

EMAIL RESPONSE: To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM: TOID: 22576.**

**Name: Victorian Aboriginal Community Services Association Limited - VACSAL**

**TELEPHONE: Melinda Eason - 9416 4266**

**DATE: 1.6.17**

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	31	4
Total number of surveys received	15	2
Response rate (per cent)	49%	50%

### Summary of Continuous Improvement

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

From the 7 students who completed the Certificate III in Community Services Work 6 were Aboriginal. From the 24 students who completed the Certificate IV in Community Services Work 22 were of Aboriginal so it was important that our training and resources are culturally appropriate. Every student enrolled in the courses received the student questionnaires and those who responded provided 'agreed' or 'strongly agreed' responses to the questions. Students who attend our workshops are expected to fill out an internal evaluation form after most of the workshops. The internal and questionnaire completed evaluation forms are an integral aspect of our continuous improvement strategy and assist's us to meet student needs adequately. The information gathered from the data has been distributed into four categories to keep in line with our internal continuous improvement strategy.

Our cohort was a mixture of ages and gender. We had several students in the classes that have industry experienced and a positive reputation and respect with the Aboriginal community. These students provide leadership, encouragement and practical support to younger and less experienced students. We offer recognition of their contribution during an award ceremony at the end of the course. Our course is co facilitated by an Aboriginal co-facilitator who provides cultural integrity throughout the entire course. The training resources, venue and trainer received very positive feedback. Class assessment presentations also received positive feedback.

#### Plan

To mentor new Aboriginal facilitators to ensure culturally safe and compliant delivery of the course for future learners.

To mentor new facilitators to build on the strength of the learners and recognise both personal and professional experience.

To mentor new facilitators to be respectful at all times and provide useful feedback on assessments.

To mentor new facilitators to continue group discussions and allow for organic ideas and perspectives to emerge (natural ways of learning for oral cultures).

To ensure class based learning continues to be interesting and engaging to maintain retention.

Resources received positive feedback so continue to develop culturally specific resources from respected sources.

To ensure Aboriginal co-facilitators utilise their newly acquired Certificate IV in Training and Assessment

To support Aboriginal facilitators to incorporate compliant standards in their work

### **Deliver**

The training developed met the expected skills for the learners who provided feedback. The facilitation process meant that learner's knowledge and skills were validated and met expectations to prepare them for work.

The trainers were of a high standard with sound and current knowledge and skills in the content area as well as culturally appropriate.

To continue having an experienced Aboriginal co-facilitator (preferably with Certificate IV in TAE) in every class.

To increase the number of Aboriginal guest speakers (where appropriate) who have specialised knowledge in content areas or culturally competent facilitators who have received Aboriginal cultural awareness training.

Continue to provide flexible delivery and adapt the program to meet the needs of the learners preferred learning styles.

### **Review**

Assessment strategies for 'in-class assessments' will be reviewed to include more group activities and oral role plays as they are well suited to the cohort. This work will be developed in line with the new package for the Certificate IV in Community Services (CHC42015).

Learner support was an integral element to the success of the program, however we will need to review how we record and monitor the work being done better (ie. student support notes, referrals and support letters).

Increase volume of learning for Certificate IV in Community Services new qualification and no longer deliver Certificate III in Community Services. There is not enough interest from the community to sustain the course through to completion.

Develop partnership with a non-for-profit RTO to deliver Certificate IV in Community Services while VACSAL adds new qualification to our scope. This will provide continuity for the community (Aboriginal cohort) for a culturally safe delivered qualification directly related to community employment outcomes and career choice.

### **Improve**

Assessment strategies that include more group work activities and adapt to cultural activities held in the community organisations (community involvement).

To have more Aboriginal or culturally specific guest speakers (from specialised areas) where possible and appropriate (ensuring prior endorsement from Aboriginal staff and academic committee).

Comments made by participants:

### **What were the BEST ASPECTS of the training:**

"Group learning".

"Learning what I didn't already know about the sector and meeting new people".

"All aspects of the training were valuable to me, there has been so much I have learnt and incredibly grateful"

"Mental health issues"

"Ice breakers games, discussions and listening to people's presentations. Learning how to talk to clients."

"The whole learning experiences"

"The whole journey with VACSAL was the best"

"Being in an culturally safe environment being able to have a say. Being with Mob. New and family that turns into being family."

"The training was very knowledgeable and very informative."  
"The group engagement. Activities were interesting to stay engaged"  
"The diversity and relevance of the information delivered"  
"The trainer's knowledge. Culturally safe environment. Support of the trainers."  
"Interacting with other Aboriginal community members"

**What aspects of the training were in MOST NEED OF IMPROVEMENT**

"I think it was all great".  
"Everything was fine nothing needed improvement"  
"In my belief there is nothing"  
"There was/is no need to improve this training, keep it the way it is, don't change it ever"  
"N/A. It was perfect."  
"Being more firm with people coming late without realistic reasons"

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

Employers provided very good feedback. Both employers were from Aboriginal controlled organisations and their staffs were also Aboriginal. The received questionnaires indicated agree or strongly agree responses. This was very satisfying. The comments indicated there was little need for improvement in most areas. Suggested issues to continually monitor are:

Include more information about expectations on assessment in our information sessions to workplace managers and supervisors to ensure employers and employees are equally aware of the assessment strategy.

Continue to liaise with workplaces regular to maintain positive relationships. This has been effective through the KCC consortium.

Continue to support participants to a high level to meet their needs as well as considering the needs of industry.

Continue to thread cultural integrity throughout the course and include Aboriginal community and Aboriginal controlled organisations involvement.

Continue to offer flexible delivery to employees to support organisations resources.

Continue to use culturally specific learning resources.

Continue to deliver the training in a culturally safe environment.

**What were the BEST ASPECTS of the training:**

"Relevance to the sector"  
"Culturally appropriate safe place"

**What aspects of the training were in MOST NEED OF IMPROVEMENT**

Nothing noted

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

**Declaration**

I confirm that (RTO Name): Victorian Aboriginal Community Services Association Limited (VACSAL)

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

**Name of Principal Executive Officer (EO) Linda Bamblett**

**Signature of EO**  **Date:** 5/6/17