

Registering body report

20 Apr 2012

RTO Information

NTIS number	3749
Name	Dandenong Business College Ltd T/As National Workplace Training
Street Address	1st Floor, 18 Business Park Drive
City/town/suburb	Notting Hill
State	VIC
Post code	3168

Learner and employer response

	Learners	Employers
Response count (number)	749	50
Population count (number)	789	93
Response rate (per cent)	94.9	53.8

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	81.4	19.7	83.0	17.3
Trainer Quality	87.1	14.7	86.8	14.4
Effective Assessment	81.4	15.5	81.2	13.7
Clear Expectations	81.5	15.5		
Learning Stimulation	78.2	17.0		
Training Relevance	80.4	16.5	83.7	13.5
Competency Development	80.7	14.4	79.4	14.3
Training Resources	80.1	16.6	79.8	15.0
Effective Support	82.5	15.5	83.8	14.3
Active Learning	77.0	15.6		
Overall Satisfaction	84.5	16.9	87.5	14.5

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 relate to both classroom and workplace-based training for qualifications from Certificate II to Diploma.
Main ways data has been used for continuous improvement	Survey data has been used for continuous improvement in relation to influencing updates to learner resources and assessment tools, improving infrastructure for classroom based training and providing feedback to trainers regarding learner engagement and employer

satisfaction. NWT is committed to improving overall client satisfaction levels and has seen a year-on-year increase in overall satisfaction levels since recording against the quality indicators commenced.