

EMAIL RESPONSE: To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS

FROM: N.S.E. RTO Pty Ltd - 22609

TELEPHONE contact name and number: Kim Sykes (03) 9275 9363 DATE: 27 June 2019

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	51	-
Total number of surveys received	11	-
Response rate (per cent)	21%	-

### Summary of Continuous Improvement

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

A detailed review of the course was undertaken, the delivery plan training & learning resources have been updated & are being moderated.

Listed below are a few of the improvements that were identified & undertaken:

- Simplify the assessment approach including clearer instructions to learners by editing the naming and numbering conventions, and the order of assessments
- A single case study/scenario was used to carry across all the units
- As part of the design units for the TAE40116, the learners could design assessments which could be relevant to their workplace needs.
- The assessment was packaged into a single booklet & learners are provided a checklist to identify the evidence required to complete the assessments.
- Delivery plan has been restructured. The resources for the trainer to be updated to ensure provision of all the required support materials for training
- Updates to the Learning Management System are underway to offer a new and improved learning experience to the students, while not being overly arduous for trainers. Timely external support to be available in the form of troubleshooting.

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

None Captured

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

All the students were self-funded and hence opportunity to request feedback from employers was not available. Investigating options through which N.S.E.RTO may be able to gain feedback through students' workplaces.

**Declaration**

I confirm that (RTO Name):

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

Name of Principal Executive Officer (PEO) Paul Gilbert

Signature of PEO *Paul Gilbert* Date: 27/6/19