

Quality Indicator Report

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale score;
- average scale score; and
- variation in scale scores

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparisons can be made across scales, to previous reports, or between learners and employers.

Summary Statistics

Scale	Learners		
	Response Count	Average Score	Average Variation
Trainer Quality	208	87.3	14.5
Effective Assessment	207	84.3	14.6
Clear Expectations	208	83.9	15.3
Learning Stimulation	207	82.7	15.7
Training Relevance	208	84.5	14.6
Competency Development	207	84.3	13.7
Training Resources	207	81.3	15.9
Effective Support	207	83.4	15.0
Active Learning	206	78.2	15.5
Overall Satisfaction	208	86.4	15.3

RTO Information

This report presents summary information about the Registered Training Organisation

Name	Healesville Living and Learning Centre
Street Address	1 Badger Creek Road
City/Town/Suburb	Healesville
State	Victoria
Postcode	3777
NTIS Number	3851