

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

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: Complete Hospitality Training

TELEPHONE Warrick Steabben on 9654-1554

DATE: 29.6.2016

Summary of Survey Responses

| Learner and Employer Responses | Learners | Employers |
|---------------------------------------|----------|-----------|
| Total number of responses distributed | 10664 | 27 |
| Total number of surveys received | 1569 | 8 |
| Response rate (per cent) | 15% | 29% |

As above these indicators are based on a survey of 10664 students. This sample represents 15 per cent of this organisation's training delivery in the 2016 calendar year. The students surveyed for these indicators were selected by this organisation in accordance with national guidelines'.

Summary of Continuous Improvement

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

All areas have been reviewed and found to be operating at a high satisfaction level. All areas are coming in at above 80-88% satisfaction.

The area with the lowest satisfaction rating was learner engagement which dipped down to 81% in February but has regained ground over the last 2 consecutive months.

Since discussing learner engagement results in late February due to some student feedback about the comfort of the old chairs, we have purchased some new chairs, as student comfort can contribute to concentration and engagement.

We have also rework the student recourse for some key units to improve the workflow and aligning the student resource with the PowerPoints presentations to enable the students to keep up with the program with little effort.

For qualifications enrolments, students are now being given a comprehensive documented timetable to assist them manage their own attendance. All staff have been instructed to be clear about expectation from the first day, laying out expectations and timing of assessments.

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

We have not delivered any traineeships in the last 12 months. We have delivers some onsite training for employers. Generally this training is compliance training such as RSA and Food Safety. Feedback from Employers was very positive. Not changes necessary

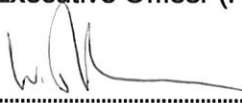
If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

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) *WALTER STAGREN*

Signature of PEO  Date: *29/6/16*