

**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: WAVERLEY ADULT LITERACY PROGRAM INC. Reg 6438**

TELEPHONE contact name and number:

Gloria Parker  
9807 2322

DATE: 28/6/2018

### Summary of Survey Responses

| Learner and Employer Responses        | Learners | Employers |
|---------------------------------------|----------|-----------|
| Total number of responses distributed | 33       | N/A       |
| Total number of surveys received      | 27       | N/A       |
| Response rate (per cent)              | 82       | N/A       |

### Summary of Continuous Improvement

|   |
|---|
| <p><b>Please indicate the main ways that learner engagement data has been used for continuous improvement.</b></p> <p>It was not surprising to get a good response to our surveys as most were completed in class with guidance. However, even though many of our students struggle with reading they overwhelmingly stated they were extremely happy with their course and teachers.</p> <p>The questionnaire was quite difficult for those who have very low literacy skills to complete alone so the teachers and assistants aided students to understand the questions. The answers were then recorded by the students.</p> <p>WALP also added some extra questions which we considered to be important.</p> <p>A number of the respondents indicated that they would like a little more Info Technology to be used in the classroom especially I- pads and computers. WALP have responded to this by introducing a pre accredited course in Intel easy steps and upgrading our IT department.</p> <p>Extra reading materials have been purchased with a more adult theme and reflecting the students' interests.</p> <p>We have also commenced a library borrowing system in conjunction with the local regional library. Students now have a choice of places to borrow reading matter.</p> |
| <p><b>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</b></p> <p>N/A</p>  |
| <p><b>If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.</b></p> <p>Our understanding was that employer survey was not applicable to us as we do not deal directly with employers</p>   |

**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) .....Gloria Parker**

**Signature of PEO .....GParker.....Date: 28/06/2018**