

Registering body report

07 Jun 2013

RTO Information

NTIS number	22215
Name	Harness Racing Industry Training Centre Board Of Management Inc
Street Address	Lords Raceway
City/town/suburb	Junortoun
State	VIC
Post code	3551

Learner and employer response

	Learners	Employers
Response count (number)	48	13
Population count (number)	48	13
Response rate (per cent)	100.0	100.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	88.9	18.7	97.3	9.2
Trainer Quality	90.6	14.5	98.3	6.2
Effective Assessment	91.5	13.6	97.4	9.2
Clear Expectations	85.9	22.7		
Learning Stimulation	86.8	18.4		
Training Relevance	86.1	16.1	95.7	9.1
Competency Development	86.9	14.8	97.9	7.4
Training Resources	89.8	14.6	97.4	9.2
Effective Support	92.1	12.8	97.4	9.2
Active Learning	88.0	14.8		
Overall Satisfaction	91.0	14.8	97.4	9.2

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	

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	90.6	14.5	98.3	6.2
Effective Assessment	91.5	13.6	97.4	9.2
Clear Expectations	85.9	22.7		
Learning Stimulation	86.8	18.4		
Training Relevance	86.1	16.1	95.7	9.1
Competency Development	86.9	14.8	97.9	7.4
Training Resources	89.8	14.6	97.4	9.2
Effective Support	92.1	12.8	97.4	9.2
Active Learning	88.0	14.8		
Overall Satisfaction	91.0	14.8	97.4	9.2

AQIS Benchmark Report - Learner Engagement

Harness Racing Industry Training Centre Board Of Management Inc

Your RTO Information

NTIS	22215
Industry Field	Agriculture, Environmental and Related Studies
Metro/Regional	Regional
RTO Size	Small
RTO Category	Private
Year	2012

'Like' RTOs

Industry Field	Agriculture, Environmental and Related Studies
Metro/Regional	Regional
RTO Size	Small
RTO Category	Private
Year	2012

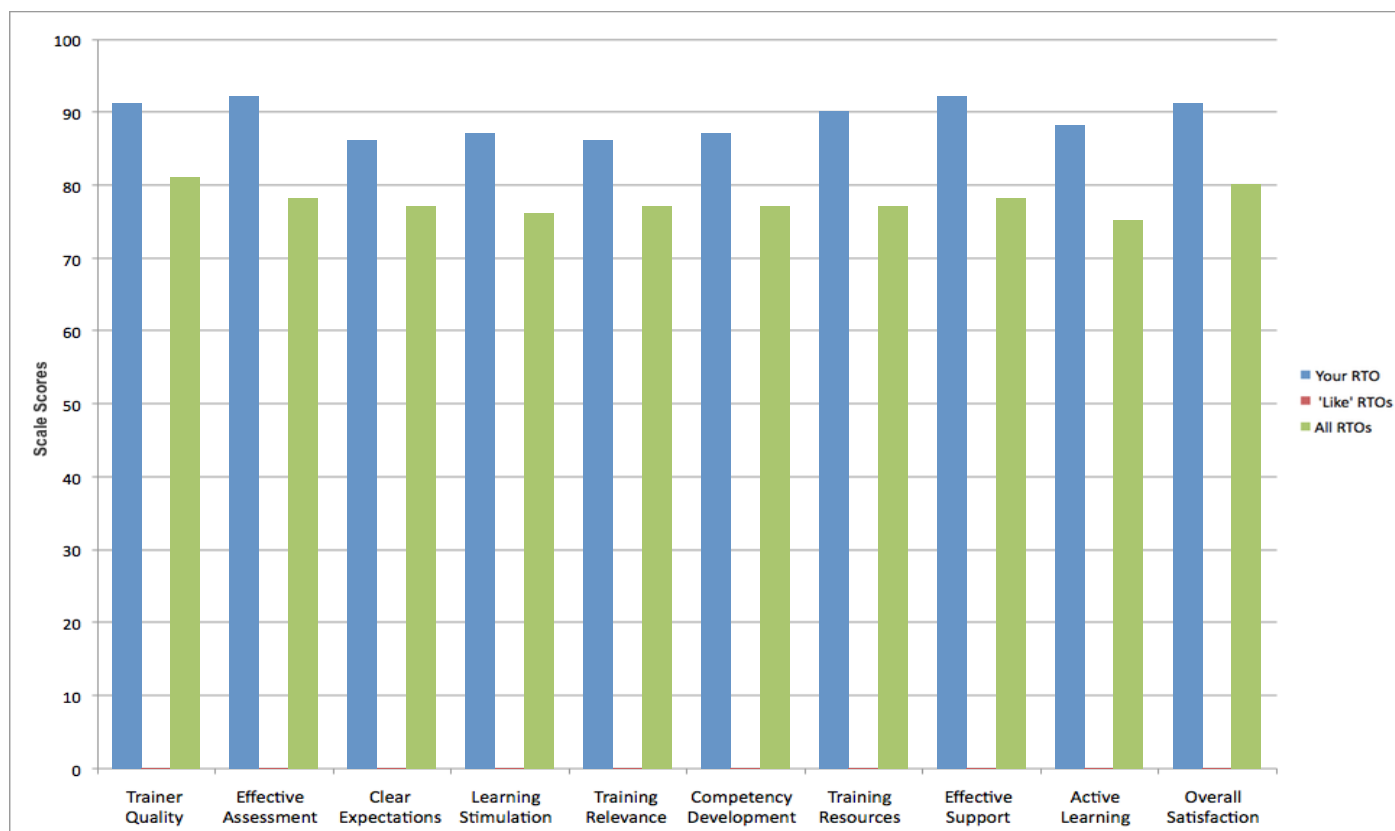
All RTOs

Year	2012
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Learner Engagement Scales	Your RTO	'Like' RTOs ¹	All RTOs ²
Trainer Quality	91	-	81
Effective Assessment	92	-	78
Clear Expectations	86	-	77
Learning Stimulation	87	-	76
Training Relevance	86	-	77
Competency Development	87	-	77
Training Resources	90	-	77
Effective Support	92	-	78
Active Learning	88	-	75
Overall Satisfaction	91	-	80

¹ There are not enough RTOs to compare your data against.

² Based on 154 RTOs.



AQIS Diagnostic Report - Learner Engagement

The recommendations provided below were derived from the comparison of "Your RTO" data with "All RTO" data for the relevant year.

Harness Racing Industry Training Centre Board Of Management Inc

Improvement Areas

Based upon the QI data supplied, there are no specific areas of operation that need special attention.

Support

For further support in continuous improvement for these areas of operation, refer to the following page:

<http://www.acer.edu.au/tests/aqis/resources-manuals>

Diagnostic Strategies

Based upon the QI data supplied, there are no specific areas of operation that need special attention.

AQIS Benchmark Report - Employer Satisfaction

Harness Racing Industry Training Centre Board Of Management Inc

Your RTO Information

NTIS 22215
Industry Field Agriculture, Environmental and Related Studies
Metro/Regional Regional
RTO Size Small
RTO Category Private
Year 2012

'Like' RTOs

Industry Field Agriculture, Environmental and Related Studies
Metro/Regional Regional
RTO Size Small
RTO Category Private
Year 2012

All RTOs

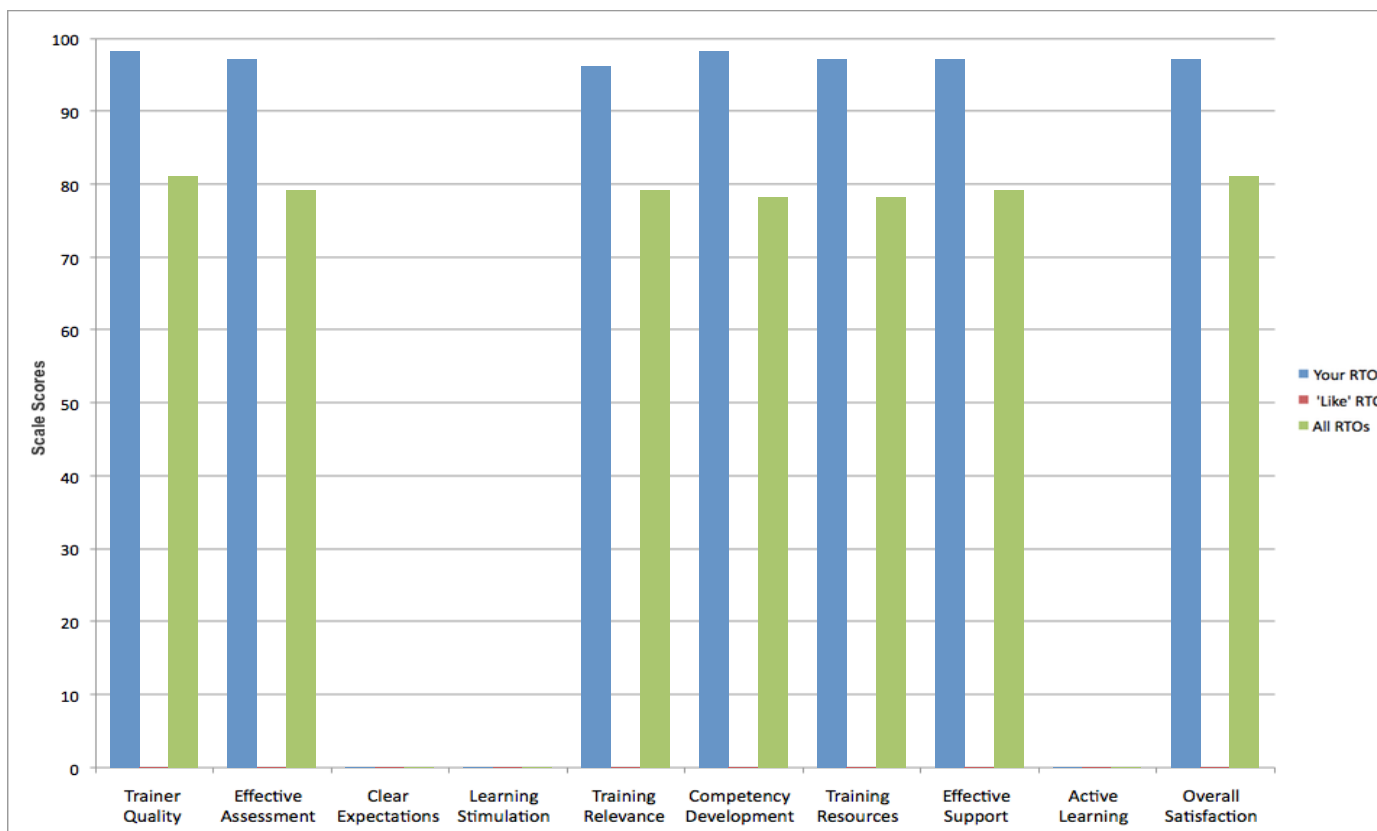
Year 2012

Employer Satisfaction Scales

Employer Satisfaction Scales	Your RTO	'Like' RTOs ¹	All RTOs ²
Trainer Quality	98	-	81
Effective Assessment	97	-	79
Training Relevance	96	-	79
Competency Development	98	-	78
Training Resources	97	-	78
Effective Support	97	-	79
Overall Satisfaction	97	-	81

¹ There are not enough RTOs to compare your data against.

² Based on 83 RTOs.



AQIS Diagnostic Report - Employer Satisfaction

The recommendations provided below were derived from the comparison of "Your RTO" data with "All RTO" data for the relevant year.

Harness Racing Industry Training Centre Board Of Management Inc

Improvement Areas

Based upon the QI data supplied, there are no specific areas of operation that need special attention.

Support

For further support in continuous improvement for these areas of operation, refer to the following page:

<http://www.acer.edu.au/tests/aqis/resources-manuals>

Diagnostic Strategies

Based upon the QI data supplied, there are no specific areas of operation that need special attention.

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Harness Racing Industry Training Centre Board Of Management Inc
Street Address	Lords Raceway
City/town/suburb	Junortoun
State	VIC
Post code	3551
NTIS number	22215

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	48	90.6	14.5	13	98.3	6.2
Effective Assessment	48	91.5	13.6	13	97.4	9.2
Clear Expectations	48	85.9	22.7			
Learning Stimulation	48	86.8	18.4			
Training Relevance	48	86.1	16.1	13	95.7	9.1
Competency Development	48	86.9	14.8	13	97.9	7.4
Training Resources	48	89.8	14.6	13	97.4	9.2
Effective Support	48	92.1	12.8	13	97.4	9.2
Active Learning	48	88.0	14.8			
Overall Satisfaction	48	91.0	14.8	13	97.4	9.2

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			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0	0	0	0.0
	Information technology	0	0	0.0	0	0	0.0
	Engineering and related technologies	0	0	0.0	0	0	0.0
	Architecture and building	0	0	0.0	0	0	0.0
	Agriculture, environmental and related studies	17	17	100.0	0	0	0.0
	Health	0	0	0.0	0	0	0.0
	Education	0	0	0.0	0	0	0.0
	Management and commerce	0	0	0.0	0	0	0.0
	Society and culture	0	0	0.0	0	0	0.0
	Creative arts	0	0	0.0	0	0	0.0
	Food, hospitality and personal services	0	0	0.0	0	0	0.0
	Other	31	31	100.0	13	0	0.0
	TOTAL	48	48	100.0	13	0	0.0
	Qualification level	Certificate I	1	1	100.0		
Certificate II		16	16	100.0			
Certificate III		20	20	100.0			
Certificate IV		11	11	100.0			
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		0	0	0.0			
Total		48	48	100.0			

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 aspects of education and training.

LQ response category numbers

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	1	0	14	33	47	0
LQ2	Trainers made the subject as interesting as possible.	0	0	17	31	48	0
LQ3	Trainers had an excellent knowledge of the subject content.	1	0	5	42	47	0
LQ4	Trainers explained things clearly.	0	0	12	36	48	0
LQ5	Overall, I am satisfied with the training.	1	0	14	33	47	0
LQ6	I would recommend the training to others.	0	0	10	38	48	0
LQ7	I would recommend the training organisation to others.	0	0	12	36	48	0
LQ8	I received useful feedback on my assessments.	1	0	8	39	47	0
LQ9	Assessments were based on realistic activities.	1	0	14	33	47	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	11	37	48	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	10	38	48	0
LQ12	It was always easy to know the standards expected.	1	4	11	32	43	0
LQ13	I usually had a clear idea of what was expected of me.	0	4	9	35	44	0
LQ14	Trainers made it clear right from the start what they expected from me.	1	4	11	32	43	0
LQ15	I was given enough material to keep up my interest.	0	4	10	34	44	0
LQ16	The amount of work I had to do was reasonable.	0	1	16	31	47	0
LQ17	The training was at the right level of difficulty for me.	0	5	11	32	43	0
LQ18	The training focused on relevant skills.	1	0	12	35	47	0
LQ19	The training prepared me well for work.	0	0	19	29	48	0
LQ20	The training had a good mix of theory and practice.	0	4	18	26	44	0
LQ21	I developed the skills expected from this training.	0	0	17	31	48	0
LQ22	I learned to work with people.	0	5	13	30	43	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	12	36	48	0
LQ24	I developed the knowledge expected from this training.	0	2	13	33	46	0
LQ25	I learned to plan and manage my work.	0	6	13	29	42	0
LQ26	Training resources were available when I needed them.	1	0	13	34	47	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	16	32	48	0
LQ28	Training facilities and materials were in good condition.	0	0	12	36	48	0
LQ29	Training organisation staff respected my background and needs.	0	0	9	39	48	0
LQ30	The training was flexible enough to meet my needs.	1	0	6	41	47	0
LQ31	The training organisation had a range of services to support learners.	0	0	16	32	48	0
LQ32	I set high standards for myself in this training.	0	2	7	39	46	0
LQ33	I pushed myself to understand things I found confusing.	1	0	15	32	47	0
LQ34	I looked for my own resources to help me learn.	0	3	16	29	45	0
LQ35	I approached trainers if I needed help.	0	0	18	30	48	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	2.1	0.0	29.2	68.8	97.9	0.0
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	35.4	64.6	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content.	2.1	0.0	10.4	87.5	97.9	0.0
LQ4	Trainers explained things clearly.	0.0	0.0	25.0	75.0	100.0	0.0
LQ5	Overall, I am satisfied with the training.	2.1	0.0	29.2	68.8	97.9	0.0
LQ6	I would recommend the training to others.	0.0	0.0	20.8	79.2	100.0	0.0
LQ7	I would recommend the training organisation to others.	0.0	0.0	25.0	75.0	100.0	0.0
LQ8	I received useful feedback on my assessments.	2.1	0.0	16.7	81.3	97.9	0.0
LQ9	Assessments were based on realistic activities.	2.1	0.0	29.2	68.8	97.9	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	22.9	77.1	100.0	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	20.8	79.2	100.0	0.0
LQ12	It was always easy to know the standards expected.	2.1	8.3	22.9	66.7	89.6	0.0
LQ13	I usually had a clear idea of what was expected of me.	0.0	8.3	18.8	72.9	91.7	0.0
LQ14	Trainers made it clear right from the start what they expected from me.	2.1	8.3	22.9	66.7	89.6	0.0
LQ15	I was given enough material to keep up my interest.	0.0	8.3	20.8	70.8	91.7	0.0
LQ16	The amount of work I had to do was reasonable.	0.0	2.1	33.3	64.6	97.9	0.0
LQ17	The training was at the right level of difficulty for me.	0.0	10.4	22.9	66.7	89.6	0.0
LQ18	The training focused on relevant skills.	2.1	0.0	25.0	72.9	97.9	0.0
LQ19	The training prepared me well for work.	0.0	0.0	39.6	60.4	100.0	0.0
LQ20	The training had a good mix of theory and practice.	0.0	8.3	37.5	54.2	91.7	0.0
LQ21	I developed the skills expected from this training.	0.0	0.0	35.4	64.6	100.0	0.0
LQ22	I learned to work with people.	0.0	10.4	27.1	62.5	89.6	0.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	25.0	75.0	100.0	0.0
LQ24	I developed the knowledge expected from this training.	0.0	4.2	27.1	68.8	95.8	0.0
LQ25	I learned to plan and manage my work.	0.0	12.5	27.1	60.4	87.5	0.0
LQ26	Training resources were available when I needed them.	2.1	0.0	27.1	70.8	97.9	0.0
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	33.3	66.7	100.0	0.0
LQ28	Training facilities and materials were in good condition.	0.0	0.0	25.0	75.0	100.0	0.0
LQ29	Training organisation staff respected my background and needs.	0.0	0.0	18.8	81.3	100.0	0.0
LQ30	The training was flexible enough to meet my needs.	2.1	0.0	12.5	85.4	97.9	0.0
LQ31	The training organisation had a range of services to support learners.	0.0	0.0	33.3	66.7	100.0	0.0
LQ32	I set high standards for myself in this training.	0.0	4.2	14.6	81.3	95.8	0.0
LQ33	I pushed myself to understand things I found confusing.	2.1	0.0	31.3	66.7	97.9	0.0
LQ34	I looked for my own resources to help me learn.	0.0	6.3	33.3	60.4	93.8	0.0
LQ35	I approached trainers if I needed help.	0.0	0.0	37.5	62.5	100.0	0.0

LQ item averages and variations

Item	Average score	Average variation
LQ1	88.2	20.0
LQ2	88.2	16.1
LQ3	94.4	17.3
LQ4	91.7	14.6
LQ5	88.2	20.0
LQ6	93.1	13.7
LQ7	91.7	14.6
LQ8	92.4	18.5
LQ9	88.2	20.0
LQ10	92.4	14.2
LQ11	93.1	13.7
LQ12	84.7	24.8
LQ13	88.2	21.2
LQ14	84.7	24.8
LQ15	87.5	21.3
LQ16	87.5	17.7
LQ17	85.4	22.7
LQ18	89.6	19.6
LQ19	86.8	16.5
LQ20	81.9	21.7
LQ21	88.2	16.1
LQ22	84.0	22.8
LQ23	91.7	14.6
LQ24	88.2	18.8
LQ25	82.6	23.8
LQ26	88.9	19.8
LQ27	88.9	15.9
LQ28	91.7	14.6
LQ29	93.7	13.1
LQ30	93.7	17.7
LQ31	88.9	15.9
LQ32	92.4	17.2
LQ33	87.5	20.2
LQ34	84.7	20.6
LQ35	87.5	16.3

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	1	12	13	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	1	12	13	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	1	12	13	0
EQ4	Assessment was at an appropriate standard.	0	0	1	12	13	0
EQ5	The training resources were appropriate for learner needs.	0	0	1	12	13	0
EQ6	The training reflected current practice.	0	0	1	12	13	0
EQ7	The training organisation developed customised programs.	0	0	1	12	13	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	1	12	13	0
EQ9	The training focused on relevant skills.	0	0	1	12	13	0
EQ10	Our employees gained the skills they needed from this training.	0	0	1	12	13	0
EQ11	The training was effectively integrated into our organisation.	0	0	1	12	13	0
EQ12	Overall, we are satisfied with the training.	0	0	1	12	13	0
EQ13	We would recommend the training organisation to others.	0	0	1	12	13	0
EQ14	We would recommend the training to others.	0	0	1	12	13	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	1	12	13	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	1	12	13	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	13	13	0
EQ18	Assessments were based on realistic activities.	0	0	1	12	13	0
EQ19	Trainers were effective in their teaching.	0	0	1	12	13	0
EQ20	The training was an effective investment.	0	0	1	12	13	0
EQ21	Trainers were able to relate material to the workplace.	0	0	1	12	13	0
EQ22	The training had a good mix of theory and practice.	0	0	1	12	13	0
EQ23	The training organisation acted on feedback from employers.	0	0	1	12	13	0
EQ24	The training has helped our employees work with people.	0	0	0	13	13	0
EQ25	Training resources and equipment were in good condition.	0	0	1	12	13	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	1	12	13	0
EQ27	The training prepared employees well for work.	0	0	5	8	13	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	1	12	13	0
EQ29	The training prepared our employees for the demands of work.	0	0	1	12	13	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	1	12	13	0

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	0.0	7.7	92.3	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	7.7	92.3	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	7.7	92.3	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	7.7	92.3	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	7.7	92.3	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	7.7	92.3	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	7.7	92.3	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	7.7	92.3	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	7.7	92.3	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	7.7	92.3	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	7.7	92.3	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	7.7	92.3	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	7.7	92.3	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	7.7	92.3	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	7.7	92.3	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	7.7	92.3	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	0.0	100.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	7.7	92.3	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	7.7	92.3	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	7.7	92.3	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	7.7	92.3	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	7.7	92.3	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	7.7	92.3	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	0.0	100.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	7.7	92.3	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	7.7	92.3	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	38.5	61.5	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	7.7	92.3	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	7.7	92.3	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	7.7	92.3	100.0	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	97.4	9.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	97.4	9.2
EQ3	The training organisation was flexible enough to meet our needs.	97.4	9.2
EQ4	Assessment was at an appropriate standard.	97.4	9.2
EQ5	The training resources were appropriate for learner needs.	97.4	9.2
EQ6	The training reflected current practice.	97.4	9.2
EQ7	The training organisation developed customised programs.	97.4	9.2
EQ8	The training organisation provided good support for workplace training and assessment.	97.4	9.2
EQ9	The training focused on relevant skills.	97.4	9.2
EQ10	Our employees gained the skills they needed from this training.	97.4	9.2
EQ11	The training was effectively integrated into our organisation.	97.4	9.2
EQ12	Overall, we are satisfied with the training.	97.4	9.2
EQ13	We would recommend the training organisation to others.	97.4	9.2
EQ14	We would recommend the training to others.	97.4	9.2
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	97.4	9.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	97.4	9.2
EQ17	Trainers had good knowledge and experience of the industry.	100.0	0.0
EQ18	Assessments were based on realistic activities.	97.4	9.2
EQ19	Trainers were effective in their teaching.	97.4	9.2
EQ20	The training was an effective investment.	97.4	9.2
EQ21	Trainers were able to relate material to the workplace.	97.4	9.2
EQ22	The training had a good mix of theory and practice.	97.4	9.2
EQ23	The training organisation acted on feedback from employers.	97.4	9.2
EQ24	The training has helped our employees work with people.	100.0	0.0
EQ25	Training resources and equipment were in good condition.	97.4	9.2
EQ26	The training helped employees identify how to build on their current knowledge and skills.	97.4	9.2
EQ27	The training prepared employees well for work.	87.2	16.9
EQ28	Our employees gained the knowledge they needed from this training.	97.4	9.2
EQ29	The training prepared our employees for the demands of work.	97.4	9.2
EQ30	The training organisation clearly explained what was expected from employers.	97.4	9.2

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	48	90.6	14.5
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	93.7	10.8
	Certificate III	20	87.9	13.1
	Certificate IV	11	93.2	20.0
	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	48	90.6	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	90.6	14.5
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	92.2	12.7
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	89.8	15.6
	Total	48	90.6	14.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	33.3	0.0
	February	29	96.6	8.5
	March	9	89.8	11.6
	April	4	75.0	0.0
	May			
	June	2	70.8	5.9
	July	1	100.0	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	89.1	15.9
2011		16	93.7	11.2
2010		3	88.9	19.2
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	89.3	15.1
Recognition of prior learning	Recognition of prior learning	28	88.7	15.6
	No recognition of prior learning	20	93.3	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	87.6	15.7
	Male	19	95.2	11.6
	Total	48	90.6	14.5
Learner age	Under 15			
	15 to 19	13	100.0	0.0
	20 to 24	10	80.0	11.9
	25 to 34			
	35 to 44	13	84.6	19.5
	45 to 54	8	97.9	3.9
	55 to 64	3	100.0	0.0
	65 or over	1	66.7	0.0
	Total	48	90.6	14.5
Aboriginal or Torres Strait Islander origin	No	48	90.6	14.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	90.6	14.5
Home language	English	48	90.6	14.5
	Language other than English			
	Total	48	90.6	14.5
Permanent residency or citizenship	Australian	48	90.6	14.5
	Not Australian			
	Total	48	90.6	14.5
Disability status	Disability identified	1	75.0	0.0
	No disability identified	47	91.0	14.5
	Total	48	90.6	14.5
Groups	1	48	90.6	14.5
	Total	48	90.6	14.5

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	91.5	13.6
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	87.0	12.5
	Certificate III	20	95.8	6.9
	Certificate IV	11	92.4	20.2
	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	48	91.5	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	91.5	13.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	97.5	3.9
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	88.2	15.8
	Total	48	91.5	13.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	33.3	0.0
	February	29	93.7	10.8
	March	9	96.3	8.4
	April	4	91.7	0.0
	May			
	June	2	79.2	5.9
	July	1	83.3	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	87.9	16.2
2011		16	96.9	5.2
2010		3	97.2	4.8
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	90.3	14.1
Recognition of prior learning	Recognition of prior learning	28	93.2	13.8
	No recognition of prior learning	20	89.2	13.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	92.2	13.9
	Male	19	90.4	13.4
	Total	48	91.5	13.6
Learner age	Under 15			
	15 to 19	13	98.1	6.9
	20 to 24	10	89.2	9.7
	25 to 34			
	35 to 44	13	89.7	19.6
	45 to 54	8	95.8	7.7
	55 to 64	3	75.0	0.0
	65 or over	1	66.7	0.0
	Total	48	91.5	13.6
Aboriginal or Torres Strait Islander origin	No	48	91.5	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	91.5	13.6
Home language	English	48	91.5	13.6
	Language other than English			
	Total	48	91.5	13.6
Permanent residency or citizenship	Australian	48	91.5	13.6
	Not Australian			
	Total	48	91.5	13.6
Disability status	Disability identified	1	75.0	0.0
	No disability identified	47	91.8	13.5
	Total	48	91.5	13.6
Groups	1	48	91.5	13.6
	Total	48	91.5	13.6

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	85.9	22.7
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	91.0	13.0
	Certificate III	20	82.2	27.3
	Certificate IV	11	86.9	25.2
	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	48	85.9	22.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	85.9	22.7
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	82.4	29.1
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	87.8	18.4
	Total	48	85.9	22.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	22.2	0.0
	February	29	95.4	10.5
	March	9	91.4	14.5
	April	4	33.3	0.0
	May			
	June	2	72.2	7.9
	July	1	66.7	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	88.1	18.5
2011		16	81.2	29.7
2010		3	88.9	19.2
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	83.9	23.6
Recognition of prior learning	Recognition of prior learning	28	81.7	26.7
	No recognition of prior learning	20	91.7	13.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	80.8	26.2
	Male	19	93.6	13.0
	Total	48	85.9	22.7
Learner age	Under 15			
	15 to 19	13	99.1	3.1
	20 to 24	10	62.2	27.3
	25 to 34			
	35 to 44	13	88.0	22.9
	45 to 54	8	87.5	17.3
	55 to 64	3	100.0	0.0
	65 or over	1	66.7	0.0
	Total	48	85.9	22.7
Aboriginal or Torres Strait Islander origin	No	48	85.9	22.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	85.9	22.7
Home language	English	48	85.9	22.7
	Language other than English			
	Total	48	85.9	22.7
Permanent residency or citizenship	Australian	48	85.9	22.7
	Not Australian			
	Total	48	85.9	22.7
Disability status	Disability identified	1	77.8	0.0
	No disability identified	47	86.1	22.9
	Total	48	85.9	22.7
Groups	1	48	85.9	22.7
	Total	48	85.9	22.7

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	86.8	18.4
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	86.8	13.0
	Certificate III	20	83.9	23.5
	Certificate IV	11	93.9	13.5
	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	48	86.8	18.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	86.8	18.4
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	84.3	25.2
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	88.2	13.7
	Total	48	86.8	18.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	66.7	0.0
	February	29	92.3	11.5
	March	9	93.8	14.8
	April	4	44.4	0.0
	May			
	June	2	83.3	23.6
	July	1	66.7	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	88.5	13.4
2011		16	84.0	25.0
2010		3	85.2	25.7
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	84.9	19.0
Recognition of prior learning	Recognition of prior learning	28	86.9	21.0
	No recognition of prior learning	20	86.7	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	85.4	21.2
	Male	19	88.9	13.4
	Total	48	86.8	18.4
Learner age	Under 15			
	15 to 19	13	97.4	4.9
	20 to 24	10	65.6	22.5
	25 to 34			
	35 to 44	13	93.2	13.3
	45 to 54	8	91.7	15.4
	55 to 64	3	77.8	0.0
	65 or over	1	66.7	0.0
	Total	48	86.8	18.4
Aboriginal or Torres Strait Islander origin	No	48	86.8	18.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	86.8	18.4
Home language	English	48	86.8	18.4
	Language other than English			
	Total	48	86.8	18.4
Permanent residency or citizenship	Australian	48	86.8	18.4
	Not Australian			
	Total	48	86.8	18.4
Disability status	Disability identified	1	66.7	0.0
	No disability identified	47	87.2	18.4
	Total	48	86.8	18.4
Groups	1	48	86.8	18.4
	Total	48	86.8	18.4

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	86.1	16.1
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	86.1	16.5
	Certificate III	20	85.6	15.3
	Certificate IV	11	88.9	17.9
	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	48	86.1	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	86.1	16.1
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	90.2	15.7
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	83.9	16.2
	Total	48	86.1	16.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	44.4	0.0
	February	29	90.8	14.3
	March	9	88.9	13.6
	April	4	66.7	0.0
	May			
	June	2	72.2	7.9
	July	1	77.8	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	85.1	16.9
2011		16	90.3	15.1
2010		3	74.1	6.4
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	84.1	16.3
Recognition of prior learning	Recognition of prior learning	28	85.7	16.8
	No recognition of prior learning	20	86.7	15.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	84.3	16.7
	Male	19	88.9	15.3
	Total	48	86.1	16.1
Learner age	Under 15			
	15 to 19	13	100.0	0.0
	20 to 24	10	73.3	14.1
	25 to 34			
	35 to 44	13	84.6	17.3
	45 to 54	8	91.7	11.5
	55 to 64	3	66.7	0.0
	65 or over	1	66.7	0.0
	Total	48	86.1	16.1
Aboriginal or Torres Strait Islander origin	No	48	86.1	16.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	86.1	16.1
Home language	English	48	86.1	16.1
	Language other than English			
	Total	48	86.1	16.1
Permanent residency or citizenship	Australian	48	86.1	16.1
	Not Australian			
	Total	48	86.1	16.1
Disability status	Disability identified	1	66.7	0.0
	No disability identified	47	86.5	16.0
	Total	48	86.1	16.1
Groups	1	48	86.1	16.1
	Total	48	86.1	16.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	86.9	14.8
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	87.9	12.5
	Certificate III	20	87.0	15.1
	Certificate IV	11	87.3	18.0
	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	48	86.9	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	86.9	14.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	89.8	16.3
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	85.4	13.9
	Total	48	86.9	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	66.7	0.0
	February	29	91.0	13.2
	March	9	90.4	14.2
	April	4	66.7	0.0
	May			
	June	2	73.3	0.0
	July	1	73.3	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	88.0	12.5
2011		16	90.0	15.4
2010		3	60.0	0.0
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	6	100.0
	Not apprenticeship or traineeship	42	85.1	14.9
Recognition of prior learning	Recognition of prior learning	28	89.5	13.8
	No recognition of prior learning	20	83.3	15.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	85.3	15.7
	Male	19	89.5	13.4
	Total	48	86.9	14.8
Learner age	Under 15			
	15 to 19	13	96.9	7.5
	20 to 24	10	76.7	15.2
	25 to 34			
	35 to 44	13	90.8	12.0
	45 to 54	8	85.0	18.1
	55 to 64	3	73.3	0.0
	65 or over	1	66.7	0.0
	Total	48	86.9	14.8
Aboriginal or Torres Strait Islander origin	No	48	86.9	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	86.9	14.8
Home language	English	48	86.9	14.8
	Language other than English			
	Total	48	86.9	14.8
Permanent residency or citizenship	Australian	48	86.9	14.8
	Not Australian			
	Total	48	86.9	14.8
Disability status	Disability identified	1	73.3	0.0
	No disability identified	47	87.2	14.8
	Total	48	86.9	14.8
Groups	1	48	86.9	14.8
	Total	48	86.9	14.8

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	89.8	14.6
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	93.1	11.4
	Certificate III	20	87.2	15.0
	Certificate IV	11	91.9	17.3
	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	48	89.8	14.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	89.8	14.6
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	90.8	14.8
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	89.2	14.8
	Total	48	89.8	14.6

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	44.4	0.0
	February	29	96.6	9.0
	March	9	90.1	8.7
	April	4	66.7	0.0
	May			
	June	2	66.7	0.0
	July	1	88.9	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	88.9	15.1
2011		16	91.0	14.8
2010		3	92.6	12.8
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	88.4	15.1
Recognition of prior learning	Recognition of prior learning	28	88.5	16.1
	No recognition of prior learning	20	91.7	12.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	87.0	16.3
	Male	19	94.2	10.7
	Total	48	89.8	14.6
Learner age	Under 15			
	15 to 19	13	99.1	3.1
	20 to 24	10	81.1	16.6
	25 to 34			
	35 to 44	13	88.0	17.8
	45 to 54	8	91.7	12.9
	55 to 64	3	88.9	0.0
	65 or over	1	66.7	0.0
	Total	48	89.8	14.6
Aboriginal or Torres Strait Islander origin	No	48	89.8	14.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	89.8	14.6
Home language	English	48	89.8	14.6
	Language other than English			
	Total	48	89.8	14.6
Permanent residency or citizenship	Australian	48	89.8	14.6
	Not Australian			
	Total	48	89.8	14.6
Disability status	Disability identified	1	66.7	0.0
	No disability identified	47	90.3	14.4
	Total	48	89.8	14.6
Groups	1	48	89.8	14.6
	Total	48	89.8	14.6

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	92.1	12.8
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	94.4	9.1
	Certificate III	20	91.7	11.9
	Certificate IV	11	91.9	17.3
	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		48	92.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	92.1	12.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	92.8	11.7
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	91.8	13.4
	Total	48	92.1	12.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	44.4	0.0
	February	29	97.3	7.1
	March	9	92.6	12.4
	April	4	77.8	0.0
	May			
	June	2	77.8	0.0
	July	1	88.9	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	91.6	13.8
2011		16	93.7	9.9
2010		3	88.9	19.2
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	91.0	13.3
Recognition of prior learning	Recognition of prior learning	28	92.1	13.5
	No recognition of prior learning	20	92.2	12.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	91.2	14.0
	Male	19	93.6	10.7
	Total	48	92.1	12.8
Learner age	Under 15			
	15 to 19	13	99.1	3.1
	20 to 24	10	84.4	14.1
	25 to 34			
	35 to 44	13	91.5	16.5
	45 to 54	8	95.8	8.3
	55 to 64	3	88.9	0.0
	65 or over	1	66.7	0.0
	Total	48	92.1	12.8
Aboriginal or Torres Strait Islander origin	No	48	92.1	12.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	92.1	12.8
Home language	English	48	92.1	12.8
	Language other than English			
	Total	48	92.1	12.8
Permanent residency or citizenship	Australian	48	92.1	12.8
	Not Australian			
	Total	48	92.1	12.8
Disability status	Disability identified	1	77.8	0.0
	No disability identified	47	92.4	12.7
	Total	48	92.1	12.8
Groups	1	48	92.1	12.8
	Total	48	92.1	12.8

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	88.0	14.8
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	90.1	11.1
	Certificate III	20	89.6	11.1
	Certificate IV	11	84.1	23.1
	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	48	88.0	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	88.0	14.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	93.1	11.1
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	85.2	15.9
	Total	48	88.0	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	50.0	0.0
	February	29	92.2	14.1
	March	9	88.9	11.8
	April	4	75.0	0.0
	May			
	June	2	79.2	5.9
	July	1	75.0	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	88.5	13.3
2011		16	92.2	12.0
2010		3	61.1	19.2
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	86.3	15.0
Recognition of prior learning	Recognition of prior learning	28	89.9	13.1
	No recognition of prior learning	20	85.4	16.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	85.1	16.3
	Male	19	92.5	11.1
	Total	48	88.0	14.8
Learner age	Under 15			
	15 to 19	13	97.4	9.2
	20 to 24	10	84.2	10.7
	25 to 34			
	35 to 44	13	88.5	14.6
	45 to 54	8	81.2	22.2
	55 to 64	3	83.3	0.0
	65 or over	1	66.7	0.0
	Total	48	88.0	14.8
Aboriginal or Torres Strait Islander origin	No	48	88.0	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	88.0	14.8
Home language	English	48	88.0	14.8
	Language other than English			
	Total	48	88.0	14.8
Permanent residency or citizenship	Australian	48	88.0	14.8
	Not Australian			
	Total	48	88.0	14.8
Disability status	Disability identified	1	75.0	0.0
	No disability identified	47	88.3	14.8
	Total	48	88.0	14.8
Groups	1	48	88.0	14.8
	Total	48	88.0	14.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	91.0	14.8
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	16	93.7	11.5
	Certificate III	20	88.9	15.7
	Certificate IV	11	92.9	16.7
	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	48	91.0	14.8

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	48	91.0	14.8
Field of education	Natural and physical sciences			
	Information technology			
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies	17	90.2	15.7
	Health			
	Education			
	Management and commerce			
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	31	91.4	14.5
	Total	48	91.0	14.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January	1	44.4	0.0
	February	29	95.8	9.1
	March	9	96.3	11.1
	April	4	66.7	0.0
	May			
	June	2	72.2	7.9
	July	1	100.0	0.0
	August			
	September			
	October	2	83.3	23.6
	November			
	December			
	Do not know			
	Training start year	2013		
2012		29	91.6	15.0
2011		16	91.7	14.9
2010		3	81.5	12.8
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	6	100.0	0.0
	Not apprenticeship or traineeship	42	89.7	15.4
Recognition of prior learning	Recognition of prior learning	28	91.3	16.1
	No recognition of prior learning	20	90.6	13.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	29	89.7	16.2
	Male	19	93.0	12.4
	Total	48	91.0	14.8
Learner age	Under 15			
	15 to 19	13	100.0	0.0
	20 to 24	10	80.0	17.2
	25 to 34			
	35 to 44	13	91.5	17.7
	45 to 54	8	97.2	5.1
	55 to 64	3	77.8	0.0
	65 or over	1	66.7	0.0
	Total	48	91.0	14.8
Aboriginal or Torres Strait Islander origin	No	48	91.0	14.8
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	48	91.0	14.8
Home language	English	48	91.0	14.8
	Language other than English			
	Total	48	91.0	14.8
Permanent residency or citizenship	Australian	48	91.0	14.8
	Not Australian			
	Total	48	91.0	14.8
Disability status	Disability identified	1	77.8	0.0
	No disability identified	47	91.3	14.8
	Total	48	91.0	14.8
Groups	1	48	91.0	14.8
	Total	48	91.0	14.8

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	90.6	14.5	98.3	6.2
Effective Assessment	91.5	13.6	97.4	9.2
Clear Expectations	85.9	22.7		
Learning Stimulation	86.8	18.4		
Training Relevance	86.1	16.1	95.7	9.1
Competency Development	86.9	14.8	97.9	7.4
Training Resources	89.8	14.6	97.4	9.2
Effective Support	92.1	12.8	97.4	9.2
Active Learning	88.0	14.8		
Overall Satisfaction	91.0	14.8	97.4	9.2

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

Being able to be updated with current rules and regulations within the industry
Being in an environment where the student gets every opportunity to succeed and accomplish what it is they need to, in a great facility.
Drive horses
Drive horses
Gives you a qualification
Gives you a qualification
Great facilities and equipment
Hands on. Access to highly respected trainers
Having quality trainers to teach you. Using knowledge from these trainers as well as their experience
Horse
Horse work
I commenced with no real background at all, so I found it all new and very exciting
I learnt information about OH&S that I didn't previously know & some other I didn't know previously
I never felt rushed
It flexibility and mix of theory and practice
Learning content that I wasn't aware of originally and being able to now put into practice in the workplace
Learning in a simulated work environment
Nil
Not Rushed
Prac work with the horses, they were very patient and Kenny and Clinton were faboulous as was Jan
Practical Training, great amount of knowledge and fleixibility
Practical experience
Recognition of Skills
Recognition of my previous knowledge
Recognition of the prior skills I had
The flexibility of the online site
The hands on with the trainer
The qualification
The theory on track was great
Theory work was very interesting
They teach you all the information required to complete each task and assessment to the best of your abilities
Update current rules
Very good facilities and nice horses
Working hands on with animals
the online was very convenient

LQ needs improvement

Access to safety equipment that fits
Availability of correct size safety vests and helmets
Availability of correct size safety vests and helmets
Availability of correct size safety vests and helmets
Bulk Communication
I think there was good overall balance of training
I think there was good overall balance of training
I wouldn't change a thing
It covered all aspects very well
It covered all aspects very well
Limit duplication of information in online units
NA
NA
Nil
Nil
Not enough equipment (PPE) in our sizes
Nothing needed improvement
Nothing needed improvement
Nothing needed improvement
There was a lot of repetitive information and I lost interest a little bit. There was a lot of information to review
Too much repetition in a lot of the content, over particular units, and the multiple choice questions were rather competitive

EQ best aspects

Access to OHS information like MSDS's
Gives you a qualification
Good solid program that is well organised
Onsite visitation
The qualification
The whole program covered all aspects of our industry and given opportunity for all staff to become more knowledgable within the industry
Third Party Repots were easy to follow and helpful to assess staff
Was how Roma Pocock related to her students, she explained everything clear + concise and helped in anyway possible

EQ needs improvement

NA Very happy with program
Nothing needed improving
Nothing really, it was all above satisfactory

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

07 Jun 2013

RTO Information

NTIS number	22215
Name	Harness Racing Industry Training Centre Board Of Management Inc
Street Address	Lords Raceway
City/town/suburb	Junortoun
State	VIC
Post code	3551

Learner and employer response

	Learners	Employers
Response count (number)	48	13
Population count (number)	48	13
Response rate (per cent)	100.0	100.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	88.9	18.7	97.3	9.2
Trainer Quality	90.6	14.5	98.3	6.2
Effective Assessment	91.5	13.6	97.4	9.2
Clear Expectations	85.9	22.7		
Learning Stimulation	86.8	18.4		
Training Relevance	86.1	16.1	95.7	9.1
Competency Development	86.9	14.8	97.9	7.4
Training Resources	89.8	14.6	97.4	9.2
Effective Support	92.1	12.8	97.4	9.2
Active Learning	88.0	14.8		
Overall Satisfaction	91.0	14.8	97.4	9.2

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	