

**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:** Duke Street Community House Bronwen Merrigan Manager

TELEPHONE 0393119973

DATE: 24/04/2012

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	62	0
Total number of surveys received	62	0
Response rate (per cent)	62	0

### Summary of Continuous Improvement

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

- Manager reviews responses from surveys together with in-house surveys and works with staff to implement relevant improvements as required. Improvements are then logged onto our continuous improvement register with timelines for implementation.
- Improved training opportunities have been developed in response to learner needs such as our ESL and Computer pre accredited courses and including an IT Elective Module in our Accredited ESL program.

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

N/A

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

Our students are self-referrals or referrals from other community agencies, not employers.

### 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) Bronwen Merrigan



Signature of PEO

Date: 24/04/2012