

# Registering body report

01 Jun 2011

## RTO Information

NTIS number	3749
Name	National Workplace Training
Street Address	1/18 Business Park Drive
City/town/suburb	Notting Hill
State	VIC
Post code	3168

## Learner and employer response

	Learners	Employers
Response count (number)	758	42
Population count (number)	778	112
Response rate (per cent)	97.4	37.5

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	79.4	19.6	82.1	17.3
Trainer Quality	84.7	14.6	87.3	13.3
Effective Assessment	79.4	16.1	80.2	14.8
Clear Expectations	79.1	15.5		
Learning Stimulation	76.6	16.6		
Training Relevance	77.5	16.5	79.6	13.8
Competency Development	79.2	14.5	80.8	14.3
Training Resources	78.3	15.7	80.8	15.1
Effective Support	80.5	15.3	82.1	14.5
Active Learning	75.7	15.0		
Overall Satisfaction	82.1	16.9	88.3	13.4

## 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	Survey responses include both classroom and workplace-based training.
Main ways data has been used for continuous improvement	All responses with disagree or strongly disagree were reviewed by the Compliance Manager and followed up with learner, employer, trainer or other staff member. Some resources have been updated or are in the process of being updated and reviewed for errors and

clarity. We have increased project-based assessments across some qualifications and have adjusted some assessments to cover the variety of demographics that we are targeting.