

EMAIL RESPONSE: To: 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 TOID : 6438
TELEPHONE Gloria Parker 0418 823 044

DATE:28/6/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	25	
Total number of surveys received	22	
Response rate (per cent)	88%	

Summary of Continuous Improvement

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

Most of the higher level students are very happy with the choice of units and electives in their course. Some of the lower grade students have found some of the elective units quite challenging. We will spend more time considering the practical application of the lower Certificate students in the future with perhaps a little more consultation prior to offering an elective unit.

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

N/A we do not deal with employers

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

We understand that employer reports are not required when we only deliver foundation skills.

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 *G Parker*Date: 28/6/2019