80.6	16.0

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	81.8	15.5
Qualification Level	Certificate I			
	Certificate II	8	83.3	15.7
	Certificate III			
	Certificate IV	26	80.8	16.2
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	88.9	0.0
	Total	35	81.6	15.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	81.8	15.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	82.7	15.8
	Management and commerce			
	Society and culture	9	79.0	15.2
	Creative arts			
	Food, hospitality and personal services	1	77.8	0.0
	Other	3	70.4	17.0
	Total	22	79.3	15.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	66.7	0.0
	February	11	78.8	16.8
	March	2	88.9	15.7
	April			
	May			
	June	3	88.9	11.1
	July	2	66.7	0.0
	August	1	66.7	0.0
	September	2	83.3	23.6
	October	1	88.9	0.0
	November	3	85.2	17.0
	December	6	79.6	19.1
	Do not know			
	Training start year	2018		
2017		21	79.9	15.6
2016		11	80.8	16.5
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	88.9	0.0
	Not apprenticeship or traineeship	30	81.1	15.8
Recognition of prior learning	Recognition of prior learning	3	92.6	6.4
	No recognition of prior learning	27	80.7	15.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	81.1	15.8
	Male	13	84.6	16.1
	Total	33	82.5	15.7
Learner age	Under 15			
	15 to 19	9	84.0	14.8
	20 to 24	2	88.9	0.0
	25 to 34	10	77.8	15.7
	35 to 44	6	70.4	15.2
	45 to 54	4	88.9	15.7
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	82.0	15.7
Aboriginal or Torres Strait Islander origin	No	34	82.0	15.7
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	81.6	15.7
Home language	English	29	81.2	15.5
	Language other than English	5	80.0	18.3
	Total	34	81.0	15.6
Permanent residency or citizenship	Australian	31	81.0	16.0
	Not Australian	2	88.9	0.0
	Total	33	81.5	15.6
Disability status	Disability identified	1	77.8	0.0
	No disability identified	31	81.0	15.8
	Total	32	80.9	15.5
Groups	1	7	82.5	15.5
	2	10	84.4	14.1
	3	8	83.3	17.8
	4	11	77.8	16.5
	Total	36	81.8	15.5

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	84.4	14.3
Qualification Level	Certificate I			
	Certificate II	8	80.8	14.9
	Certificate III			
	Certificate IV	26	84.5	14.4
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	84.1	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	84.4	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	9	85.9	15.8
	Management and commerce			
	Society and culture	9	88.1	12.4
	Creative arts			
	Food, hospitality and personal services	1	73.3	0.0
	Other	3	71.1	13.9
	Total	22	84.2	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	11	82.1	14.8
	March	2	90.0	14.1
	April			
	May			
	June	3	88.9	13.9
	July	2	73.3	9.4
	August	1	66.7	0.0
	September	2	90.0	14.1
	October	1	93.3	0.0
	November	3	93.3	6.7
	December	6	76.7	16.7
	Do not know			
	Training start year	2018		
2017		21	84.0	14.3
2016		11	83.0	14.7
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	84.2	14.5
Recognition of prior learning	Recognition of prior learning	3	95.6	7.7
	No recognition of prior learning	27	83.7	14.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	81.7	14.8
	Male	13	89.2	13.8
	Total	33	84.7	14.6
Learner age	Under 15			
	15 to 19	9	83.0	15.3
	20 to 24	2	90.0	4.7
	25 to 34	10	81.3	15.0
	35 to 44	6	76.7	15.1
	45 to 54	4	92.1	11.8
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	84.4	14.5
Aboriginal or Torres Strait Islander origin	No	34	84.6	14.3
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	84.1	14.4
Home language	English	29	84.4	14.5
	Language other than English	5	85.7	14.9
	Total	34	84.6	14.3
Permanent residency or citizenship	Australian	31	84.4	14.6
	Not Australian	2	93.3	9.4
	Total	33	84.9	14.4
Disability status	Disability identified	1	73.3	0.0
	No disability identified	31	84.8	14.5
	Total	32	84.4	14.4
Groups	1	7	93.3	7.7
	2	10	84.0	14.8
	3	8	84.2	17.1
	4	11	79.1	13.8
	Total	36	84.4	14.3

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	78.4	18.2
Qualification Level	Certificate I			
	Certificate II	8	83.3	13.3
	Certificate III			
	Certificate IV	26	76.5	19.5
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	78.7	18.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	78.4	18.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	84.0	14.8
	Management and commerce			
	Society and culture	9	82.7	14.8
	Creative arts			
	Food, hospitality and personal services	1	77.8	0.0
	Other	3	63.0	28.0
	Total	22	80.3	17.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	11	73.7	20.7
	March	2	83.3	23.6
	April			
	May			
	June	3	81.5	17.0
	July	2	83.3	7.9
	August	1	66.7	0.0
	September	2	77.8	15.7
	October	1	88.9	0.0
	November	3	85.2	12.8
	December	6	66.7	19.9
	Do not know			
	Training start year	2018		
2017		21	78.3	18.1
2016		11	73.7	18.1
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	77.4	18.3
Recognition of prior learning	Recognition of prior learning	3	96.3	6.4
	No recognition of prior learning	27	75.7	18.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	76.1	19.2
	Male	13	84.6	17.3
	Total	33	79.5	18.7
Learner age	Under 15			
	15 to 19	9	85.2	13.6
	20 to 24	2	83.3	7.9
	25 to 34	10	73.3	18.3
	35 to 44	6	64.8	23.7
	45 to 54	4	83.3	14.3
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	79.1	18.5
Aboriginal or Torres Strait Islander origin	No	34	79.1	18.5
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	78.7	18.4
Home language	English	29	77.8	19.0
	Language other than English	5	80.0	14.5
	Total	34	78.1	18.2
Permanent residency or citizenship	Australian	31	77.4	18.5
	Not Australian	2	94.4	7.9
	Total	33	78.5	18.4
Disability status	Disability identified	1	77.8	0.0
	No disability identified	31	77.8	18.6
	Total	32	77.8	18.3
Groups	1	7	87.3	13.5
	2	10	83.3	14.1
	3	8	79.2	20.9
	4	11	67.7	18.9
	Total	36	78.4	18.2

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	83.3	15.8
Qualification Level	Certificate I			
	Certificate II	8	91.7	7.9
	Certificate III			
	Certificate IV	26	79.9	16.9
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	83.2	16.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	83.3	15.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	90.1	11.7
	Management and commerce			
	Society and culture	9	85.2	14.7
	Creative arts			
	Food, hospitality and personal services	1	88.9	0.0
	Other	3	63.0	6.4
	Total	22	84.3	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	100.0	0.0
	February	11	76.8	16.8
	March	2	83.3	23.6
	April			
	May			
	June	3	88.9	11.1
	July	2	88.9	0.0
	August	1	88.9	0.0
	September	2	94.4	7.9
	October	1	88.9	0.0
	November	3	85.2	17.0
	December	6	72.2	18.3
	Do not know			
	Training start year	2018		
2017		21	83.1	15.6
2016		11	78.8	16.8
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	82.6	15.9
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	27	82.3	16.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	79.4	16.6
	Male	13	91.5	12.1
	Total	33	84.2	16.0
Learner age	Under 15			
	15 to 19	9	92.6	7.9
	20 to 24	2	77.8	15.7
	25 to 34	10	77.8	17.4
	35 to 44	6	70.4	15.2
	45 to 54	4	88.9	15.7
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	83.7	16.0
Aboriginal or Torres Strait Islander origin	No	34	83.7	16.0
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	83.2	16.0
Home language	English	29	82.8	16.4
	Language other than English	5	82.2	14.9
	Total	34	82.7	16.0
Permanent residency or citizenship	Australian	31	83.2	15.9
	Not Australian	2	83.3	23.6
	Total	33	83.2	16.0
Disability status	Disability identified	1	88.9	0.0
	No disability identified	31	82.4	16.2
	Total	32	82.6	15.9
Groups	1	7	90.5	11.9
	2	10	92.2	7.5
	3	8	80.6	18.5
	4	11	72.7	16.0
	Total	36	83.3	15.8

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	79.4	14.8
Qualification Level	Certificate I			
	Certificate II	8	75.0	13.4
	Certificate III			
	Certificate IV	26	80.1	15.3
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	79.5	15.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	79.4	14.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	78.7	17.2
	Management and commerce			
	Society and culture	9	81.5	16.0
	Creative arts			
	Food, hospitality and personal services	1	83.3	0.0
	Other	3	66.7	8.3
	Total	22	78.4	15.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	91.7	0.0
	February	11	79.5	14.6
	March	2	83.3	23.6
	April			
	May			
	June	3	86.1	4.8
	July	2	66.7	0.0
	August	1	50.0	0.0
	September	2	75.0	11.8
	October	1	100.0	0.0
	November	3	77.8	19.2
	December	6	75.0	14.9
	Do not know			
	Training start year	2018		
2017		21	79.0	14.6
2016		11	77.3	15.9
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	79.2	15.0
Recognition of prior learning	Recognition of prior learning	3	91.7	14.4
	No recognition of prior learning	27	79.0	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	78.7	14.7
	Male	13	82.7	16.1
	Total	33	80.3	15.1
Learner age	Under 15			
	15 to 19	9	77.8	15.0
	20 to 24	2	70.8	5.9
	25 to 34	10	78.3	11.9
	35 to 44	6	70.8	14.7
	45 to 54	4	91.7	16.7
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	79.9	15.1
Aboriginal or Torres Strait Islander origin	No	34	79.9	15.1
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	79.5	15.0
Home language	English	29	79.9	16.0
	Language other than English	5	78.3	11.2
	Total	34	79.7	15.2
Permanent residency or citizenship	Australian	31	79.6	15.3
	Not Australian	2	87.5	17.7
	Total	33	80.1	15.3
Disability status	Disability identified	1	83.3	0.0
	No disability identified	31	79.3	15.3
	Total	32	79.4	15.1
Groups	1	7	84.5	17.0
	2	10	77.5	14.2
	3	8	84.4	14.4
	4	11	74.2	14.2
	Total	36	79.4	14.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	83.0	16.0
Qualification Level	Certificate I			
	Certificate II	8	94.4	11.9
	Certificate III			
	Certificate IV	26	79.1	15.8
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know	1	100.0	0.0
	Total	35	83.2	16.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	36	83.0	16.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	9	91.4	14.5
	Management and commerce			
	Society and culture	9	79.0	16.1
	Creative arts			
	Food, hospitality and personal services	1	100.0	0.0
	Other	3	70.4	6.4
	Total	22	83.8	16.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	66.7	0.0
	February	11	76.8	16.8
	March	2	83.3	23.6
	April			
	May			
	June	3	96.3	6.4
	July	2	83.3	23.6
	August	1	100.0	0.0
	September	2	83.3	23.6
	October	1	100.0	0.0
	November	3	81.5	17.0
	December	6	77.8	14.1
	Do not know			
	Training start year	2018		
2017		21	82.5	17.1
2016		11	79.8	14.8
2015				
2014				
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	30	82.6	16.2
Recognition of prior learning	Recognition of prior learning	3	92.6	12.8
	No recognition of prior learning	27	81.5	16.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	20	81.1	15.8
	Male	13	88.9	16.4
	Total	33	84.2	16.2
Learner age	Under 15			
	15 to 19	9	95.1	11.3
	20 to 24	2	77.8	0.0
	25 to 34	10	73.3	14.1
	35 to 44	6	72.2	13.6
	45 to 54	4	91.7	16.7
	55 to 64	3	100.0	0.0
	65 or over			
	Total	34	83.7	16.2
Aboriginal or Torres Strait Islander origin	No	34	83.7	16.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	35	83.2	16.3
Home language	English	29	83.9	16.7
	Language other than English	5	75.6	12.2
	Total	34	82.7	16.2
Permanent residency or citizenship	Australian	31	82.8	16.4
	Not Australian	2	88.9	15.7
	Total	33	83.2	16.2
Disability status	Disability identified	1	100.0	0.0
	No disability identified	31	82.1	16.1
	Total	32	82.6	16.2
Groups	1	7	82.5	16.8
	2	10	93.3	11.9
	3	8	80.6	18.5
	4	11	75.8	13.9
	Total	36	83.0	16.0

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 - Hume 2016-2017 (Cert IV)

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	83.3	12.7		
Effective Assessment	88.1	13.5		
Clear Expectations	88.1	13.0		
Learning Stimulation	88.9	11.1		
Training Relevance	82.5	15.5		
Competency Development	93.3	7.7		
Training Resources	87.3	13.5		
Effective Support	90.5	11.9		
Active Learning	84.5	17.0		
Overall Satisfaction	82.5	16.8		

Group 2 - Hume 2017 (Cert II)

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	92.5	8.3		
Effective Assessment	85.8	12.5		
Clear Expectations	84.4	15.0		
Learning Stimulation	77.8	15.7		
Training Relevance	84.4	14.1		
Competency Development	84.0	14.8		
Training Resources	83.3	14.1		
Effective Support	92.2	7.5		
Active Learning	77.5	14.2		
Overall Satisfaction	93.3	11.9		

Group 3 - Northern 2016-2017 (Cert IV)

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	78.1	21.8		
Effective Assessment	78.1	19.4		
Clear Expectations	83.3	17.8		
Learning Stimulation	83.3	17.8		
Training Relevance	83.3	17.8		
Competency Development	84.2	17.1		
Training Resources	79.2	20.9		
Effective Support	80.6	18.5		
Active Learning	84.4	14.4		
Overall Satisfaction	80.6	18.5		

Group 4 - South Eastern 2016-2017 (Cert IV)

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	76.5	14.8		
Effective Assessment	74.2	12.6		
Clear Expectations	75.8	13.0		
Learning Stimulation	75.8	17.1		
Training Relevance	77.8	16.5		
Competency Development	79.1	13.8		
Training Resources	67.7	18.9		
Effective Support	72.7	16.0		
Active Learning	74.2	14.2		
Overall Satisfaction	75.8	13.9		

Group 5 - Cert IV

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality			94.4	11.1
Effective Assessment			95.8	8.3
Clear Expectations				
Learning Stimulation				
Training Relevance			94.4	11.1
Competency Development			95.0	10.0
Training Resources			100.0	0.0
Effective Support			100.0	0.0
Active Learning				
Overall Satisfaction			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 trainer with practical knowledge and real skills to deal with real situations
All
Aquiring knowledge
Cultural diverity
Facilitator
Fellow students
Getting to know and learn from other students
Getting to know other staff from other regions
Group discussions and not too many role plays.
IDK
It helps with my work
Knowledge
Lots of information
Meating the trainers
The flexible learning
The teachers
Working with colleagues
how nice everyone is
teacher that's nice

LQ needs improvement

Facilities/Parking. Too many trainers
Facility and permanent trainer
Maths
N/A
N/A
Need one trainer/location. More assistance/care
Nothing
Nothing
Organisation
Organisation of course - we had 4 different trainers, dates and locations changed!
Organisation, consistent trainers
Trainer - last trainer Sharon was the best trainer we had.
continuing it
none

EQ best aspects

Great trainer support.

More confidence within the team

Provide staff with the qualification they require to undertake their work. Responsive trainers who went out of their way to support students

Staff being able to put the theory into practice in the workplace. Group discussions on topics. Giving staff the ability to have a clear understanding of all policies and procedures.

EQ needs improvement

Need to review the amount of time students are allowed to have to submit work requirements especially once the course has finished. Tardy, non-responsive students continued to be tardy as there appeared to be no consequences pressure to undertake the work within an appropriate timeframe.

Overall update

Stricter timeframes and consequences

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	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

25 May 2018

RTO Information

NTIS number	21369
Name	Berry Street Victoria Inc
Street Address	1 Salisbury Street
City/town/suburb	Richmond
State	VIC
Post code	3121

Learner and employer response

	Learners	Employers
Response count (number)	36	4
Population count (number)	36	4
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	81.9	18.6	96.9	9.7
Trainer Quality	82.6	15.7	94.4	11.1
Effective Assessment	81.0	15.0	95.8	8.3
Clear Expectations	82.3	14.8		
Learning Stimulation	80.6	16.0		
Training Relevance	81.8	15.5	94.4	11.1
Competency Development	84.4	14.3	95.0	10.0
Training Resources	78.4	18.2	100.0	0.0
Effective Support	83.3	15.8	100.0	0.0
Active Learning	79.4	14.8		
Overall Satisfaction	83.0	16.0	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	