



## 2015 RTO Quality Indicator Results

### What are Quality Indicators?

**Employer Satisfaction** – this indicator focusses on employer evaluation of learner competency development and the relevance of learner competencies for work and further training, as well as employer evaluation of the overall quality of the training and assessment.

**Learner Engagement** – This indicator focuses on the extent to which learners are engaging in the types of activities that are likely to promote high quality outcomes. It includes learner perceptions of the quality of their competency development and the level of support they receive from the RTO.

The following summary includes indicators based on a survey of 618 learners and 91 employers. This sample represents 22% of this organisation's training delivery in the 2015 calendar year. The students and employers surveyed for these indicators were selected by the organisation in accordance with the national guidelines

# Registering body report

28 Jun 2016

## RTO Information

NTIS number	3908
Name	Leadership Management Australia
Street Address	1400 Malvern Rd
City/town/suburb	Glen Iris
State	VIC
Post code	3146

## Learner and employer response

	Learners	Employers
Response count (number)	618	91
Population count (number)		
Response rate (per cent)		

## Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	75.0	17.6	78.1	16.8
Trainer Quality	80.9	14.8	74.5	14.8
Effective Assessment	74.8	14.1	76.8	13.5
Clear Expectations	74.5	14.2		
Learning Stimulation	72.5	13.8		
Training Relevance	73.5	14.1	79.8	13.5
Competency Development	73.4	12.7	79.3	13.5
Training Resources	75.7	14.0	77.5	14.6
Effective Support	76.2	14.1	79.0	13.2
Active Learning	72.0	13.1		
Overall Satisfaction	76.6	16.1	76.2	14.2

## 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.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	