

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	3 rd May 2022		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	787	161
Total number of surveys received	109	4
Response rate (per cent)	14%	2%

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, with feedback responses growing each year. Most students only had positive feedback, which is reflected in our results, such as:

97.2% of students agreed or strongly agreed that they were overall satisfied with the training

96.3% of students agreed or strongly agreed that they knew the expectations clearly from the start

Of the students that answered the question “The training used up-to-date equipment, facilities and materials”, 100% of respondents agreed.

A very minor number of students provided some constructive feedback did mention that the online theory had some minor typos in the resources and we should enliven course materials. This was a reflection of Covid lockdowns, as our course is designed to be practical classes with self-paced learning. We have kept a closer focus on validation and moderation, and to liven up the content, created videos of our trainers demonstrating different skills, to situate throughout the online learning, which garnered great feedback from students.

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. All employers that responded rated every question at agree or strongly agree, with no disagrees selected.

To ensure quality, we maintain direct relationships with the trainee’s employers monthly and gain feedback this way. Our Traineeship courses have been developed in constant consultation with employer needs and where any topics need additional focus, for example; if a café known for their coffee, barista training might include advanced latte art or if a restaurant is fine dining, we would concentrate on correct etiquette and open hand service.

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
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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
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Date	03/05/2022
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Signature	
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