

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: 6413 Prahran Community Learning Centre Inc.

TELEPHONE contact name and number: Ms Angela Stathopoulos (03) 9510 7052

DATE: 16/06/15

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	105	NA
Total number of surveys received	56	NA
Response rate (per cent)	53.3%	NA

Summary of Continuous Improvement

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

“These indicators are based on a survey of 56 students. This sample represents 53.3 percent of this organisation’s training delivery in the 2014 calendar year. The students surveyed for these indicators were selected by this organisation in accordance with national guidelines.”

Prahran Community Learning Centre Inc. chose not to use the census method but instead a sampling of a cohort method.

The annual survey administered revealed over 80% satisfaction with responses regarding the course, teaching, learning resources and learner support. The data from this survey is combined with annual staff reviews by trainers and assessors, informal feedback with students in class, PCLC own internal learner surveys.

Continuous Improvement

- Reports from the Quality Indicator feedback tool will be used by Prahran Community Learning Centre Inc. to monitor and benchmark its performance at regular intervals. It provides a key tool for continuous improvement. This allows identification of:
 - Areas that needs improvement;
 - Areas were performance is getting weaker;
 - Improvements targets; and
 - And whether the improvement plan is working.
- For Prahran Community Learning Centre Inc., this means developing a planned and ongoing process to systematically review and improve policies, procedures and service through analysis of relevant information collected from this data from clients.
- The following continuous improvement items for 2015 are in place:
 - Updated student information and support materials, training plans, timetables and stationery items.
 - Purchase of additional learning resources.
 - Reviewed and updated all Learning and Assessment Strategies.
 - Reviewed and updated assessment tools.
 - Updated student information, training plans, and stationery items
- The reports will be reviewed in the Committee of Management and Staff Meetings.
- The summary report will be used to improve is management operations.

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

“These indicators are based on a survey of zero employers.”

The Employer's Satisfaction Surveys has not being administered as Prahran Community Learning Centre Inc. offers public courses to its students. In addition, students are not linked to an employer who can provide feedback on the quality of training and assessment services provided by the RTO. Also the RTO does not provide training to employees of any contracted organisation. Furthermore, the RTO does not have any indication of employers who employ graduates of the RTO or supervise its students in the workplace.

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

Not applicable

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): Ms Angela Stathopoulos

Signature of PEO



Date: 16/06/15