

AQTF Quality Indicators

2020 Learner Engagement and Employer Satisfaction Surveys

These indicators are based on a survey of 12 students and 8 employers.

This sample represents 37.5% of students and 25% of employers for this organisation's accredited training delivery in the 2020 calendar year.

The students and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines.

*Report on page 2

Registering body report

23 Jun 2021

RTO Information

NTIS number	6434
Name	North Ringwood Community House Inc.
Street Address	35-39 Tortice Drive
City/town/suburb	Ringwood North
State	VIC
Post code	3134

Learner and employer response

	Learners	Employers
Response count (number)	12	8
Population count (number)	32	32
Response rate (per cent)	37.5	25.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	80.0	17.3	87.9	16.1
Trainer Quality	84.0	16.1	90.3	12.5
Effective Assessment	79.9	15.7	87.5	14.1
Clear Expectations	75.9	15.6		
Learning Stimulation	75.9	16.3		
Training Relevance	79.6	14.9	87.5	15.9
Competency Development	81.1	15.0	89.2	14.7
Training Resources	77.8	16.4	83.3	15.7
Effective Support	80.6	13.5	86.8	13.3
Active Learning	81.2	16.7		
Overall Satisfaction	81.5	16.6	91.7	15.4

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	North Ringwood Community House has undergone a continuous improvement process which included implementing new training materials and resources, assessments and processes in response to previous learner and employer surveys.