## Registering body report

### 02 July 2015

### RTO Information

<table>
<thead>
<tr>
<th>NTIS number</th>
<th>4172</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>The Centre for Continuing Education, Inc.</td>
</tr>
<tr>
<td>Street Address</td>
<td>Chisholm Street</td>
</tr>
<tr>
<td>City/town/suburb</td>
<td>Wangaratta</td>
</tr>
<tr>
<td>State</td>
<td>Victoria</td>
</tr>
<tr>
<td>Post code</td>
<td>3677</td>
</tr>
</tbody>
</table>

### Learner and employer response

<table>
<thead>
<tr>
<th></th>
<th>Learners</th>
<th>Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response count (number)</td>
<td>458</td>
<td></td>
</tr>
<tr>
<td>Population count (number)</td>
<td>458</td>
<td></td>
</tr>
<tr>
<td>Response rate (per cent)</td>
<td>100</td>
<td></td>
</tr>
</tbody>
</table>

### Learner and employer feedback

<table>
<thead>
<tr>
<th>Scale</th>
<th>Learners</th>
<th>Employers</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Average score</td>
<td>Average variation</td>
</tr>
<tr>
<td>All scales</td>
<td>83.4</td>
<td>19.9</td>
</tr>
<tr>
<td>Trainer Quality</td>
<td>88.4</td>
<td>16.6</td>
</tr>
<tr>
<td>Effective Assessment</td>
<td>84.4</td>
<td>17.2</td>
</tr>
<tr>
<td>Clear Expectations</td>
<td>83.4</td>
<td>17.6</td>
</tr>
<tr>
<td>Learning Stimulation</td>
<td>81.2</td>
<td>18.2</td>
</tr>
<tr>
<td>Training Relevance</td>
<td>84.4</td>
<td>17.5</td>
</tr>
<tr>
<td>Competency Development</td>
<td>82.0</td>
<td>16.8</td>
</tr>
<tr>
<td>Training Resources</td>
<td>83.2</td>
<td>17.5</td>
</tr>
<tr>
<td>Effective Support</td>
<td>83.1</td>
<td>17.4</td>
</tr>
<tr>
<td>Active Learning</td>
<td>77.5</td>
<td>17.1</td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>87.7</td>
<td>17.4</td>
</tr>
</tbody>
</table>
**Survey contexts and use**

*Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.*

<table>
<thead>
<tr>
<th>Information</th>
<th>Explanatory Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Specific contexts to consider when interpreting survey results</td>
<td>The Centre requires that all students who attend a course, complete the Learner Questionnaire which generates these results.</td>
</tr>
<tr>
<td>Main ways data has been used for continuous improvement</td>
<td>The data was reviewed by The Centre's Leadership Team. This year's results see an increase of over 3% in all areas from the 2014 data. This is due to The Centre having an increased focus on client engagement which focused on individualised support from enrolment to completion over the past year. Moving forward, The Leadership team have identified the 2016 target of a continued 3% gain in all areas, with a specific focus on 'Active Learning'. The Centre aims to achieve this through improving class room based teaching and learning to reflect a more practical and applied learning model. This is to be achieved in all courses currently offered by The Centre.</td>
</tr>
</tbody>
</table>