

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM:** 370 Degrees Group Ltd Trading as NECA Skills Centre 21098  
**NAME:** Angela Gaylard - Quality & Compliance Business Partner  
**PHONE:** 9389 9923 -  
**DATE:** 27/06/2014

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	117	5
Total number of surveys received	194	8
Response rate (per cent)	60.3%	62.5%

### Summary of Continuous Improvement

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

Learner engagement data is used to drive business, process and documentation improvements throughout the NECA Skills Centre (21098) below is an indication of the main ways this data has been used;

- Documentation updates to ensure ease of understanding for Apprentices, Pre Apprentices and Employers
- Teacher consistency
  - Teachers to be cross skilled to ensure consistency across training
  - Teacher and class scheduling to be completed up front to ensure consistency of teachers for units
- Content for each unit to cover both theory and practical application
- Explanation to students up front on course design, layout and learning types
- Staffing within NECA - To help in driving consistency within the business the following roles were developed and staffed for this reporting year ; General Manager - Skills Centre, Quality and Compliance Business Partner, Manager - Student Services

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

Learner engagement data is used to drive business, process and documentation improvements throughout the NECA Skills Centre (21098) below is an indication of the main ways this data has been used;

- Inclusion of Block release in Apprenticeship programs in 2014 moving forward
- Staffing within NECA - To help in driving consistency within the business the following roles were developed and staffed for this reporting year ; General Manager - Skills Centre, Quality and Compliance Business Partner, Manager - Student Services
- Explanation to employers up front on course design, layout and learning types
- Reporting support to employers around the progression of their students

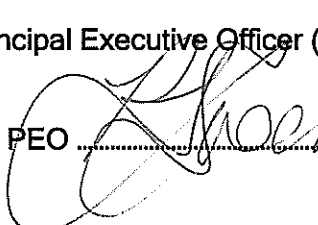
If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

### Declaration

I confirm that (RTO Name):

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

Name of Principal Executive Officer (PEO) ..... PHILIP GREEN

Signature of PEO .....  ..... Date: 3/6/14