

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Inclusion Melbourne
Street Address	67 Sutherland Rd
City/town/suburb	Armadale
State	VIC
Post code	3143
NTIS number	6406

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	64	79.0	13.0
Effective Assessment	61	73.5	13.8
Clear Expectations	61	75.0	13.1
Learning Stimulation	64	74.1	14.8
Training Relevance	64	72.2	14.3
Competency Development	62	74.4	13.7
Training Resources	65	74.1	14.0
Effective Support	65	77.8	13.5
Active Learning	65	72.7	13.7
Overall Satisfaction	65	75.7	17.7

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

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

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences	0	0	0.0
	Information technology	0	0	0.0
	Engineering and related technologies	0	0	0.0
	Architecture and building	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0
	Health	0	0	0.0
	Education	18	46	255.6
	Management and commerce	0	0	0.0
	Society and culture	0	0	0.0
	Creative arts	0	0	0.0
	Food, hospitality and personal services	0	0	0.0
	Other	0	17	0.0
	TOTAL	18	63	350.0
Qualification level	Certificate I	18	50	277.8
	Certificate II	0	10	0.0
	Certificate III	0	0	0.0
	Certificate IV	0	0	0.0
	Certificate level unknown	0	0	0.0
	Diploma	0	0	0.0
	Advanced diploma	0	0	0.0
	Associate degree	0	0	0.0
	Degree	0	0	0.0
	Short course or statement of attainment	0	0	0.0
	VET Graduate Certificate or Diploma	0	0	0.0
	Other qualification or training	0	4	0.0
	Do not know	0	0	0.0
	Total	18	64	355.6

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in 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 Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	43	20	63	2
LQ2	Trainers made the subject as interesting as possible.	0	0	40	24	64	1
LQ3	Trainers had an excellent knowledge of the subject content.	0	1	33	28	61	3
LQ4	Trainers explained things clearly.	0	0	40	22	62	3
LQ5	Overall, I am satisfied with the training.	0	4	37	24	61	0
LQ6	I would recommend the training to others.	1	1	38	21	59	4
LQ7	I would recommend the training organisation to others.	1	3	37	20	57	4
LQ8	I received useful feedback on my assessments.	1	0	36	24	60	4
LQ9	Assessments were based on realistic activities.	0	1	47	13	60	4
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1	3	43	14	57	4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	2	1	46	12	58	4
LQ12	It was always easy to know the standards expected.	0	1	45	15	60	4
LQ13	I usually had a clear idea of what was expected of me.	0	3	41	17	58	4
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	43	18	61	4
LQ15	I was given enough material to keep up my interest.	1	0	43	17	60	4
LQ16	The amount of work I had to do was reasonable.	0	4	41	18	59	2
LQ17	The training was at the right level of difficulty for me.	0	5	40	19	59	1
LQ18	The training focused on relevant skills.	0	4	41	18	59	2
LQ19	The training prepared me well for work.	1	8	42	13	55	1
LQ20	The training had a good mix of theory and practice.	0	2	45	17	62	1
LQ21	I developed the skills expected from this training.	0	3	37	22	59	3
LQ22	I learned to work with people.	0	0	49	16	65	0
LQ23	I identified ways to build on my current knowledge and skills.	0	1	45	16	61	3
LQ24	I developed the knowledge expected from this training.	0	2	43	17	60	3
LQ25	I learned to plan and manage my work.	1	3	43	14	57	4
LQ26	Training resources were available when I needed them.	0	3	42	16	58	4
LQ27	The training used up-to-date equipment, facilities and materials.	0	3	43	19	62	0
LQ28	Training facilities and materials were in good condition.	0	3	44	18	62	0
LQ29	Training organisation staff respected my background and needs.	0	0	40	25	65	0
LQ30	The training was flexible enough to meet my needs.	1	1	40	19	59	4
LQ31	The training organisation had a range of services to support learners.	0	1	41	19	60	4
LQ32	I set high standards for myself in this training.	0	5	37	23	60	0
LQ33	I pushed myself to understand things I found confusing.	1	5	40	17	57	2
LQ34	I looked for my own resources to help me learn.	1	11	37	16	53	0
LQ35	I approached trainers if I needed help.	1	1	41	18	59	4

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	68.3	31.8	100.0	3.1
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	62.5	37.5	100.0	1.5
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	1.6	53.2	45.2	98.4	4.6
LQ4	Trainers explained things clearly.	0.0	0.0	64.5	35.5	100.0	4.6
LQ5	Overall, I am satisfied with the training.	0.0	6.2	56.9	36.9	93.9	0.0
LQ6	I would recommend the training to others.	1.6	1.6	62.3	34.4	96.7	6.2
LQ7	I would recommend the training organisation to others.	1.6	4.9	60.7	32.8	93.5	6.2
LQ8	I received useful feedback on my assessments.	1.6	0.0	59.0	39.4	98.4	6.2
LQ9	Assessments were based on realistic activities.	0.0	1.6	77.1	21.3	98.4	6.2
LQ10	The way I was assessed was a fair test of my skills and knowledge.	1.6	4.9	70.5	23.0	93.5	6.2
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	3.3	1.6	75.4	19.7	95.1	6.2
LQ12	It was always easy to know the standards expected.	0.0	1.6	73.8	24.6	98.4	6.2
LQ13	I usually had a clear idea of what was expected of me.	0.0	4.9	67.2	27.9	95.1	6.2
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	70.5	29.5	100.0	6.2
LQ15	I was given enough material to keep up my interest.	1.6	0.0	70.5	27.9	98.4	6.2
LQ16	The amount of work I had to do was reasonable.	0.0	6.4	65.1	28.6	93.7	3.1
LQ17	The training was at the right level of difficulty for me.	0.0	7.8	62.5	29.7	92.2	1.5
LQ18	The training focused on relevant skills.	0.0	6.4	65.1	28.6	93.7	3.1
LQ19	The training prepared me well for work.	1.6	12.5	65.6	20.3	85.9	1.5
LQ20	The training had a good mix of theory and practice.	0.0	3.1	70.3	26.6	96.9	1.5
LQ21	I developed the skills expected from this training.	0.0	4.8	59.7	35.5	95.2	4.6
LQ22	I learned to work with people.	0.0	0.0	75.4	24.6	100.0	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	1.6	72.6	25.8	98.4	4.6
LQ24	I developed the knowledge expected from this training.	0.0	3.2	69.4	27.4	96.8	4.6
LQ25	I learned to plan and manage my work.	1.6	4.9	70.5	23.0	93.5	6.2
LQ26	Training resources were available when I needed them.	0.0	4.9	68.9	26.2	95.1	6.2
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	4.6	66.2	29.2	95.4	0.0
LQ28	Training facilities and materials were in good condition.	0.0	4.6	67.7	27.7	95.4	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	61.5	38.5	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	1.6	1.6	65.6	31.2	96.7	6.2
LQ31	The training organisation had a range of services to support learners.	0.0	1.6	67.2	31.2	98.4	6.2
LQ32	I set high standards for myself in this training.	0.0	7.7	56.9	35.4	92.3	0.0
LQ33	I pushed myself to understand things I found confusing.	1.6	7.9	63.5	27.0	90.5	3.1
LQ34	I looked for my own resources to help me learn.	1.5	16.9	56.9	24.6	81.5	0.0
LQ35	I approached trainers if I needed help.	1.6	1.6	67.2	29.5	96.7	6.2

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	77.2	15.6
LQ2	Trainers made the subject as interesting as possible.	79.2	16.3
LQ3	Trainers had an excellent knowledge of the subject content.	81.2	17.7
LQ4	Trainers explained things clearly.	78.5	16.1
LQ5	Overall, I am satisfied with the training.	76.9	19.5
LQ6	I would recommend the training to others.	76.5	19.6
LQ7	I would recommend the training organisation to others.	74.9	20.8
LQ8	I received useful feedback on my assessments.	78.7	19.3
LQ9	Assessments were based on realistic activities.	73.2	14.7
LQ10	The way I was assessed was a fair test of my skills and knowledge.	71.6	19.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	70.5	19.3
LQ12	It was always easy to know the standards expected.	74.3	15.4
LQ13	I usually had a clear idea of what was expected of me.	74.3	17.6
LQ14	Trainers made it clear right from the start what they expected from me.	76.5	15.3
LQ15	I was given enough material to keep up my interest.	74.9	17.9
LQ16	The amount of work I had to do was reasonable.	74.1	18.4
LQ17	The training was at the right level of difficulty for me.	74.0	19.2
LQ18	The training focused on relevant skills.	74.1	18.4
LQ19	The training prepared me well for work.	68.2	20.9
LQ20	The training had a good mix of theory and practice.	74.5	16.5
LQ21	I developed the skills expected from this training.	76.9	18.7
LQ22	I learned to work with people.	74.9	14.5
LQ23	I identified ways to build on my current knowledge and skills.	74.7	15.6
LQ24	I developed the knowledge expected from this training.	74.7	16.7
LQ25	I learned to plan and manage my work.	71.6	19.1
LQ26	Training resources were available when I needed them.	73.8	17.3
LQ27	The training used up-to-date equipment, facilities and materials.	74.9	17.7
LQ28	Training facilities and materials were in good condition.	74.4	17.4
LQ29	Training organisation staff respected my background and needs.	79.5	16.3
LQ30	The training was flexible enough to meet my needs.	75.4	19.2
LQ31	The training organisation had a range of services to support learners.	76.5	16.5
LQ32	I set high standards for myself in this training.	75.9	20.0
LQ33	I pushed myself to understand things I found confusing.	72.0	20.9
LQ34	I looked for my own resources to help me learn.	68.2	23.1
LQ35	I approached trainers if I needed help.	74.9	18.9

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

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

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	79.0	13.0
Qualification Level	Certificate I	49	76.3	12.1
	Certificate II	10	90.8	12.1
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	79.2	10.8
	Do not know			
	Total	63	78.8	13.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	79.0	13.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	45	79.0	13.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	77.9	12.8
	Total	62	78.7	12.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	17	73.4	11.2
	February	32	81.5	13.5
	March	3	80.6	17.3
	April	1	83.3	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	42	78.3
2011		7	79.8	15.1
2010		1	100.0	0.0
2009		2	75.0	11.8
2008				
2007		4	85.4	12.5
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	63	79.1	13.1
Recognition of prior learning	Recognition of prior learning	5	93.3	7.0
	No recognition of prior learning	57	78.0	12.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	78.5	13.6
	Male	37	79.4	12.9
	Total	63	79.1	13.1
Learner age	Under 15			
	15 to 19			
	20 to 24	3	66.7	0.0
	25 to 34	15	79.4	14.4
	35 to 44	13	83.8	12.4
	45 to 54	15	77.8	12.9
	55 to 64	9	77.8	14.4
	65 or over	4	85.4	14.2
	Total	59	79.5	13.3
Aboriginal or Torres Strait Islander origin	No	63	79.1	13.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	79.1	13.1
Home language	English	48	78.4	12.9
	Language other than English	16	80.7	13.5
	Total	64	79.0	13.0
Permanent residency or citizenship	Australian	61	78.5	12.6
	Not Australian	1	100.0	0.0
	Total	62	78.9	12.8
Disability status	Disability identified	48	77.4	12.4
	No disability identified	15	82.8	13.5
	Total	63	78.7	12.8
Groups	1	64	79.0	13.0
	Total	64	79.0	13.0

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	73.5	13.8
Qualification Level	Certificate I	46	70.8	12.5
	Certificate II	10	84.2	15.4
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	72.9	12.5
	Do not know			
	Total	60	73.2	13.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	73.5	13.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	42	72.6	14.2
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	75.0	13.2
	Total	59	73.3	13.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	65.5	13.0
	February	32	77.6	13.5
	March	3	72.2	4.8
	April	1	66.7	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	39	72.4
2011		7	73.8	12.2
2010		1	91.7	0.0
2009		2	66.7	0.0
2008				
2007		4	85.4	14.2
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	60	73.6	13.9
Recognition of prior learning	Recognition of prior learning	5	86.7	15.1
	No recognition of prior learning	54	72.5	13.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	72.8	14.8
	Male	34	74.3	13.4
	Total	60	73.6	13.9
Learner age	Under 15			
	15 to 19			
	20 to 24	3	66.7	0.0
	25 to 34	15	72.8	10.2
	35 to 44	12	80.6	16.0
	45 to 54	15	73.3	13.4
	55 to 64	8	65.6	17.5
	65 or over	4	83.3	15.2
	Total	57	74.0	14.2
Aboriginal or Torres Strait Islander origin	No	60	73.6	13.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	60	73.6	13.9
Home language	English	46	73.6	11.6
	Language other than English	15	73.3	19.7
	Total	61	73.5	13.8
Permanent residency or citizenship	Australian	58	72.7	13.2
	Not Australian	1	100.0	0.0
	Total	59	73.2	13.6
Disability status	Disability identified	45	71.3	12.6
	No disability identified	15	78.3	15.0
	Total	60	73.1	13.5
Groups	1	61	73.5	13.8
	Total	61	73.5	13.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	75.0	13.1
Qualification Level	Certificate I	46	72.2	11.2
	Certificate II	10	86.7	15.5
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	72.2	6.4
	Do not know			
	Total	60	74.6	12.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	75.0	13.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	42	75.4	14.0
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	73.9	11.7
	Total	59	75.0	13.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	14	69.0	9.9
	February	32	79.2	14.0
	March	3	70.4	6.4
	April	1	66.7	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	39	74.9
2011		7	73.0	12.6
2010		1	77.8	0.0
2009		2	66.7	0.0
2008				
2007		4	86.1	16.7
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	60	75.2	13.2
Recognition of prior learning	Recognition of prior learning	5	93.3	9.9
	No recognition of prior learning	54	73.7	12.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	77.4	12.4
	Male	34	73.5	13.7
	Total	60	75.2	13.2
Learner age	Under 15			
	15 to 19			
	20 to 24	3	70.4	6.4
	25 to 34	15	78.5	13.6
	35 to 44	12	74.1	14.5
	45 to 54	15	74.1	14.3
	55 to 64	8	75.0	12.9
	65 or over	4	80.6	14.0
	Total	57	75.6	13.4
Aboriginal or Torres Strait Islander origin	No	60	75.2	13.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	60	75.2	13.2
Home language	English	46	73.4	12.3
	Language other than English	15	80.0	14.7
	Total	61	75.0	13.1
Permanent residency or citizenship	Australian	58	74.3	12.5
	Not Australian	1	100.0	0.0
	Total	59	74.8	12.9
Disability status	Disability identified	45	72.3	11.3
	No disability identified	15	81.5	14.9
	Total	60	74.6	12.8
Groups	1	61	75.0	13.1
	Total	61	75.0	13.1

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	74.1	14.8
Qualification Level	Certificate I	49	71.4	13.8
	Certificate II	10	87.8	15.2
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	69.4	5.6
	Do not know			
	Total	63	73.9	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	74.1	14.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	45	74.3	15.5
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	73.2	13.6
	Total	62	74.0	14.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	17	68.6	10.6
	February	32	77.8	16.7
	March	3	81.5	12.8
	April	1	55.6	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	42	74.1
2011		7	74.6	17.8
2010		1	88.9	0.0
2009		2	66.7	0.0
2008				
2007		4	80.6	16.7
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	63	74.3	14.9
Recognition of prior learning	Recognition of prior learning	5	91.1	14.5
	No recognition of prior learning	57	73.1	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	75.2	14.8
	Male	37	73.6	15.1
	Total	63	74.3	14.9
Learner age	Under 15			
	15 to 19			
	20 to 24	3	66.7	0.0
	25 to 34	15	76.3	15.6
	35 to 44	14	76.2	13.7
	45 to 54	15	72.6	16.7
	55 to 64	8	68.1	15.1
	65 or over	4	88.9	15.7
	Total	59	74.6	15.3
Aboriginal or Torres Strait Islander origin	No	63	74.3	14.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	74.3	14.9
Home language	English	48	74.1	14.0
	Language other than English	16	74.3	17.6
	Total	64	74.1	14.8
Permanent residency or citizenship	Australian	61	73.4	14.4
	Not Australian	1	100.0	0.0
	Total	62	73.8	14.7
Disability status	Disability identified	48	71.5	13.3
	No disability identified	15	80.7	16.5
	Total	63	73.7	14.6
Groups	1	64	74.1	14.8
	Total	64	74.1	14.8

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	72.2	14.3
Qualification Level	Certificate I	49	71.4	14.3
	Certificate II	10	77.8	16.6
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	66.7	0.0
	Do not know			
	Total	63	72.1	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	64	72.2	14.3
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	45	73.1	13.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	69.3	16.0
	Total	62	72.0	14.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	17	68.6	12.6
	February	32	74.7	15.8
	March	3	77.8	11.1
	April	1	44.4	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	77.8	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	42	71.7
2011		7	69.8	15.3
2010		1	88.9	0.0
2009		2	66.7	0.0
2008				
2007		4	75.0	19.0
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	63	72.5	14.2
Recognition of prior learning	Recognition of prior learning	5	73.3	16.9
	No recognition of prior learning	57	72.3	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	74.4	13.6
	Male	37	71.2	14.7
	Total	63	72.5	14.2
Learner age	Under 15			
	15 to 19			
	20 to 24	3	77.8	11.1
	25 to 34	15	74.1	11.6
	35 to 44	14	71.4	12.9
	45 to 54	15	71.1	17.7
	55 to 64	9	67.9	16.1
	65 or over	4	83.3	19.2
	Total	60	72.6	14.7
Aboriginal or Torres Strait Islander origin	No	63	72.5	14.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	63	72.5	14.2
Home language	English	49	72.6	13.6
	Language other than English	15	71.1	16.7
	Total	64	72.2	14.3
Permanent residency or citizenship	Australian	61	71.9	14.1
	Not Australian	1	66.7	0.0
	Total	62	71.9	14.0
Disability status	Disability identified	48	71.5	13.3
	No disability identified	15	72.6	16.2
	Total	63	71.8	13.9
Groups	1	64	72.2	14.3
	Total	64	72.2	14.3

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	62	74.4	13.7
Qualification Level	Certificate I	47	72.3	13.0
	Certificate II	10	84.0	14.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	70.0	6.7
	Do not know			
	Total	61	74.1	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	62	74.4	13.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	43	75.0	13.7
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	72.2	13.8
	Total	60	74.2	13.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	15	67.6	12.0
	February	32	77.9	13.4
	March	3	73.3	6.7
	April	1	46.7	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	40	73.8
2011		7	70.5	17.2
2010		1	93.3	0.0
2009		2	66.7	0.0
2008				
2007		4	81.7	17.5
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	61	74.5	13.8
Recognition of prior learning	Recognition of prior learning	5	86.7	13.3
	No recognition of prior learning	55	73.5	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	74.4	14.3
	Male	35	74.7	13.6
	Total	61	74.5	13.8
Learner age	Under 15			
	15 to 19			
	20 to 24	3	71.1	3.8
	25 to 34	15	75.1	11.4
	35 to 44	12	78.3	12.1
	45 to 54	15	74.7	13.6
	55 to 64	9	67.4	19.8
	65 or over	4	86.7	14.4
	Total	58	75.1	13.9
Aboriginal or Torres Strait Islander origin	No	61	74.5	13.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	74.5	13.8
Home language	English	47	74.9	11.6
	Language other than English	15	72.9	19.3
	Total	62	74.4	13.7
Permanent residency or citizenship	Australian	59	74.1	13.6
	Not Australian	1	73.3	0.0
	Total	60	74.1	13.5
Disability status	Disability identified	46	73.0	12.1
	No disability identified	15	76.9	17.1
	Total	61	74.0	13.4
Groups	1	62	74.4	13.7
	Total	62	74.4	13.7

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	74.1	14.0
Qualification Level	Certificate I	50	72.1	12.3
	Certificate II	10	84.4	15.0
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	66.7	18.1
	Do not know			
	Total	64	73.7	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	74.1	14.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	46	75.2	13.6
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	71.2	15.7
	Total	63	74.2	14.2

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	69.4	10.5
	February	32	78.1	15.6
	March	3	77.8	11.1
	April	1	66.7	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	43	74.5
2011		7	73.0	16.8
2010		1	77.8	0.0
2009		2	55.6	15.7
2008				
2007		4	83.3	19.2
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	64	74.2	14.1
Recognition of prior learning	Recognition of prior learning	5	86.7	14.5
	No recognition of prior learning	58	73.3	13.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	76.9	14.0
	Male	38	72.4	14.1
	Total	64	74.2	14.1
Learner age	Under 15			
	15 to 19			
	20 to 24	3	66.7	0.0
	25 to 34	15	80.0	14.1
	35 to 44	14	74.6	12.7
	45 to 54	15	73.3	15.0
	55 to 64	9	70.4	9.6
	65 or over	4	77.8	27.2
	Total	60	74.8	14.2
Aboriginal or Torres Strait Islander origin	No	64	74.2	14.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	74.2	14.1
Home language	English	49	74.1	13.7
	Language other than English	16	74.0	15.5
	Total	65	74.1	14.0
Permanent residency or citizenship	Australian	62	73.4	13.5
	Not Australian	1	100.0	0.0
	Total	63	73.8	13.8
Disability status	Disability identified	49	72.0	12.8
	No disability identified	15	79.3	15.6
	Total	64	73.7	13.8
Groups	1	65	74.1	14.0
	Total	65	74.1	14.0

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	77.8	13.5
Qualification Level	Certificate I	50	75.1	12.2
	Certificate II	10	88.9	12.8
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	77.8	15.7
	Do not know			
	Total	64	77.4	13.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	77.8	13.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	46	78.0	14.1
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	77.1	12.1
	Total	63	77.8	13.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	73.5	13.8
	February	32	81.2	14.2
	March	3	74.1	6.4
	April	1	77.8	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	43	77.8
2011		7	76.2	11.9
2010		1	88.9	0.0
2009		2	72.2	7.9
2008				
2007		4	88.9	12.8
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	64	77.8	13.6
Recognition of prior learning	Recognition of prior learning	5	91.1	12.2
	No recognition of prior learning	58	76.8	13.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	77.4	13.5
	Male	38	78.1	13.8
	Total	64	77.8	13.6
Learner age	Under 15			
	15 to 19			
	20 to 24	3	66.7	0.0
	25 to 34	15	74.8	10.7
	35 to 44	14	82.5	13.6
	45 to 54	15	77.8	14.5
	55 to 64	9	77.8	14.7
	65 or over	4	86.1	16.7
	Total	60	78.1	13.4
Aboriginal or Torres Strait Islander origin	No	64	77.8	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	77.8	13.6
Home language	English	49	76.9	13.0
	Language other than English	16	80.6	14.9
	Total	65	77.8	13.5
Permanent residency or citizenship	Australian	62	77.2	13.1
	Not Australian	1	100.0	0.0
	Total	63	77.6	13.3
Disability status	Disability identified	49	76.0	12.7
	No disability identified	15	82.2	14.4
	Total	64	77.4	13.3
Groups	1	65	77.8	13.5
	Total	65	77.8	13.5

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	72.7	13.7
Qualification Level	Certificate I	50	71.1	13.3
	Certificate II	10	82.5	14.4
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	66.7	6.8
	Do not know			
	Total	64	72.6	13.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	72.7	13.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	46	74.0	14.3
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	69.1	12.4
	Total	63	72.7	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	67.3	13.4
	February	32	76.3	14.8
	March	3	83.3	8.3
	April	1	58.3	0.0
	May			
	June			
	July			
	August	1	58.3	0.0
	September	1	75.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	43	72.9
2011		7	69.0	14.2
2010		1	75.0	0.0
2009		2	66.7	0.0
2008				
2007		4	83.3	13.6
2006				
2005				
2004				
2003				
2002		2	62.5	5.9
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	64	72.6	13.8
Recognition of prior learning	Recognition of prior learning	5	81.7	13.7
	No recognition of prior learning	58	72.0	13.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	73.4	14.9
	Male	38	72.0	13.1
	Total	64	72.6	13.8
Learner age	Under 15			
	15 to 19			
	20 to 24	3	69.4	12.7
	25 to 34	15	77.2	14.6
	35 to 44	14	72.8	10.1
	45 to 54	15	72.2	15.3
	55 to 64	9	64.8	14.3
	65 or over	4	83.3	15.2
	Total	60	73.1	14.0
Aboriginal or Torres Strait Islander origin	No	64	72.6	13.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	72.6	13.8
Home language	English	49	72.8	12.8
	Language other than English	16	72.4	16.6
	Total	65	72.7	13.7
Permanent residency or citizenship	Australian	62	72.0	13.4
	Not Australian	1	91.7	0.0
	Total	63	72.3	13.5
Disability status	Disability identified	49	71.0	13.1
	No disability identified	15	76.7	13.8
	Total	64	72.3	13.4
Groups	1	65	72.7	13.7
	Total	65	72.7	13.7

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	75.7	17.7
Qualification Level	Certificate I	50	73.1	17.5
	Certificate II	10	88.9	15.7
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training	4	72.2	11.1
	Do not know			
	Total	64	75.5	17.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	65	75.7	17.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	46	75.4	19.3
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	17	77.1	12.7
	Total	63	75.8	17.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	18	67.3	22.0
	February	32	79.9	15.6
	March	3	77.8	19.2
	April	1	66.7	0.0
	May			
	June			
	July			
	August	1	66.7	0.0
	September	1	100.0	0.0
	October			
	November			
	December			
	Do not know			
	Training start year	2012	43	74.4
2011		7	76.2	16.3
2010		1	88.9	0.0
2009		2	77.8	0.0
2008				
2007		4	86.1	10.6
2006				
2005				
2004				
2003				
2002		2	66.7	0.0
2001				
2000		1	100.0	0.0
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship	64	75.7	17.8
Recognition of prior learning	Recognition of prior learning	5	91.1	14.5
	No recognition of prior learning	58	74.5	17.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	76.1	19.0
	Male	38	75.4	17.2
	Total	64	75.7	17.8
Learner age	Under 15			
	15 to 19			
	20 to 24	3	63.0	17.0
	25 to 34	15	77.8	15.7
	35 to 44	14	78.6	12.7
	45 to 54	15	74.8	16.0
	55 to 64	9	69.1	29.8
	65 or over	4	86.1	16.7
	Total	60	75.7	18.0
Aboriginal or Torres Strait Islander origin	No	64	75.7	17.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	64	75.7	17.8
Home language	English	49	75.3	15.9
	Language other than English	16	77.1	22.8
	Total	65	75.7	17.7
Permanent residency or citizenship	Australian	62	75.1	17.5
	Not Australian	1	100.0	0.0
	Total	63	75.5	17.6
Disability status	Disability identified	49	73.7	18.0
	No disability identified	15	80.7	15.4
	Total	64	75.3	17.5
Groups	1	65	75.7	17.7
	Total	65	75.7	17.7

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group 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 Group 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.

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	79.0	13.0		
Effective Assessment	73.5	13.8		
Clear Expectations	75.0	13.1		
Learning Stimulation	74.1	14.8		
Training Relevance	72.2	14.3		
Competency Development	74.4	13.7		
Training Resources	74.1	14.0		
Effective Support	77.8	13.5		
Active Learning	72.7	13.7		
Overall Satisfaction	75.7	17.7		

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

Do not know
Getting the newspaper and working with others.
Have fun
Helps me to gain employment in future
I learn and get to do homework
I like coming and talking about what i do on the weekend. i like learning my name.
I like cutting things out. I like learning about money.
I like doing activities on computer
Learn to write
Learning to use computers
MEETING NEW PEOPLE AND ESTABLISHING RELATIONSHIPS.
Teaches me things to do
To learn about money and reading
Working with friends
a good teacher
being able to continue learning
being able to get better at my maths, spelling and world knowledge
computers
computers
contact with people and computer access
doing the work
everything that I learn
flexible levels of learning
good teacher patient
I learned a lot of things about australia's culture, aboriginal culture and local idioms. our teacher was very friendly and patient
I like coming to the avenue n house to work & complete my cert in te
I like it, it's good to learn things
I like learning how to write
I love learning to read and write
learn to read and write better
learning
learning how to learn and new skills
learning new skills
learning new skills
learning with friends, learning new things

learning writing skills and spelling
meet people like me
meeting new friends
my reading is getting better
spelling, book reviews, report writing
the staff
the teacher is patient
the teacher is patient
the trainers, doing the project
to learn to read and write better
working at own pace suitable to my level I fell comfortable with enjoy social aspects

LQ needs improvement

More art
More reading
comprehension
different students
equipment
grammar
I would like this course could be more intensive , every day because I improved my english but it would have best for a long time
more drawing time and more computers
more one on one support
more one on one support
more programs to help each other to get along better
more resources and computers
more resources, talking computer, visual aids with large print
more variety in the skills we are taught
more volunteers
more volunteers
satisfied with curriculum
spelling and reading
working more on student goals

EQ best aspects

EQ needs improvement

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	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

13 Jul 2012

RTO Information

NTIS number	6406
Name	Inclusion Melbourne
Street Address	67 Sutherland Rd
City/town/suburb	Armadale
State	VIC
Post code	3143

Learner and employer response

	Learners	Employers
Response count (number)	65	0
Population count (number)	18	
Response rate (per cent)	361.1	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	74.9	18.2		
Trainer Quality	79.0	13.0		
Effective Assessment	73.5	13.8		
Clear Expectations	75.0	13.1		
Learning Stimulation	74.1	14.8		
Training Relevance	72.2	14.3		
Competency Development	74.4	13.7		
Training Resources	74.1	14.0		
Effective Support	77.8	13.5		
Active Learning	72.7	13.7		
Overall Satisfaction	75.7	17.7		

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	