

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Duke Street Community House
Street Address	27 Duke Street
City/town/suburb	Sunshine
State	VIC
Post code	3020
NTIS number	3779

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary statistics

Scale	Learners		
	Response count	Average score	Average variation
Trainer Quality	62	92.5	13.1
Effective Assessment	62	91.5	14.0
Clear Expectations	62	92.3	13.7
Learning Stimulation	62	92.3	13.4
Training Relevance	62	91.9	13.8
Competency Development	62	90.8	13.9
Training Resources	62	91.9	13.5
Effective Support	62	91.9	13.7
Active Learning	62	91.0	14.0
Overall Satisfaction	62	93.2	12.6

Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

Learner survey feedback	
Staff days spent managing learner survey	4
Cost of direct expenses of learner survey	0
Problems encountered during learner survey	Nil
Employer survey feedback	
Staff days spent managing employer survey	0
Cost of direct expenses of employer survey	0
Problems encountered during employer survey	Our learners are not sent by employers. In the majority of cases they are self referrals or through other community agencies

Registering body report

24 Apr 2012

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Learner and employer response

	Learners	Employers
Response count (number)	62	0
Population count (number)	61	
Response rate (per cent)	101.6	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	91.8	14.3		
Trainer Quality	92.5	13.1		
Effective Assessment	91.5	14.0		
Clear Expectations	92.3	13.7		
Learning Stimulation	92.3	13.4		
Training Relevance	91.9	13.8		
Competency Development	90.8	13.9		
Training Resources	91.9	13.5		
Effective Support	91.9	13.7		
Active Learning	91.0	14.0		
Overall Satisfaction	93.2	12.6		

Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	