Registering body report

29 Jun 2012

RTO Information

<table>
<thead>
<tr>
<th>NTIS number</th>
<th>21579</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>Upper Murray Health &amp; Community Services Trading as Australian Institute of Flexible Learning</td>
</tr>
<tr>
<td>Street Address</td>
<td>Keill Street</td>
</tr>
<tr>
<td>City/town/suburb</td>
<td>Corryong</td>
</tr>
<tr>
<td>State</td>
<td>VIC</td>
</tr>
<tr>
<td>Post code</td>
<td>3707</td>
</tr>
</tbody>
</table>

Learner and employer response

<table>
<thead>
<tr>
<th></th>
<th>Learners</th>
<th>Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response count (number)</td>
<td>72</td>
<td>12</td>
</tr>
<tr>
<td>Population count (number)</td>
<td>142</td>
<td>23</td>
</tr>
<tr>
<td>Response rate (per cent)</td>
<td>50.7</td>
<td>52.2</td>
</tr>
</tbody>
</table>

Learner and employer feedback

<table>
<thead>
<tr>
<th>Scale</th>
<th>Learners</th>
<th>Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td>All scales</td>
<td>76.7</td>
<td>81.0</td>
</tr>
<tr>
<td>Trainer Quality</td>
<td>79.3</td>
<td>82.2</td>
</tr>
<tr>
<td>Effective Assessment</td>
<td>78.4</td>
<td>78.3</td>
</tr>
<tr>
<td>Clear Expectations</td>
<td>77.3</td>
<td></td>
</tr>
<tr>
<td>Learning Stimulation</td>
<td>73.9</td>
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<tr>
<td>Training Relevance</td>
<td>75.6</td>
<td>81.7</td>
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<tr>
<td>Competency Development</td>
<td>73.7</td>
<td>81.4</td>
</tr>
<tr>
<td>Training Resources</td>
<td>77.7</td>
<td>80.8</td>
</tr>
<tr>
<td>Effective Support</td>
<td>78.4</td>
<td>81.2</td>
</tr>
<tr>
<td>Active Learning</td>
<td>74.6</td>
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</tr>
<tr>
<td>Overall Satisfaction</td>
<td>78.3</td>
<td>79.8</td>
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</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Information</th>
<th>Explanatory notes</th>
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</thead>
<tbody>
<tr>
<td>Specific contexts to consider when interpreting survey results</td>
<td>For the 2011 reporting year the AIFL delivered training in management, health and community services related qualification to groups of people and if one employer has 10 students undertaking one qualification then we only send out the one employer questionnaire to the employer for that student group.</td>
</tr>
<tr>
<td>Main ways data has been used for continuous improvement</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>The data received from both learner and employer surveys has been thoroughly reviewed and any and all areas that have been identified by both the AIFL and learner/employers as an issue has been entered into our continuous improvement register and acted upon. Main ways data has been used includes policy and procedure reviews, changes in course instructions and changes to learner and employer survey letters.</td>
<td></td>
</tr>
</tbody>
</table>