

EMAIL RESPONSE: To: 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: 28.4.16

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	23	4
Total number of surveys received	11	2
Response rate (per cent)	48%	50%

Summary of Continuous Improvement

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

From the 23 students who completed the course 22 were of Aboriginal or Torres Strait Islander background so it was important that our training and resources are culturally appropriate. 100% of the received questionnaires indicated agree or strongly agree responses. Students who attend our workshops are expected to fill out an internal evaluation form after most of the workshops and one on one delivering as required. The 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 with 3 mentors (industry experienced and respected community members) who provide leadership, encouragement and practical support to younger and less experienced students. They also provide cultural integrity our Aboriginal co-facilitator. The training resources, venue and teachers received very positive feedback.

Class assessment presentations also received positive feedback.

Plan

To mentor new Aboriginal facilitators to ensure culturally safe 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.

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 Aboriginal co-facilitator where possible.

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' could be reviewed to include more group activities and oral role plays as they are well suited to the cohort.

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).

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:

"Working holistically with other community members and learning together".

"Getting a better understanding in the area of work".

"Cluster 1: working with cultural integrity"

"The understanding of Aboriginal culture"

"Understanding culture"

"Non-traditional classroom, Aboriginal content perspective and alternative learning styles"

"Class debates and acting our scenarios and seeing and hearing other people's opinions with class discussions"

It was culturally appropriate because the training was held in an Aboriginal organisation"

Non-traditional classroom and various Aboriginal learning styles"

"Developed news skills and knowledge"

What aspects of the training were in MOST NEED OF IMPROVEMENT

"The course was great but I think the teacher could have been a bit more organised and other than that course was absolutely great and the teacher was absolutely great and the teacher was great".

"Nothing much"

"Giving us technology devices"

"Technology devices"

Making sure students participate actively"

"I can't pick any"

"Nothing comes to mind"

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

Participants/students who completed the course worked with Aboriginal controlled

organisations. 100% of 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 except some minor adjustments to assessment strategy.

Simplify assessment strategy so workplaces can better understand the expectations of the participants.

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.

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.

Improve assessment strategy to include more practical based activities and kinaesthetic learning styles.

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:

"Elements of cultural awareness and class input"

"I believe [my worker] has increased her confidence to achieve by attending he training"

What aspects of the training were in MOST NEED OF IMPROVEMENT

"Work experience – more variety"

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 *Linda Bamblett* Date: 29/4/16