

RTO Information

This report presents summary information about the Registered Training Organisation.

Name	Crown Training Pty Ltd
RTO Code	40529
Address	8 Haig Street
Suburb	Southbank
State	Victoria
Post code	3006

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 scores
- 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.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparison 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	122	97.3	9.9	25	87.6	15.8
Effective Assessment	122	96.6	10.6	25	88.3	15.0
Clear Expectations	122	95.7	10.0			
Learning Stimulation	122	94.8	10.8			
Training Relevance	122	96.9	9.6	25	90.7	13.1
Competency Development	122	96.3	9.6	25	91.7	12.5
Training Resources	122	96.4	8.0	25	89.3	14.2
Effective Support	122	96.4	10.5	25	88.0	15.1
Active Learning	122	88.8	12.1			
Overall Satisfaction	122	97.4	9.6	25	89.3	14.5

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		
		Population count	Respondent count	Respondent percent
Field of education	Natural and physical sciences	122	0	0.0
	Information technology	122	1	0.8
	Engineering and related technologies	122	1	0.8
	Architecture and building	122	1	0.8
	Agriculture, environmental and related studies	122	0	0.0
	Health	122	15	12.3
	Education	122	0	0.0
	Management and commerce	122	0	0.0
	Society and culture	122	0	0.0
	Creative arts	122	0	0.0
	Food, hospitality and personal services	122	43	35.2
	Other	122	61	50.0
	Total	122	122	100.0
	Qualification Level	Certificate I	122	2
Certificate II		122	67	54.9
Certificate III		122	1	0.8
Certificate IV		122	0	0.0
Certificate level unknown		122	5	4.1
Diploma		122	1	0.8
Advanced diploma		122	0	0.0
Associate degree		122	0	0.0
Degree		122	1	0.8
Short course or statement of attainment		122	10	8.2
VET Graduate Certificate or Diploma		122	0	0.0
Other qualification or training		122	11	9.0
Do not know		122	24	9.0
Total		122	98	80.3

Item Report

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

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides details 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	8	113	121	0
LQ2	Trainers made the subject as interesting as possible	0	1	7	114	121	0
LQ3	Trainers had an excellent knowledge of the subject content	1	0	7	114	121	0
LQ4	Trainers explained things clearly	0	1	9	112	121	0
LQ5	Overall, I am satisfied with the training	0	1	6	115	121	0
LQ6	I would recommend the training to others	1	0	5	116	121	0
LQ7	I would recommend the training organisation to others	0	1	10	111	121	0
LQ8	I received useful feedback on my assessments	1	0	12	109	121	0
LQ9	Assessments were based on realistic activities	0	1	9	112	121	0
LQ10	The way I was assessed was a fair test of my skills and knowledge	1	0	8	113	121	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	1	1	8	112	120	0
LQ12	It was always easy to know the standards expected	0	1	13	108	121	0
LQ13	I usually had a clear idea of what was expected of me	0	1	17	104	121	0
LQ14	Trainers made it clear right from the start what they expected from me	0	1	11	110	121	0
LQ15	I was given enough material to keep up my interest	0	0	12	110	122	0
LQ16	The amount of work I had to do was reasonable	0	1	16	105	121	0
LQ17	The training was at the right level of difficulty for me	1	2	20	99	119	0
LQ18	The training focused on relevant skills	1	0	8	113	121	0
LQ19	The training prepared me well for work	1	0	8	113	121	0
LQ20	The training had a good mix of theory and practice	0	0	12	110	122	0
LQ21	I developed the skills expected from this training	0	1	7	114	121	0
LQ22	I learned to work with people	0	1	16	105	121	0
LQ23	I identified ways to build on my current knowledge and skills	1	0	8	113	121	0
LQ24	I developed the knowledge expected from this training	1	0	6	115	121	0
LQ25	I learned to plan and manage my work	0	0	20	102	122	0
LQ26	Training resources were available when I needed them	0	0	9	113	122	0
LQ27	The training used up-to-date equipment, facilities and materials	0	0	18	104	122	0
LQ28	Training facilities and materials were in good condition	0	0	13	109	122	0
LQ29	Training organisation staff respected my background and needs	0	1	7	114	121	0
LQ30	The training was flexible enough to meet my needs	1	0	12	109	121	0
LQ31	The training organisation had a range of services to support learners	0	1	14	107	121	0
LQ32	I set high standards for myself in this training	0	0	20	102	122	0
LQ33	I pushed myself to understand things I found confusing	3	2	17	100	117	0
LQ34	I looked for my own resources to help me learn	6	24	35	57	92	0
LQ35	I approached trainers if I needed help	1	0	10	111	121	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	0.0	0.8	6.6	92.6	99.2	0.0
LQ2	Trainers made the subject as interesting as possible	0.0	0.8	5.7	93.4	99.2	0.0
LQ3	Trainers had an excellent knowledge of the subject content	0.8	0.0	5.7	93.4	99.2	0.0
LQ4	Trainers explained things clearly	0.0	0.8	7.4	91.8	99.2	0.0
LQ5	Overall, I am satisfied with the training	0.0	0.8	4.9	94.3	99.2	0.0
LQ6	I would recommend the training to others	0.8	0.0	4.1	95.1	99.2	0.0
LQ7	I would recommend the training organisation to others	0.0	0.8	8.2	91.0	99.2	0.0
LQ8	I received useful feedback on my assessments	0.8	0.0	9.8	89.3	99.2	0.0
LQ9	Assessments were based on realistic activities	0.0	0.8	7.4	91.8	99.2	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0.8	0.0	6.6	92.6	99.2	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0.8	0.8	6.6	91.8	98.4	0.0
LQ12	It was always easy to know the standards expected	0.0	0.8	10.7	88.5	99.2	0.0
LQ13	I usually had a clear idea of what was expected of me	0.0	0.8	13.9	85.2	99.2	0.0
LQ14	Trainers made it clear right from the start what they expected from me	0.0	0.8	9.0	90.2	99.2	0.0
LQ15	I was given enough material to keep up my interest	0.0	0.0	9.8	90.2	100.0	0.0
LQ16	The amount of work I had to do was reasonable	0.0	0.8	13.1	86.1	99.2	0.0
LQ17	The training was at the right level of difficulty for me	0.8	1.6	16.4	81.1	97.5	0.0
LQ18	The training focused on relevant skills	0.8	0.0	6.6	92.6	99.2	0.0
LQ19	The training prepared me well for work	0.8	0.0	6.6	92.6	99.2	0.0
LQ20	The training had a good mix of theory and practice	0.0	0.0	9.8	90.2	100.0	0.0
LQ21	I developed the skills expected from this training	0.0	0.8	5.7	93.4	99.2	0.0
LQ22	I learned to work with people	0.0	0.8	13.1	86.1	99.2	0.0
LQ23	I identified ways to build on my current knowledge and skills	0.8	0.0	6.6	92.6	99.2	0.0
LQ24	I developed the knowledge expected from this training	0.8	0.0	4.9	94.3	99.2	0.0
LQ25	I learned to plan and manage my work	0.0	0.0	16.4	83.6	100.0	0.0
LQ26	Training resources were available when I needed them	0.0	0.0	7.4	92.6	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials	0.0	0.0	14.8	85.2	100.0	0.0
LQ28	Training facilities and materials were in good condition	0.0	0.0	10.7	89.3	100.0	0.0
LQ29	Training organisation staff respected my background and needs	0.0	0.8	5.7	93.4	99.2	0.0
LQ30	The training was flexible enough to meet my needs	0.8	0.0	9.8	89.3	99.2	0.0
LQ31	The training organisation had a range of services to support learners	0.0	0.8	11.5	87.7	99.2	0.0
LQ32	I set high standards for myself in this training	0.0	0.0	16.4	83.6	100.0	0.0
LQ33	I pushed myself to understand things I found confusing	2.5	1.6	13.9	82.0	95.9	0.0
LQ34	I looked for my own resources to help me learn	4.9	19.7	28.7	46.7	75.4	0.0
LQ35	I approached trainers if I needed help	0.8	0.0	8.2	91.0	99.2	0.0

LQ item averages and variations

	Item	Average Score	Average Variation
LQ1	Trainers encouraged learners to ask questions	97.3	10.1
LQ2	Trainers made the subject as interesting as possible	97.5	9.7
LQ3	Trainers had an excellent knowledge of the subject content	97.3	11.8
LQ4	Trainers explained things clearly	97.0	10.5
LQ5	Overall, I am satisfied with the training	97.8	9.3
LQ6	I would recommend the training to others	97.8	11.1
LQ7	I would recommend the training organisation to others	96.7	10.8
LQ8	I received useful feedback on my assessments	95.9	13.3
LQ9	Assessments were based on realistic activities	97.0	10.5
LQ10	The way I was assessed was a fair test of my skills and knowledge	97.0	12.1
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	96.4	13.4
LQ12	It was always easy to know the standards expected	95.9	11.8
LQ13	I usually had a clear idea of what was expected of me	94.8	12.9
LQ14	Trainers made it clear right from the start what they expected from me	96.4	11.2
LQ15	I was given enough material to keep up my interest	96.7	10.0
LQ16	The amount of work I had to do was reasonable	95.1	12.6
LQ17	The training was at the right level of difficulty for me	92.6	16.9
LQ18	The training focused on relevant skills	97.0	12.1
LQ19	The training prepared me well for work	97.0	12.1
LQ20	The training had a good mix of theory and practice	96.7	10.0
LQ21	I developed the skills expected from this training	97.5	9.7
LQ22	I learned to work with people	95.1	12.6
LQ23	I identified ways to build on my current knowledge and skills	97.0	12.1
LQ24	I developed the knowledge expected from this training	97.5	11.5
LQ25	I learned to plan and manage my work	94.5	12.4
LQ26	Training resources were available when I needed them	97.5	8.7
LQ27	The training used up-to-date equipment, facilities and materials	95.1	11.9
LQ28	Training facilities and materials were in good condition	96.4	10.3
LQ29	Training organisation staff respected my background and needs	97.5	9.7
LQ30	The training was flexible enough to meet my needs	95.9	13.3
LQ31	The training organisation had a range of services to support learners	95.6	12.1
LQ32	I set high standards for myself in this training	94.5	12.4
LQ33	I pushed myself to understand things I found confusing	91.8	20.2
LQ34	I looked for my own resources to help me learn	72.4	30.5
LQ35	I approached trainers if I needed help	96.4	12.7

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials	0	0	9	16	25	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0	0	10	15	25	0
EQ3	The training organisation was flexible enough to meet our needs	0	0	9	16	25	0
EQ4	Assessment was at an appropriate standard	0	0	7	18	25	0
EQ5	The training resources were appropriate for learner needs	0	0	9	16	25	0
EQ6	The training reflected current practice	0	0	8	17	25	0
EQ7	The training organisation developed customised programs	0	2	7	16	23	0
EQ8	The training organisation provided good support for workplace training and assessment	0	0	7	17	24	1
EQ9	The training focused on relevant skills	0	0	8	17	25	0
EQ10	Our employees gained the skills they needed from this training	0	0	8	17	25	0
EQ11	The training was effectively integrated into our organisation	0	0	8	17	25	0
EQ12	Overall, we are satisfied with the training	0	0	6	19	25	0
EQ13	We would recommend the training organisation to others	0	0	7	18	25	0
EQ14	We would recommend the training to others	0	0	4	21	25	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0	0	8	17	25	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0	1	7	17	24	0
EQ17	Trainers had a good knowledge and experience of the industry	0	0	5	20	25	0
EQ18	Assessments were based on realistic activities	0	0	8	17	25	0
EQ19	Trainers were effective in their teaching	0	0	4	21	25	0
EQ20	The training was an effective investment	0	0	8	17	25	0
EQ21	Trainers were able to relate material to the workplace	0	0	6	19	25	0
EQ22	The training had a good mix of theory and practice	0	0	5	20	25	0
EQ23	The training organisation acted on feedback from employers	0	0	9	16	25	0
EQ24	The training has helped our employees work with people	0	0	10	15	25	0
EQ25	Training resources and equipment were in good condition	0	0	10	15	25	0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0	0	10	15	25	0
EQ27	The training prepared employees well for work	0	0	8	17	25	0
EQ28	Our employees gained the knowledge they needed from this training	0	0	10	15	25	0
EQ29	The training prepared our employees for the demands of work	0	0	10	15	25	0
EQ30	The training organisation clearly explained what was expected from employers	0	0	6	19	25	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	36.0	64.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0.0	0.0	40.0	60.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs	0.0	0.0	36.0	64.0	100.0	0.0
EQ4	Assessment was at an appropriate standard	0.0	0.0	28.0	72.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs	0.0	0.0	36.0	64.0	100.0	0.0
EQ6	The training reflected current practice	0.0	0.0	32.0	68.0	100.0	0.0
EQ7	The training organisation developed customised programs	0.0	8.0	28.0	64.0	92.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment	0.0	0.0	29.2	70.8	100.0	4.2
EQ9	The training focused on relevant skills	0.0	0.0	32.0	68.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training	0.0	0.0	32.0	68.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation	0.0	0.0	32.0	68.0	100.0	0.0
EQ12	Overall, we are satisfied with the training	0.0	0.0	24.0	76.0	100.0	0.0
EQ13	We would recommend the training organisation to others	0.0	0.0	28.0	72.0	100.0	0.0
EQ14	We would recommend the training to others	0.0	0.0	16.0	84.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0.0	0.0	32.0	68.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0.0	4.0	28.0	68.0	96.0	0.0
EQ17	Trainers had a good knowledge and experience of the industry	0.0	0.0	20.0	80.0	100.0	0.0
EQ18	Assessments were based on realistic activities	0.0	0.0	32.0	68.0	100.0	0.0
EQ19	Trainers were effective in their teaching	0.0	0.0	16.0	84.0	100.0	0.0
EQ20	The training was an effective investment	0.0	0.0	32.0	68.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace	0.0	0.0	24.0	76.0	100.0	0.0
EQ22	The training had a good mix of theory and practice	0.0	0.0	20.0	80.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers	0.0	0.0	36.0	64.0	100.0	0.0
EQ24	The training has helped our employees work with people	0.0	0.0	40.0	60.0	100.0	0.0
EQ25	Training resources and equipment were in good condition	0.0	0.0	40.0	60.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0.0	0.0	40.0	60.0	100.0	0.0
EQ27	The training prepared employees well for work	0.0	0.0	32.0	68.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training	0.0	0.0	40.0	60.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work	0.0	0.0	40.0	60.0	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers	0.0	0.0	24.0	76.0	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	88.0	16.3
EQ2	The training organisation dealt satisfactorily with any issues or complaints	86.7	16.7
EQ3	The training organisation was flexible enough to meet our needs	88.0	16.3
EQ4	Assessment was at an appropriate standard	90.7	15.3
EQ5	The training resources were appropriate for learner needs	88.0	16.3
EQ6	The training reflected current practice	89.3	15.9
EQ7	The training organisation developed customised programs	85.3	21.7
EQ8	The training organisation provided good support for workplace training and assessment	90.3	15.5
EQ9	The training focused on relevant skills	89.3	15.9
EQ10	Our employees gained the skills they needed from this training	89.3	15.9
EQ11	The training was effectively integrated into our organisation	89.3	15.9
EQ12	Overall, we are satisfied with the training	92.0	14.5
EQ13	We would recommend the training organisation to others	90.7	15.3
EQ14	We would recommend the training to others	94.7	12.5
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	89.3	15.9
EQ16	The way employees were assessed was a fair test of their skills and knowledge	88.0	19.0
EQ17	Trainers had a good knowledge and experience of the industry	93.3	13.6
EQ18	Assessments were based on realistic activities	89.3	15.9
EQ19	Trainers were effective in their teaching	94.7	12.5
EQ20	The training was an effective investment	89.3	15.9
EQ21	Trainers were able to relate material to the workplace	92.0	14.5
EQ22	The training had a good mix of theory and practice	93.3	13.6
EQ23	The training organisation acted on feedback from employers	88.0	16.3
EQ24	The training has helped our employees work with people	86.7	16.7
EQ25	Training resources and equipment were in good condition	86.7	16.7
EQ26	The training helped employees identify how to build on their current knowledge and skills	86.7	16.7
EQ27	The training prepared employees well for work	89.3	15.9
EQ28	Our employees gained the knowledge they needed from this training	86.7	16.7
EQ29	The training prepared our employees for the demands of work	86.7	16.7
EQ30	The training organisation clearly explained what was expected from employers	92.0	14.5

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
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	67	97.6	7.6
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	25.0	0.0
	Short course or statement of attainment	10	96.7	10.5
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	97.2	8.4
	Total	122	97.3	9.9
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	97.8	8.6
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	99.2	4.0
	Other	61	96.2	12.2
	Total	122	97.3	9.9
Training start month	January	16	96.9	9.1
	February	9	91.7	25.0
	March	19	98.7	4.2
	April	11	97.0	10.1
	May	26	98.4	5.8
	June	3	100.0	0.0
	July	3	97.2	4.8
	August	6	100.0	0.0
	September	15	97.8	8.6
	October	2	100.0	0.0
	November	12	94.4	13.0
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	25.0	0.0
2023		104	97.5	8.0
2022		2	100.0	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	97.2	10.1
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	97.4	9.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	99.7	1.6
	Male	96	96.6	11.1
Learner age	Under 15	0		
	15 to 19	16	93.8	12.0
	20 to 24	20	100.0	0.0
	25 to 34	34	98.8	5.9
	35 to 44	35	98.8	5.8
	45 to 54	14	91.7	20.7
	55 to 64	3	88.9	19.2
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	97.8	7.4
	Yes, Aboriginal	2	62.5	53.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	98.0	10.2
	Language other than English	56	96.4	9.5
Permanent residency or citizenship	Australian	117	97.2	10.1
	Not Australian	5	100.0	0.0
Disability status	Disability identified	2	100.0	0.0
	No disability identified	120	97.2	10.0

Effective Assessment

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	95.8	5.9
	Certificate II	67	97.6	6.8
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	16.7	0.0
	Short course or statement of attainment	10	97.5	5.6
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	94.1	12.4
	Total	122	96.6	10.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	97.8	4.9
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	98.1	6.0
	Other	61	95.6	13.4
	Total	122	96.6	10.6
Training start month	January	16	97.4	5.9
	February	9	85.2	29.1
	March	19	98.7	4.2
	April	11	97.0	10.1
	May	26	96.5	7.5
	June	3	97.2	4.8
	July	3	100.0	0.0
	August	6	100.0	0.0
	September	15	97.8	8.6
	October	2	100.0	0.0
	November	12	95.8	10.4
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	16.7	0.0
2023		104	96.8	8.3
2022		2	100.0	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	96.5	10.8
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	96.6	10.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	98.7	3.1
	Male	96	96.0	11.8
Learner age	Under 15	0		
	15 to 19	16	93.8	9.9
	20 to 24	20	100.0	0.0
	25 to 34	34	99.0	5.7
	35 to 44	35	97.1	9.0
	45 to 54	14	88.1	22.6
	55 to 64	3	94.4	9.6
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	97.2	7.8
	Yes, Aboriginal	2	58.3	58.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	97.3	10.9
	Language other than English	56	95.7	10.4
Permanent residency or citizenship	Australian	117	96.4	10.8
	Not Australian	5	100.0	0.0
Disability status	Disability identified	2	100.0	0.0
	No disability identified	120	96.5	10.7

Clear Expectations

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	67	96.2	8.6
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	95.6	6.1
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	33.3	0.0
	Short course or statement of attainment	10	96.7	7.5
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	94.0	10.4
	Total	122	95.7	10.0
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	95.6	7.0
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	97.9	6.5
	Other	61	94.5	11.9
	Total	122	95.7	10.0
Training start month	January	16	95.8	6.9
	February	9	91.4	22.1
	March	19	96.5	7.5
	April	11	94.9	10.4
	May	26	96.2	8.3
	June	3	100.0	0.0
	July	3	92.6	12.8
	August	6	100.0	0.0
	September	15	95.6	9.2
	October	2	100.0	0.0
	November	12	94.4	13.0
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	88.9	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	33.3	0.0
2023		104	95.9	8.8
2022		2	88.9	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	95.6	10.2
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	95.7	10.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	97.0	5.9
	Male	96	95.4	10.9
Learner age	Under 15	0		
	15 to 19	16	91.7	12.5
	20 to 24	20	97.8	4.6
	25 to 34	34	96.7	7.5
	35 to 44	35	97.8	7.0
	45 to 54	14	90.5	18.9
	55 to 64	3	92.6	12.8
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	96.2	8.3
	Yes, Aboriginal	2	66.7	47.1
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	96.8	10.1
	Language other than English	56	94.4	9.9
Permanent residency or citizenship	Australian	117	95.5	10.2
	Not Australian	5	100.0	0.0
Disability status	Disability identified	2	100.0	0.0
	No disability identified	120	95.6	10.1

Learning Stimulation

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	67	94.5	11.0
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	95.6	6.1
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	66.7	0.0
	Short course or statement of attainment	10	94.4	10.8
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	93.5	12.7
	Total	122	94.8	10.8
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	88.9	0.0
	Agriculture, environmental and related studies	0		
	Health	15	97.0	8.9
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	94.8	9.8
	Other	61	94.7	11.6
	Total	122	94.8	10.8
Training start month	January	16	96.5	8.8
	February	9	88.9	16.7
	March	19	95.9	9.2
	April	11	94.9	10.4
	May	26	94.0	11.0
	June	3	100.0	0.0
	July	3	88.9	19.2
	August	6	98.1	4.5
	September	15	94.8	11.0
	October	2	100.0	0.0
	November	12	94.4	13.0
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	66.7	0.0
2023		104	94.3	11.2
2022		2	100.0	0.0
2017		1	100.0	0.0
2014		1	88.9	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	83.3	14.3
	Not apprenticeship or traineeship	118	95.2	10.5
Recognition of prior learning	Recognition of prior learning	8	88.9	15.7
	No recognition of prior learning	114	95.2	10.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	95.7	9.5
	Male	96	94.6	11.2
Learner age	Under 15	0		
	15 to 19	16	88.9	14.1
	20 to 24	20	96.7	7.3
	25 to 34	34	96.7	9.7
	35 to 44	35	95.2	10.2
	45 to 54	14	94.4	12.1
	55 to 64	3	88.9	19.2
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	95.0	10.6
	Yes, Aboriginal	2	83.3	23.6
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	96.5	8.5
	Language other than English	56	92.9	12.8
Permanent residency or citizenship	Australian	117	94.8	10.9
	Not Australian	5	95.6	9.9
Disability status	Disability identified	2	100.0	0.0
	No disability identified	120	94.7	10.9

Training Relevance

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	94.4	7.9
	Certificate II	67	97.3	7.0
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	22.2	0.0
	Short course or statement of attainment	10	97.8	7.0
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	96.3	8.5
	Total	122	96.9	9.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	96.3	6.9
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	98.7	4.3
	Other	61	96.2	12.0
	Total	122	96.9	9.6
Training start month	January	16	98.6	5.6
	February	9	87.7	25.7
	March	19	97.1	7.3
	April	11	97.0	10.1
	May	26	97.4	5.7
	June	3	100.0	0.0
	July	3	100.0	0.0
	August	6	100.0	0.0
	September	15	98.5	3.9
	October	2	100.0	0.0
	November	12	94.4	11.1
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	22.2	0.0
2023		104	97.1	7.3
2022		2	100.0	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	96.8	9.8
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	97.0	9.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	98.7	3.6
	Male	96	96.4	10.6
Learner age	Under 15	0		
	15 to 19	16	92.4	11.3
	20 to 24	20	99.4	2.5
	25 to 34	34	98.7	6.0
	35 to 44	35	98.4	5.5
	45 to 54	14	91.3	20.5
	55 to 64	3	92.6	12.8
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	97.5	6.8
	Yes, Aboriginal	2	61.1	55.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	97.1	10.7
	Language other than English	56	96.6	8.2
Permanent residency or citizenship	Australian	117	96.8	9.8
	Not Australian	5	100.0	0.0
Disability status	Disability identified	2	94.4	7.9
	No disability identified	120	96.9	9.7

Competency Development

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	90.0	14.1
	Certificate II	67	97.3	6.8
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	94.7	7.3
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	26.7	0.0
	Short course or statement of attainment	10	96.7	6.5
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	99.4	2.0
	Do not know	24	95.6	9.6
	Total	122	96.3	9.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	97.8	5.4
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	97.4	5.1
	Other	61	95.6	12.0
	Total	122	96.3	9.6
Training start month	January	16	97.9	5.3
	February	9	85.9	25.3
	March	19	97.2	5.1
	April	11	97.0	10.1
	May	26	96.4	5.1
	June	3	100.0	0.0
	July	3	100.0	0.0
	August	6	100.0	0.0
	September	15	97.3	8.7
	October	2	100.0	0.0
	November	12	94.4	10.2
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	26.7	0.0
2023		104	96.5	7.7
2022		2	93.3	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	96.2	9.7
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	96.4	9.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	96.9	5.4
	Male	96	96.2	10.5
Learner age	Under 15	0		
	15 to 19	16	94.2	9.7
	20 to 24	20	97.0	5.1
	25 to 34	34	98.2	6.0
	35 to 44	35	97.3	8.0
	45 to 54	14	91.4	19.6
	55 to 64	3	93.3	11.5
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	96.9	7.2
	Yes, Aboriginal	2	63.3	51.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	97.0	9.9
	Language other than English	56	95.6	9.3
Permanent residency or citizenship	Australian	117	96.2	9.8
	Not Australian	5	100.0	0.0
Disability status	Disability identified	2	93.3	9.4
	No disability identified	120	96.4	9.6

Training Resources

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	88.9	15.7
	Certificate II	67	96.7	7.5
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	88.9	0.0
	Short course or statement of attainment	10	93.3	9.4
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	94.9	10.4
	Total	122	96.4	8.0
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	94.8	8.3
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	96.4	7.6
	Other	61	97.1	7.6
	Total	122	96.4	8.0
Training start month	January	16	97.9	6.0
	February	9	95.1	8.1
	March	19	97.7	5.9
	April	11	93.9	11.5
	May	26	96.6	7.5
	June	3	96.3	6.4
	July	3	92.6	12.8
	August	6	98.1	4.5
	September	15	97.0	8.9
	October	2	94.4	7.9
	November	12	94.4	11.1
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	88.9	0.0
2023		104	95.8	8.5
2022		2	100.0	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	96.2	8.1
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	96.4	7.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	97.0	6.7
	Male	96	96.2	8.4
Learner age	Under 15	0		
	15 to 19	16	93.1	10.6
	20 to 24	20	98.3	4.1
	25 to 34	34	97.4	7.3
	35 to 44	35	96.8	7.4
	45 to 54	14	94.4	10.5
	55 to 64	3	92.6	12.8
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	96.4	8.0
	Yes, Aboriginal	2	94.4	7.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	97.5	5.4
	Language other than English	56	95.0	10.1
Permanent residency or citizenship	Australian	117	96.3	8.1
	Not Australian	5	97.8	5.0
Disability status	Disability identified	2	94.4	7.9
	No disability identified	120	96.4	8.0

Effective Support

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	67	96.5	8.0
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	22.2	0.0
	Short course or statement of attainment	10	96.7	10.5
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	95.8	10.3
	Total	122	96.4	10.5
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	97.0	8.9
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	98.2	5.9
	Other	61	95.3	12.7
	Total	122	96.4	10.5
Training start month	January	16	96.5	8.8
	February	9	88.9	26.1
	March	19	95.9	7.6
	April	11	97.0	10.1
	May	26	97.9	7.7
	June	3	100.0	0.0
	July	3	100.0	0.0
	August	6	100.0	0.0
	September	15	95.6	10.1
	October	2	100.0	0.0
	November	12	95.4	10.0
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	22.2	0.0
2023		104	96.5	8.7
2022		2	100.0	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
	Not apprenticeship or traineeship	118	96.2	10.7
Recognition of prior learning	Recognition of prior learning	8	95.8	11.8
	No recognition of prior learning	114	96.4	10.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	99.1	3.0
	Male	96	95.6	11.7
Learner age	Under 15	0		
	15 to 19	16	93.1	11.4
	20 to 24	20	97.8	4.6
	25 to 34	34	98.7	6.0
	35 to 44	35	97.8	7.5
	45 to 54	14	90.5	21.7
	55 to 64	3	88.9	19.2
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	96.9	8.1
	Yes, Aboriginal	2	61.1	55.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	97.1	10.6
	Language other than English	56	95.4	10.5
Permanent residency or citizenship	Australian	117	96.2	10.7
	Not Australian	5	100.0	0.0
Disability status	Disability identified	2	94.4	7.9
	No disability identified	120	96.4	10.6

Active Learning

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	95.8	5.9
	Certificate II	67	86.6	12.3
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	86.7	18.3
	Diploma	1	91.7	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	91.7	0.0
	Short course or statement of attainment	10	86.7	11.2
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	93.9	13.0
	Do not know	24	92.7	9.6
	Total	122	88.8	12.1
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	75.0	0.0
	Architecture and building	1	75.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	91.7	10.0
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	91.7	10.3
	Other	61	86.9	13.0
	Total	122	88.8	12.1
Training start month	January	16	87.5	13.3
	February	9	88.9	10.2
	March	19	87.7	8.0
	April	11	95.5	10.1
	May	26	86.2	16.0
	June	3	94.4	4.8
	July	3	100.0	0.0
	August	6	91.7	7.5
	September	15	85.0	9.6
	October	2	100.0	0.0
	November	12	88.9	14.4
	December	0		
	Training Start Year	Victoria	3	75.0
Unknown		2	100.0	0.0
Nil		1	83.3	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	91.7	11.8
23		1	100.0	0.0
2023 - Law cont..		1	91.7	0.0
2023		104	88.5	12.3
2022		2	83.3	0.0
2017		1	100.0	0.0
2014		1	75.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	83.3	11.8
	Not apprenticeship or traineeship	118	89.0	12.1
Recognition of prior learning	Recognition of prior learning	8	86.5	13.3
	No recognition of prior learning	114	89.0	12.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	26	89.1	11.5
	Male	96	88.7	12.3
Learner age	Under 15	0		
	15 to 19	16	83.3	12.2
	20 to 24	20	87.9	11.3
	25 to 34	34	91.2	10.4
	35 to 44	35	88.8	14.4
	45 to 54	14	90.5	7.9
	55 to 64	3	88.9	19.2
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	120	88.8	12.2
	Yes, Aboriginal	2	87.5	5.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	66	89.1	12.7
	Language other than English	56	88.4	11.3
Permanent residency or citizenship	Australian	117	88.6	12.2
	Not Australian	5	93.3	9.1
Disability status	Disability identified	2	91.7	11.8
	No disability identified	120	88.8	12.1

Overall Satisfaction

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	2	100.0	0.0
	Certificate II	67	97.8	6.5
	Certificate III	1	100.0	0.0
	Certificate IV	0		
	Certificate level unknown	5	100.0	0.0
	Diploma	1	100.0	0.0
	Advanced diploma	0		
	Associate degree	0		
	Degree	1	22.2	0.0
	Short course or statement of attainment	10	97.8	7.0
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	11	100.0	0.0
	Do not know	24	97.2	9.4
	Total	122	97.4	9.6
Field of Education	Natural and physical sciences	0		
	Information technology	1	66.7	0.0
	Engineering and related technologies	1	100.0	0.0
	Architecture and building	1	100.0	0.0
	Agriculture, environmental and related studies	0		
	Health	15	98.5	5.7
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	43	99.2	5.1
	Other	61	96.4	11.8
	Total	122	97.4	9.6
Training start month	January	16	96.5	6.7
	February	9	91.4	25.9
	March	19	97.7	7.0
	April	11	97.0	10.1
	May	26	98.3	6.8
	June	3	100.0	0.0
	July	3	100.0	0.0
	August	6	100.0	0.0
	September	15	98.5	5.7
	October	2	100.0	0.0
	November	12	97.2	9.6
	December	0		
	Training Start Year	Victoria	3	100.0
Unknown		2	100.0	0.0
Nil		1	100.0	0.0
NA		1	100.0	0.0
N/A		2	100.0	0.0
6		1	100.0	0.0
3		2	100.0	0.0
23		1	100.0	0.0
2023 - Law cont..		1	22.2	0.0
2023		104	98.0	7.1
2022		2	88.9	0.0
2017		1	100.0	0.0
2014		1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	4	100.0	0.0
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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

A good balance between mental and physical
Able to do hands on training
Blue room practical
Both theory and practical
Brendan was a great trainer.
Brendan was very engaging and realistic
Case Study.
Clear, concise, good encouragement
Completed all
Delivery of the training using real examples was the best aspect of the training.
Discussion
Each and everything!
Easy learning made fun
Elaboration
Every aspect
Everything
Everything about it was good couldn't think of just 1 thing, it was all made really enjoyable but still very professional and knowledgeable
Everything was well thought out and taught well.
Exercises.
Facilitator was professional
Facilities
Fran made this course very simple to understand and in a very fun way.
Fran was very engaging & made the course interesting
Fran! She was an amazing teacher and clearly very knowledgeable
Fresh approach to first aid
Good demonstration
Good teacher
Great learning
Great resources linked to Crown
Great trainer great class
Having a trainer who is an expert in the subject.
Heaps of time to study during classes
No homework
Holy smokes, where to begin... John provided outstanding facilitation of this course, all the while staying in the scope of what we NEEDED to learn I learned so much more which really put into context the reason and importance of why we do certain things at certain times. A+.
How good the teaching was from everyone, their level of knowledge in security and how kind everyone was.
I cannot think of any
I found the theory work to be the best part of the course. It was clear and simplistic to understand
I got answers to all of my questions
I personally liked how the set standards were high. All of the role playing was really realistic. All assignments prepared me very well for the job. The best resources and equipment was given to students to get a feel of the real world.
I really enjoyed the prac we did, they were all engaging and interesting
Importance of peaceful outcomes and law.
Instructors were very friendly and welcoming, and always able to answer any questions clearly
It was a fun learning environment!
John Holland
Learning first aid
Learning new skills and improving current skills
Learning tactical communications and the different defences and techniques that were taught by very good teachers.
Learning the open hand techniques
Learning with examples.
Learning with people around me and having great teachers who are very experienced in this field and relayed it onto us
Luca's examples
Matt and the instructors were very knowledgeable, made the learning process easy to understand, and entertaining.
None
Physical aspects (body and shoulder lock)

Playing with latest equipment
Plenty amount of time given to learn.
practical
Practical aspect
Practical demonstrations or videos as I'm a visual learner
Practical exercises.
Practical Observation Assessment
Practical stuff
Professional, friendly
Relevant information, trainer was engaging
Scenarios
Simple and logical
Simple delivery method of the training
tactical communications, reasoning skills and empty hand control techniques
Techniques of rotating persons to do cpr .
The applied knowledge of the trainer and the contextualised examples gave the training depth
The best aspects were that the trainers are very skilled and have the knowledge to help us as students go through each and every assessments.
The discussion on rare incidents that would be considered outside the box
The experience and knowledge of the trainers.
The fact that it wasn't just a 'study only' based environment all trainers went above and beyond for their students and never faltered when it came to making sure it was a fun and inclusive training environment; and not only did I gain skills and knowledge from the course but mentors and role models the trainers were for us made the biggest impact. I could say a lot of positive things about the trainers we had during the course but to keep it short, I am extremely grateful and proud to have each and everyone of them to be the one to teach and prepare me for my future career.
The instructors
The interaction
The introduction of new equipment that we will be using in the operation. Experienced Trainer.
The material was all interesting to me, learned something new every day
the mix of prac and theory
The mix of the practical and theory together.
The observations were realistic and what occurs in the real world.
The positive environment created by the trainers creating a keen interest and willingness to learn.
The practical and watching relevant footage
The practical assessments
The practical assessments and testing my knowledge during them
The practical lessons
The practical part
The practical parts
The practical training
The role play and observation assessments were fun and helped to cement the practical aspect of what we learned in theory. It helps to simulate what we will face in real life in the job.
The teachers
The trainers
The trainers did very well at teaching the content of the course.
The trainers really seemed to enjoy their jobs and were keen on making sure that we enjoyed ourselves as we progressed through training.
The trainers were interactive, catering and honestly want the best for the students
Theoretical and practicals.
Time management (no homework!) The observation assessments
To give the best amongst best security officers from training with qualified knowledges and physical trainings.
Trainer and training material with rhetorical and practicals
Trainer engaged with the group and ensured that everyone understood expectations
Trainer made the course very interesting
Trainer was informative
Trainer was very knowledgeable and had very good training skills.
Trainers were engaged in student success and the practical components that allowed for hands on training.
Trainers, Practical Aspects
Training scenarios and CPR practical training
Training with colleagues
Very informative and helpful, life skills
Very interesting assesments
Whole thing

EQ best aspects

All
Application exercises
Case study
Detailing of the training
Every thing
Everything
Everything CPR
everything was good
Good knowledge
Hands on training
Having done this training multiple times over my working career, today was the best delivery of the course ive ever experianced.
Interesting and relevant
Johns interactiveness and also shared great insight in to legalities surrounding providing first aid assistance.
Plenty of revisions thru The day
Practical
Re learning & improving knowledge regarding CPR procedures
The delivery
The life experience on the job
The personal approach John took to the training.
The practice hands on
Trainer
Very engaging and informative
Video and trainer
Visul

LQ needs improvement

-
.
All good
All information was relevant
All seems pretty good
Better updated information
Catered dinner
Coffee breaks
Course structure, separating learning and assessments
Cpr
Cuts
Every written and practical assessments were the best to keep us updated. The centre gave me the best what I needed. So I am happy and grateful that I had good opportunity to learn from very skilled and friendly professional instructors. Crown Security Training Centre is the best. Keep it up!
Explaining scenarios prior to entering them. Taking other advanced professional skills into account. Legal knowledge amongst instructors was incredibly poor. Instead of entering any dialogue they double down on their inaccurate opinion that was base on ZERO experience and made themselves appear to be fools. Also too much emphasis on citizens arrest which had a process fraught with total disaster.
Fran has been proven as much better trainer than the old male trainer.
getting through the information faster
Great trainer.
Honestly I don't feel there could be too much improved in the delivery of this course.
I couldn't really fault anything
I felt more time spent on the physical training would have been better for this ourselves
I personally think that the training was perfect for the role and this course does not need any improvements. I am happy with the resources and equipment we were given and how realistic they make the training
I think it was perfect for me
In all honesty I wish I could nitpick something but I can't possibly ask the trainers they may have most noticed something we students didn't pick up on.
It was good
Less theory / condensed theory
Maybe an extra day in part time to ensure more revision time
Maybe just have the written assessments after each category
More prac, less theory.
More Practical Assessment
More regularly training
More videos
N/A
N/A.
NA
Needs snacks
Nil
Nil.
Nil
No need
No suggestions
None
None applicable
None of it
None that i can think
None, the course is exceptional
None.
Not aplicable
Not much because it was a very effective course in getting me prepared to perform my job in the security industry.
Not sure.
nothing
Nothing at all
Nothing everything was done right the only thing I would say is do more practicals
Nothing I can think of
nothing I felt needed improvement
Nothing John is 10/10
Nothing more needed
Nothing much at all
Nothing really
Nothing that i can think of
Nothing to note

Nothing, Fran was too good
Occasional training to keep myself refreshed
Overall satisfied with the training
Perfect
Roleplay
Seems very good. No issues
Some of the elaborate training modules were irrelevant to our working environment.
Some phrasing of the booklet
Speaking for myself it was the assessments but luckily I had great teachers who really helped me past. And understand through breaking it down and explaining the question to me.
Tactical Communication
Tactical communications
Teamwork and communication with people
The gap between day 1&2
The room could use a window
The wording on the tests can get confusing.
There is too much content for a 1 day course
There needed to be access to a soft/digital copy of the training manual for when we were studying for assessments.
Trainers could speak a little bit slower and more clear for people who English is their second language.
Was all good.
Would not change a thing

EQ needs improvement

All
All good
All of it
child cpr
I liked the pre work as it will help in my personal life and the general knowledge is great. But it was very long, and John said some of the content was not 100% correct.
More training
Na
Nil
nithing
Non
None. John delivered the course extremely well, and i believe he far exceeds other trainers who have delivered the course prior.
Nothing to add
Poor assessment questions
The law of arrest and ohs