

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT:
REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION QUALITY INDICATORS

FROM: International Training Salon P/L T/A ITS Academy - 21961

Rose Barca - 9738 0836

DATE: 26/06/2018

Summary of Survey Responses

| Learner and Employer Responses | Learners | Employers |
|---------------------------------------|----------|-----------|
| Total number of responses distributed | 15 | 1 |
| Total number of surveys received | 10 | 0 |
| Response rate (per cent) | 75% | 0 |

Summary of Continuous Improvement

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

Our procedure is to collect the Learner & Employer satisfaction data on the AQTF Questionnaire at the completion of the individual's qualification / course.

During meeting times we looked at the overall responses of the individual students and in the course of our discussions we found that overall, the feedback collected from them was of a positive nature.

In general, their expectations were met and in some cases exceeded as their skill and knowledge increased during the classes and individual training provided.

A very positive factor was the ITS Salon, where students could put their learnt skills and knowledge to work. The "hands on" approach was a very favourable one.

In general, the students enjoyed the training and appreciated the trainers' efforts and assistance given to them.

One student felt that the way she was assessed was not a fair test of her skills and knowledge. However in the section of "what aspects of the training needed were most in need of improvement?" She responded - nothing. She may have misread or misunderstood the question.

A couple of students said that there was too much theory however these comments came from some of the younger students who wanted to do just practical.

On another positive note, some students have gone on to further studies with us in the next qualification level.

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

We did not receive a completed survey from the employer. A verbal discussion was had over the phone with our senior trainer, Sheila Pucovsky and the employer. It was of a positive nature. He was happy with the feedback we gave him and keeping him up to date with what was happening with his apprentice. He felt this was important to keep him "in the loop" of what was happening.

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

N/A

Declaration

I confirm that : International Training Salon P/L T/A ITS Academy - 21961:

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO): Rose Barca

Signature of PEO:



Date: 26/06/2018