

**EMAIL RESPONSE:** To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS**

**FROM:** 22542 Serve It Up Training Pty Ltd

TELEPHONE contact name and number: *Amy Hickman 1300 555 748*

DATE: 19/02/2019

**Summary of Survey Responses**

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	701	239
Total number of surveys received	80	11
Response rate (per cent)	11%	5%

**Summary of Continuous Improvement**

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

We received a good number of responses from our students and as usual they had positive things to say about the practical skills they learned.

“To not only sit there and answer questions but to make drinks, coffees, take orders and really use our knowledge”  
“The practicals e.g. making the beverages and also learning the hospitality standards.”  
“I am most satisfied with the interactive and hands on learning involved in the course as it has given me the experience and the confidence to be ready and perform in the workplace.”

From this kind of feedback, we have made sure to prioritise practical skills and keep them central to the course.

Some of our students work in other industries and are looking for a career change. We had a few comments about alternative options to classes for those whose schedules can be inflexible:

“Maybe provide a two-week intensive program over the summer so it can be completed quickly for those who can’t dedicate too much time.”  
“More times for the simulated service classes”

We have considered creating alternative courses which are shorter and focus on a particular skill group; for example, Bar work or Café work. This may be something we look at further down the line.

We had feedback about moving some aspects of our course online:  
“Some theory classes can be done online.”  
We purchased a Learning Management System and are in the process of moving some theory and assessments online.

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

As is usually the case, employer responses are limited in their feedback. We received some positive comments about our students:

- “Aaron was a good worker and knew immediately how to serve correctly upon starting his

work.”

- “The employee that received training has been doing a great job at the Footscray ANA CC.”

However, we didn't receive any feedback that might help us to improve. As usual the majority of responses didn't answer every question. This makes it difficult to make changes.

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

N/A

### **Declaration**

I confirm that (RTO Name): Serve It Up Pty Ltd

- 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**

**Signature of PEO**



**Date:** 19/02/2019