

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@education.vic.gov.au

Subject: Quality Indicators

RTO details			
RTO trading or legal name	VICSEG New Futures trading as New Futures Training		
RTO number	21203		
Contact name	Klaudia Krysztofek		
Telephone	(03) 9383 2711	Telephone	0428805556
Date	18/06/2024		
RTO trading or legal name	VICSEG New Futures trading as New Futures Training		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	102	2
Total number of surveys received	102	2
Response rate (per cent)	100%	100%

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

Please note that the surveys showed a high level of satisfaction of learners from various courses. The overall, student satisfaction with their courses was very high.

However, here are some main ways in which this data can be used for continuous improvement.

The **Learner Engagement Data** along with other feedback forms used internally by our organisation are used for continuous improvement by:

- *Actioning these improvements as necessary*
- *The effectiveness of these actions will be recorded on a Continuous Improvement Register*
- *Reporting back to students/staff and management on what actions have been taken*
- *Updating any policies and procedures as required*
- *Identifying potential improvements*

Once an issue is identified following steps is to be taken:

- *Continuous improvement items will be added to the Management Meeting agenda by the Compliance and Administrative Operations Manager.*
- *The issue will be addressed in the meeting and required actions will be discussed. Suggested improvements are considered by meeting attendees and where improvements are to be made; these will be assigned to the relevant staff member/s.*
- *All discussed items and actions to be taken will be recorded in the meeting minutes document.*
- *Compliance and Administrative Operations Manager will communicate the identified issue and relevant actions to be taken with relevant people and also record it in Continuous Improvement Register.*
- *Once the improvement opportunities are implemented by relevant people, Compliance and Administrative Operations Manager will be notified and this will be added into next Management Meeting Agenda to be reviewed.*
- *Continuous Improvement Register will be updated accordingly.*

The data was grouped into four domains and scales under each domain. The four domains based on **AQTF_LearnerSurveyGuide** included:

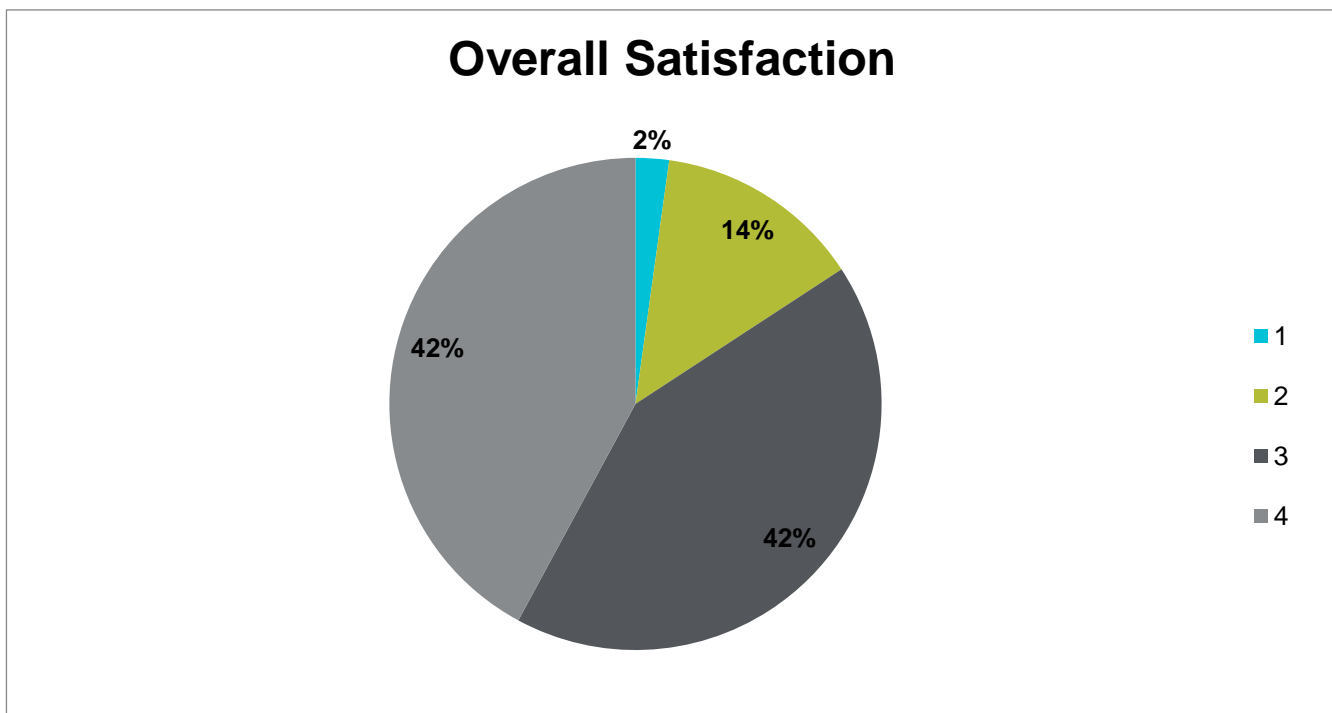
1. *Training Quality*
2. *Work Readiness*
3. *Training Conditions*
4. *Learner Engagement*

The four scales were weighted on a positive response about the training experience as below:

1. *“strongly disagree”*
2. *“disagree”*
3. *“agree”*
4. *“strongly agree”*

Overall Training Experience

Overall Training Experience indicated a high level of satisfaction with courses across all domains with **84%** rating the quality of their entire experience as **agree** and **strongly agree** categories.

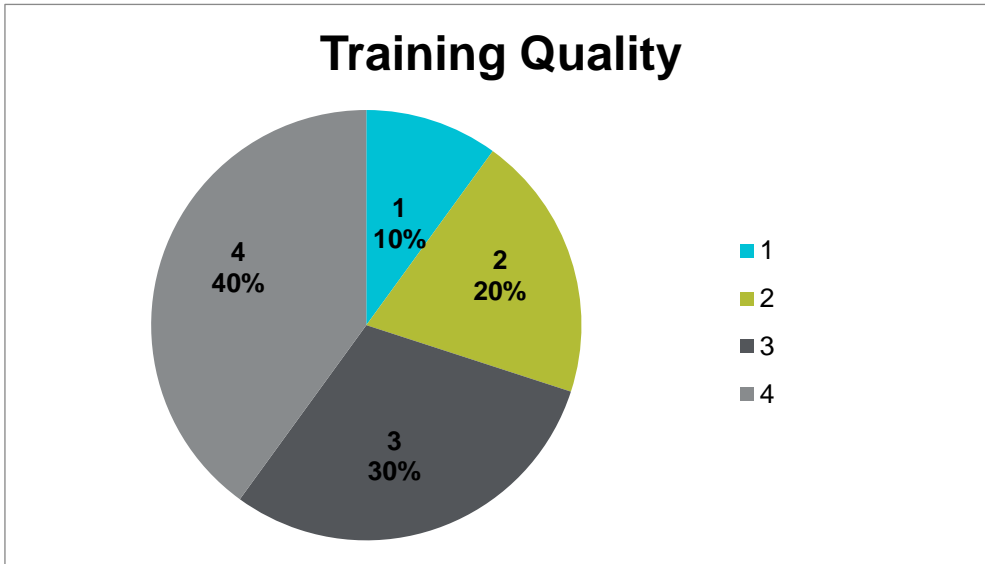


- 1. strongly disagree
- 2. disagree
- 3. agree
- 4. strongly agree

VICSEG New Futures will use this information to continue to ensure a high level is maintained in these areas.

Training Quality (Q1-Q17)

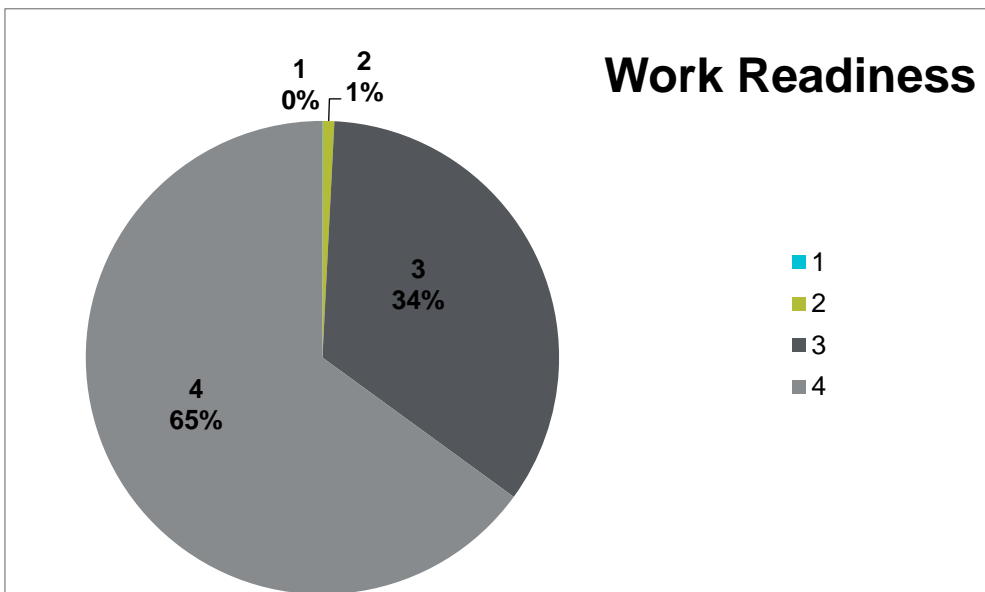
Learners experience in training quality indicated a high level of satisfaction with the score of 70% as agree and strongly agree categories.



1. strongly disagree
2. disagree
3. agree
4. strongly agree

Work Readiness (Q18-Q25)

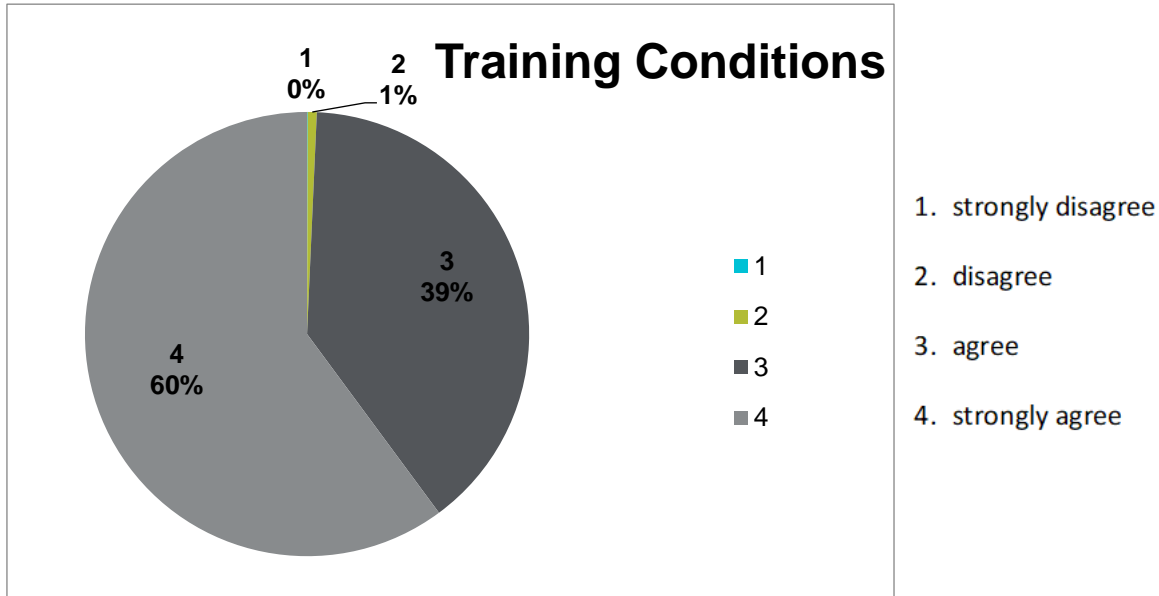
Learners experience in work readiness also indicated a high level of satisfaction score of 99% as agree and strongly agree categories. The highest rate at 65% of learners strongly agreed that the training provided work readiness.



1. strongly disagree
2. disagree
3. agree
4. strongly agree

Training Conditions (Q26-Q31)

Learners experience regarding training conditions also indicated a high level of satisfaction score of **99%** as agree and strongly agree categories. The highest rate at **60%** of learners strongly agreed that the training was conducted under good training conditions.



Learner Engagement (Q32-Q35)

Learner Engagement

Category	Percentage
1 (strongly disagree)	0%
2 (disagree)	4%
3 (agree)	39%
4 (strongly agree)	57%

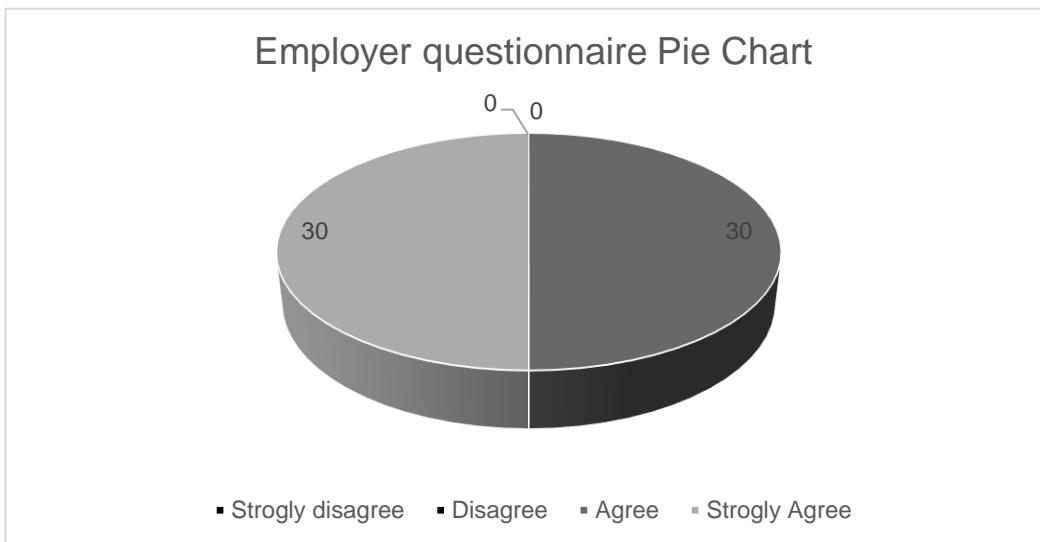
1. strongly disagree
2. disagree
3. agree
4. strongly agree

Learners experience regarding learner engagement indicated overall satisfaction with the score of **96%** agree and strongly agree categories. The majority of learners agreed that the training encouraged good learner engagement.

The data has been analysed to continue building on the positive responses and address gaps where indicated by looking at lowest response rate.

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

The feedback received from our host employers indicates a high level of satisfaction with the standard of our training. ***In 2023, the host employers surveyed were very satisfied and agreed that our students were adequately trained and prepared for future employment.***



Value	Answers
Strongly disagree	0
Disagree	0
Agree	30
Strongly Agree	30

The employer satisfaction data along with learner engagement data and other feedback forms used internally by our organisation are used for continuous improvement by:

- Actioning these improvements as necessary
- The effectiveness of these actions will be recorded on a Continuous Improvement Register
- Reporting back to students/staff and management on what actions have been taken
- Updating any policies and procedures as required
- Identifying potential improvements

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

N/A

Declaration

RTO details

RTO Name: VICSEG New Futures trading as New Futures Training

I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Full name

Ms Maree Raftis

Date

20/06/2024

Signature

