

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: E-focus (3854)

TELEPHONE contact name and number: 03 9450 5700 Janine Cresp

DATE: 26th June, 2017

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	180	20
Total number of surveys received	117	8
Response rate (per cent)	65	40

Summary of Continuous Improvement

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

The overall response from learners is a high satisfaction rate. The feedback received has allowed E-focus to identify barriers and challenges faced by individual learners. We have further developed strategies which have been implemented to improve successful outcomes for our learners. This has included increasing Literacy and Numeracy support and more one-on-one study support. We have also reviewed and updated our student learning activities and assessment instruments and improved upon our learner induction process.

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

E-focus has improved employment opportunities for learners by maintaining strong partnerships with employers. Employers have a high level of satisfaction with the level of training delivered to their learners.

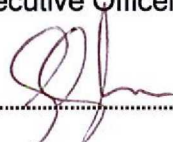
Declaration

I confirm that (RTO Name): E-focus

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

Name of Principal Executive Officer (PEO) Dr George Giuliani

Signature of PEO



Date:

26/6/17