RTO Information

This report presents summary information about the Registered Training Organisation.

Name	Crown Melbourne Ltd
RTO Code	3743
Address	8 Whiteman 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 Questionairre (LQ) and Employer Questionairre (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 reponses. 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	12	84.7	14.1	0	0.0	0.0
Effective Assessment	12	82.6	15.3	0	0.0	0.0
Clear Expectations	12	83.3	16.8			
Learning Stimulation	12	81.5	10.9			
Training Relevance	12	81.5	19.7	0	0.0	0.0
Competency Development	12	85.6	15.8	0	0.0	0.0
Training Resources	12	80.6	19.6	0	0.0	0.0
Effective Support	12	83.3	13.8	0	0.0	0.0
Active Learning	12	83.3	15.1			
Overall Satisfaction	12	88.0	15.3	0	0.0	0.0

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	12	0	0.0
	Information technology	12	0	0.0
	Engineering and related technologies	12	0	0.0
	Architecture and building	12	0	0.0
	Agriculture, environmental and related studies	12	0	0.0
	Health	12	0	0.0
	Education	12	0	0.0
	Management and commerce	12	0	0.0
	Society and culture	12	0	0.0
	Creative arts	12	0	0.0
	Food, hospitality and personal services	12	10	83.3
	Other	12	2	16.7
	Total	12	12	100.0
Qualification Level	Certificate I	12	0	0.0
	Certificate II	12	2	16.7
	Certificate III	12	10	83.3
	Certificate IV	12	0	0.0
	Certificate level unknown	12	0	0.0
	Diploma	12	0	0.0
	Advanced diploma	12	0	0.0
	Associate degree	12	0	0.0
	Degree	12	0	0.0
	Short course or statement of attainment	12	0	0.0
	VET Graduate Certificate or Diploma	12	0	0.0
	Other qualification or training	12	0	0.0
	Do not know	12	0	0.0
	Total	12	12	100.0

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	0	6	6	12	0
LQ2	Trainers made the subject as interesting as possible	0	0	7	5	12	0
LQ3	Trainers had an excellent knowledge of the subject content	0	0	4	8	12	0
LQ4	Trainers explained things clearly	0	0	5	7	12	0
LQ5	Overall, I am satisfied with the training	0	0	4	8	12	0
LQ6	I would recommend the training to others	0	0	4	8	12	0
LQ7	I would recommend the training organisation to others	0	0	5	7	12	0
LQ8	I received useful feedback on my assessments	0	0	6	6	12	0
LQ9	Assessments were based on realistic activities	0	1	4	7	11	0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0	1	4	7	11	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0	0	7	5	12	0
LQ12	It was always easy to know the standards expected	0	1	4	7	11	0
LQ13	I usually had a clear idea of what was expected of me	0	0	6	6	12	0
LQ14	Trainers made it clear right from the start what they expected from me	0	0	6	6	12	0
LQ15	I was given enough material to keep up my interest	0	1	6	5	11	0
LQ16	The amount of work I had to do was reasonable	0	0	5	7	12	0
LQ17	The training was at the right level of difficulty for me	0	1	5	6	11	0
LQ18	The training focused on relevant skills	0	1	5	6	11	0
LQ19	The training prepared me well for work	0	1	4	7	11	0
LQ20	The training had a good mix of theory and practice	0	1	5	6	11	0
LQ21	I developed the skills expected from this training	0	0	3	9	12	0
LQ22	I learned to work with people	0	1	6	5	11	0
LQ23	I identified ways to build on my current knowledge and skills	0	0	5	7	12	0
LQ24	I developed the knowledge expected from this training	0	0	4	8	12	0
LQ25	I learned to plan and manage my work	0	1	4	7	11	0
LQ26	Training resources were available when I needed them	0	0	8	4	12	0
LQ27	The training used up-to-date equipment, facilities and materials	1	1	3	7	10	0
LQ28	Training facilities and materials were in good condition	0	1	3	8	11	0
LQ29	Training organisation staff respected my background and needs	0	0	5	7	12	0
LQ30	The training was flexible enough to meet my needs	0	0	7	5	12	0
LQ31	The training organisation had a range of services to support learners	0	0	6	6	12	0
LQ32	I set high standards for myself in this training	0	0	6	6	12	0
LQ33	I pushed myself to understand things I found confusing	0	0	6	6	12	0
LQ34	I looked for my own resources to help me learn	0	1	7	4	11	0
LQ35	I approached trainers if I needed help	0	0	3	9	12	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	0.0	0.0	50.0	50.0	100.0	0.0
LQ2	Trainers made the subject as interesting as possible	0.0	0.0	58.3	41.7	100.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content	0.0	0.0	33.3	66.7	100.0	0.0
LQ4	Trainers explained things clearly	0.0	0.0	41.7	58.3	100.0	0.0
LQ5	Overall, I am satisfied with the training	0.0	0.0	33.3	66.7	100.0	0.0
LQ6	I would recommend the training to others	0.0	0.0	33.3	66.7	100.0	0.0
LQ7	I would recommend the training organisation to others	0.0	0.0	41.7	58.3	100.0	0.0
LQ8	I received useful feedback on my assessments	0.0	0.0	50.0	50.0	100.0	0.0
LQ9	Assessments were based on realistic activities	0.0	8.3	33.3	58.3	91.7	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0.0	8.3	33.3	58.3	91.7	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0.0	0.0	58.3	41.7	100.0	0.0
LQ12	It was always easy to know the standards expected	0.0	8.3	33.3	58.3	91.7	0.0
LQ13	I usually had a clear idea of what was expected of me	0.0	0.0	50.0	50.0	100.0	0.0
LQ14	Trainers made it clear right from the start what they expected from me	0.0	0.0	50.0	50.0	100.0	0.0
LQ15	I was given enough material to keep up my interest	0.0	8.3	50.0	41.7	91.7	0.0
LQ16	The amount of work I had to do was reasonable	0.0	0.0	41.7	58.3	100.0	0.0
LQ17	The training was at the right level of difficulty for me	0.0	8.3	41.7	50.0	91.7	0.0
LQ18	The training focused on relevant skills	0.0	8.3	41.7	50.0	91.7	0.0
LQ19	The training prepared me well for work	0.0	8.3	33.3	58.3	91.7	0.0
LQ20	The training had a good mix of theory and practice	0.0	8.3	41.7	50.0	91.7	0.0
LQ21	I developed the skills expected from this training	0.0	0.0	25.0	75.0	100.0	0.0
LQ22	I learned to work with people	0.0	8.3	50.0	41.7	91.7	0.0
LQ23	I identified ways to build on my current knowledge and skills	0.0	0.0	41.7	58.3	100.0	0.0
LQ24	I developed the knowledge expected from this training	0.0	0.0	33.3	66.7	100.0	0.0
LQ25	I learned to plan and manage my work	0.0	8.3	33.3	58.3	91.7	0.0
LQ26	Training resources were available when I needed them	0.0	0.0	66.7	33.3	100.0	0.0
LQ27	The training used up-to-date equipment, facilities and materials	8.3	8.3	25.0	58.3	83.3	0.0
LQ28	Training facilities and materials were in good condition	0.0	8.3	25.0	66.7	91.7	0.0
LQ29	Training organisation staff respected my background and needs	0.0	0.0	41.7	58.3	100.0	0.0
LQ30	The training was flexible enough to meet my needs	0.0	0.0	58.3	41.7	100.0	0.0
LQ31	The training organisation had a range of services to support learners	0.0	0.0	50.0	50.0	100.0	0.0
LQ32	I set high standards for myself in this training	0.0	0.0	50.0	50.0	100.0	0.0
LQ33	I pushed myself to understand things I found confusing	0.0	0.0	50.0	50.0	100.0	0.0
LQ34	I looked for my own resources to help me learn	0.0	8.3	58.3	33.3	91.7	0.0
LQ35	I approached trainers if I needed help	0.0	0.0	25.0	75.0	100.0	0.0

LQ item averages and variations

	Item	Average Score	Average Variation
LQ1	Trainers encouraged learners to ask questions	83.3	17.4
LQ2	Trainers made the subject as interesting as possible	80.6	17.2
LQ3	Trainers had an excellent knowledge of the subject content	88.9	16.4
LQ4	Trainers explained things clearly	86.1	17.2
LQ5	Overall, I am satisfied with the training	88.9	16.4
LQ6	I would recommend the training to others	88.9	16.4
LQ7	I would recommend the training organisation to others	86.1	17.2
LQ8	I received useful feedback on my assessments	83.3	17.4
LQ9	Assessments were based on realistic activities	83.3	22.5
LQ10	The way I was assessed was a fair test of my skills and knowledge	83.3	22.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	80.6	17.2
LQ12	It was always easy to know the standards expected	83.3	22.5
LQ13	I usually had a clear idea of what was expected of me	83.3	17.4
LQ14	Trainers made it clear right from the start what they expected from me	83.3	17.4
LQ15	I was given enough material to keep up my interest	77.8	21.7
LQ16	The amount of work I had to do was reasonable	86.1	17.2
LQ17	The training was at the right level of difficulty for me	80.6	22.3
LQ18	The training focused on relevant skills	80.6	22.3
LQ19	The training prepared me well for work	83.3	22.5
LQ20	The training had a good mix of theory and practice	80.6	22.3
LQ21	I developed the skills expected from this training	91.7	15.1
LQ22	I learned to work with people	77.8	21.7
LQ23	I identified ways to build on my current knowledge and skills	86.1	17.2
LQ24	I developed the knowledge expected from this training	88.9	16.4
LQ25	I learned to plan and manage my work	83.3	22.5
LQ26	Training resources were available when I needed them	77.8	16.4
LQ27	The training used up-to-date equipment, facilities and materials	77.8	32.8
LQ28	Training facilities and materials were in good condition	86.1	22.3
LQ29	Training organisation staff respected my background and needs	86.1	17.2
LQ30	The training was flexible enough to meet my needs	80.6	17.2
LQ31	The training organisation had a range of services to support learners	83.3	17.4
LQ32	I set high standards for myself in this training	83.3	17.4
LQ33	I pushed myself to understand things I found confusing	83.3	17.4
LQ34	I looked for my own resources to help me learn	75.0	20.7
LQ35	I approached trainers if I needed help	91.7	15.1

EQ response category numbers

Item	SD	D	A	SA	AG	MI

EQ response category percentages

Item	SD	D	A	SA	AG	MI

EQ item averages and variations

Item	Average Score	Average Variation

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	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	85.0	13.5
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	84.7	14.1
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	84.2	14.4
	Other	2	87.5	17.7
	Total	12	84.7	14.1
Training start month	January	4	83.3	19.2
	February	0		
	March	1	75.0	0.0
	April	1	100.0	0.0
	May	2	83.3	11.8
	June	1	83.3	0.0
	July	1	66.7	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	91.7	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	78.3	9.5
	2021	4	97.9	4.2
	2019	1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	84.4	15.7
	Not apprenticeship or traineeship	4	85.4	12.5
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	83.3	13.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	79.2	14.4
	Male	8	87.5	14.1
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	95.0	7.5
	25 to 34	4	85.4	12.5
	35 to 44	1	66.7	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	66.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	84.7	14.1
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	86.9	12.6
	Language other than English	5	81.7	17.1
Permanent residency or citizenship	Australian	12	84.7	14.1
	Not Australian	0		
Disability status	Disability identified	1	91.7	0.0
	No disability identified	11	84.1	14.7

Effective Assessment

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	82.5	14.9
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	82.6	15.3
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	80.0	15.3
	Other	2	95.8	5.9
	Total	12	82.6	15.3
Training start month	January	4	85.4	17.2
	February	0		
	March	1	91.7	0.0
	April	1	91.7	0.0
	May	2	66.7	23.6
	June	1	83.3	0.0
	July	1	75.0	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	75.0	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	81.7	7.0
	2021	4	85.4	23.9
	2019	1	75.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	84.4	13.7
	Not apprenticeship or traineeship	4	79.2	19.8
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	80.6	14.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	66.7	11.8
	Male	8	90.6	9.4
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	85.0	20.7
	25 to 34	4	87.5	10.8
	35 to 44	1	75.0	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	75.0	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	82.6	15.3
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	78.6	16.6
	Language other than English	5	88.3	12.6
Permanent residency or citizenship	Australian	12	82.6	15.3
	Not Australian	0		
Disability status	Disability identified	1	50.0	0.0
	No disability identified	11	85.6	11.8

Clear Expectations

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	83.3	16.8
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	83.3	16.8
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	81.1	17.4
	Other	2	94.4	7.9
	Total	12	83.3	16.8
Training start month	January	4	83.3	19.2
	February	0		
	March	1	88.9	0.0
	April	1	100.0	0.0
	May	2	77.8	31.4
	June	1	77.8	0.0
	July	1	77.8	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	66.7	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	71.1	12.7
	2021	4	100.0	0.0
	2019	1	77.8	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	81.9	15.6
	Not apprenticeship or traineeship	4	86.1	21.0
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	81.5	16.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	75.0	16.7
	Male	8	87.5	16.2
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	95.6	9.9
	25 to 34	4	77.8	20.3
	35 to 44	1	77.8	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	66.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	83.3	16.8
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	81.0	18.9
	Language other than English	5	86.7	14.5
Permanent residency or citizenship	Australian	12	83.3	16.8
	Not Australian	0		
Disability status	Disability identified	1	100.0	0.0
	No disability identified	11	81.8	16.7

Learning Stimulation

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	72.2	7.9
	Certificate III	10	83.3	10.8
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	81.5	10.9
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	81.1	11.8
	Other	2	83.3	7.9
	Total	12	81.5	10.9
Training start month	January	4	75.0	10.6
	February	0		
	March	1	88.9	0.0
	April	1	88.9	0.0
	May	2	83.3	7.9
	June	1	77.8	0.0
	July	1	66.7	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	88.9	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	77.8	0.0
	2022	5	82.2	9.9
	2021	4	88.9	9.1
	2019	1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	79.2	12.5
	Not apprenticeship or traineeship	4	86.1	5.6
Recognition of prior learning	Recognition of prior learning	3	85.2	17.0
	No recognition of prior learning	9	80.2	9.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	75.0	10.6
	Male	8	84.7	10.2
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	86.7	9.3
	25 to 34	4	86.1	5.6
	35 to 44	1	66.7	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	66.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	81.5	10.9
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	82.5	8.7
	Language other than English	5	80.0	14.5
Permanent residency or citizenship	Australian	12	81.5	10.9
	Not Australian	0		
Disability status	Disability identified	1	77.8	0.0
	No disability identified	11	81.8	11.4

Training Relevance

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	81.1	20.3
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	81.5	19.7
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	78.9	20.6
	Other	2	94.4	7.9
	Total	12	81.5	19.7
Training start month	January	4	86.1	16.7
	February	0		
	March	1	88.9	0.0
	April	1	100.0	0.0
	May	2	55.6	31.4
	June	1	88.9	0.0
	July	1	77.8	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	66.7	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	80.0	9.3
	2021	4	83.3	33.3
	2019	1	77.8	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	84.7	14.5
	Not apprenticeship or traineeship	4	75.0	29.2
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	79.0	20.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	61.1	19.2
	Male	8	91.7	9.8
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	84.4	29.0
	25 to 34	4	83.3	14.3
	35 to 44	1	77.8	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	77.8	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	81.5	19.7
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	76.2	23.5
	Language other than English	5	88.9	11.1
Permanent residency or citizenship	Australian	12	81.5	19.7
	Not Australian	0		
Disability status	Disability identified	1	33.3	0.0
	No disability identified	11	85.9	13.2

Competency Development

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	86.0	15.5
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	85.6	15.8
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	83.3	16.4
	Other	2	96.7	4.7
	Total	12	85.6	15.8
Training start month	January	4	88.3	15.8
	February	0		
	March	1	93.3	0.0
	April	1	100.0	0.0
	May	2	73.3	28.3
	June	1	80.0	0.0
	July	1	86.7	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	66.7	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	84.0	11.2
	2021	4	88.3	23.3
	2019	1	86.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	85.8	14.0
	Not apprenticeship or traineeship	4	85.0	21.3
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	84.4	15.6

Learner characteristics

Characteristic		Learners		
		Count	**Average**	**Variation**
Learner sex	Female	4	68.3	13.7
	Male	8	94.2	7.5
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	86.7	20.5
	25 to 34	4	88.3	14.8
	35 to 44	1	86.7	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	86.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	85.6	15.8
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	80.0	18.5
	Language other than English	5	93.3	6.7
Permanent residency or citizenship	Australian	12	85.6	15.8
	Not Australian	0		
Disability status	Disability identified	1	53.3	0.0
	No disability identified	11	88.5	12.7

Training Resources

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	80.0	20.2
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	80.6	19.6
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	82.2	16.7
	Other	2	72.2	39.3
	Total	12	80.6	19.6
Training start month	January	4	83.3	19.2
	February	0		
	March	1	44.4	0.0
	April	1	100.0	0.0
	May	2	72.2	23.6
	June	1	88.9	0.0
	July	1	88.9	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	66.7	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	71.1	18.6
	2021	4	88.9	22.2
	2019	1	88.9	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	84.7	15.6
	Not apprenticeship or traineeship	4	72.2	26.4
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	77.8	20.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	63.9	5.6
	Male	8	88.9	18.8
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	88.9	19.2
	25 to 34	4	75.0	24.6
	35 to 44	1	88.9	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	66.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	80.6	19.6
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	81.0	17.8
	Language other than English	5	80.0	24.1
Permanent residency or citizenship	Australian	12	80.6	19.6
	Not Australian	0		
Disability status	Disability identified	1	55.6	0.0
	No disability identified	11	82.8	18.8

Effective Support

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	83.3	13.1
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	83.3	13.8
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	82.2	14.1
	Other	2	88.9	15.7
	Total	12	83.3	13.8
Training start month	January	4	80.6	16.7
	February	0		
	March	1	77.8	0.0
	April	1	100.0	0.0
	May	2	88.9	0.0
	June	1	88.9	0.0
	July	1	66.7	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	66.7	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	77.8	11.1
	2021	4	94.4	6.4
	2019	1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	80.6	15.4
	Not apprenticeship or traineeship	4	88.9	9.1
Recognition of prior learning	Recognition of prior learning	3	85.2	17.0
	No recognition of prior learning	9	82.7	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	72.2	11.1
	Male	8	88.9	11.9
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	93.3	6.1
	25 to 34	4	83.3	14.3
	35 to 44	1	66.7	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	66.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	83.3	13.8
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	84.1	12.6
	Language other than English	5	82.2	16.9
Permanent residency or citizenship	Australian	12	83.3	13.8
	Not Australian	0		
Disability status	Disability identified	1	88.9	0.0
	No disability identified	11	82.8	14.4

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	83.3	14.7
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	83.3	15.1
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	82.5	15.4
	Other	2	87.5	17.7
	Total	12	83.3	15.1
Training start month	January	4	89.6	15.8
	February	0		
	March	1	75.0	0.0
	April	1	100.0	0.0
	May	2	83.3	0.0
	June	1	58.3	0.0
	July	1	66.7	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	75.0	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	76.7	12.4
	2021	4	95.8	8.3
	2019	1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	82.3	17.5
	Not apprenticeship or traineeship	4	85.4	10.5
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	81.5	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	79.2	10.8
	Male	8	85.4	17.1
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	88.3	18.3
	25 to 34	4	83.3	11.8
	35 to 44	1	66.7	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	91.7	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	83.3	15.1
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	81.0	15.7
	Language other than English	5	86.7	15.1
Permanent residency or citizenship	Australian	12	83.3	15.1
	Not Australian	0		
Disability status	Disability identified	1	83.3	0.0
	No disability identified	11	83.3	15.8

Overall Satisfaction

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	2	83.3	23.6
	Certificate III	10	88.9	14.8
	Certificate IV	0		
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	12	88.0	15.3
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	0		
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	10	88.9	14.8
	Other	2	83.3	23.6
	Total	12	88.0	15.3
Training start month	January	4	86.1	16.7
	February	0		
	March	1	66.7	0.0
	April	1	100.0	0.0
	May	2	83.3	23.6
	June	1	100.0	0.0
	July	1	100.0	0.0
	August	0		
	September	0		
	October	1	100.0	0.0
	November	1	77.8	0.0
	December	0		
Training Start Year	January 2023	1	66.7	0.0
	2023	1	100.0	0.0
	2022	5	84.4	14.9
	2021	4	91.7	16.7
	2019	1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	8	90.3	13.8
	Not apprenticeship or traineeship	4	83.3	19.2
Recognition of prior learning	Recognition of prior learning	3	88.9	19.2
	No recognition of prior learning	9	87.7	15.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	4	72.2	6.4
	Male	8	95.8	11.8
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	5	93.3	14.9
	25 to 34	4	86.1	16.7
	35 to 44	1	100.0	0.0
	45 to 54	1	66.7	0.0
	55 to 64	1	77.8	0.0
	65 or over	0		
Aboriginal or Torres Strait Islander origin	No	12	88.0	15.3
	Yes, Aboriginal	0		
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	7	87.3	16.3
	Language other than English	5	88.9	15.7
Permanent residency or citizenship	Australian	12	88.0	15.3
	Not Australian	0		
Disability status	Disability identified	1	66.7	0.0
	No disability identified	11	89.9	14.4

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

Discussion was always encouraged and we were given many opportunities to consult with one another to validate and enhance our learning. A lot of the training was quite interesting and helped us gain a deeper insight into our role and a broad overview of the functioning of the Casino as a whole. Learning more about our job requirements and what constitutes as 'Fair Work' including what is and is not expected of us was especially useful and relevant; a strong level of transparency was evident which is highly commendable.
Flexible, highly skilled trainers
Fun and engaging adult learning environment
Hands on experience and training
It's about the communication
My trainer definitely mad the experience great and engaging
On hands training and important feedback from trainers
Prac days, learning coffee and learning cocktails
Scenarios
The hands on learning experience
The opportunities provided to represent Crown College at culinary competitions, as well the opportunity to use the facilities to practice in
The patients and time the trainers have given me went I needed it the most was extremely extraordinary

EQ best aspects

LQ needs improvement

A lot of the knowledge that was detailed was fairly irrelevant (spending a lot of time and detail regarding food hygiene, for example). A fair amount of the training was out-of-date and could be interpreted as offensive in some cases (for example, if a colleague or patron were speaking another language to someone else, the training work explained that this was inappropriate and to ask the relevant parties to 'speak English' - this is quite outdated, can put individuals in uncomfortable situations, and is quite racist; Another example was to always refer to an individual WITH a disability instead of a disabled person - this is not the golden standard and varies person-to-person. Consulting with disabled persons shows that many prefer the latter, myself included).
Course material was outdated
Crown college should reopen
Everythings is perfect. Keep up the wonderful work.
Excessive levels of theory at times
More practical training/work
None
Providing the raw exposure of performing the task with extended times
Some questions need updating
Teamwork

EQ needs improvement