

Registering body report

29 June 2010

RTO Information

NTIS number	156
Name	TexSkill Ltd
Street Address	242A Sydney Road
City/town/suburb	Brunswick
State	Victoria
Post code	3056

Learner and employer response

	Learners	Employers
Response count (number)	322	12
Population count (number)	854	25
Response rate (per cent)	37.7	48

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	74.4	19.6	79.8	21.4
Trainer Quality	81.2	14.7	86.1	11.7
Effective Assessment	74.0	14.0	79.2	20.3
Clear Expectations	72.7	16.6		
Learning Stimulation	70.5	16.2		
Training Relevance	75.5	14.3	81.9	17.6
Competency Development	73.1	12.8	76.7	15.2
Training Resources	74.0	14.4	74.1	28.2
Effective Support	74.9	15.2	80.1	16.8
Active Learning	70.4	14.1		
Overall Satisfaction	78.3	16.5	80.6	19.0

Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory Notes
Specific contexts to consider when interpreting survey results	The majority of the students surveyed are enrolled in Certificate III and IV level qualifications and are employed in the food processing, textiles, plastics and manufacturing fields. The majority of these students are employed on the factory floor and subsequently the general demographic of these students includes English as a second language, lower levels of literacy and numeracy and low levels of computer literacy and access. Therefore, we relied on a paper based approach to collecting and following up the return of surveys. Despite a minimum of two contacts by mail, per student, this yielded a disappointing response rate. A variety of different approaches are being

	considered for our 2010 Quality Indicator Plan.
Main ways data has been used for continuous improvement	The two areas that have received the lowest average score are Learning Stimulation and Active Learning. This feedback has been communicated to all trainers and been incorporated into an ongoing review of the structure of training delivery and the review of training materials. Where appropriate an adjustment has been made in the training delivery to improve the learner engagement with improved contextualisation to the workplace and increased activity and project based learning.