

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	11.03.2025		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	74	57
Total number of surveys received	1	1
Response rate (per cent)	1.3%	1.75%

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, with over 100 students providing 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 Serve It Up and the training provided.

The one student that responded to the AQTF survey stated the practical assessments and cocktail making as the highlight with no improvements required. However, when they answered the survey, they answered strongly disagree to each question. When followed up, they stated that they loved the course and meant to put strongly agree, which shows that the survey is lacking in capturing quality data.

A very minor number of students provided some constructive feedback in our internal surveys such as more help with Canvas and based on this feedback, we have created a welcome course, which gives students an in-depth course overview, examples of a day as a barista, waiter etc. and Canvas help pages.

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. The one participant answered strongly disagree for every question but stated that they were satisfied with Serve It Up meeting it's expectations, which is another example of participants rushing through the form without reading it.

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 Pty Ltd

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

12/03/2025

Signature

