RTO Information

This report presents summary information about the Registered Training Organisation

Name	INCLUSION MELBOURNE INC
Street Address	67 Sutherland Road
City/town/suburb	Armadale
State	VIC
Post code	3143
NTIS number	6406

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		
	Response count	Average score	Average variation
Trainer Quality	11	79.3	10.6
Effective Assessment	11	83.1	13.8
Clear Expectations	11	76.3	14.9
Learning Stimulation	11	76.8	18.2
Training Relevance	7	87.3	14.9
Competency Development	7	81.9	13.2
Training Resources	11	76.8	16.1
Effective Support	11	83.8	16.8
Active Learning	7	77.4	10.4
Overall Satisfaction	11	83.8	14.4

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners		
		Population count	Respondent count	Respondent per cent
Field of education	Natural and physical sciences	0	0	0.0
	Information technology	0	0	0.0
	Engineering and related technologies	0	0	0.0
	Architecture and building	0	0	0.0
	Agriculture, environmental and related studies	0	0	0.0
	Health	0	0	0.0
	Education	0	0	0.0
	Management and commerce	0	0	0.0
	Society and culture	0	0	0.0
	Creative arts	0	0	0.0
	Food, hospitality and personal services	0	0	0.0
	Other	11	0	0.0
	TOTAL	11	0	0.0
Qualification level	Certificate I	0	0	0.0
	Certificate II	0	0	0.0
	Certificate III	0	0	0.0
	Certificate IV	0	0	0.0
	Certificate level unknown	0	0	0.0
	Diploma	0	0	0.0
	Advanced diploma	0	0	0.0
	Associate degree	0	0	0.0
	Degree	0	0	0.0
	Short course or statement of attainment	0	0	0.0
	VET Graduate Certificate or Diploma	0	0	0.0
	Other qualification or training	0	0	0.0
	Do not know	11	0	0.0
	Total	11	0	0.0

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in 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 Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aaspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	7	4	11	0
LQ2	Trainers made the subject as interesting as possible.	0	0	5	6	11	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	3	4	7	4
LQ4	Trainers explained things clearly.	0	1	8	2	10	0
LQ5	Overall, I am satisfied with the training.	0	2	2	3	5	4
LQ6	I would recommend the training to others.	0	0	5	6	11	0
LQ7	I would recommend the training organisation to others.	0	0	3	4	7	4
LQ8	I received useful feedback on my assessments.	0	0	4	3	7	4
LQ9	Assessments were based on realistic activities.	0	0	5	5	10	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	2	5	7	4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	7	4	11	0
LQ12	It was always easy to know the standards expected.	0	1	7	2	9	1
LQ13	I usually had a clear idea of what was expected of me.	0	1	8	2	10	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	4	7	11	0
LQ15	I was given enough material to keep up my interest.	0	0	7	4	11	0
LQ16	The amount of work I had to do was reasonable.	0	1	5	4	9	1
LQ17	The training was at the right level of difficulty for me.	1	0	4	5	9	1
LQ18	The training focused on relevant skills.	0	0	3	4	7	4
LQ19	The training prepared me well for work.	0	0	2	5	7	4
LQ20	The training had a good mix of theory and practice.	0	0	2	4	6	5
LQ21	I developed the skills expected from this training.	0	0	3	4	7	4
LQ22	I learned to work with people.	0	1	3	7	10	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	4	3	7	4
LQ24	I developed the knowledge expected from this training.	0	0	2	5	7	4
LQ25	I learned to plan and manage my work.	0	0	9	2	11	0
LQ26	Training resources were available when I needed them.	0	0	5	6	11	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	7	4	11	0
LQ28	Training facilities and materials were in good condition.	0	2	7	2	9	0
LQ29	Training organisation staff respected my background and needs.	0	1	1	5	6	4
LQ30	The training was flexible enough to meet my needs.	0	0	6	5	11	0
LQ31	The training organisation had a range of services to support learners.	0	0	6	5	11	0
LQ32	I set high standards for myself in this training.	0	0	5	2	7	4
LQ33	I pushed myself to understand things I found confusing.	0	0	3	4	7	4
LQ34	I looked for my own resources to help me learn.	0	1	3	3	6	4
LQ35	I approached trainers if I needed help.	0	0	9	2	11	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	0.0	63.6	36.4	100.0	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	45.5	54.6	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	42.9	57.2	100.0	36.4
LQ4	Trainers explained things clearly.	0.0	9.1	72.7	18.2	90.9	0.0
LQ5	Overall, I am satisfied with the training.	0.0	28.6	28.6	42.9	71.4	36.4
LQ6	I would recommend the training to others.	0.0	0.0	45.5	54.6	100.0	0.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	42.9	57.2	100.0	36.4
LQ8	I received useful feedback on my assessments.	0.0	0.0	57.2	42.9	100.0	36.4
LQ9	Assessments were based on realistic activities.	0.0	0.0	50.0	50.0	100.0	9.1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	28.6	71.4	100.0	36.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	63.6	36.4	100.0	0.0
LQ12	It was always easy to know the standards expected.	0.0	10.0	70.0	20.0	90.0	9.1
LQ13	I usually had a clear idea of what was expected of me.	0.0	9.1	72.7	18.2	90.9	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	0.0	36.4	63.6	100.0	0.0
LQ15	I was given enough material to keep up my interest.	0.0	0.0	63.6	36.4	100.0	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	10.0	50.0	40.0	90.0	9.1
LQ17	The training was at the right level of difficulty for me.	10.0	0.0	40.0	50.0	90.0	9.1
LQ18	The training focused on relevant skills.	0.0	0.0	42.9	57.2	100.0	36.4
LQ19	The training prepared me well for work.	0.0	0.0	28.6	71.4	100.0	36.4
LQ20	The training had a good mix of theory and practice.	0.0	0.0	33.3	66.7	100.0	45.5
LQ21	I developed the skills expected from this training.	0.0	0.0	42.9	57.2	100.0	36.4
LQ22	I learned to work with people.	0.0	9.1	27.3	63.6	90.9	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	57.2	42.9	100.0	36.4
LQ24	I developed the knowledge expected from this training.	0.0	0.0	28.6	71.4	100.0	36.4
LQ25	I learned to plan and manage my work.	0.0	0.0	81.8	18.2	100.0	0.0
LQ26	Training resources were available when I needed them.	0.0	0.0	45.5	54.6	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	63.6	36.4	100.0	0.0
LQ28	Training facilities and materials were in good condition.	0.0	18.2	63.6	18.2	81.8	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	14.3	14.3	71.4	85.7	36.4
LQ30	The training was flexible enough to meet my needs.	0.0	0.0	54.6	45.5	100.0	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	54.6	45.5	100.0	0.0
LQ32	I set high standards for myself in this training.	0.0	0.0	71.4	28.6	100.0	36.4
LQ33	I pushed myself to understand things I found confusing.	0.0	0.0	42.9	57.2	100.0	36.4
LQ34	I looked for my own resources to help me learn.	0.0	14.3	42.9	42.9	85.7	36.4
LQ35	I approached trainers if I needed help.	0.0	0.0	81.8	18.2	100.0	0.0

LQ item averages and variations

	Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	78.8	16.8
LQ2	Trainers made the subject as interesting as possible.	84.8	17.4
LQ3	Trainers had an excellent knowledge of the subject content.	85.7	17.8
LQ4	Trainers explained things clearly.	69.7	18.0
LQ5	Overall, I am satisfied with the training.	71.4	30.0
LQ6	I would recommend the training to others.	84.8	17.4
LQ7	I would recommend the training organisation to others.	85.7	17.8
LQ8	I received useful feedback on my assessments.	81.0	17.8
LQ9	Assessments were based on realistic activities.	83.3	17.6
LQ10	The way I was assessed was a fair test of my skills and knowledge.	90.5	16.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	78.8	16.8
LQ12	It was always easy to know the standards expected.	70.0	18.9
LQ13	I usually had a clear idea of what was expected of me.	69.7	18.0
LQ14	Trainers made it clear right from the start what they expected from me.	87.9	16.8
LQ15	I was given enough material to keep up my interest.	78.8	16.8
LQ16	The amount of work I had to do was reasonable.	76.7	22.5
LQ17	The training was at the right level of difficulty for me.	76.7	31.6
LQ18	The training focused on relevant skills.	85.7	17.8
LQ19	The training prepared me well for work.	90.5	16.3
LQ20	The training had a good mix of theory and practice.	88.9	17.2
LQ21	I developed the skills expected from this training.	85.7	17.8
LQ22	I learned to work with people.	84.8	22.9
LQ23	I identified ways to build on my current knowledge and skills.	81.0	17.8
LQ24	I developed the knowledge expected from this training.	90.5	16.3
LQ25	I learned to plan and manage my work.	72.7	13.5
LQ26	Training resources were available when I needed them.	84.8	17.4
LQ27	The training used up-to-date equipment, facilities and materials.	78.8	16.8
LQ28	Training facilities and materials were in good condition.	66.7	21.1
LQ29	Training organisation staff respected my background and needs.	85.7	26.2
LQ30	The training was flexible enough to meet my needs.	81.8	17.4
LQ31	The training organisation had a range of services to support learners.	81.8	17.4
LQ32	I set high standards for myself in this training.	76.2	16.3
LQ33	I pushed myself to understand things I found confusing.	85.7	17.8
LQ34	I looked for my own resources to help me learn.	76.2	25.2
LQ35	I approached trainers if I needed help.	72.7	13.5

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	79.3	10.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	79.3	10.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	**2015**			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**			
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male			
	Total			
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	No			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	English			
	Language other than English			
	Total			
Permanent residency or citizenship	Australian			
	Not Australian			
	Total			
Disability status	Disability identified			
	No disability identified			
	Total			
Groups	1	11	79.3	10.6
	Total	11	79.3	10.6

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	83.1	13.8
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	83.1	13.8
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	**2015**			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**			
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female			
	Male			
	Total			
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	No			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	English			
	Language other than English			
	Total			
Permanent residency or citizenship	Australian			
	Not Australian			
	Total			
Disability status	Disability identified			
	No disability identified			
	Total			
Groups	1	11	83.1	13.8
	Total	11	83.1	13.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Provider	**Total**	11	76.3	14.9
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	76.3	14.9
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male			
	Total			
Learner age	**Under 15**			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	**No**			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	**English**			
	Language other than English			
	Total			
Permanent residency or citizenship	**Australian**			
	Not Australian			
	Total			
Disability status	**Disability identified**			
	No disability identified			
	Total			
Groups	**1**	11	76.3	14.9
	Total	11	76.3	14.9

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	76.8	18.2
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	76.8	18.2
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male			
	Total			
Learner age	**Under 15**			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	**No**			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	**English**			
	Language other than English			
	Total			
Permanent residency or citizenship	**Australian**			
	Not Australian			
	Total			
Disability status	**Disability identified**			
	No disability identified			
	Total			
Groups	**1**	11	76.8	18.2
	Total	11	76.8	18.2

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Provider	**Total**	7	87.3	14.9
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	7	87.3	14.9
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male			
	Total			
Learner age	**Under 15**			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	**No**			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	**English**			
	Language other than English			
	Total			
Permanent residency or citizenship	**Australian**			
	Not Australian			
	Total			
Disability status	**Disability identified**			
	No disability identified			
	Total			
Groups	**1**	7	87.3	14.9
	Total	7	87.3	14.9

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	7	81.9	13.2
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	7	81.9	13.2
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	**2015**			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**			
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male			
	Total			
Learner age	**Under 15**			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	**No**			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	**English**			
	Language other than English			
	Total			
Permanent residency or citizenship	**Australian**			
	Not Australian			
	Total			
Disability status	**Disability identified**			
	No disability identified			
	Total			
Groups	**1**	7	81.9	13.2
	Total	7	81.9	13.2

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	76.8	16.1
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	76.8	16.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	**2015**			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**			
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Learner sex	Female			
	Male			
	Total			
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	No			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	English			
	Language other than English			
	Total			
Permanent residency or citizenship	Australian			
	Not Australian			
	Total			
Disability status	Disability identified			
	No disability identified			
	Total			
Groups	1	11	76.8	16.1
	Total	11	76.8	16.1

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	83.8	16.8
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	11	83.8	16.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	2015			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	Apprenticeship or traineeship			
	Not apprenticeship or traineeship			
Recognition of prior learning	Recognition of prior learning			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male			
	Total			
Learner age	**Under 15**			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	**No**			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	**English**			
	Language other than English			
	Total			
Permanent residency or citizenship	**Australian**			
	Not Australian			
	Total			
Disability status	**Disability identified**			
	No disability identified			
	Total			
Groups	**1**	11	83.8	16.8
	Total	11	83.8	16.8

Active Learning

Training characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Provider	**Total**	7	77.4	10.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	**Average**	**Variation**
Provider	**Total**	7	77.4	10.4
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	**2015**			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**			
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	**Female**			
	Male			
	Total			
Learner age	**Under 15**			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	**No**			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	**English**			
	Language other than English			
	Total			
Permanent residency or citizenship	**Australian**			
	Not Australian			
	Total			
Disability status	**Disability identified**			
	No disability identified			
	Total			
Groups	**1**	7	77.4	10.4
	Total	7	77.4	10.4

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Provider	**Total**	11	83.8	14.4
Qualification Level	**Certificate I**			
	Certificate II			
	Certificate III			
	Certificate IV			
	Certificate level unknown			
	Diploma			
	Advanced diploma			
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Provider	**Total**	11	83.8	14.4
Field of education	**Natural and physical sciences**			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other			
	Total			

Characteristic		Learners		
		Count	Average	Variation
Training start month	**January**			
	February			
	March			
	April			
	May			
	June			
	July			
	August			
	September			
	October			
	November			
	December			
	Do not know			
Training start year	**2015**			
	2014			
	2013			
	2012			
	2011			
	2010			
	2009			
	2008			
	2007			
	2006			
	2005			
	2004			
	2003			
	2002			
	2001			
	2000			
	1999			
Apprenticeship or traineeship	**Apprenticeship or traineeship**			
	Not apprenticeship or traineeship			
Recognition of prior learning	**Recognition of prior learning**			
	No recognition of prior learning			

Learner characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Learner sex	Female			
	Male			
	Total			
Learner age	Under 15			
	15 to 19			
	20 to 24			
	25 to 34			
	35 to 44			
	45 to 54			
	55 to 64			
	65 or over			
	Total			
Aboriginal or Torres Strait Islander origin	No			
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total			
Home language	English			
	Language other than English			
	Total			
Permanent residency or citizenship	Australian			
	Not Australian			
	Total			
Disability status	Disability identified			
	No disability identified			
	Total			
Groups	1	11	83.8	14.4
	Total	11	83.8	14.4

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	79.3	10.6		
Effective Assessment	83.1	13.8		
Clear Expectations	76.3	14.9		
Learning Stimulation	76.8	18.2		
Training Relevance	87.3	14.9		
Competency Development	81.9	13.2		
Training Resources	76.8	16.1		
Effective Support	83.8	16.8		
Active Learning	77.4	10.4		
Overall Satisfaction	83.8	14.4		

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.

LQ best aspects

Computer
Good course content helpful trainer
I Like reading
Leanring and getting work experience out of it
Learning fromTrainer
Learning on computer
Maths and sums computer weather writing
Playing games with the other students shopping , money
working on computer

LQ needs improvement

Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

Learner survey feedback	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

21 Jul 2015

RTO Information

NTIS number	6406
Name	INCLUSION MELBOURNE INC
Street Address	67 Sutherland Road
City/town/suburb	Armadale
State	VIC
Post code	3143

Learner and employer response

	Learners	Employers
Response count (number)	11	0
Population count (number)	11	
Response rate (per cent)	100.0	

Learner and employer feedback

	Learners		Employers	
Scale	**Average score**	**Average variation**	**Average score**	**Average variation**
All scales	80.1	19.1		
Trainer Quality	79.3	10.6		
Effective Assessment	83.1	13.8		
Clear Expectations	76.3	14.9		
Learning Stimulation	76.8	18.2		
Training Relevance	87.3	14.9		
Competency Development	81.9	13.2		
Training Resources	76.8	16.1		
Effective Support	83.8	16.8		
Active Learning	77.4	10.4		
Overall Satisfaction	83.8	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	
Main ways data has been used for continuous improvement	