

# Quality Indicators

## Reporting of learner engagement and employer satisfaction quality indicator

### About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)

Subject: Quality Indicators

### RTO details

RTO trading or legal name	N.S.E. RTO Pty Ltd		
RTO number	22609		
Contact name	Corinne op't Hoog		
Telephone	(03) 9275 9363	Mobile	0407 340 469
Date	27 June 2022		

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	103	
Total number of surveys received	39	
Response rate (per cent)	38 %	

### Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

## Summary of continuous improvement

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

The Quality and Student Experience process implemented by the RTO ensure the review of the courses is conducted periodically, and feedback gathered are reviewed and assessed to identify continuous improvement activities. Some of the improvement actions that were identified and actioned in this reporting period are listed below:

- pre-training information from marketing materials to the language literacy numeracy and digital skills assessments were enhanced
- assessment resources were reviewed and updated to simplify tasks & provide clear instruction to students to complete them.
- delivery sequencing of units was updated to provider learners with additional time for assessments which were completed in a workplace
- support services have also been tailored to cater to the diverse needs of the students especially around assisting learners in the digital tools required for the course

Some process level changes too have been incorporated to streamline to better monitor course process for learners. Changes were implemented to assist in gathering feedback in early and periodic stages to increase the response rates.

### 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.

## Declaration

### RTO details

RTO Name **ANMF (Vic Branch) Education Centre**

I confirm that the above RTO:

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

### Name of Principal Executive Officer (PEO)

Full name **Lisa Fitzpatrick**

Date **27 / 06 / 2022**

Signature

