

Dates: 2nd Quarter 2017- July 2017

Please find the AQTF Learner and Employer Questionnaire data analysis for Practical Outcomes.

Learners are encouraged to provide written feedback through the AQTF Learner Engagement Questionnaire completed at the mid or the end point of their course. Feedback is collated and emailed to the Trainer and Program / Training Manager.

The following are actual responses from individual Learners and Employer's in relation to Workplace and Distance programs.

Q2. What were the BEST ASPECTS of the training?

- Sarah Egan was my last trainer and she was encouraging and supportive. I believe I learned so much and am a much better educator for it.
- Training was completed in reasonable time
- My first trainer was extremely helpful and insightful
- I was able to work and study to suit my needs
- enjoyed the learning, opportunity to do lots of research and learned while completing the assessments
- She was very helpful with everything. Very thankful for her all the way through my diploma.
- Marlene .She is fantastic & an absolute pleasure. Thank you
- The trainer was very helpful and provided significant encouragement and support throughout the course. I was able to contact the trainer any time if I had any issues or doubts when I was doing my course.
- The one on one training
- It worked to my needs so I was still able to work full time.
- The 6 weeks as room leader was really good, and gave a great insight of what comes with being a room leader."
- Donna was very clear that she was here for me and no question was a silly question and her support and encouragement kept me motivated.

Q3: What aspects of the training were MOST IN NEED OF IMPROVEMENT?

- Probably the fact I had many different trainers. I would have preferred to have just one but ended up with four (I think) different trainers
- The wording of the questions within the training materials.
- Resources and Assessment Materials
- I think I had four trainers in the end which made it a bit difficult. I also was given a lot of work to complete in a small amount of time sometimes. Also when I completed all my work it took 5 weeks to get my results even though I was told it would be sooner
- nothing really
- I did not have a trainer for 5 months after Renee left.
- should improve the ability to assign a trainer more sooner
- Every aspect was satisfactory for me
- Nothing, I found it all to be of high standard.

- Repetitive questions

Continuous Improvement Action Items:

Operations Department to discuss feedback with Training Team and document action items/ person responsible and timeframes for Continuous Improvement within team meetings agenda's and meeting minutes.

National Training Manager /Training Managers to save agenda and meeting minutes in following location

<Y:\Practical Outcomes\Training Managers\Staff Meetings 2017>

