

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

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION QUALITY INDICATORS

FROM: NECA Education and Careers (21098)

Philip Green (03) 9381 1922

DATE: 27/06/2017

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	468	14
Total number of surveys received	380	5
Response rate (per cent)	81%	35%

Summary of Continuous Improvement

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

Training and Assessment Resources

- NECA Education and Careers have undertaken a complete redevelopment of their training and assessment resources after receiving feedback from our students (through our annual survey). This included a significant revision of the theory content and of assessments. This has seen the development of learner companion guides to support the text books used in class, development of new theory and practical assessments and further development around the session plans.

Lets Connect Mentor Program

- The 'Lets Connect' Mentor Program has seen teaching staff trained in Mental Health First Aid and Mental Health awareness in youth training. These staff provide mentor support and advice to apprentices across personal issues, work issues and offer a support net.

Reception opening hours

- Reception hours were changed from opening at 8am to 7:30 am to ensure staff are available to assist students at the start of the school day

Invoicing of Textbook

- The textbook used to support the delivery of the Certificate III program is now invoiced with the school fees at the commencement of the program and can be paid of through a payment plan to assist the payment of school fees.

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

Quarterly Reporting

- All employers are now provided detailed quarterly reporting for their apprentices covering the following
 - Assessment Outcomes & Progress
 - Status of Profiling
 - Feedback from their teachers

Not yet Competent Feedback

- To increase transparency employer are now provided with the feedback given to the apprentice when they receive a mark of Not Yet Competent. This feedback outlines what the gaps are in the assessment, estimated time to recomplete the assessment and the process of organising a resit.

Percentage Based Marking

- Employers are now provided with a percentage based result for their apprentices along with the competent result. This result is not used to define the competency of apprentice against a unit rather their ability to retain the information taught for the duration of a unit of competency.

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

N/A

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: 28/6/17