

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Jetset Training College
Street Address	Level 6, 461 Bourke St
City/town/suburb	Melbourne
State	VIC
Post code	3000
NTIS number	20864

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			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	61	92.2	11.0			
Effective Assessment	61	90.2	12.8			
Clear Expectations	61	90.0	13.4			
Learning Stimulation	61	90.5	14.0			
Training Relevance	61	91.8	11.1			
Competency Development	61	90.9	11.7			
Training Resources	61	90.7	12.5			
Effective Support	61	91.6	12.8			
Active Learning	61	84.4	14.2			
Overall Satisfaction	61	95.1	10.4			

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			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response 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	0	0	0.0			
	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	195	58	29.7			
	TOTAL	195	58	29.7	0	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	0	0	0.0			
	Certificate IV	195	58	29.7			
	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	0	0.0			
	Do not know	0	0	0.0			
Total	195	58	29.7				

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	13	48	61	0
LQ2	Trainers made the subject as interesting as possible.	0	0	13	48	61	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	13	48	61	0
LQ4	Trainers explained things clearly.	0	0	18	43	61	0
LQ5	Overall, I am satisfied with the training.	0	0	8	53	61	0
LQ6	I would recommend the training to others.	0	0	12	49	61	0
LQ7	I would recommend the training organisation to others.	0	0	7	54	61	0
LQ8	I received useful feedback on my assessments.	0	5	16	40	56	0
LQ9	Assessments were based on realistic activities.	0	2	15	44	59	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	15	46	61	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	12	49	61	0
LQ12	It was always easy to know the standards expected.	0	1	18	42	60	0
LQ13	I usually had a clear idea of what was expected of me.	0	0	18	43	61	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	17	43	60	1
LQ15	I was given enough material to keep up my interest.	0	1	12	48	60	0
LQ16	The amount of work I had to do was reasonable.	0	0	19	42	61	0
LQ17	The training was at the right level of difficulty for me.	0	3	13	45	58	0
LQ18	The training focused on relevant skills.	0	0	12	49	61	0
LQ19	The training prepared me well for work.	0	0	16	45	61	0
LQ20	The training had a good mix of theory and practice.	0	0	17	44	61	0
LQ21	I developed the skills expected from this training.	0	0	13	48	61	0
LQ22	I learned to work with people.	0	1	16	44	60	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	15	46	61	0
LQ24	I developed the knowledge expected from this training.	0	0	14	47	61	0
LQ25	I learned to plan and manage my work.	0	1	21	39	60	0
LQ26	Training resources were available when I needed them.	0	0	16	45	61	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	20	41	61	0
LQ28	Training facilities and materials were in good condition.	0	0	15	46	61	0
LQ29	Training organisation staff respected my background and needs.	0	0	14	47	61	0
LQ30	The training was flexible enough to meet my needs.	0	0	12	49	61	0
LQ31	The training organisation had a range of services to support learners.	0	2	16	43	59	0
LQ32	I set high standards for myself in this training.	0	1	27	33	60	0
LQ33	I pushed myself to understand things I found confusing.	0	1	19	41	60	0
LQ34	I looked for my own resources to help me learn.	0	10	26	25	51	0
LQ35	I approached trainers if I needed help.	0	1	16	44	60	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	21.3	78.7	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	21.3	78.7	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	21.3	78.7	100.0	0.0
LQ4	Trainers explained things clearly.	0.0	0.0	29.5	70.5	100.0	0.0
LQ5	Overall, I am satisfied with the training.	0.0	0.0	13.1	86.9	100.0	0.0
LQ6	I would recommend the training to others.	0.0	0.0	19.7	80.3	100.0	0.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	11.5	88.5	100.0	0.0
LQ8	I received useful feedback on my assessments.	0.0	8.2	26.2	65.6	91.8	0.0
LQ9	Assessments were based on realistic activities.	0.0	3.3	24.6	72.1	96.7	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	24.6	75.4	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	19.7	80.3	100.0	0.0
LQ12	It was always easy to know the standards expected.	0.0	1.6	29.5	68.9	98.4	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	0.0	29.5	70.5	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	28.3	71.7	100.0	1.6
LQ15	I was given enough material to keep up my interest.	0.0	1.6	19.7	78.7	98.4	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	31.2	68.9	100.0	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	4.9	21.3	73.8	95.1	0.0
LQ18	The training focused on relevant skills.	0.0	0.0	19.7	80.3	100.0	0.0
LQ19	The training prepared me well for work.	0.0	0.0	26.2	73.8	100.0	0.0
LQ20	The training had a good mix of theory and practice.	0.0	0.0	27.9	72.1	100.0	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	21.3	78.7	100.0	0.0
LQ22	I learned to work with people.	0.0	1.6	26.2	72.1	98.4	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	24.6	75.4	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	0.0	23.0	77.1	100.0	0.0
LQ25	I learned to plan and manage my work.	0.0	1.6	34.4	63.9	98.4	0.0
LQ26	Training resources were available when I needed them.	0.0	0.0	26.2	73.8	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	32.8	67.2	100.0	0.0
LQ28	Training facilities and materials were in good condition.	0.0	0.0	24.6	75.4	100.0	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	23.0	77.1	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	19.7	80.3	100.0	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	3.3	26.2	70.5	96.7	0.0
LQ32	I set high standards for myself in this training.	0.0	1.6	44.3	54.1	98.4	0.0
LQ33	I pushed myself to understand things I found confusing.	0.0	1.6	31.2	67.2	98.4	0.0
LQ34	I looked for my own resources to help me learn.	0.0	16.4	42.6	41.0	83.6	0.0
LQ35	I approached trainers if I needed help.	0.0	1.6	26.2	72.1	98.4	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	92.9 13.8
LQ2	Trainers made the subject as interesting as possible.	92.9 13.8
LQ3	Trainers had an excellent knowledge of the subject content.	92.9 13.8
LQ4	Trainers explained things clearly.	90.2 15.3
LQ5	Overall, I am satisfied with the training.	95.6 11.3
LQ6	I would recommend the training to others.	93.4 13.4
LQ7	I would recommend the training organisation to others.	96.2 10.7
LQ8	I received useful feedback on my assessments.	85.8 21.5
LQ9	Assessments were based on realistic activities.	89.6 17.8
LQ10	The way I was assessed was a fair test of my skills and knowledge.	91.8 14.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	93.4 13.4
LQ12	It was always easy to know the standards expected.	89.1 16.9
LQ13	I usually had a clear idea of what was expected of me.	90.2 15.3
LQ14	Trainers made it clear right from the start what they expected from me.	90.6 15.1
LQ15	I was given enough material to keep up my interest.	92.3 15.4
LQ16	The amount of work I had to do was reasonable.	89.6 15.6
LQ17	The training was at the right level of difficulty for me.	89.6 18.8
LQ18	The training focused on relevant skills.	93.4 13.4
LQ19	The training prepared me well for work.	91.3 14.8
LQ20	The training had a good mix of theory and practice.	90.7 15.1
LQ21	I developed the skills expected from this training.	92.9 13.8
LQ22	I learned to work with people.	90.2 16.5
LQ23	I identified ways to build on my current knowledge and skills.	91.8 14.5
LQ24	I developed the knowledge expected from this training.	92.3 14.1
LQ25	I learned to plan and manage my work.	87.4 17.4
LQ26	Training resources were available when I needed them.	91.3 14.8
LQ27	The training used up-to-date equipment, facilities and materials.	89.1 15.8
LQ28	Training facilities and materials were in good condition.	91.8 14.5
LQ29	Training organisation staff respected my background and needs.	92.3 14.1
LQ30	The training was flexible enough to meet my needs.	93.4 13.4
LQ31	The training organisation had a range of services to support learners.	89.1 18.0
LQ32	I set high standards for myself in this training.	84.2 17.9
LQ33	I pushed myself to understand things I found confusing.	88.5 17.1
LQ34	I looked for my own resources to help me learn.	74.9 24.1
LQ35	I approached trainers if I needed help.	90.2 16.5

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	0	0	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	0	0	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	0	0	0
EQ4	Assessment was at an appropriate standard.	0	0	0	0	0	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	0	0	0
EQ6	The training reflected current practice.	0	0	0	0	0	0
EQ7	The training organisation developed customised programs.	0	0	0	0	0	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	0	0	0
EQ9	The training focused on relevant skills.	0	0	0	0	0	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	0	0	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	0	0	0
EQ12	Overall, we are satisfied with the training.	0	0	0	0	0	0
EQ13	We would recommend the training organisation to others.	0	0	0	0	0	0
EQ14	We would recommend the training to others.	0	0	0	0	0	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	0	0	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	0	0	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	0	0	0
EQ18	Assessments were based on realistic activities.	0	0	0	0	0	0
EQ19	Trainers were effective in their teaching.	0	0	0	0	0	0
EQ20	The training was an effective investment.	0	0	0	0	0	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	0	0	0
EQ22	The training had a good mix of theory and practice.	0	0	0	0	0	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	0	0	0
EQ24	The training has helped our employees work with people.	0	0	0	0	0	0
EQ25	Training resources and equipment were in good condition.	0	0	0	0	0	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	0	0	0
EQ27	The training prepared employees well for work.	0	0	0	0	0	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	0	0	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	0	0	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	0	0	0

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	0	0	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	0	0	0	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	0	0	0
EQ4	Assessment was at an appropriate standard.	0	0	0	0	0	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	0	0	0
EQ6	The training reflected current practice.	0	0	0	0	0	0
EQ7	The training organisation developed customised programs.	0	0	0	0	0	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	0	0	0
EQ9	The training focused on relevant skills.	0	0	0	0	0	0
EQ10	Our employees gained the skills they needed from this training.	0	0	0	0	0	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	0	0	0
EQ12	Overall, we are satisfied with the training.	0	0	0	0	0	0
EQ13	We would recommend the training organisation to others.	0	0	0	0	0	0
EQ14	We would recommend the training to others.	0	0	0	0	0	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	0	0	0	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	0	0	0	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	0	0	0
EQ18	Assessments were based on realistic activities.	0	0	0	0	0	0
EQ19	Trainers were effective in their teaching.	0	0	0	0	0	0
EQ20	The training was an effective investment.	0	0	0	0	0	0
EQ21	Trainers were able to relate material to the workplace.	0	0	0	0	0	0
EQ22	The training had a good mix of theory and practice.	0	0	0	0	0	0
EQ23	The training organisation acted on feedback from employers.	0	0	0	0	0	0
EQ24	The training has helped our employees work with people.	0	0	0	0	0	0
EQ25	Training resources and equipment were in good condition.	0	0	0	0	0	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	0	0	0
EQ27	The training prepared employees well for work.	0	0	0	0	0	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	0	0	0	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	0	0	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	0	0	0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.		
EQ2	The training organisation dealt satisfactorily with any issues or complaints.		
EQ3	The training organisation was flexible enough to meet our needs.		
EQ4	Assessment was at an appropriate standard.		
EQ5	The training resources were appropriate for learner needs.		
EQ6	The training reflected current practice.		
EQ7	The training organisation developed customised programs.		
EQ8	The training organisation provided good support for workplace training and assessment.		
EQ9	The training focused on relevant skills.		
EQ10	Our employees gained the skills they needed from this training.		
EQ11	The training was effectively integrated into our organisation.		
EQ12	Overall, we are satisfied with the training.		
EQ13	We would recommend the training organisation to others.		
EQ14	We would recommend the training to others.		
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.		
EQ16	The way employees were assessed was a fair test of their skills and knowledge.		
EQ17	Trainers had good knowledge and experience of the industry.		
EQ18	Assessments were based on realistic activities.		
EQ19	Trainers were effective in their teaching.		
EQ20	The training was an effective investment.		
EQ21	Trainers were able to relate material to the workplace.		
EQ22	The training had a good mix of theory and practice.		
EQ23	The training organisation acted on feedback from employers.		
EQ24	The training has helped our employees work with people.		
EQ25	Training resources and equipment were in good condition.		
EQ26	The training helped employees identify how to build on their current knowledge and skills.		
EQ27	The training prepared employees well for work.		
EQ28	Our employees gained the knowledge they needed from this training.		
EQ29	The training prepared our employees for the demands of work.		
EQ30	The training organisation clearly explained what was expected from employers.		

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	61	92.2	11.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	92.7	10.6
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	92.7	10.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	92.2	11.0
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	92.7	10.6
	Total	58	92.7	10.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	92.9	10.8
	May			
	June			
	July			
	August	30	92.5	10.6
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	92.7	10.6
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	92.7	10.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	93.0	10.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	91.7	10.8
	Male	16	93.7	11.6
	Total	61	92.2	11.0
Learner age	Under 15			
	15 to 19	11	90.2	14.3
	20 to 24	34	93.1	9.5
	25 to 34	10	88.3	13.7
	35 to 44	5	96.7	4.6
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	92.2	11.0
Aboriginal or Torres Strait Islander origin	No	61	92.2	11.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	92.2	11.0
Home language	English	43	90.9	11.2
	Language other than English	18	95.4	10.0
	Total	61	92.2	11.0
Permanent residency or citizenship	Australian	60	92.1	11.0
	Not Australian	1	100.0	0.0
	Total	61	92.2	11.0
Disability status	Disability identified	3	100.0	0.0
	No disability identified	58	91.8	11.1
	Total	61	92.2	11.0
Groups	1	61	92.2	11.0
	Total	61	92.2	11.0

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.2	12.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	90.2	12.6
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	90.2	12.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.2	12.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	90.2	12.6
	Total	58	90.2	12.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	90.5	12.6
	May			
	June			
	July			
	August	30	90.0	12.8
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	90.2	12.6
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	90.2	12.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	90.8	12.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	89.6	13.2
	Male	16	91.7	11.8
	Total	61	90.2	12.8
Learner age	Under 15			
	15 to 19	11	89.4	16.3
	20 to 24	34	90.4	11.3
	25 to 34	10	86.7	15.3
	35 to 44	5	95.0	11.2
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	90.2	12.8
Aboriginal or Torres Strait Islander origin	No	61	90.2	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	90.2	12.8
Home language	English	43	89.0	13.8
	Language other than English	18	93.1	9.6
	Total	61	90.2	12.8
Permanent residency or citizenship	Australian	60	90.0	12.8
	Not Australian	1	100.0	0.0
	Total	61	90.2	12.8
Disability status	Disability identified	3	94.4	9.6
	No disability identified	58	89.9	12.9
	Total	61	90.2	12.8
Groups	1	61	90.2	12.8
	Total	61	90.2	12.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.0	13.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	90.0	13.3
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	90.0	13.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.0	13.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	90.0	13.3
	Total	58	90.0	13.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	91.7	12.3
	May			
	June			
	July			
	August	30	88.5	14.1
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	90.0	13.3
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	90.0	13.3
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	90.4	13.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	89.4	14.0
	Male	16	91.7	11.8
	Total	61	90.0	13.4
Learner age	Under 15			
	15 to 19	11	89.9	13.6
	20 to 24	34	90.2	13.3
	25 to 34	10	84.4	15.9
	35 to 44	5	97.8	5.0
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	90.0	13.4
Aboriginal or Torres Strait Islander origin	No	61	90.0	13.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	90.0	13.4
Home language	English	43	90.2	12.9
	Language other than English	18	89.5	15.0
	Total	61	90.0	13.4
Permanent residency or citizenship	Australian	60	89.8	13.5
	Not Australian	1	100.0	0.0
	Total	61	90.0	13.4
Disability status	Disability identified	3	96.3	6.4
	No disability identified	58	89.7	13.6
	Total	61	90.0	13.4
Groups	1	61	90.0	13.4
	Total	61	90.0	13.4

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.5	14.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	90.8	14.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	90.8	14.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.5	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			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	90.8	14.0
	Total	58	90.8	14.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	90.5	16.5
	May			
	June			
	July			
	August	30	91.1	11.5
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	90.8	14.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	90.8	14.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	91.2	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	91.4	14.2
	Male	16	88.2	13.7
	Total	61	90.5	14.0
Learner age	Under 15			
	15 to 19	11	86.9	21.0
	20 to 24	34	91.8	11.7
	25 to 34	10	86.7	15.5
	35 to 44	5	97.8	5.0
	45 to 54			
	55 to 64	1	88.9	0.0
	65 or over			
	Total	61	90.5	14.0
Aboriginal or Torres Strait Islander origin	No	61	90.5	14.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	90.5	14.0
Home language	English	43	90.4	14.5
	Language other than English	18	90.7	13.3
	Total	61	90.5	14.0
Permanent residency or citizenship	Australian	60	90.6	14.1
	Not Australian	1	88.9	0.0
	Total	61	90.5	14.0
Disability status	Disability identified	3	88.9	11.1
	No disability identified	58	90.6	14.2
	Total	61	90.5	14.0
Groups	1	61	90.5	14.0
	Total	61	90.5	14.0

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	91.8	11.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	91.8	11.1
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	91.8	11.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	91.8	11.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	91.8	11.1
	Total	58	91.8	11.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	90.1	12.2
	May			
	June			
	July			
	August	30	93.3	9.9
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	91.8	11.1
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	91.8	11.1
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	92.2	10.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	91.4	11.3
	Male	16	93.1	10.6
	Total	61	91.8	11.1
Learner age	Under 15			
	15 to 19	11	90.9	15.6
	20 to 24	34	91.2	10.5
	25 to 34	10	91.1	10.2
	35 to 44	5	97.8	5.0
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	91.8	11.1
Aboriginal or Torres Strait Islander origin	No	61	91.8	11.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	91.8	11.1
Home language	English	43	91.5	10.8
	Language other than English	18	92.6	12.1
	Total	61	91.8	11.1
Permanent residency or citizenship	Australian	60	91.9	11.2
	Not Australian	1	88.9	0.0
	Total	61	91.8	11.1
Disability status	Disability identified	3	85.2	17.0
	No disability identified	58	92.1	10.8
	Total	61	91.8	11.1
Groups	1	61	91.8	11.1
	Total	61	91.8	11.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.9	11.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	91.0	11.5
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	91.0	11.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.9	11.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	91.0	11.5
	Total	58	91.0	11.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	91.4	11.5
	May			
	June			
	July			
	August	30	90.7	11.7
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	91.0	11.5
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	91.0	11.5
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	91.3	11.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	90.7	12.1
	Male	16	91.7	11.0
	Total	61	90.9	11.7
Learner age	Under 15			
	15 to 19	11	92.1	13.6
	20 to 24	34	91.4	10.7
	25 to 34	10	84.7	13.7
	35 to 44	5	96.0	8.9
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	90.9	11.7
Aboriginal or Torres Strait Islander origin	No	61	90.9	11.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	90.9	11.7
Home language	English	43	90.9	12.2
	Language other than English	18	91.1	11.0
	Total	61	90.9	11.7
Permanent residency or citizenship	Australian	60	90.8	11.8
	Not Australian	1	100.0	0.0
	Total	61	90.9	11.7
Disability status	Disability identified	3	91.1	15.4
	No disability identified	58	90.9	11.7
	Total	61	90.9	11.7
Groups	1	61	90.9	11.7
	Total	61	90.9	11.7

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.7	12.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	90.8	12.7
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	90.8	12.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	90.7	12.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	90.8	12.7
	Total	58	90.8	12.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	92.1	12.4
	May			
	June			
	July			
	August	30	89.6	13.0
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	90.8	12.7
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	90.8	12.7
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	91.2	12.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	89.6	12.6
	Male	16	93.7	12.2
	Total	61	90.7	12.5
Learner age	Under 15			
	15 to 19	11	87.9	14.4
	20 to 24	34	91.8	11.7
	25 to 34	10	86.7	14.6
	35 to 44	5	95.6	9.9
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	90.7	12.5
Aboriginal or Torres Strait Islander origin	No	61	90.7	12.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	90.7	12.5
Home language	English	43	90.2	13.1
	Language other than English	18	92.0	11.3
	Total	61	90.7	12.5
Permanent residency or citizenship	Australian	60	90.6	12.6
	Not Australian	1	100.0	0.0
	Total	61	90.7	12.5
Disability status	Disability identified	3	92.6	12.8
	No disability identified	58	90.6	12.6
	Total	61	90.7	12.5
Groups	1	61	90.7	12.5
	Total	61	90.7	12.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	91.6	12.8
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	91.8	12.6
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	91.8	12.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	91.6	12.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	91.8	12.6
	Total	58	91.8	12.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	92.1	13.5
	May			
	June			
	July			
	August	30	91.5	11.9
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	91.8	12.6
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	91.8	12.6
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	92.2	12.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	90.9	13.5
	Male	16	93.7	10.7
	Total	61	91.6	12.8
Learner age	Under 15			
	15 to 19	11	88.9	17.2
	20 to 24	34	92.2	12.1
	25 to 34	10	90.0	12.2
	35 to 44	5	95.6	9.9
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	91.6	12.8
Aboriginal or Torres Strait Islander origin	No	61	91.6	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	91.6	12.8
Home language	English	43	89.9	13.7
	Language other than English	18	95.7	9.4
	Total	61	91.6	12.8
Permanent residency or citizenship	Australian	60	91.5	12.8
	Not Australian	1	100.0	0.0
	Total	61	91.6	12.8
Disability status	Disability identified	3	96.3	6.4
	No disability identified	58	91.4	13.0
	Total	61	91.6	12.8
Groups	1	61	91.6	12.8
	Total	61	91.6	12.8

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	84.4	14.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	84.5	14.3
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	84.5	14.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	84.4	14.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	84.5	14.3
	Total	58	84.5	14.3

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	86.3	16.2
	May			
	June			
	July			
	August	30	82.8	12.4
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	84.5	14.3
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	84.5	14.3
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	84.8	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	84.8	14.5
	Male	16	83.3	13.9
	Total	61	84.4	14.2
Learner age	Under 15			
	15 to 19	11	80.3	20.8
	20 to 24	34	84.6	12.0
	25 to 34	10	83.3	15.7
	35 to 44	5	93.3	7.0
	45 to 54			
	55 to 64	1	91.7	0.0
	65 or over			
	Total	61	84.4	14.2
Aboriginal or Torres Strait Islander origin	No	61	84.4	14.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	84.4	14.2
Home language	English	43	84.5	14.8
	Language other than English	18	84.3	13.1
	Total	61	84.4	14.2
Permanent residency or citizenship	Australian	60	84.3	14.3
	Not Australian	1	91.7	0.0
	Total	61	84.4	14.2
Disability status	Disability identified	3	86.1	17.3
	No disability identified	58	84.3	14.2
	Total	61	84.4	14.2
Groups	1	61	84.4	14.2
	Total	61	84.4	14.2

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	95.1	10.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	58	95.4	10.0
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	58	95.4	10.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	61	95.1	10.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	58	95.4	10.0
	Total	58	95.4	10.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April	28	96.0	9.2
	May			
	June			
	July			
	August	30	94.8	10.8
	September			
	October			
	November			
	December			
	Do not know			
	Training start year	2015		
2014		58	95.4	10.0
2013				
2012				
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship		
	Not apprenticeship or traineeship	58	95.4	10.0
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning	57	95.9	9.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	94.1	11.7
	Male	16	97.9	4.5
	Total	61	95.1	10.4
Learner age	Under 15			
	15 to 19	11	92.9	13.4
	20 to 24	34	94.8	11.0
	25 to 34	10	96.7	7.5
	35 to 44	5	97.8	5.0
	45 to 54			
	55 to 64	1	100.0	0.0
	65 or over			
	Total	61	95.1	10.4
Aboriginal or Torres Strait Islander origin	No	61	95.1	10.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	61	95.1	10.4
Home language	English	43	94.6	10.9
	Language other than English	18	96.3	9.3
	Total	61	95.1	10.4
Permanent residency or citizenship	Australian	60	95.0	10.5
	Not Australian	1	100.0	0.0
	Total	61	95.1	10.4
Disability status	Disability identified	3	96.3	6.4
	No disability identified	58	95.0	10.6
	Total	61	95.1	10.4
Groups	1	61	95.1	10.4
	Total	61	95.1	10.4

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	92.2	11.0		
Effective Assessment	90.2	12.8		
Clear Expectations	90.0	13.4		
Learning Stimulation	90.5	14.0		
Training Relevance	91.8	11.1		
Competency Development	90.9	11.7		
Training Resources	90.7	12.5		
Effective Support	91.6	12.8		
Active Learning	84.4	14.2		
Overall Satisfaction	95.1	10.4		

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

4
Attitude and friendly trainers. Always upbeat, always encouraged
Detailed Course
Everything
Everything was easy to understand and there was no pressure
Friendly enviroment
Friendly staff and students. In depth global knowledege
Friendly staff, made it fun, interesting classes
Great Teachers
Great Teachers, great knowledge of geography and veryone friendly
Great teachers and learnt alot in a short amount of time.
Guest speakers
I enjoyed about learning about it all
I learnt an excetional amount of information. The training is on task with my job I will get in travel.
I think the staff was the best part. Always willing to help and re teach. Very kind and patient.
IATA
Interesting subjects
Knowing you can speak to the teachers, they were very understanding
Learning about the world
Learning all the CRS systems
Learning new skills
Lots of informationa and very friendly staff
Making long life friends and teachers especially Lenore and Andrea
Offer educational
Supportive nd enthusiastic trainers.
Teachers, educational Trip
The famil and getting out and seeing places I might one day sell
The fellow classmates, range of subjects and work placements
The teachers and the students
The teachers were really friendly and always willing to help no matter how long it took you to get it.
The trainers assistance and guidance
The trainers were always available for help when we needed them
You learn all areas ofr the world and travel
all of the classes
everything
meeting people

the whole course

LQ needs improvement

Computer connections did not let us down to much but on occasions it did
Course could be longer and educational
Cover letter
Felt a little rushed at the end
Felt a little rushed at the end
Geography
Printers Ha Ha
Some classes went on too long
Spent too much time on IATA Australia module
The time frame of the course could have been extended a week or so more
Time frame towards the end of course
more up to date shortcuts on reservation systems
none
nothing
nothing
the course is perfect

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

29 Jun 2015

RTO Information

NTIS number	20864
Name	Jetset Training College
Street Address	Level 6, 461 Bourke St
City/town/suburb	Melbourne
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	61	0
Population count (number)	195	
Response rate (per cent)	31.3	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	90.6	16.0		
Trainer Quality	92.2	11.0		
Effective Assessment	90.2	12.8		
Clear Expectations	90.0	13.4		
Learning Stimulation	90.5	14.0		
Training Relevance	91.8	11.1		
Competency Development	90.9	11.7		
Training Resources	90.7	12.5		
Effective Support	91.6	12.8		
Active Learning	84.4	14.2		
Overall Satisfaction	95.1	10.4		

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	