

# Quality Indicators

## Reporting of learner engagement and employer satisfaction quality indicator

### About this form

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

Please return this completed form to:

Email: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)

Subject: Quality Indicators

RTO details			
RTO trading or legal name	AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.		
RTO number	22594		
Contact name	PHUONG NGO		
Telephone	(03) 9396 1922	Mobile	
Date	20/06/2023		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	81	0
Total number of surveys received	75	0
Response rate (per cent)	92%	Nil

### Privacy statement

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

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

- [Privacy statement](#)

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

## Summary of continuous improvement

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

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The Learner Questionnaire was distributed to students of Certificate I in EAL (Access) (ID:090822, 170622, 080222), Certificate II in EAL (Employment) (ID: 301121, 151121), Certificate III in EAL (Access) (ID:101022), Certificate III in Individual Support (ID: 110822, 100322, 030522) classes.

Most of the students (92%) completed the survey and indicated that they either agreed and strongly agreed with all statement about our training services. The overall results indicated a high proportion of students were satisfied with their training program such as “The Training focused on relevant skills” and “The training had a good mix of theory and practice”. The students also agreed about the helpfulness of training staff, for example “I approached trainers if I needed helps”. In addition, the students agreed that ““I would recommend training organisation to others”

According to the feedback of aged care students from the survey, the student would like to have more physical equipment to practice/to do simulation tasks on campus. In response to the feedback, AVWA has acted to create simulated work environment including required aged care equipment on campus in order to provide the students with practical learning experience.

On a broader scale, AVWA undertakes ongoing evaluation and review of its delivery with students and trainers. Any identified issues are addressed and actioned under the supervision of the Training Manager and the support of the CEO. The outcomes of the action plan are then logged in the RTO Continuous Improvement Register. These ongoing evaluation and review processes take place through monthly team meetings, informal discussions with trainers and students, as well as validation and moderation activities.

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

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N/A

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

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Employer satisfaction data have not been collected due to the nature of our courses, and delivery modes.

## Declaration

### RTO details

RTO Name

**AUSTRALIAN VIETNAMESE WOMEN'S ASSOCIATION INC.**

I confirm that the above RTO:

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

### Name of Principal Executive Officer (PEO)

Full name

**NGOC CHUNG**

Date

**20/06/2023**

Signature

