

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Investment Banking Institute Pty Ltd
Street Address	Level 1, 446 Collins Street
City/town/suburb	Melbourne
State	VIC
Post code	3000
NTIS number	22047

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary statistics

Scale	Learners			Employers		
	Response count	Average score	Average variation	Response count	Average score	Average variation
Trainer Quality	13	78.2	13.6	1	88.9	0.0
Effective Assessment	15	73.7	15.2	1	83.3	0.0
Clear Expectations	15	74.8	16.5			
Learning Stimulation	15	78.5	16.0			
Training Relevance	15	74.1	16.1	1	100.0	0.0
Competency Development	15	75.6	14.4	1	86.7	0.0
Training Resources	15	76.3	14.5	1	88.9	0.0
Effective Support	15	76.7	18.3	1	88.9	0.0
Active Learning	15	80.0	12.9			
Overall Satisfaction	15	82.2	17.7	1	88.9	0.0

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population;
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population. It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners			Employers		
		Population count	Respondent count	Response per cent	Population count	Respondent count	Response per cent
Field of education	Natural and physical sciences	0	0	0.0			
	Information technology	1	1	100.0			
	Engineering and related technologies	0	0	0.0			
	Architecture and building	0	0	0.0			
	Agriculture, environmental and related studies	0	0	0.0			
	Health	0	0	0.0			
	Education	0	1	0.0			
	Management and commerce	6	5	83.3			
	Society and culture	0	0	0.0			
	Creative arts	0	0	0.0			
	Food, hospitality and personal services	0	0	0.0			
	Other	8	7	87.5			
	TOTAL	15	14	93.3	0	0	0.0
Qualification level	Certificate I	0	0	0.0			
	Certificate II	0	0	0.0			
	Certificate III	0	0	0.0			
	Certificate IV	6	6	100.0			
	Certificate level unknown	0	0	0.0			
	Diploma	5	6	120.0			
	Advanced diploma	3	2	66.7			
	Associate degree	0	0	0.0			
	Degree	0	0	0.0			
	Short course or statement of attainment	1	1	100.0			
	VET Graduate Certificate or Diploma	0	0	0.0			
	Other qualification or training	0	0	0.0			
	Do not know	0	0	0.0			
Total	15	15	100.0				

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	1	7	6	13	2
LQ2	Trainers made the subject as interesting as possible.	0	0	10	3	13	3
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	6	7	13	3
LQ4	Trainers explained things clearly.	0	0	8	3	11	5
LQ5	Overall, I am satisfied with the training.	0	1	7	7	14	1
LQ6	I would recommend the training to others.	0	0	8	7	15	1
LQ7	I would recommend the training organisation to others.	0	0	7	8	15	1
LQ8	I received useful feedback on my assessments.	0	5	6	4	10	1
LQ9	Assessments were based on realistic activities.	0	0	9	6	15	1
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	11	4	15	1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	8	4	12	4
LQ12	It was always easy to know the standards expected.	0	0	10	5	15	1
LQ13	I usually had a clear idea of what was expected of me.	0	1	7	4	11	4
LQ14	Trainers made it clear right from the start what they expected from me.	0	1	9	4	13	2
LQ15	I was given enough material to keep up my interest.	0	0	8	5	13	3
LQ16	The amount of work I had to do was reasonable.	0	0	9	6	15	1
LQ17	The training was at the right level of difficulty for me.	0	0	10	4	14	2
LQ18	The training focused on relevant skills.	0	0	8	7	15	1
LQ19	The training prepared me well for work.	1	0	11	3	14	1
LQ20	The training had a good mix of theory and practice.	0	1	11	3	14	1
LQ21	I developed the skills expected from this training.	0	0	9	6	15	1
LQ22	I learned to work with people.	1	4	6	1	7	4
LQ23	I identified ways to build on my current knowledge and skills.	0	0	8	7	15	1
LQ24	I developed the knowledge expected from this training.	0	0	9	6	15	1
LQ25	I learned to plan and manage my work.	0	0	10	4	14	2
LQ26	Training resources were available when I needed them.	0	0	7	7	14	2
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	12	1	13	3
LQ28	Training facilities and materials were in good condition.	0	1	8	2	10	5
LQ29	Training organisation staff respected my background and needs.	0	1	5	7	12	3
LQ30	The training was flexible enough to meet my needs.	0	1	8	6	14	1
LQ31	The training organisation had a range of services to support learners.	0	1	9	3	12	3
LQ32	I set high standards for myself in this training.	0	0	10	5	15	1
LQ33	I pushed myself to understand things I found confusing.	0	0	8	7	15	1
LQ34	I looked for my own resources to help me learn.	0	0	7	8	15	1
LQ35	I approached trainers if I needed help.	0	1	9	5	14	1

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0.0	7.2	50.0	42.9	92.9	12.5
LQ2	Trainers made the subject as interesting as possible.	0.0	0.0	76.9	23.1	100.0	18.8
LQ3	Trainers had an excellent knowledge of the subject content.	0.0	0.0	46.2	53.9	100.0	18.8
LQ4	Trainers explained things clearly.	0.0	0.0	72.7	27.3	100.0	31.3
LQ5	Overall, I am satisfied with the training.	0.0	6.7	46.7	46.7	93.3	6.3
LQ6	I would recommend the training to others.	0.0	0.0	53.3	46.7	100.0	6.3
LQ7	I would recommend the training organisation to others.	0.0	0.0	46.7	53.3	100.0	6.3
LQ8	I received useful feedback on my assessments.	0.0	33.3	40.0	26.7	66.7	6.3
LQ9	Assessments were based on realistic activities.	0.0	0.0	60.0	40.0	100.0	6.3
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0.0	0.0	73.3	26.7	100.0	6.3
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	66.7	33.3	100.0	25.0
LQ12	It was always easy to know the standards expected.	0.0	0.0	66.7	33.3	100.0	6.3
LQ13	I usually had a clear idea of what was expected of me.	0.0	8.3	58.3	33.3	91.7	25.0
LQ14	Trainers made it clear right from the start what they expected from me.	0.0	7.2	64.3	28.6	92.9	12.5
LQ15	I was given enough material to keep up my interest.	0.0	0.0	61.5	38.5	100.0	18.8
LQ16	The amount of work I had to do was reasonable.	0.0	0.0	60.0	40.0	100.0	6.3
LQ17	The training was at the right level of difficulty for me.	0.0	0.0	71.4	28.6	100.0	12.5
LQ18	The training focused on relevant skills.	0.0	0.0	53.3	46.7	100.0	6.3
LQ19	The training prepared me well for work.	6.7	0.0	73.3	20.0	93.3	6.3
LQ20	The training had a good mix of theory and practice.	0.0	6.7	73.3	20.0	93.3	6.3
LQ21	I developed the skills expected from this training.	0.0	0.0	60.0	40.0	100.0	6.3
LQ22	I learned to work with people.	8.3	33.3	50.0	8.3	58.3	25.0
LQ23	I identified ways to build on my current knowledge and skills.	0.0	0.0	53.3	46.7	100.0	6.3
LQ24	I developed the knowledge expected from this training.	0.0	0.0	60.0	40.0	100.0	6.3
LQ25	I learned to plan and manage my work.	0.0	0.0	71.4	28.6	100.0	12.5
LQ26	Training resources were available when I needed them.	0.0	0.0	50.0	50.0	100.0	12.5
LQ27	The training used up-to-date equipment, facilities and materials.	0.0	0.0	92.3	7.7	100.0	18.8
LQ28	Training facilities and materials were in good condition.	0.0	9.1	72.7	18.2	90.9	31.3
LQ29	Training organisation staff respected my background and needs.	0.0	7.7	38.5	53.9	92.3	18.8
LQ30	The training was flexible enough to meet my needs.	0.0	6.7	53.3	40.0	93.3	6.3
LQ31	The training organisation had a range of services to support learners.	0.0	7.7	69.2	23.1	92.3	18.8
LQ32	I set high standards for myself in this training.	0.0	0.0	66.7	33.3	100.0	6.3
LQ33	I pushed myself to understand things I found confusing.	0.0	0.0	53.3	46.7	100.0	6.3
LQ34	I looked for my own resources to help me learn.	0.0	0.0	46.7	53.3	100.0	6.3
LQ35	I approached trainers if I needed help.	0.0	6.7	60.0	33.3	93.3	6.3

LQ item averages and variations

Item	Average score	Average variation
LQ1	78.6	21.1
LQ2	74.4	14.6
LQ3	84.6	17.3
LQ4	75.8	15.6
LQ5	80.0	21.1
LQ6	82.2	17.2
LQ7	84.4	17.2
LQ8	64.4	26.6
LQ9	80.0	16.9
LQ10	75.6	15.3
LQ11	77.8	16.4
LQ12	77.8	16.3
LQ13	75.0	20.7
LQ14	73.8	19.3
LQ15	79.5	16.9
LQ16	80.0	16.9
LQ17	76.2	15.6
LQ18	82.2	17.2
LQ19	68.9	23.5
LQ20	71.1	17.2
LQ21	80.0	16.9
LQ22	52.8	26.4
LQ23	82.2	17.2
LQ24	80.0	16.9
LQ25	76.2	15.6
LQ26	83.3	17.3
LQ27	69.2	9.2
LQ28	69.7	18.0
LQ29	82.1	22.0
LQ30	77.8	20.6
LQ31	71.8	18.5
LQ32	77.8	16.3
LQ33	82.2	17.2
LQ34	84.4	17.2
LQ35	75.6	19.8

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	0	1	1	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	1	0	1	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	0	1	1	0
EQ4	Assessment was at an appropriate standard.	0	0	0	1	1	0
EQ5	The training resources were appropriate for learner needs.	0	0	0	1	1	0
EQ6	The training reflected current practice.	0	0	0	1	1	0
EQ7	The training organisation developed customised programs.	0	0	0	1	1	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	0	1	1	0
EQ9	The training focused on relevant skills.	0	0	0	1	1	0
EQ10	Our employees gained the skills they needed from this training.	0	0	1	0	1	0
EQ11	The training was effectively integrated into our organisation.	0	0	0	1	1	0
EQ12	Overall, we are satisfied with the training.	0	0	0	1	1	0
EQ13	We would recommend the training organisation to others.	0	0	0	1	1	0
EQ14	We would recommend the training to others.	0	0	1	0	1	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	0	1	0	1	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	1	0	1	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	0	1	1	0
EQ18	Assessments were based on realistic activities.	0	0	0	1	1	0
EQ19	Trainers were effective in their teaching.	0	0	0	1	1	0
EQ20	The training was an effective investment.	0	0	0	1	1	0
EQ21	Trainers were able to relate material to the workplace.	0	0	1	0	1	0
EQ22	The training had a good mix of theory and practice.	0	0	0	1	1	0
EQ23	The training organisation acted on feedback from employers.	0	0	1	0	1	0
EQ24	The training has helped our employees work with people.	0	0	0	1	1	0
EQ25	Training resources and equipment were in good condition.	0	0	1	0	1	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	0	1	1	0
EQ27	The training prepared employees well for work.	0	0	0	1	1	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	1	0	1	0
EQ29	The training prepared our employees for the demands of work.	0	0	0	1	1	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	0	1	1	0

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	0.0	0.0	100.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	100.0	0.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	0.0	100.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	0.0	100.0	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	0.0	100.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	0.0	100.0	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	0.0	100.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	0.0	100.0	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	0.0	100.0	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	0.0	100.0	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	100.0	0.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	0.0	100.0	0.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	100.0	0.0	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	0.0	100.0	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	0.0	100.0	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	0.0	100.0	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	0.0	100.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	100.0	0.0	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	0.0	100.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	100.0	0.0	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	0.0	0.0	100.0	100.0	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	100.0	0.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	0.0	100.0	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	0.0	100.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	100.0	0.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	0.0	100.0	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	0.0	100.0	100.0	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	66.7	0.0
EQ3	The training organisation was flexible enough to meet our needs.	100.0	0.0
EQ4	Assessment was at an appropriate standard.	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	100.0	0.0
EQ6	The training reflected current practice.	100.0	0.0
EQ7	The training organisation developed customised programs.	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	100.0	0.0
EQ9	The training focused on relevant skills.	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	66.7	0.0
EQ11	The training was effectively integrated into our organisation.	100.0	0.0
EQ12	Overall, we are satisfied with the training.	100.0	0.0
EQ13	We would recommend the training organisation to others.	100.0	0.0
EQ14	We would recommend the training to others.	66.7	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	66.7	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	66.7	0.0
EQ17	Trainers had good knowledge and experience of the industry.	100.0	0.0
EQ18	Assessments were based on realistic activities.	100.0	0.0
EQ19	Trainers were effective in their teaching.	100.0	0.0
EQ20	The training was an effective investment.	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	66.7	0.0
EQ22	The training had a good mix of theory and practice.	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	66.7	0.0
EQ24	The training has helped our employees work with people.	100.0	0.0
EQ25	Training resources and equipment were in good condition.	66.7	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	100.0	0.0
EQ27	The training prepared employees well for work.	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	66.7	0.0
EQ29	The training prepared our employees for the demands of work.	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	100.0	0.0

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses;
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	13	78.2	13.6
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	5	66.7	5.9
	Certificate level unknown			
	Diploma	6	86.1	13.0
	Advanced diploma	2	83.3	11.8
	Associate degree			
	Degree			
	Short course or statement of attainment			
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	13	78.2	13.6

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	13	78.2	13.6
Field of education	Natural and physical sciences			
	Information technology	1	58.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	75.0	0.0
	Management and commerce	5	82.2	13.4
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	5	74.4	10.8
	Total	12	76.4	12.5

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	1	66.7	0.0
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	66.7	11.8
	July	3	80.6	17.3
	August	1	83.3	0.0
	September			
	October	3	86.1	7.3
	November	1	100.0	0.0
	December			
	Do not know			
	Training start year	2016		
2015		3	66.7	0.0
2014		7	82.1	16.3
2013		2	81.9	9.8
2012		1	77.8	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	11	77.3	12.7
Recognition of prior learning	Recognition of prior learning	3	72.2	9.6
	No recognition of prior learning	9	77.8	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	5	75.0	14.4
	Male	8	80.2	13.6
	Total	13	78.2	13.6
Learner age	Under 15			
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	4	79.2	14.4
	35 to 44	4	79.9	10.5
	45 to 54	3	74.1	12.8
	55 to 64	1	58.3	0.0
	65 or over			
	Total	13	78.2	13.6
Aboriginal or Torres Strait Islander origin	No	13	78.2	13.6
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	13	78.2	13.6
Home language	English	6	80.6	13.6
	Language other than English	7	76.2	14.3
	Total	13	78.2	13.6
Permanent residency or citizenship	Australian	12	78.5	14.2
	Not Australian	1	75.0	0.0
	Total	13	78.2	13.6
Disability status	Disability identified			
	No disability identified	13	78.2	13.6
	Total	13	78.2	13.6
Groups	1	13	78.2	13.6
	Total	13	78.2	13.6

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	73.7	15.2
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	63.4	5.1
	Certificate level unknown			
	Diploma	6	85.2	14.0
	Advanced diploma	2	79.2	17.7
	Associate degree			
	Degree			
	Short course or statement of attainment	1	55.6	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	73.7	15.2

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	73.7	15.2
Field of education	Natural and physical sciences			
	Information technology	1	58.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce	5	75.6	10.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	71.8	17.3
	Total	14	71.8	13.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	61.1	7.9
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	62.5	5.9
	July	3	70.4	6.4
	August	1	91.7	0.0
	September	1	55.6	0.0
	October	3	88.9	12.7
	November	1	100.0	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	63.9	5.6
2014		8	76.0	16.8
2013		2	83.3	23.6
2012		1	75.0	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	13	72.2	14.3
Recognition of prior learning	Recognition of prior learning	3	75.0	14.4
	No recognition of prior learning	11	71.0	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	68.3	14.9
	Male	8	78.5	14.7
	Total	15	73.7	15.2
Learner age	Under 15			
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	4	69.4	5.6
	35 to 44	5	76.1	15.8
	45 to 54	4	72.2	19.2
	55 to 64	1	58.3	0.0
	65 or over			
	Total	15	73.7	15.2
Aboriginal or Torres Strait Islander origin	No	15	73.7	15.2
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	73.7	15.2
Home language	English	6	80.6	15.5
	Language other than English	9	69.1	14.0
	Total	15	73.7	15.2
Permanent residency or citizenship	Australian	14	74.2	15.7
	Not Australian	1	66.7	0.0
	Total	15	73.7	15.2
Disability status	Disability identified			
	No disability identified	15	73.7	15.2
	Total	15	73.7	15.2
Groups	1	15	73.7	15.2
	Total	15	73.7	15.2

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	74.8	16.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	63.0	9.1
	Certificate level unknown			
	Diploma	6	85.2	15.2
	Advanced diploma	2	83.3	23.6
	Associate degree			
	Degree			
	Short course or statement of attainment	1	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	74.8	16.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	74.8	16.5
Field of education	Natural and physical sciences			
	Information technology	1	44.4	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce	5	80.0	18.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	74.6	13.9
	Total	14	73.8	16.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	66.7	0.0
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	55.6	15.7
	July	3	77.8	19.2
	August	1	88.9	0.0
	September	1	66.7	0.0
	October	3	88.9	19.2
	November	1	88.9	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	66.7	0.0
2014		8	77.8	19.7
2013		2	83.3	23.6
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	13	74.4	17.2
Recognition of prior learning	Recognition of prior learning	3	74.1	12.8
	No recognition of prior learning	11	73.7	18.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	69.8	8.4
	Male	8	79.2	20.9
	Total	15	74.8	16.5
Learner age	Under 15			
	15 to 19			
	20 to 24	1	88.9	0.0
	25 to 34	4	75.0	16.7
	35 to 44	5	77.8	15.7
	45 to 54	4	75.0	16.7
	55 to 64	1	44.4	0.0
	65 or over			
	Total	15	74.8	16.5
Aboriginal or Torres Strait Islander origin	No	15	74.8	16.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	74.8	16.5
Home language	English	6	79.6	14.8
	Language other than English	9	71.6	17.7
	Total	15	74.8	16.5
Permanent residency or citizenship	Australian	14	75.4	17.0
	Not Australian	1	66.7	0.0
	Total	15	74.8	16.5
Disability status	Disability identified			
	No disability identified	15	74.8	16.5
	Total	15	74.8	16.5
Groups	1	15	74.8	16.5
	Total	15	74.8	16.5

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	78.5	16.0
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	66.7	0.0
	Certificate level unknown			
	Diploma	6	90.7	14.8
	Advanced diploma	2	83.3	23.6
	Associate degree			
	Degree			
	Short course or statement of attainment	1	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	78.5	16.0

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	78.5	16.0
Field of education	Natural and physical sciences			
	Information technology	1	66.7	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce	5	80.0	18.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	77.8	15.7
	Total	14	77.0	15.4

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	66.7	0.0
	March			
	April	1	66.7	0.0
	May	1	77.8	0.0
	June	2	66.7	0.0
	July	3	77.8	19.2
	August	1	100.0	0.0
	September	1	66.7	0.0
	October	3	88.9	19.2
	November	1	100.0	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	66.7	0.0
2014		8	84.7	16.7
2013		2	83.3	23.6
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	13	77.8	15.7
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	11	76.8	15.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	71.4	12.6
	Male	8	84.7	16.7
	Total	15	78.5	16.0
Learner age	Under 15			
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	4	77.8	15.7
	35 to 44	5	80.0	18.3
	45 to 54	4	75.0	16.7
	55 to 64	1	66.7	0.0
	65 or over			
	Total	15	78.5	16.0
Aboriginal or Torres Strait Islander origin	No	15	78.5	16.0
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	78.5	16.0
Home language	English	6	83.3	18.3
	Language other than English	9	75.3	14.5
	Total	15	78.5	16.0
Permanent residency or citizenship	Australian	14	79.4	16.2
	Not Australian	1	66.7	0.0
	Total	15	78.5	16.0
Disability status	Disability identified			
	No disability identified	15	78.5	16.0
	Total	15	78.5	16.0
Groups	1	15	78.5	16.0
	Total	15	78.5	16.0

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	74.1	16.1
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	64.8	17.8
	Certificate level unknown			
	Diploma	6	79.6	13.0
	Advanced diploma	2	77.8	15.7
	Associate degree			
	Degree			
	Short course or statement of attainment	1	88.9	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	74.1	16.1

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	74.1	16.1
Field of education	Natural and physical sciences			
	Information technology	1	33.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	88.9	0.0
	Management and commerce	5	75.6	9.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	73.0	10.8
	Total	14	72.2	14.9

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	77.8	15.7
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	61.1	39.3
	July	3	70.4	6.4
	August	1	66.7	0.0
	September	1	66.7	0.0
	October	3	85.2	6.4
	November	1	100.0	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	72.2	11.1
2014		8	70.8	19.6
2013		2	88.9	0.0
2012		1	77.8	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	13	72.6	15.5
Recognition of prior learning	Recognition of prior learning	3	66.7	0.0
	No recognition of prior learning	11	73.7	16.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	77.8	14.3
	Male	8	70.8	17.8
	Total	15	74.1	16.1
Learner age	Under 15			
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	4	75.0	10.6
	35 to 44	5	73.3	9.9
	45 to 54	4	77.8	12.8
	55 to 64	1	33.3	0.0
	65 or over			
	Total	15	74.1	16.1
Aboriginal or Torres Strait Islander origin	No	15	74.1	16.1
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	74.1	16.1
Home language	English	6	79.6	14.8
	Language other than English	9	70.4	16.7
	Total	15	74.1	16.1
Permanent residency or citizenship	Australian	14	74.6	16.6
	Not Australian	1	66.7	0.0
	Total	15	74.1	16.1
Disability status	Disability identified			
	No disability identified	15	74.1	16.1
	Total	15	74.1	16.1
Groups	1	15	74.1	16.1
	Total	15	74.1	16.1

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	75.6	14.4
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	63.6	7.5
	Certificate level unknown			
	Diploma	6	86.9	13.0
	Advanced diploma	2	73.3	9.4
	Associate degree			
	Degree			
	Short course or statement of attainment	1	83.3	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	75.6	14.4

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	75.6	14.4
Field of education	Natural and physical sciences			
	Information technology	1	53.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce	5	76.3	15.3
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	76.9	13.4
	Total	14	74.3	14.1

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	71.7	16.5
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	60.0	9.4
	July	3	75.6	21.4
	August	1	93.3	0.0
	September	1	75.0	0.0
	October	3	82.8	9.5
	November	1	93.3	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	67.5	11.0
2014		8	78.5	16.2
2013		2	80.0	18.9
2012		1	75.0	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	60.0	0.0
	Not apprenticeship or traineeship	13	75.4	14.0
Recognition of prior learning	Recognition of prior learning	3	71.1	19.2
	No recognition of prior learning	11	75.2	13.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	72.1	12.5
	Male	8	78.5	16.2
	Total	15	75.6	14.4
Learner age	Under 15			
	15 to 19			
	20 to 24	1	93.3	0.0
	25 to 34	4	75.0	16.7
	35 to 44	5	76.7	12.0
	45 to 54	4	75.8	15.2
	55 to 64	1	53.3	0.0
	65 or over			
	Total	15	75.6	14.4
Aboriginal or Torres Strait Islander origin	No	15	75.6	14.4
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	75.6	14.4
Home language	English	6	75.6	15.6
	Language other than English	9	75.6	14.6
	Total	15	75.6	14.4
Permanent residency or citizenship	Australian	14	76.2	14.8
	Not Australian	1	66.7	0.0
	Total	15	75.6	14.4
Disability status	Disability identified			
	No disability identified	15	75.6	14.4
	Total	15	75.6	14.4
Groups	1	15	75.6	14.4
	Total	15	75.6	14.4

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	76.3	14.5
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	72.2	15.3
	Certificate level unknown			
	Diploma	6	79.6	13.0
	Advanced diploma	2	83.3	23.6
	Associate degree			
	Degree			
	Short course or statement of attainment	1	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	76.3	14.5

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	76.3	14.5
Field of education	Natural and physical sciences			
	Information technology	1	55.6	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	77.8	0.0
	Management and commerce	5	75.6	14.5
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	79.4	16.3
	Total	14	76.2	15.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	66.7	0.0
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	66.7	15.7
	July	3	70.4	6.4
	August	1	88.9	0.0
	September	1	100.0	0.0
	October	3	88.9	19.2
	November	1	77.8	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	66.7	0.0
2014		8	79.2	16.2
2013		2	88.9	15.7
2012		1	66.7	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	13	76.9	15.4
Recognition of prior learning	Recognition of prior learning	3	74.1	12.8
	No recognition of prior learning	11	76.8	16.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	74.6	12.4
	Male	8	77.8	16.8
	Total	15	76.3	14.5
Learner age	Under 15			
	15 to 19			
	20 to 24	1	77.8	0.0
	25 to 34	4	72.2	6.4
	35 to 44	5	84.4	16.9
	45 to 54	4	75.0	16.7
	55 to 64	1	55.6	0.0
	65 or over			
	Total	15	76.3	14.5
Aboriginal or Torres Strait Islander origin	No	15	76.3	14.5
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	76.3	14.5
Home language	English	6	79.6	13.0
	Language other than English	9	74.1	15.7
	Total	15	76.3	14.5
Permanent residency or citizenship	Australian	14	77.0	14.8
	Not Australian	1	66.7	0.0
	Total	15	76.3	14.5
Disability status	Disability identified			
	No disability identified	15	76.3	14.5
	Total	15	76.3	14.5
Groups	1	15	76.3	14.5
	Total	15	76.3	14.5

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	76.7	18.3
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	66.7	21.1
	Certificate level unknown			
	Diploma	6	88.0	12.4
	Advanced diploma	2	77.8	15.7
	Associate degree			
	Degree			
	Short course or statement of attainment	1	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	76.7	18.3

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	76.7	18.3
Field of education	Natural and physical sciences			
	Information technology	1	33.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	100.0	0.0
	Management and commerce	5	81.1	14.5
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	73.0	10.8
	Total	14	75.0	17.8

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	66.7	0.0
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	66.7	47.1
	July	3	77.8	19.2
	August	1	88.9	0.0
	September	1	66.7	0.0
	October	3	87.0	3.2
	November	1	100.0	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	66.7	0.0
2014		8	76.4	22.6
2013		2	94.4	7.9
2012		1	83.3	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	66.7	0.0
	Not apprenticeship or traineeship	13	75.6	18.4
Recognition of prior learning	Recognition of prior learning	3	74.1	12.8
	No recognition of prior learning	11	75.3	19.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	76.2	16.3
	Male	8	77.1	21.1
	Total	15	76.7	18.3
Learner age	Under 15			
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	4	83.3	19.2
	35 to 44	5	78.9	11.4
	45 to 54	4	72.2	11.1
	55 to 64	1	33.3	0.0
	65 or over			
	Total	15	76.7	18.3
Aboriginal or Torres Strait Islander origin	No	15	76.7	18.3
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	76.7	18.3
Home language	English	6	85.2	15.2
	Language other than English	9	71.0	18.8
	Total	15	76.7	18.3
Permanent residency or citizenship	Australian	14	77.4	18.8
	Not Australian	1	66.7	0.0
	Total	15	76.7	18.3
Disability status	Disability identified			
	No disability identified	15	76.7	18.3
	Total	15	76.7	18.3
Groups	1	15	76.7	18.3
	Total	15	76.7	18.3

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	80.0	12.9
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	70.8	10.2
	Certificate level unknown			
	Diploma	6	88.9	11.4
	Advanced diploma	2	83.3	11.8
	Associate degree			
	Degree			
	Short course or statement of attainment	1	75.0	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	80.0	12.9

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	80.0	12.9
Field of education	Natural and physical sciences			
	Information technology	1	58.3	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	83.3	0.0
	Management and commerce	5	81.7	13.7
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	79.8	12.6
	Total	14	79.2	13.0

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	70.8	5.9
	March			
	April	1	66.7	0.0
	May	1	75.0	0.0
	June	2	70.8	17.7
	July	3	80.6	17.3
	August	1	100.0	0.0
	September	1	83.3	0.0
	October	3	86.1	9.6
	November	1	91.7	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	68.7	4.2
2014		8	84.4	14.4
2013		2	87.5	5.9
2012		1	75.0	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship		Apprenticeship or traineeship	1	66.7
	Not apprenticeship or traineeship	13	80.1	13.0
Recognition of prior learning	Recognition of prior learning	3	77.8	19.2
	No recognition of prior learning	11	79.5	12.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	76.2	10.1
	Male	8	83.3	14.8
	Total	15	80.0	12.9
Learner age	Under 15			
	15 to 19			
	20 to 24	1	91.7	0.0
	25 to 34	4	83.3	11.8
	35 to 44	5	83.3	13.2
	45 to 54	4	75.0	11.8
	55 to 64	1	58.3	0.0
	65 or over			
	Total	15	80.0	12.9
Aboriginal or Torres Strait Islander origin	No	15	80.0	12.9
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	80.0	12.9
Home language	English	6	83.3	13.9
	Language other than English	9	77.8	12.5
	Total	15	80.0	12.9
Permanent residency or citizenship	Australian	14	80.4	13.3
	Not Australian	1	75.0	0.0
	Total	15	80.0	12.9
Disability status	Disability identified			
	No disability identified	15	80.0	12.9
	Total	15	80.0	12.9
Groups	1	15	80.0	12.9
	Total	15	80.0	12.9

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	82.2	17.7
Qualification Level	Certificate I			
	Certificate II			
	Certificate III			
	Certificate IV	6	70.4	15.2
	Certificate level unknown			
	Diploma	6	90.7	14.8
	Advanced diploma	2	100.0	0.0
	Associate degree			
	Degree			
	Short course or statement of attainment	1	66.7	0.0
	VET Graduate Certificate or Diploma			
	Other qualification or training			
	Do not know			
	Total	15	82.2	17.7

Characteristic		Learners		
		Count	Average	Variation
Provider	Total	15	82.2	17.7
Field of education	Natural and physical sciences			
	Information technology	1	55.6	0.0
	Engineering and related technologies			
	Architecture and building			
	Agriculture, environmental and related studies			
	Health			
	Education	1	66.7	0.0
	Management and commerce	5	95.6	9.9
	Society and culture			
	Creative arts			
	Food, hospitality and personal services			
	Other	7	76.2	16.3
	Total	14	81.0	17.7

Characteristic		Learners		
		Count	Average	Variation
Training start month	January			
	February	2	83.3	23.6
	March			
	April	1	66.7	0.0
	May	1	66.7	0.0
	June	2	61.1	7.9
	July	3	88.9	19.2
	August	1	100.0	0.0
	September	1	66.7	0.0
	October	3	92.6	12.8
	November	1	100.0	0.0
	December			
	Do not know			
	Training start year	2016		
2015		4	75.0	16.7
2014		8	86.1	19.5
2013		2	83.3	23.6
2012		1	77.8	0.0
2011				
2010				
2009				
2008				
2007				
2006				
2005				
2004				
2003				
2002				
2001				
2000				
1999				
Apprenticeship or traineeship	Apprenticeship or traineeship	1	100.0	0.0
	Not apprenticeship or traineeship	13	79.5	17.5
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	11	78.8	17.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	7	76.2	16.3
	Male	8	87.5	18.2
	Total	15	82.2	17.7
Learner age	Under 15			
	15 to 19			
	20 to 24	1	100.0	0.0
	25 to 34	4	83.3	19.2
	35 to 44	5	82.2	16.9
	45 to 54	4	83.3	19.2
	55 to 64	1	55.6	0.0
	65 or over			
	Total	15	82.2	17.7
Aboriginal or Torres Strait Islander origin	No	15	82.2	17.7
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	15	82.2	17.7
Home language	English	6	88.9	17.2
	Language other than English	9	77.8	17.6
	Total	15	82.2	17.7
Permanent residency or citizenship	Australian	14	81.0	17.7
	Not Australian	1	100.0	0.0
	Total	15	82.2	17.7
Disability status	Disability identified			
	No disability identified	15	82.2	17.7
	Total	15	82.2	17.7
Groups	1	15	82.2	17.7
	Total	15	82.2	17.7

Group Report

The Group Report provides information about each nominated group and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Group Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Group Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Group 1

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
Trainer Quality	78.2	13.6	88.9	0.0
Effective Assessment	73.7	15.2	83.3	0.0
Clear Expectations	74.8	16.5		
Learning Stimulation	78.5	16.0		
Training Relevance	74.1	16.1	100.0	0.0
Competency Development	75.6	14.4	86.7	0.0
Training Resources	76.3	14.5	88.9	0.0
Effective Support	76.7	18.3	88.9	0.0
Active Learning	80.0	12.9		
Overall Satisfaction	82.2	17.7	88.9	0.0

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

Flexibility
Flexible and own time management
Flexible with internal and external learning practice
Highly practical learning with fantastic real life examples
Pace
Practical side
Study on line helpful staff/ trainers
The relevance of material to on the job scenarios.
The textbooks were very informative
Working at my own pace from home/online.
Workshop & case study presentations

LQ needs improvement

Advise of errors in assessment, advised percentage result achieved
Client facing skills
Editing of PDF documents.
More practical learning
There are quite a few typos throughout the material.
check spelling & accuracy of text book
hard copy materials need proof-reading. Many grammatical errors made some parts more confusing.

EQ best aspects

The textbooks were very informative.

EQ needs improvement

Client facing skills

Administration Report

The Administration Report provides information provided by the training organisation on survey management. It provides a print out of responses entered into the SMART system.

Learner survey feedback	
Staff days spent managing learner survey	
Cost of direct expenses of learner survey	
Problems encountered during learner survey	
Employer survey feedback	
Staff days spent managing employer survey	
Cost of direct expenses of employer survey	
Problems encountered during employer survey	

Registering body report

23 Feb 2016

RTO Information

NTIS number	22047
Name	Investment Banking Institute Pty Ltd
Street Address	Level 1, 446 Collins Street
City/town/suburb	Melbourne
State	VIC
Post code	3000

Learner and employer response

	Learners	Employers
Response count (number)	16	1
Population count (number)	15	
Response rate (per cent)	106.7	

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	77.0	18.7	90.0	15.5
Trainer Quality	78.2	13.6	88.9	0.0
Effective Assessment	73.7	15.2	83.3	0.0
Clear Expectations	74.8	16.5		
Learning Stimulation	78.5	16.0		
Training Relevance	74.1	16.1	100.0	0.0
Competency Development	75.6	14.4	86.7	0.0
Training Resources	76.3	14.5	88.9	0.0
Effective Support	76.7	18.3	88.9	0.0
Active Learning	80.0	12.9		
Overall Satisfaction	82.2	17.7	88.9	0.0

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	
Main ways data has been used for continuous improvement	