

## 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	20	83.7	16.3	13	87.2	15.6
Effective Assessment	19	83.3	16.7	13	85.3	16.0
Clear Expectations	20	81.7	16.2			
Learning Stimulation	20	80.0	15.5			
Training Relevance	19	83.0	15.0	14	84.7	16.1
Competency Development	20	83.3	15.2	13	87.9	16.3
Training Resources	20	82.2	15.9	13	84.6	17.3
Effective Support	20	83.3	16.7	11	86.4	16.0
Active Learning	20	85.3	14.7			
Overall Satisfaction	19	83.6	15.9	14	82.5	16.1

# Registering body report

12 Jun 2020

## RTO Information

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

## Learner and employer response

	Learners	Employers
Response count (number)	20	14
Population count (number)	48	48
Response rate (per cent)	41.7	29.2

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	83.2	17.3	85.5	16.9
Trainer Quality	83.7	16.3	87.2	15.6
Effective Assessment	83.3	16.7	85.3	16.0
Clear Expectations	81.7	16.2		
Learning Stimulation	80.0	15.5		
Training Relevance	83.0	15.0	84.7	16.1
Competency Development	83.3	15.2	87.9	16.3
Training Resources	82.2	15.9	84.6	17.3
Effective Support	83.3	16.7	86.4	16.0
Active Learning	85.3	14.7		
Overall Satisfaction	83.6	15.9	82.5	16.1

## 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	
Main ways data has been used for continuous improvement	North Ringwood Community House has undergone a continuous improvement process which included implementing new training materials and resources, assessments and processes in response to previous learner and employer surveys.