

Registering body report

15 Feb 2012

RTO Information

NTIS number	110034
Name	Training for Work
Street Address	19A Lothian Street
City/town/suburb	North Melbourne
State	VIC
Post code	3051

Learner and employer response

	Learners	Employers
Response count (number)	182	87
Population count (number)	211	107
Response rate (per cent)	86.3	81.3

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	79.7	17.6	81.6	17.0
Trainer Quality	83.8	13.0	82.8	14.7
Effective Assessment	79.8	13.3	81.9	13.3
Clear Expectations	79.3	15.3		
Learning Stimulation	77.2	13.7		
Training Relevance	77.4	13.9	81.0	13.3
Competency Development	78.0	12.7	80.7	14.2
Training Resources	79.8	14.1	79.8	14.4
Effective Support	81.0	12.8	81.4	13.6
Active Learning	77.7	12.6		
Overall Satisfaction	83.1	15.3	85.3	15.9

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	Training for Work delivers training one-on-one in the workplace at AQF levels 1 to 6 in the areas of business, management, retail, wholesale and hospitality. Students work a broad range of small, medium and large businesses.
	Training for Work has used the data from the surveys to reflect on its service delivery and guide future continuous improvement. Key improvements as a result of the data from the surveys include:

Main ways data has been used for continuous improvement

review and upgrade of training and assessment resources to add clarity and additional information, recruitment of additional trainers to provide more opportunity for students / employers to receive the one-on-one visit time / date that meets their individual needs and enhancement of trainer performance management processes to ensure that all students / employers receive regular one-on-one visits.