

## RTO Information

This report presents summary information about the Registered Training Organisation

Name	North Ringwood Community House Inc.
Street Address	35-39 Tortice Drive
City/town/suburb	Ringwood North
State	VIC
Post code	3134
NTIS number	6434

# Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary 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 Summary 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.

## Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	23	88.8	12.2	19	87.7	14.3
Effective Assessment	23	83.5	12.7	16	86.5	14.2
Clear Expectations	23	79.2	17.2			
Learning Stimulation	23	75.4	15.7			
Training Relevance	23	85.5	15.5	16	84.0	13.3
Competency Development	23	84.9	12.7	16	84.9	15.0
Training Resources	23	76.3	16.2	15	78.5	15.4
Effective Support	23	80.2	16.4	14	82.5	16.0
Active Learning	23	85.9	11.9			
Overall Satisfaction	23	81.6	18.5	18	87.0	14.4

# Registering body report

25 May 2018

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## Learner and employer response

	Learners	Employers
Response count (number)	23	19
Population count (number)	36	36
Response rate (per cent)	63.9	52.8

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	82.7	19.1	84.4	16.7
Trainer Quality	88.8	12.2	87.7	14.3
Effective Assessment	83.5	12.7	86.5	14.2
Clear Expectations	79.2	17.2		
Learning Stimulation	75.4	15.7		
Training Relevance	85.5	15.5	84.0	13.3
Competency Development	84.9	12.7	84.9	15.0
Training Resources	76.3	16.2	78.5	15.4
Effective Support	80.2	16.4	82.5	16.0
Active Learning	85.9	11.9		
Overall Satisfaction	81.6	18.5	87.0	14.4

## 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	Small RTO only run small number of courses
Main ways data has been used for continuous improvement	Examined the positives and negatives of the data and made appropriate changes