

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

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: 21420 Training Employment Accommodation Mentoring Inc. (TEAM)

TELEPHONE contact name and number: Vincenza Grosso

DATE: 3 June 2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	17	1
Total number of surveys received	17	1
Response rate (per cent)	100%	100%

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p>
<p>TEAM is an RTO with a focus on training people with disability.</p> <p>Currently the demographics of trainees are linked with TEAM'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>Life coaching will continue as per previous 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 2018 Survey Responses.</p> <p>Coaching strategies will be implemented for students who lack confidence to approach their trainer and or support staff and to learn how to plan and manage their work.</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 (RTO Name): Training Employment Accommodation Mentoring Inc

- 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 PEODate:...../...../