

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details			
RTO trading or legal name	Foundation Learning Centre (Formerly Narre Community Learning Centre)		
RTO number	3977		
Contact name	Bron O'Callaghan		
Telephone	9704 7388	Mobile	0407499800
Date	18/06/2021		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	100	0
Total number of surveys received	48	0
Response rate (per cent)	48	0

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

Overall, 90% of students were satisfied with the training provided, with 94% of respondents developed skills expected from the training, and indicated the training focussed on relevant skills, and 77% of the students would recommend Foundation Learning Centre to others. In general, the feedback was positive, with the top three responses being:

1. Help and support
2. Teaching staff
3. Courses, especially practical and group work

This feedback has been provided to all staff.

Areas for improvement included:

1. Providing more practical experience to enhance theory, as 79% of respondents agreed that the training had a good mix of theory and practice. For example, a recommendation was made to have animals on site for students to practice handling animals and to assist with assessment.

A review has been conducted and the program now has connections with three local organisations for regular hands-on experience with animals in a working environments:

- Myuna Ark – Local Council run farm with educational programs
- Myuna Ark Farm – Mobile Farm animals providing animals on site
- Narre Pet Emergency – Local overnight Vets, providing day time access to real workplace for purpose of OHS, and cleaning equipment and enclosures.

Along with other experiences and incursions such as Wild Action.

2. More student support in larger classes, this has been addressed by employing support staff in many of the classes to enhance one on one learning, and to meet the needs of students with learning challenges. 29% of respondents have English as a second language, and 21% of respondents identify as having a disability or impairment.

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

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason

Declaration

RTO details

RTO Name

Foundation Learning Centre (Formerly Narre Community Learning Centre)

I confirm that the above RTO:

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

Name of Principal Executive Officer (PEO)

Full name

Sarah Wynn

Date

29 / 06 / 2021

Signature

