

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Skillinvest Limited
Street Address	15 -17 Dimboola Road
City/town/suburb	Horsham
State	VIC
Post code	3400
NTIS number	4192

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	35	81.8		35	84.7	
Effective Assessment	35	81.9		35	79	
Clear Expectations	35	83.5		35	78.1	
Learning Stimulation	35	81.5		35	76.3	
Training Relevance	35	81.5		35	78.5	
Competency Development	35	80.7		35	77.9	
Training Resources	35	81.4		35	76.4	
Effective Support	35	83.8		35	78.1	
Active Learning	35	79.5		35	79	
Overall Satisfaction	35	82.6		35	80	

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						
	Information technology						
	Engineering and related technologies	108	6	5.5		6	
	Architecture and building	225	11	4.8		11	
	Agriculture, environmental and related studies	671	8	1.2		8	
	Health						
	Education						
	Management and commerce	81	5	6.2		5	
	Society and culture						
	Creative arts						
	Food, hospitality and personal services	56	5	8.9		5	
	Other						
	TOTAL	1141	35	26.6		35	
Qualification level	Certificate I						
	Certificate II	331	5	1.5		5	
	Certificate III	749	24	3.2		24	
	Certificate IV	174	6	3.4		6	
	Certificate level unknown						
	Diploma						
	Advanced diploma						
	Associate degree						
	Degree						

Short course or statement of attainment						
VET Graduate Certificate or Diploma						
Other qualification or training						
Do not know						
Total	1254	35	8.1		35	

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	0	19	16	35	0
LQ2	Trainers made the subject as interesting as possible.	0	3	15	17	32	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	15	20	35	0
LQ4	Trainers explained things clearly.	0	2	17	16	33	0
LQ5	Overall, I am satisfied with the training.	0	2	14	19	33	0
LQ6	I would recommend the training to others.	0	2	14	19	33	0
LQ7	I would recommend the training organisation to others.	0	0	15	20	35	0
LQ8	I received useful feedback on my assessments.	0	0	21	14	35	0
LQ9	Assessments were based on realistic activities.	0	2	15	18	33	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	18	17	35	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	13	20	33	0
LQ12	It was always easy to know the standards expected.	0	0	19	16	35	0
LQ13	I usually had a clear idea of what was expected of me.	0	0	18	17	35	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	16	19	35	0
LQ15	I was given enough material to keep up my interest.	0	0	19	16	35	0
LQ16	The amount of work I had to do was reasonable.	0	2	17	16	33	0
LQ17	The training was at the right level of difficulty for me.	0	1	21	13	34	0
LQ18	The training focused on relevant skills.	0	0	22	13	35	0
LQ19	The training prepared me well for work.	0	0	18	17	35	0
LQ20	The training had a good mix of theory and practice.	0	3	14	18	32	0
LQ21	I developed the skills expected from this training.	0	0	21	14	35	0
LQ22	I learned to work with people.	0	5	15	15	30	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	20	15	35	0
LQ24	I developed the knowledge expected from this training.	0	0	16	19	35	0
LQ25	I learned to plan and manage my work.	0	1	20	14	34	0
LQ26	Training resources were available when I needed them.	0	1	18	16	34	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	18	17	35	0
LQ28	Training facilities and materials were in good condition.	0	2	17	16	33	0
LQ29	Training organisation staff respected my background and needs.	0	0	13	22	35	0

LQ30	The training was flexible enough to meet my needs.	0	0	16	19	35	0
LQ31	The training organisation had a range of services to support learners.	0	1	17	17	34	0
LQ32	I set high standards for myself in this training.	0	2	15	18	33	0
LQ33	I pushed myself to understand things I found confusing.	0	0	19	16	35	0
LQ34	I looked for my own resources to help me learn.	0	1	20	14	34	0
LQ35	I approached trainers if I needed help.	0	1	18	16	34	0

LQ response category percentages

Item		SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions.	0	0	54.3	45.7	100	0
LQ2	Trainers made the subject as interesting as possible.	0	8.4	42.8	48.6	91.4	0
LQ3	Trainers had an excellent knowledge of the subject content.	0	0	42.8	57.1	100	0
LQ4	Trainers explained things clearly.	0	5.6	48.6	45.7	94.3	0
LQ5	Overall, I am satisfied with the training.	0	5.6	40	54.3	94.3	0
LQ6	I would recommend the training to others.	0	5.6	40	54.3	94.3	0
LQ7	I would recommend the training organisation to others.	0	0	42.8	57.1	100	0
LQ8	I received useful feedback on my assessments.	0	0	60	40	100	0
LQ9	Assessments were based on realistic activities.	0	5.6	42.8	51.4	94.3	0
LQ10	The way I was assessed was a fair test of my skills and knowledge.	0	0	51.4	48.6	100	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	0	5.6	37.1	57.1	94.3	0
LQ12	It was always easy to know the standards expected.	0	0	54.3	45.7	100	0
LQ13	I usually had a clear idea of what was expected of me.	0	0	51.4	48.6	100	0
LQ14	Trainers made it clear right from the start what they expected from me.	0	0	45.7	54.3	100	0
LQ15	I was given enough material to keep up my interest.	0	0	54.3	45.7	100	0
LQ16	The amount of work I had to do was reasonable.	0	5.6	48.6	45.7	94.3	0
LQ17	The training was at the right level of difficulty for me.	0	2.8	60	37.1	97.1	0
LQ18	The training focused on relevant skills.	0	0	62.8	37.1	100	0
LQ19	The training prepared me well for work.	0	0	51.4	48.6	100	0
LQ20	The training had a good mix of theory and practice.	0	8.4	40	51.4	91.4	0
LQ21	I developed the skills expected from this training.	0	0	60	40	100	0
LQ22	I learned to work with people.	0	14.3	42.8	42.8	85.7	0
LQ23	I identified ways to build on my current knowledge and skills.	0	0	57.1	42.8	100	0

LQ24	I developed the knowledge expected from this training.	0	0	45.7	54.3	100	0
LQ25	I learned to plan and manage my work.	0	2.8	57.1	40	97.1	0
LQ26	Training resources were available when I needed them.	0	2.8	51.4	45.7	97.1	0
LQ27	The training used up-to-date equipment, facilities and materials.	0	0	51.4	48.6	100	0
LQ28	Training facilities and materials were in good condition.	0	5.6	48.6	45.7	94.3	0
LQ29	Training organisation staff respected my background and needs.	0	0	37.1	62.8	100	0
LQ30	The training was flexible enough to meet my needs.	0	0	45.7	54.3	100	0
LQ31	The training organisation had a range of services to support learners.	0	2.8	48.6	48.6	97.1	0
LQ32	I set high standards for myself in this training.	0	5.6	42.8	51.4	94.3	0
LQ33	I pushed myself to understand things I found confusing.	0	0	54.3	45.7	100	0
LQ34	I looked for my own resources to help me learn.	0	2.8	57.1	40	97.1	0
LQ35	I approached trainers if I needed help.	0	2.8	51.4	45.7	97.1	0

LQ item averages and variations

Item	Average score	Average variation
LQ1	Trainers encouraged learners to ask questions.	81.9
LQ2	Trainers made the subject as interesting as possible.	80
LQ3	Trainers had an excellent knowledge of the subject content.	85.7
LQ4	Trainers explained things clearly.	80
LQ5	Overall, I am satisfied with the training.	82.8
LQ6	I would recommend the training to others.	82.8
LQ7	I would recommend the training organisation to others.	87.6
LQ8	I received useful feedback on my assessments.	80
LQ9	Assessments were based on realistic activities.	81.9
LQ10	The way I was assessed was a fair test of my skills and knowledge.	82.8
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills.	83.8
LQ12	It was always easy to know the standards expected.	81.9
LQ13	I usually had a clear idea of what was expected of me.	82.8
LQ14	Trainers made it clear right from the start what they expected from me.	84.7
LQ15	I was given enough material to keep up my interest.	81.9
LQ16	The amount of work I had to do was reasonable.	80
LQ17	The training was at the right level of difficulty for me.	78.1

LQ18	The training focused on relevant skills.	79.1	
LQ19	The training prepared me well for work.	82.8	
LQ20	The training had a good mix of theory and practice.	80.9	
LQ21	I developed the skills expected from this training.	80	
LQ22	I learned to work with people.	76.2	
LQ23	I identified ways to build on my current knowledge and skills.	80.9	
LQ24	I developed the knowledge expected from this training.	84.7	
LQ25	I learned to plan and manage my work.	79	
LQ26	Training resources were available when I needed them.	80.9	
LQ27	The training used up-to-date equipment, facilities and materials.	82.8	
LQ28	Training facilities and materials were in good condition.	80	
LQ29	Training organisation staff respected my background and needs.	87.6	
LQ30	The training was flexible enough to meet my needs.	84.7	
LQ31	The training organisation had a range of services to support learners.	81.9	
LQ32	I set high standards for myself in this training.	81.9	
LQ33	I pushed myself to understand things I found confusing.	81.9	
LQ34	I looked for my own resources to help me learn.	79	
LQ35	I approached trainers if I needed help.	80.9	

EQ response category numbers

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	1	1	22	11	33	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	1	1	18	15	33	0
EQ3	The training organisation was flexible enough to meet our needs.	1	1	16	17	33	0
EQ4	Assessment was at an appropriate standard.	1	1	17	16	33	0
EQ5	The training resources were appropriate for learner needs.	1	1	23	10	33	0
EQ6	The training reflected current practice.	1	0	22	12	34	0
EQ7	The training organisation developed customised programs.	1	1	21	12	33	0
EQ8	The training organisation provided good support for workplace training and assessment.	1	1	18	15	33	0
EQ9	The training focused on relevant skills.	1	0	20	14	34	0
EQ10	Our employees gained the skills they needed from this training.	1	1	17	16	33	0
EQ11	The training was effectively integrated into our organisation.	1	0	21	13	34	0

EQ12	Overall, we are satisfied with the training.	1	2	10	22	32	0
EQ13	We would recommend the training organisation to others.	1	3	14	17	31	0
EQ14	We would recommend the training to others.	1	2	10	22	32	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	1	1	19	14	33	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	1	0	22	12	34	0
EQ17	Trainers had good knowledge and experience of the industry.	1	1	11	22	33	0
EQ18	Assessments were based on realistic activities.	1	1	16	17	33	0
EQ19	Trainers were effective in their teaching.	1	1	11	22	33	0
EQ20	The training was an effective investment.	1	2	15	17	33	0
EQ21	Trainers were able to relate material to the workplace.	1	0	13	21	34	0
EQ22	The training had a good mix of theory and practice.	1	1	19	14	33	0
EQ23	The training organisation acted on feedback from employers.	1	1	21	12	33	0
EQ24	The training has helped our employees work with people.	1	1	21	12	33	0
EQ25	Training resources and equipment were in good condition.	1	0	19	15	34	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	1	1	19	14	33	0
EQ27	The training prepared employees well for work.	1	1	17	15	33	0
EQ28	Our employees gained the knowledge they needed from this training.	1	1	19	14	33	0
EQ29	The training prepared our employees for the demands of work.	2	1	18	14	32	0
EQ30	The training organisation clearly explained what was expected from employers.	1	1	18	15	33	0

EQ response category percentages

Item		SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	2.8	2.8	62.8	31.4	94.3	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	2.8	2.8	51.4	42.8	94.3	0
EQ3	The training organisation was flexible enough to meet our needs.	2.8	2.8	45.7	48.6	94.3	0
EQ4	Assessment was at an appropriate standard.	2.8	2.8	48.6	45.7	94.3	0
EQ5	The training resources were appropriate for learner needs.	2.8	2.8	65.7	28.6	94.3	0
EQ6	The training reflected current practice.	2.8	0	62.8	34.3	94.3	0
EQ7	The training organisation developed customised programs.	2.8	2.8	60	34.3	94.3	0

EQ8	The training organisation provided good support for workplace training and assessment.	2.8	2.8	51.4	42.8	94.3	0
EQ9	The training focused on relevant skills.	2.8	0	57.1	40	97.1	0
EQ10	Our employees gained the skills they needed from this training.	2.8	2.8	48.6	45.7	94.3	0
EQ11	The training was effectively integrated into our organisation.	2.8	0	60	37.1	97.1	0
EQ12	Overall, we are satisfied with the training.	2.8	5.6	28.6	62.8	91.4	0
EQ13	We would recommend the training organisation to others.	2.8	8.4	40	48.6	88.6	0
EQ14	We would recommend the training to others.	2.8	5.6	28.6	62.8	91.4	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	2.8	2.8	54.3	40	94.3	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	2.8	0	62.8	34.3	97.1	0
EQ17	Trainers had good knowledge and experience of the industry.	2.8	2.8	31.4	62.8	94.3	0
EQ18	Assessments were based on realistic activities.	2.8	2.8	45.7	48.6	94.3	0
EQ19	Trainers were effective in their teaching.	2.8	2.8	31.4	62.8	94.3	0
EQ20	The training was an effective investment.	2.8	5.6	42.8	48.6	94.3	0
EQ21	Trainers were able to relate material to the workplace.	2.8	0	37.1	60	97.1	0
EQ22	The training had a good mix of theory and practice.	2.8	2.8	54.3	40	94.3	0
EQ23	The training organisation acted on feedback from employers.	2.8	2.8	60	34.3	94.3	0
EQ24	The training has helped our employees work with people.	2.8	2.8	60	34.3	94.3	0
EQ25	Training resources and equipment were in good condition.	2.8	0	54.3	42.8	97.1	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	2.8	2.8	54.3	40	94.3	0
EQ27	The training prepared employees well for work.	2.8	2.8	48.6	42.8	94.3	0
EQ28	Our employees gained the knowledge they needed from this training.	2.8	2.8	54.3	40	94.3	0
EQ29	The training prepared our employees for the demands of work.	5.6	2.8	51.4	40	91.4	0
EQ30	The training organisation clearly explained what was expected from employers.	2.8	2.8	51.4	42.8	94.3	0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	74.3	
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	78.1	
EQ3	The training organisation was flexible enough to meet our needs.	80	
EQ4	Assessment was at an appropriate standard.	79	
EQ5	The training resources were appropriate for learner needs.	73.4	

EQ6	The training reflected current practice.	76.2	
EQ7	The training organisation developed customised programs.	75.2	
EQ8	The training organisation provided good support for workplace training and assessment.	78.1	
EQ9	The training focused on relevant skills.	78.1	
EQ10	Our employees gained the skills they needed from this training.	79	
EQ11	The training was effectively integrated into our organisation.	77.1	
EQ12	Overall, we are satisfied with the training.	83.8	
EQ13	We would recommend the training organisation to others.	78.1	
EQ14	We would recommend the training to others.	83.8	
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	77.1	
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	76.2	
EQ17	Trainers had good knowledge and experience of the industry.	84.7	
EQ18	Assessments were based on realistic activities.	80	
EQ19	Trainers were effective in their teaching.	84.7	
EQ20	The training was an effective investment.	79	
EQ21	Trainers were able to relate material to the workplace.	84.8	
EQ22	The training had a good mix of theory and practice.	77.1	
EQ23	The training organisation acted on feedback from employers.	75.2	
EQ24	The training has helped our employees work with people.	75.2	
EQ25	Training resources and equipment were in good condition.	79.1	
EQ26	The training helped employees identify how to build on their current knowledge and skills.	77.2	
EQ27	The training prepared employees well for work.	76.2	
EQ28	Our employees gained the knowledge they needed from this training.	77.2	
EQ29	The training prepared our employees for the demands of work.	75.2	
EQ30	The training organisation clearly explained what was expected from employers.	78.1	

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.

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	15		
	Male	20		
	Total	35		
Learner age	Under 15			
	15 to 19	11		
	20 to 24	16		
	25 to 34	1		
	35 to 44	4		
	45 to 54	3		
	55 to 64			
	65 or over			
	Total	35		
Aboriginal or Torres Strait Islander origin	No	34		
	Yes, Aboriginal			
	Yes, Torres Strait Islander			
	Yes, both Aboriginal and Torres Strait Islander			
	Total	34		
Home language	English	26		
	Language other than English	9		
	Total	35		
Permanent residency or citizenship	Australian	31		
	Not Australian	4		
	Total	35		
Disability status	Disability identified	3		
	No disability identified	32		
	Total	35		

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

The trainer was knowledgeable, helpful and well experienced in the industry - practical training.

Flexibility of training, individual and group work mix, in class/at home learning mix.

Learning new skills appropriate to the workplace

The teachers gave me a lot of 2nd chances and understanding

The teachers were helpful and encouraged me to do good work

Extending knowledge about the trade

Great training environment

Colour mixing

Teacher was clear about the subject

Learning new skills appropriate to the workplace

Linda best teacher, the students, training, everything

Learning lots of different things

Great teachers

Power tool training, wall frame, roof frame, floor frame

Practical Lessons

Relationship with the trainers and the environment

You get to learn a lot of things that you don't get to on site like concrete stairs

The best aspects was all of the hands on and learning in an interesting way

Learning about the things I love

The trainers practical knowledge of carpentry

The assistant

Flexibility in dead lines

Easy to understand

EQ best aspects

Onsite

Detailed folders/workbooks for exercises

Good people on the job.

Very happy.

Done at workplace

On the job training

On site training

Regular updates one day a week was good for us

Employer stayed in the workspace with minimal interruption

Time

Teachers

Dona McQueen did a great job with Chantelle Watson as chantelle battles with medical health issues- great job to Dona McQueen

Dona McQueen and Alexandra Lloyd got along super, Alexandra is a big part of my team and she excelled and enjoyed the training.

Donna McQueen did a great job with Tayla Trebilcock as Tayla is new to the industry and abit shy, Dona brought the best out of Tayla

Dona McQueen did a great job with my employee

The Trainer is Specific to our needs

Projects

Onsite Training

Justin is amazing

Come to us

All aspects of the training were good, Joe worked well with the apprentices and was flexible with us- making sure the apprentices needs were meant.

Knowledge of the trainer was at a high quality and communication with students was very good

All of it

Chris Grey was fantastic in helping when needed

EQ needs improvement

Regular visits and monitoring not just assessment time. Regular contact with employer. A trainer based 2 hours away and not returning calls, missing appointments is not satisfactory.

None.

None.

More time with students monthly

Equipment

More Structure- Students coming and going whenever, Students Apperance

The training books to be up to date with the latest Microsoft program (2016-2017)

Nothing Justin is amazing

Apprentices needs new books to go on with

All good

More Tig Welding Training

Need to continue in this field

All was good

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

02 Jun 2017

RTO Information

NTIS number	4192
Name	Skillinvest Limited
Street Address	15 -17 Dimboola Road
City/town/suburb	Horsham
State	VIC
Post code	3400

Learner and employer response

	Learners	Employers
Response count (number)	35	35
Population count (number)		
Response rate (per cent)		

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales				
Trainer Quality				
Effective Assessment				
Clear Expectations				
Learning Stimulation				
Training Relevance				
Competency Development				
Training Resources				
Effective Support				

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	

Active Learning				
Overall Satisfaction				

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.