

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: Serve It Up

TELEPHONE contact name and number: Amy Hickman 1300 555 748 DATE: 15/02/2018

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	885	297
Total number of surveys received	71	7
Response rate (per cent)	8%	2%

Summary of Continuous Improvement

<p>Please indicate the main ways that learner engagement data has been used for continuous improvement.</p> <p>Feedback received included “increasing the number of classes”, “spreading out (the work) in the course”. We therefore increased the course length by one week to facilitate more understanding in the classroom environment.</p> <p>Student also comments they would like to see: ‘giving students the chance to practice more’, “more time for practical in class” and “more class time (to practice their) practical work - making drinks etc”. Students also commented on how much they enjoyed the practical element. Based on this feedback we added more ‘Simulated Service’ classes to our timetable, giving students more opportunities to perfect their practical skills in hospitality; such as making coffee, cocktails and using bar and restaurants equipment.</p>
<p>Please indicate the main ways that employer satisfaction data has been used for continuous improvement.</p> <p>Low response to this survey as is usual, as well as significant percentage of unanswered questions, potentially due to survey length. Due to the low response number, very difficult to implement any changes.</p> <p>However, feedback from conversational interaction with employers was more successful. We gained that they’d like to see more traineeships, however this is difficult due to restrictions in government funding and eligibility.</p>
<p>If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.</p> <p>N/A</p>

Declaration

I confirm that Serve It Up:

- 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 (PEO): Amy Hickman

A handwritten signature in blue ink, appearing to read 'Amy Hickman', with a long, sweeping horizontal flourish extending to the right.

Signature of PEO
Date: 15/02/2018

Course Completion Questionnaire - Learner

From: 1/01/2017

To: 31/12/2017

Course: All Courses

Facilitator: All Facilitators

Surveys: 71

What was the most satisfying aspect of the program?

steph m is awesome

Making cocktails

Gaining knowledge of a variety of alcohols as to what other alcohols they go with, food pairing and different ways to mix and serve cocktails.

The most satisfying aspect was the support and consistent help throughout the course, particularly with assessments. There was plenty of fun and the knowledge displayed by trainers was great. They all showed us step-by-step the processes needed and were always willing to help.

The experience as a barista and bartender

Having my RSA, RSF, and first aid certificates

Drink Making

Getting experience behind the bar.

Doing the practical was always good

Learning new techniques and skills that can be used widely in the hospitality industry

Learning to make and serve drinks effectively.

Well taught tutorials, fun beverage making

Making so many different drinks

I was really happy that I was able to learn a variety of new skills in both a hands on approach and through written skills.

The creation of cocktails and coffee drinks

it's wonderful and learning experience of the course.

Learning new skills

Skills obtained about food and drink trends and how to prepare cocktails and coffee

Practical work.

Professionalism - trainer was clearly experienced and all relevant materials and programs were prepared and ran smoothly

The practical experience

Practical skills, such as coffee and cocktail-making

Getting to practice coffees every mornings

Learning how to make different cocktails and making a booklet to have the recipes to remember how to make them.

Hands-on, practical training

All the content learned about cocktails, coffee and how to handle costumers

Honing my bar and service skills to a standard I'm proud of.

Learning practical skills such as making cocktails and waiting service. I also liked that our trainer was very experienced & knowledgeable, so they were able to give very helpful answers to any questions we had about working in hospitality - provided very detailed insight into the industry

Learning how to make cocktails, getting my RSA, RSF and coffee certificate

The balance of theory and practical work in a team environment really inspired confidence in my skills

Support from the whole class and teacher in searching for work.

Learning how to make cocktails and drinks

Having fun making and learning different types of drinks

Meeting new people and obtaining the qualifications necessary to find employment.

The bar skills I learnt

Learning bar skills and restaurant service

Learning to make coffees and cocktails.

There were many skills and terms I never knew until I started this course. I am quite happy with the new skills learnt regarding both table service and bartending. The highlights were the practical part of the course.

The practical parts, ie learning to make drinks

Learning the correct names of the bar tools and different coctail ingredients/recipes and how to correctly prepare and pour coctails/shots.

Learning how to taste test certain varieties of beverages

Working so well within a team to help one another learn

Both being able to put it on my resume and to work at the final function. I know the people who came had a great time and liked to drinks and food.

Practical application and broad knowledge of the industry

The people and making coffees and cocktails.

Being taught and helped every step of the way. Learnin skills practically instead of theoretically.

making cocktails with the group

The planning and running of the function in week 15

Learning useful tips and tricks that I can actually use while working

The most satisfying aspect of the program was meeting people from different backgrounds as well as learning how to perform in the hospitality industry such as wine pouring, making beverages and providing service to customers.

All hands on work such as making coffees and cocktails.

Learning how to make coffee was really satisfying. I'm not very good at hospitality work so it felt nice to be component in something

Receiving hands on experience in learning and practicing different cocktails.

Seeing my tangible improvements in my abilities in the practical training sessions.

The interactive learning was refreshing, Cate was an excellent teacher. Getting the opportunity to learn from my peers and teach was also very fulfilling

Practicals

Having a good teacher

Definitely the group of people and trainer I worked with. Everyone was super friendly and the diversity of the group made it interesting.

Hand on experiences with helpful experiences from trainers within the industry

Learning new prospects of bar work

Learning new drinks every week

Being able to interact with other students and apply the knowledge learnt from the trainors practically.

Making drinks in a social environment.

Making cocktails

The exposure to different coffees, alcoholic drinks and cocktails, and other non-alcoholic drinks

gaining useful skills

Learning how to make coffees

Learning new skills

creating cocktails

The qualifications I received at the end of the course.

Are your expectations of Serve It Up satisfied? Do you feel you have received appropriate support and advice?

yes

Yes I received perfect support and the office staff were always there to answer any questions

Yes, i have learnt all that i expected, and more. By attending all classes throughout the course, i feel that i have utilised my learning experience. Going to the simulated services also allowed me to focus on skills i struggled with, and had a teacher there to guide me along with processes i was unfamiliar with, and that i would use in the industry.

Definitely. They were always willing to help and provide support wherever needed.

Yes, my expectations were met and felt that there was plenty of support and advice given if I had any questions or did something wrong.

My expectations are satisfied. Gem is a great teacher!

Yes - Satisfied.

Yes

Yes

Yes, each trainer has been wonderfully helpful

Yes.

I was satisfied, and enjoyed the service

I have been amazed with how amazing this course has been, very impressed. I feel I have been given appropriate support and advice.

Yes, my expectations were satisfied. I believe that Cate was a good facilitator and many other facilitators were able to help us over the course of our period therefore allowing us to be exposed to different styles and advice.

Yes

I fully received appropriate support and advice when come for aid or asking for help.

Yes my expectations are fulfilled. It was both an informative and supportive course.

Yes my expectations are satisfied and I received appropriate support and advice.

Yes

Yes

Yes

Yes, I feel that it lived up to my expectations

Yes and no

My expectations have been well exceeded to the point where there were times i was a little bit scared/nervous of how my performance would fare in certain things

Yes

Yes very satisfied

Yes. Everything I needed was available.

Yes, because we had a trainer who has lots of experience and knowledge about the hospitality industry.

Yes... I am very satisfied because I learnt many skills that could help me get a job in the hospitality area

Yes, whenever I have needed it i've been given help and I've had many opportunities to go above and beyond

Yes, i started my course looking for experience to land a job and at the end of my course i have secured a position where i wanted.

Not really because our teacher was a bit all over the place and we ended up really behind in our coursework

Yes

Expectations are satisfied and I feel I have received the right amount of support and advice.

Yes they are satisfied, and yes I feel like I received appropriate support and advice

Yes

Yes.

There were enough support and advice. Any issues were addressed quickly and efficiently. Quite an organised and established organisation.

No they were not satisfied. My first teacher, Gem Doonan, didn't tell us about most of the work we had to do, so when she left and was replaced with Steph A, who didn't provide any real assistance in catching up with all the work Gem hadn't told us about. Neither was very helpful at all

Yes, I have received heaps of advice and support throughout the course/s

Yes I feel like I've been supported throughout the learning process

Yes and yes

Yes, I feel like I got a lot out of this course

I feel like more support could be provided in terms of the written aspect

Yes

Yes

Yes, was great

Definitely satisfied, received appropriate support and advice

My expectations were exceeded. All of the staff are really supportive.

Yes, I also felt that I have received appropriate support and advice.

They are satisfied, and I have received an appropriate amount of support and advice throughout my training.

Yeah and definitely!

Yes.

Yes, my expectations were more than met and Serve It Up has been very supportive.

Mostly. They were always available for queries or questions.

Yes. On all counts. I am very satisfied with the course.

Yes

Yes, they have exceeded my expectations

Yes teachers payed good attention and helped

Yes. I was able to get the support I needed and the course was flexible enough that I could complete it whilst doing my Uni degree as well.

Yes

Definitely. I was always given help when requested

Yes

Expectations were completely exceeded. It was good to hear different perspectives from Cate and Ben.

Yes.

Yes I am satisfied. Sitting down with one of the coaches after a simulated service and fixing my resume was definitely appreciated.

Yes, I feel quite satisfied

im am 100% satisfied

Yes

Yes

pretty much

Yes.

Do you have any further comments that may help us improve the program?

no

no

Some of the booklets were longer than others, and therefore i suggest spreading them out in the course, as i found most of the lengthy workbooks were towards the end, and dimmed the excitement leading up to the function.

Maybe with coffee check up on individuals how they are going, particularly with milk texturing and the different types of coffee. Other than that all goods!

The only comment I may add is that to have more mix of the practical with the written work; since the dual qualification had more paper work to be done.

N/A

More real life practical work during class will be more useful/

No

No :)

No.

Please make assessments more focused and brief, some like customer service and food & bev

Keep up the good work, amazing course.

Possibly have some more equipment available such as syrups to try different types of coffees and exploring more into the bar area as we didn't do any kinds of beer pouring and I personally feel that that is a skill needed when working at a bar.

No it was highly comprehensive

Nope none at all. this course with Gem is great and wonderful. couldn't be grateful to have Gem as a teacher.

Maybe a hard copy of a course book, to help complete assessments. An updated one that is completely relevant to current assessments.

Maybe a booking system for coffee classes as some I attended were over crowded.

No, the program was everything I had hoped for.

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N/A

Some of the subjects were only lightly touched on and no experience was given

Was a very informative and enjoyable program.

No.

There isn't enough class time, sometimes if we have a big assessment task to complete, we'll have to rush our practical work - making drinks, simulated service etc.

Nope.... the program is awesome as it is

Maybe make sure that all assignments are handed in at a due date and check with teachers if they are behind

One thing that made things difficult for a bit was the changing of trainers half way through the course and the way they taught classes differed. However both trainers were lovely people and very helpful trainers.

Training about hotel work would have been nice.

Include RSG in future.

Maybe the ratio between practical and theory might needs to be looked at.

The facilitators absolutely need to provide better support, as I felt less and less supported as the course went on

The program was exceptional and I have no negative comments.

Not really.

Perhaps a few more bar skills, tricks of the trade to make bar work easier

Improve temperature control in the classrooms.

It can be too big a commitment in terms of time

More fun

No

All good

Length of the program and some of the content heavy topics felt more like copy tasks than learning tasks

No

Extending the length or increasing the number of classes may be useful where some classes may be more practical based than others. There is an issue where not all students are given the chance to learn or practice all practical aspects during the course due to time constraints hence unfamiliarity in certain aspects of practical performance in the hospitality industry.

More reinforcement for understanding tasks and techniques. Often we were sent off to perform a task or some other that had been demonstrated to us once weeks ago, and none of us would have any idea of what to do, despite it being expected that we did. For instance, the leadership task each of us had to perform for a couple of sessions felt as if, for me, I was being thrown into the deep end with only having viewed a brief powerpoint presentation on the correct way to swim beforehand. It sometimes felt as if the trainers were a bit too tentative to correct me if I clearly needed it.

Not really, it has been an excellent experience. The only issue I had was with the attitude and behavior of a fellow classmate and he was dealt with appropriately when necessary.

Nope

Add more courses to do

No.

Maybe a summary of everything we learn in the course in a small hand book

No

A bit more organisation with the timetable would be nice, since our particular class fell behind quite a bit. which messed up the budget and we couldn't make all the drinks that were listed.

Possibly including a short session on resumes would have been useful.

no

More time for practical in class

a review class at the end would be nice

No.

	Not Answered	Strongly Disagree	Disagree	Agree	Strongly Agree
I developed the skills expected from this training	0.0%	0.0%	1.4%	38.0%	60.6%
I identified ways to build on my current knowledge and skills	0.0%	0.0%	0.0%	54.9%	45.1%
The training focused on relevant skills	1.4%	0.0%	4.2%	36.6%	57.7%
I developed the knowledge expected from this training	1.4%	1.4%	2.8%	38.0%	56.3%
The training prepared me well for work	0.0%	0.0%	5.6%	54.9%	39.4%
I set high standards for myself in this training	0.0%	0.0%	5.6%	66.2%	28.2%
The training had a good mix of theory and practice	0.0%	1.4%	8.5%	36.6%	53.5%
I looked for my own resources to help me learn	0.0%	1.4%	18.3%	66.2%	14.1%
Overall, I am satisfied with the training	0.0%	1.4%	0.0%	28.2%	70.4%
I would recommend the training organisation to others	1.4%	0.0%	2.8%	28.2%	67.6%
Training organisation staff respected my background and needs	0.0%	0.0%	2.8%	19.7%	77.5%
I pushed myself to understand things I found confusing	0.0%	0.0%	7.0%	53.5%	39.4%
Trainers had an excellent knowledge of the subject content	0.0%	0.0%	1.4%	12.7%	85.9%
I received useful feedback on my assessments	0.0%	1.4%	7.0%	50.7%	40.8%
The way I was assessed was a fair test of my skills and knowledge	0.0%	2.8%	2.8%	52.1%	42.3%
I learned to work with people	0.0%	1.4%	2.8%	42.3%	53.5%
The training was at the right level of difficulty for me	1.4%	0.0%	5.6%	47.9%	45.1%
The amount of work I had to do was reasonable	0.0%	1.4%	4.2%	57.7%	36.6%
Assessments were based on realistic activities	0.0%	0.0%	5.6%	50.7%	43.7%
It was always easy to know the standards expected	0.0%	1.4%	5.6%	53.5%	39.4%
Training facilities and materials were in good condition	0.0%	0.0%	2.8%	43.7%	53.5%
I usually had a clear idea of what was expected of me	0.0%	1.4%	4.2%	47.9%	46.5%
Trainers explained things clearly	0.0%	0.0%	4.2%	28.2%	67.6%

The training organisation had a range of services to support learners	0.0%	0.0%	2.8%	49.3%	47.9%
I learned to plan and manage my work	0.0%	0.0%	9.9%	57.7%	32.4%
The training used up-to-date equipment, facilities and materials	0.0%	0.0%	4.2%	40.8%	54.9%
I approached trainers if I needed help	0.0%	0.0%	0.0%	32.4%	67.6%
Trainers made the subject as interesting as possible	0.0%	0.0%	2.8%	39.4%	57.7%
I would recommend the training to others	0.0%	0.0%	2.8%	35.2%	62.0%
The training organisation gave appropriate recognition of existing knowledge and skills	0.0%	0.0%	1.4%	52.1%	46.5%
Training resources were available when I needed them	1.4%	0.0%	1.4%	46.5%	50.7%
I was given enough material to keep up my interest	0.0%	0.0%	2.8%	46.5%	50.7%
The training was flexible enough to meet my needs	0.0%	0.0%	1.4%	45.1%	53.5%
Trainers encouraged learners to ask questions	0.0%	1.4%	2.8%	43.7%	52.1%
Trainers made it clear right from the start what they expected from me	0.0%	1.4%	5.6%	42.3%	50.7%

Course Completion Questionnaire - Employer

From: 1/01/2017

To: 31/12/2017

Surveys: 7

What is the name of your workplace?

Serve It Up

McDonalds

McDonalds

Victoria inn

Supersmall Club

Mango Lounge Bar

Are your expectations of Serve It Up satisfied? Do you feel your have received appropriate support and advice?

Yes

yes.. I am very satisfied with the coffee training and I learnt a lot of new and fantastic things about where the coffee come from and how to make an amazing coffee.

N/A

Yes

He was one of my most reliable team members

yes

	Not Answered	Strongly Disagree	Disagree	Agree	Strongly Agree
Trainers were effective in their teaching	14.3%	0.0%	0.0%	42.9%	42.9%
Trainers had a good knowledge and experience of the industry	28.6%	0.0%	0.0%	28.6%	42.9%
Trainers were able to relate material to the workplace	14.3%	0.0%	0.0%	42.9%	42.9%
Overall, we are satisfied with the training	14.3%	0.0%	0.0%	42.9%	42.9%
We would recommend the training to others	14.3%	0.0%	0.0%	42.9%	42.9%
Assessments were based on realistic activities	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation gave appropriate recognition of existing knowledge and skills	14.3%	0.0%	0.0%	42.9%	42.9%
Assessment was at an appropriate standard	14.3%	0.0%	0.0%	42.9%	42.9%
The training focused on relevant skills	28.6%	0.0%	0.0%	28.6%	42.9%
The training prepared employees well for work	14.3%	0.0%	0.0%	42.9%	42.9%
The training had a good mix of theory and practice	14.3%	0.0%	0.0%	42.9%	42.9%
We would recommend the training organisation to others	14.3%	0.0%	0.0%	42.9%	42.9%
The training was an effective investment	14.3%	0.0%	0.0%	42.9%	42.9%
The training reflected current practice	14.3%	0.0%	0.0%	42.9%	42.9%
The training was effectively integrated into our organisation	14.3%	0.0%	0.0%	42.9%	42.9%
Our employees gained the skills they needed from this training	14.3%	0.0%	0.0%	42.9%	42.9%
The training has helped our employees work with people	14.3%	0.0%	0.0%	42.9%	42.9%
The training helped employees identify how to build on their current knowledge and skills	14.3%	0.0%	0.0%	42.9%	42.9%
Our employees gained the knowledge they needed from this training	14.3%	0.0%	0.0%	42.9%	42.9%
The training prepared our employees for the demands of work	14.3%	0.0%	0.0%	42.9%	42.9%
The training used up-to-date equipment, facilities and materials	14.3%	0.0%	0.0%	42.9%	42.9%
The training resources were appropriate for learner needs	14.3%	0.0%	0.0%	42.9%	42.9%
Training resources and equipment were in good condition	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation acted on feedback from employers	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation developed customised programs	14.3%	0.0%	0.0%	57.1%	28.6%
The way employees were assessed was a fair test of their skills and knowledge	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation was flexible enough to meet our needs	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation dealt satisfactorily with any issues or complaints	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation provided good support for workplace training and assessment	14.3%	0.0%	0.0%	42.9%	42.9%
The training organisation clearly explained what was expected from employers	28.6%	0.0%	0.0%	42.9%	28.6%

What were the best aspects of the training?

Food Handling

Trainers

learning about the background of the coffee beans
seeing and touching coffee beans before they are dried
learning to froth milk
learning how to calibrate the grinder
learning to clean the group handle and
coffee machine

He was able to completely see any task and wasn't hesitant to ask for tasks

What aspect of the training were most in need of improvement?

Love more staff from your school

more time to learn how to make each coffee... I only made one coffee and time was up; I would have loved to learn latte art

The questions had nothing to do with McDonalds.

Just a little more confidence
