

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details

RTO trading or legal name	Serve It Up Training Pty Ltd		
RTO number	22542		
Contact name	Amy Hickman		
Telephone	1300 555 748	Mobile	
Date	12/06/2020		

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	459	269
Total number of surveys received	83	3
Response rate (per cent)	18%	1%

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

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

Using feedback received we have diversified our course offerings. We now offer an Intensive version of our Hospitality courses, which takes place with Monday – Friday 9-5 classes instead of one class a week, over a longer period. This has proven to be popular in the summer months, when students are looking to gain practical skills more rapidly and gain work over the busy Hospitality summer season.

As always our student feedback tells us that students really enjoy how practical our course offerings are, so this is something we have maintained even whilst diversifying our course offerings.

We have taken feedback from students and moved our assessments from paper based to online (whilst retaining paper versions for any potential student needs). The investment in a Learning Management System (LMS) also gives us a central and secure place to monitor quality of assessment and provide student learning materials.

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

As usual employer responses to the survey were very low. We interact with employers for student service periods so much of the survey is not relevant to those employers. Pre-COVID19 we were focussing on building relationships with employers to establish more opportunities for employment for our students and we hope to revisit this when operations return to some form of normality.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason

N/a

Declaration

RTO details

RTO Name

Serve It Up

I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Full name

Amy Hickman

Date

17/06/2020

Signature

