

QUALITY INDICATOR SUMMARY REPORT

Learner Engagement and Employer Satisfaction surveys for reporting year 2015

RTO Information

NTIS Number 3900
Name Lady Gowrie Child Centre Melbourne Inc
Address 36 Newry Street
Carlton North
3054

Survey Response Rates

Survey	Overall population (OP)	Survey Sessions Started (SSS)	Surveys Received (SR)	% Response Rate = SR x 100/ OP (min. req. 50%)
Employer Satisfaction Survey	49	5	5	10.20%
Learner Engagement Survey	328	91	91	27.74%



A green arrow indicates a scale result with a high number of 'strongly agree' responses.



A red arrow indicates a scale result with a high number of 'strongly disagree' responses.

Learner Engagement Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
COMPETENCY DEVELOPMENT	437	97.54%	Agree	
CLEAR EXPECTATIONS	231	87.83%	Agree	
LEARNING STIMULATION	236	89.39%	Agree	
TRAINING RELEVANCE	253	93.7%	Agree	
TRAINING RESOURCES	252	96.18%	Agree	
TRAINING QUALITY	340	97.14%	Strongly agree	
EFFECTIVE SUPPORT	255	96.59%	Agree	
OVERALL SATISFACTION	252	95.09%	Strongly agree	
EFFECTIVE ASSESSMENT	338	95.48%	Agree	
ACTIVE LEARNING	318	89.58%	Agree	

Employer Satisfaction Survey

Scale	Count of Agree & strongly agree	Percentage of Agree & strongly agree	Most common response	
TRAINING RELEVANCE	30	100%	Agree	
COMPETENCY DEVELOPMENT	23	95.83%	Strongly agree	↑
TRAINING QUALITY	14	93.33%	Strongly agree	↑
OVERALL SATISFACTION	14	93.33%	Strongly agree	↑
EFFECTIVE SUPPORT	29	96.67%	Strongly agree	↑
EFFECTIVE ASSESSMENT	20	100%	Strongly agree	↑
TRAINING RESOURCES	15	100%	Strongly agree	↑