

EMAIL RESPONSE: To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS

FROM: 22295 Pro-Active Training & Assessments Pty Ltd

TELEPHONE contact name and number: Emma Duffy 8795 7964 DATE: 30th June 2015

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	74	0
Total number of surveys received	51	0
Response rate (per cent)	68.92	n/a

### Summary of Continuous Improvement

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

The survey results were very encouraging and indicated that our learners were consistently satisfied with the quality of training they received, as well as being happy with the trainer's delivery of materials.

The survey results did show a trend that learners would have liked additional time during the course/s to spend on practical activities, and less on theory based activities. These comments were taken into consideration during trainer moderation meetings & as a result the session plans were revised as part of the CI Schedule. Additional mapped practical activities were added, as well as the time slots amended for theory and practical to 'break up' the training day and ensure the learner was engaged at all times during the course.

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

n/a

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

In 2014 Pro-Active Training & Assessments learners consisted of individuals only, predominately job seekers, and as such had no employer involvement. For this reason Employer Surveys were not distributed.

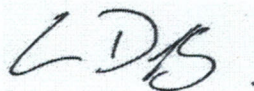
### Declaration

I confirm that Pro-Active Training & Assessments (TOID 22295):

- 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) : Emma Duffy.

Signature of PEO



Date: 30 / 06 / 15