

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: North West Employment Group RTO 21420

TELEPHONE contact name and number: AnneMarie Mason (03) 9380 1455

DATE: 28.06.2016

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	23	1
Total number of surveys received	19	1
Response rate (per cent)	82.60%	100%

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p> <p>NWEG is an RTO with a focus on training people with disability. Currently the demographics of trainees are linked with NWEG's Australian Disability Enterprise. Therefore where an area of continuous improvement is identified, the organisation implements the most effective method to best suit the individual needs of trainees.</p> <p>Continuous Improvements identified via the learner surveys:</p> <p>New equipment to assist with particular units of competency enabling trainees further opportunities for growth within the certificate</p> <p>Life coaching will continue as per the 2014 survey responses (with internal staff member) for trainees who lack confidence to ask questions in the training environment as this is an area which has been identified once again in the 2015 Survey Responses</p>
<p>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</p> <p>No continuous improvements were required to be implemented at the current time.</p>
<p>If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.</p> <p>Not Applicable</p>

Declaration

I confirm that North West Employment Group:

- 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) AnneMarie Mason

Signature of PEO 

Date: 28/06/2016