

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@education.vic.gov.au

Subject: Quality Indicators

RTO details

RTO trading or legal name	Serve It Up		
RTO number	22542		
Contact name	Renee Rainey		
Telephone	1300555748	Mobile	0410558886
Date	29.05.2024		

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	77	13
Total number of surveys received	9	3
Response rate (per cent)	11%	23%

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, the Victorian Skills Authority Student satisfaction survey and our own internal satisfaction survey to get student feedback. Our internal feedback had the highest response rate of students participating and we anticipate this to increase in 2024 with the introduction of QR codes to provide feedback. Most students only had positive feedback, which is reflected in our results, such as over 95% of our students stated that they were overall satisfied with the training

A very minor number of students provided some constructive feedback on our coffee sessions, such as including more advanced latte art and some open practical sessions, where they can practice what they like and have more time on the coffee machine outside of class. Serve It Up trains students in the basics of latte art so they can do basic presentations and are considering running a master class for students interested in advanced skills beyond the scope of the course. We currently have open help sessions classes that students can take advantage of if they feel they need more time and have looked at how we communicate this, so all students are aware that they can attend for help on learning, assessment and practical skills.

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, and two of the participants that responded rated every question as strongly agree, stating that the trainers made the course fun and engaging and adapted training well and the regular student updates and report as the best aspects of training with no improvements.

One employer rated questions with agree and strongly agree however had several disagrees. This was due to the length of time for the training contract to be approved, which meant training couldn't begin in their quiet season. Another aspect was the recognition of prior skills and trainee having to attend our facilities for assessment. The RPL/RCC process had been explained and attending our facilities was due to the employer having a lack of equipment for some aspects of the unit of competencies that required the trainee to be assessed on. The trainee didn't have time to attend our facilities resulting in them withdrawing from the course. Based on this and to ensure quality, we have reviewed our Traineeship manual for 2024 and updated the section discussing existing skills and the RPL/RCC process in greater detail.

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 latte art or if a restaurant is fine dining, we would concentrate on correct etiquette and silver service.

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

Declaration

RTO details

RTO Name **Serve It Up Training**

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 **17th June 2024**

Signature

