

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: GUIDESTAR TRAINING & PROFESSIONAL SERVICES (22355)

TELEPHONE: (03-93564646 and/or 0414376163)

DATE: 19/06/19

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	365	N/A
Total number of surveys received	365	N/A
Response rate (per cent)	100%	N/A

### Summary of Continuous Improvement

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

The feedback from our Learners was generally positive.

All our learners indicated either an "I agree" or an "I strongly agree" in almost all aspects of the training. They expressed satisfaction with assessment tools, processes, training delivery, assessment methods, practical work placement visits and trainer quality including support.

We will continue to uphold the high standards of training that have enabled our students to get skills and to find jobs

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

N/A for our RTO

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

### Declaration

I confirm that (RTO Name):

- 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): \_\_\_\_\_

Signature of PEO .....

Date: 19/6/19