

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Complete Hospitality Training
Street Address	28 Elizabeth st
City/town/suburb	Melbourne
State	VIC
Post code	3000
NTIS number	3722

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	86.8	15.3		
Effective Assessment	84.9	15.5		
Clear Expectations	84.8	16.5		
Learning Stimulation	84.9	16.3		
Training Relevance	87.2	14.9		
Competency Development	84.1	14.8		
Training Resources	85.9	15.9		
Effective Support	84.0	17.6		
Active Learning	80.2	13.6		
Overall Satisfaction	88.7	14.2		

Group 2

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	92.2	10.7		
Effective Assessment	90.5	11.7		
Clear Expectations	90.5	14.4		
Learning Stimulation	86.5	19.1		
Training Relevance	89.6	14.2		
Competency Development	82.2	16.5		
Training Resources	88.1	15.4		
Effective Support	86.7	13.4		
Active Learning	76.8	16.4		
Overall Satisfaction	91.1	13.4		

Group 4

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	88.9	14.1		
Effective Assessment	85.7	14.8		
Clear Expectations	84.6	17.0		
Learning Stimulation	82.6	16.9		
Training Relevance	86.3	14.7		
Competency Development	84.8	12.9		
Training Resources	87.5	14.5		
Effective Support	84.9	13.8		
Active Learning	78.6	17.9		
Overall Satisfaction	91.7	12.9		

Group 5

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	86.1	13.6		
Effective Assessment	83.8	12.6		
Clear Expectations	85.2	13.5		
Learning Stimulation	83.3	11.7		
Training Relevance	85.2	13.5		
Competency Development	85.3	12.8		
Training Resources	83.3	11.7		
Effective Support	81.5	13.5		
Active Learning	82.4	14.1		
Overall Satisfaction	94.4	13.6		

Group 6

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	66.7	0.0		
Effective Assessment	66.7	0.0		
Clear Expectations	66.7	0.0		
Learning Stimulation	66.7	0.0		
Training Relevance	66.7	0.0		
Competency Development	66.7	0.0		
Training Resources	66.7	0.0		
Effective Support	66.7	0.0		
Active Learning	66.7	0.0		
Overall Satisfaction	66.7	0.0		

Group 7

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	91.7	12.4		
Effective Assessment	86.8	16.3		
Clear Expectations	88.9	13.4		
Learning Stimulation	83.6	16.7		
Training Relevance	81.0	16.1		
Competency Development	84.5	16.7		
Training Resources	85.4	17.0		
Effective Support	87.7	13.3		
Active Learning	80.3	18.7		
Overall Satisfaction	86.0	15.2		

Group 8

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	84.4	13.1		
Effective Assessment	77.8	17.7		
Clear Expectations	79.6	15.3		
Learning Stimulation	79.6	15.6		
Training Relevance	84.3	11.3		
Competency Development	79.4	14.6		
Training Resources	83.3	14.3		
Effective Support	80.1	13.5		
Active Learning	70.8	14.9		
Overall Satisfaction	91.7	11.9		

Group 9

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	79.9	14.7		
Effective Assessment	77.7	15.5		
Clear Expectations	84.3	16.3		
Learning Stimulation	76.3	17.6		
Training Relevance	81.8	13.9		
Competency Development	80.9	16.9		
Training Resources	83.3	13.6		
Effective Support	79.8	15.9		
Active Learning	79.5	15.4		
Overall Satisfaction	83.8	14.8		

Group 10

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	75.0	16.7		
Effective Assessment	77.8	15.7		
Clear Expectations	75.0	16.7		
Learning Stimulation	75.0	16.7		
Training Relevance	63.9	14.0		
Competency Development	74.6	18.0		
Training Resources	77.8	19.2		
Effective Support	69.4	5.6		
Active Learning	66.7	24.5		
Overall Satisfaction	75.0	16.7		

Group 11

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	95.8	10.2		
Effective Assessment	91.7	12.9		
Clear Expectations	92.6	9.1		
Learning Stimulation	87.0	14.8		
Training Relevance	92.6	13.5		
Competency Development	88.9	12.4		
Training Resources	88.9	14.1		
Effective Support	90.7	14.8		
Active Learning	88.9	12.5		
Overall Satisfaction	96.3	9.1		

Group 12

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	73.8	28.2		
Effective Assessment	77.4	27.1		
Clear Expectations	77.8	18.1		
Learning Stimulation	68.3	34.8		
Training Relevance	77.8	27.2		
Competency Development	75.0	24.1		
Training Resources	71.4	34.5		
Effective Support	79.4	27.5		
Active Learning	76.2	13.1		
Overall Satisfaction	74.6	36.1		

Group 13

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	84.4	14.4		
Effective Assessment	81.2	16.5		
Clear Expectations	88.9	13.3		
Learning Stimulation	80.6	16.5		
Training Relevance	84.7	15.6		
Competency Development	84.2	14.7		
Training Resources	86.1	12.9		
Effective Support	80.6	17.6		
Active Learning	78.1	18.3		
Overall Satisfaction	88.9	11.9		

Group 14

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	100.0	0.0		
Effective Assessment	95.8	5.9		
Clear Expectations	88.9	15.7		
Learning Stimulation	94.4	7.9		
Training Relevance	88.9	15.7		
Competency Development	96.7	4.7		
Training Resources	100.0	0.0		
Effective Support	100.0	0.0		
Active Learning	87.5	17.7		
Overall Satisfaction	100.0	0.0		

Group 15

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	91.7	11.0		
Effective Assessment	88.5	13.3		
Clear Expectations	86.4	13.4		
Learning Stimulation	84.0	20.1		
Training Relevance	92.6	12.4		
Competency Development	86.7	12.9		
Training Resources	91.4	14.5		
Effective Support	85.8	18.2		
Active Learning	81.5	15.5		
Overall Satisfaction	93.8	12.6		

Group 16

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	94.0	10.6		
Effective Assessment	90.5	12.6		
Clear Expectations	92.9	11.2		
Learning Stimulation	88.9	14.5		
Training Relevance	92.1	12.7		
Competency Development	88.6	14.2		
Training Resources	92.1	9.2		
Effective Support	92.9	12.0		
Active Learning	85.7	15.8		
Overall Satisfaction	92.9	12.8		

Group 17

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	90.5	15.3		
Effective Assessment	88.1	15.9		
Clear Expectations	92.9	14.2		
Learning Stimulation	92.1	12.7		
Training Relevance	90.5	13.7		
Competency Development	88.6	12.7		
Training Resources	89.7	13.4		
Effective Support	88.9	12.3		
Active Learning	83.9	15.5		
Overall Satisfaction	92.9	12.8		

Group 18

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	94.6	6.5		
Effective Assessment	91.7	14.4		
Clear Expectations	91.5	10.8		
Learning Stimulation	88.2	13.9		
Training Relevance	90.8	11.9		
Competency Development	86.7	12.9		
Training Resources	88.9	14.7		
Effective Support	90.8	13.2		
Active Learning	80.4	15.3		
Overall Satisfaction	95.4	8.8		

Group 19

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	85.5	11.7		
Effective Assessment	76.8	11.0		
Clear Expectations	78.4	11.4		
Learning Stimulation	74.3	13.4		
Training Relevance	83.0	12.5		
Competency Development	77.9	11.3		
Training Resources	78.9	12.8		
Effective Support	77.2	12.0		
Active Learning	76.3	15.3		
Overall Satisfaction	87.7	13.3		

Group 20

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	81.5	33.5		
Effective Assessment	77.8	39.7		
Clear Expectations	80.2	35.0		
Learning Stimulation	76.5	36.2		
Training Relevance	74.1	42.7		
Competency Development	75.6	40.1		
Training Resources	82.7	34.3		
Effective Support	85.2	29.9		
Active Learning	75.9	34.7		
Overall Satisfaction	79.0	41.7		

Group 21

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	86.9	12.6		
Effective Assessment	85.7	11.5		
Clear Expectations	79.4	10.0		
Learning Stimulation	76.2	13.5		
Training Relevance	81.0	12.4		
Competency Development	84.8	7.4		
Training Resources	85.7	13.9		
Effective Support	87.3	13.5		
Active Learning	84.5	13.1		
Overall Satisfaction	92.1	8.4		

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.

EQ best aspects

EQ needs improvement

Registering body report

04 May 2011

RTO Information

NTIS number	3722
Name	Complete Hospitality Training
Street Address	28 Elizabeth st
City/town/suburb	Melbourne
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	320	0
Population count (number)	7861	38
Response rate (per cent)	4.1	0.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	84.6	19.7		
Trainer Quality	87.4	15.1		
Effective Assessment	84.3	16.6		
Clear Expectations	85.3	16.0		
Learning Stimulation	82.6	17.7		
Training Relevance	85.6	16.1		
Competency Development	83.4	15.8		
Training Resources	85.7	16.1		
Effective Support	84.4	16.0		
Active Learning	79.2	16.4		
Overall Satisfaction	89.3	15.7		

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	Employer survey's have not been applicable in the past but will form part of next submission
Main ways data has been used for continuous improvement	Average scores of each component listed in the scale section of the Summary statistics has been graphed on a monthly basis and reviewed for trends