

# 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](mailto: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	22/06/2021		

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	419	517
Total number of surveys received	26	3
Response rate (per cent)	6%	0.6%

### 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

We use a combination of this survey and our own internal satisfaction survey to get student feedback. We've seen students greatly differ in terms of the topic they need to focus or have more practice time on. We added an addition reflection section into our Blended Delivery model to give space to all students to focus on their individual needs and interests half way through the course.

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

Employer responses to this survey are generally always low, as only a small number of our students are Trainees in a workplace. We maintain relationships with the employers who employ our Trainees and gain feedback this way. Our Traineeship courses have been developed in constant consultation with employer needs. We have developed 2 x models of Traineeship delivery based on this feedback and designed to suit different hospitality environments.

### 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

23/06/2021

Signature

