

Registering body report

21 Jun 2018

RTO Information

NTIS number	21186
Name	The Salvation Army Training Plus
Street Address	3/10 Wesley Crt
City/town/suburb	Burwood East
State	VIC
Post code	3151

Learner and employer response

	Learners	Employers
Response count (number)	1128	13
Population count (number)	1700	20
Response rate (per cent)	66.4	65.0

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	85.5	19.8	80.9	17.2
Trainer Quality	90.2	16.0	82.1	16.1
Effective Assessment	86.0	16.6	79.5	15.8
Clear Expectations	85.6	16.8		
Learning Stimulation	83.5	17.8		
Training Relevance	85.6	16.8	81.6	14.6
Competency Development	84.1	16.2	80.0	15.9
Training Resources	86.4	17.0	79.5	15.6
Effective Support	86.3	16.6	80.8	15.5
Active Learning	79.1	16.6		
Overall Satisfaction	89.1	16.7	82.9	14.8

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 students are jobseekers undertaking training to enhance their employment opportunities.
	Analysis of the data has shown a marked improvement in areas identified from last year's surveys. Satisfaction with trainers has continued to rise with an increase in student satisfaction with effective assessment and training resources. An dramatic

Main ways data has been used for continuous improvement

improvement in student satisfaction has occurred across all areas from the previous four years of collected data. A substantial increase in student satisfaction with effective support is pleasing and confirms that strategies implemented from last year's data analysis have been very effective. Areas identified for continuous improvement will still be focussed on the information and support provided to students at all stages of their learning experience. Continuing to improve all training resources contextualised to student and industry needs will be ongoing across all programs offered to students.