

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	41	84.1	15.4	21	84.1	16.3
Effective Assessment	41	77.0	15.9	21	79.0	18.0
Clear Expectations	41	79.1	13.9			
Learning Stimulation	41	72.6	16.5			
Training Relevance	41	76.7	18.6	21	79.6	18.1
Competency Development	41	82.3	14.9	21	79.0	17.7
Training Resources	41	77.0	15.6	21	79.4	17.0
Effective Support	41	79.9	16.1	20	79.5	16.8
Active Learning	41	83.5	13.5			
Overall Satisfaction	41	73.8	22.0	21	82.0	16.3

Registering body report

05 Jun 2019

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Learner and employer response

	Learners	Employers
Response count (number)	42	21
Population count (number)	60	60
Response rate (per cent)	70.0	35.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	79.1	19.9	80.0	18.4
Trainer Quality	84.1	15.4	84.1	16.3
Effective Assessment	77.0	15.9	79.0	18.0
Clear Expectations	79.1	13.9		
Learning Stimulation	72.6	16.5		
Training Relevance	76.7	18.6	79.6	18.1
Competency Development	82.3	14.9	79.0	17.7
Training Resources	77.0	15.6	79.4	17.0
Effective Support	79.9	16.1	79.5	16.8
Active Learning	83.5	13.5		
Overall Satisfaction	73.8	22.0	82.0	16.3

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.