

RTO Information

This report presents summary information about the Registered Training Organisation

Name	The Salvation Army Training Plus
Street Address	3/10 Wesley Crt
City/town/suburb	Burwood East
State	VIC
Post code	3151
NTIS number	21186

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses;
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides detailed information that can be used to address specific aspects of education and training.

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0	0	9	4	13	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0	0	8	5	13	0
EQ3	The training organisation was flexible enough to meet our needs.	0	0	7	6	13	0
EQ4	Assessment was at an appropriate standard.	0	0	7	6	13	0
EQ5	The training resources were appropriate for learner needs.	0	0	7	6	13	0
EQ6	The training reflected current practice.	0	0	7	6	13	0
EQ7	The training organisation developed customised programs.	0	0	7	6	13	0
EQ8	The training organisation provided good support for workplace training and assessment.	0	0	8	5	13	0
EQ9	The training focused on relevant skills.	0	0	8	5	13	0
EQ10	Our employees gained the skills they needed from this training.	0	0	6	7	13	0
EQ11	The training was effectively integrated into our organisation.	0	0	6	7	13	0
EQ12	Overall, we are satisfied with the training.	0	0	6	7	13	0
EQ13	We would recommend the training organisation to others.	0	0	8	5	13	0
EQ14	We would recommend the training to others.	0	0	6	7	13	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0	2	6	5	11	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0	0	7	6	13	0
EQ17	Trainers had good knowledge and experience of the industry.	0	0	7	6	13	0
EQ18	Assessments were based on realistic activities.	0	0	8	5	13	0
EQ19	Trainers were effective in their teaching.	0	0	6	7	13	0
EQ20	The training was an effective investment.	0	0	8	5	13	0
EQ21	Trainers were able to relate material to the workplace.	0	0	8	5	13	0
EQ22	The training had a good mix of theory and practice.	0	0	7	6	13	0
EQ23	The training organisation acted on feedback from employers.	0	0	8	5	13	0
EQ24	The training has helped our employees work with people.	0	2	5	6	11	0
EQ25	Training resources and equipment were in good condition.	0	0	8	5	13	0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0	0	7	6	13	0
EQ27	The training prepared employees well for work.	0	0	7	6	13	0
EQ28	Our employees gained the knowledge they needed from this training.	0	0	9	4	13	0
EQ29	The training prepared our employees for the demands of work.	0	0	8	5	13	0
EQ30	The training organisation clearly explained what was expected from employers.	0	0	7	6	13	0

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials.	0.0	0.0	69.2	30.8	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	0.0	0.0	61.5	38.5	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs.	0.0	0.0	53.9	46.2	100.0	0.0
EQ4	Assessment was at an appropriate standard.	0.0	0.0	53.9	46.2	100.0	0.0
EQ5	The training resources were appropriate for learner needs.	0.0	0.0	53.9	46.2	100.0	0.0
EQ6	The training reflected current practice.	0.0	0.0	53.9	46.2	100.0	0.0
EQ7	The training organisation developed customised programs.	0.0	0.0	53.9	46.2	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment.	0.0	0.0	61.5	38.5	100.0	0.0
EQ9	The training focused on relevant skills.	0.0	0.0	61.5	38.5	100.0	0.0
EQ10	Our employees gained the skills they needed from this training.	0.0	0.0	46.2	53.9	100.0	0.0
EQ11	The training was effectively integrated into our organisation.	0.0	0.0	46.2	53.9	100.0	0.0
EQ12	Overall, we are satisfied with the training.	0.0	0.0	46.2	53.9	100.0	0.0
EQ13	We would recommend the training organisation to others.	0.0	0.0	61.5	38.5	100.0	0.0
EQ14	We would recommend the training to others.	0.0	0.0	46.2	53.9	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	0.0	15.4	46.2	38.5	84.6	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	0.0	0.0	53.9	46.2	100.0	0.0
EQ17	Trainers had good knowledge and experience of the industry.	0.0	0.0	53.9	46.2	100.0	0.0
EQ18	Assessments were based on realistic activities.	0.0	0.0	61.5	38.5	100.0	0.0
EQ19	Trainers were effective in their teaching.	0.0	0.0	46.2	53.9	100.0	0.0
EQ20	The training was an effective investment.	0.0	0.0	61.5	38.5	100.0	0.0
EQ21	Trainers were able to relate material to the workplace.	0.0	0.0	61.5	38.5	100.0	0.0
EQ22	The training had a good mix of theory and practice.	0.0	0.0	53.9	46.2	100.0	0.0
EQ23	The training organisation acted on feedback from employers.	0.0	0.0	61.5	38.5	100.0	0.0
EQ24	The training has helped our employees work with people.	0.0	15.4	38.5	46.2	84.6	0.0
EQ25	Training resources and equipment were in good condition.	0.0	0.0	61.5	38.5	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills.	0.0	0.0	53.9	46.2	100.0	0.0
EQ27	The training prepared employees well for work.	0.0	0.0	53.9	46.2	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training.	0.0	0.0	69.2	30.8	100.0	0.0
EQ29	The training prepared our employees for the demands of work.	0.0	0.0	61.5	38.5	100.0	0.0
EQ30	The training organisation clearly explained what was expected from employers.	0.0	0.0	53.9	46.2	100.0	0.0

EQ item averages and variations

	Item	Average score	Average variation
EQ1	The training used up-to-date equipment, facilities and materials.	76.9	16.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints.	79.5	16.9
EQ3	The training organisation was flexible enough to meet our needs.	82.1	17.3
EQ4	Assessment was at an appropriate standard.	82.1	17.3
EQ5	The training resources were appropriate for learner needs.	82.1	17.3
EQ6	The training reflected current practice.	82.1	17.3
EQ7	The training organisation developed customised programs.	82.1	17.3
EQ8	The training organisation provided good support for workplace training and assessment.	79.5	16.9
EQ9	The training focused on relevant skills.	79.5	16.9
EQ10	Our employees gained the skills they needed from this training.	84.6	17.3
EQ11	The training was effectively integrated into our organisation.	84.6	17.3
EQ12	Overall, we are satisfied with the training.	84.6	17.3
EQ13	We would recommend the training organisation to others.	79.5	16.9
EQ14	We would recommend the training to others.	84.6	17.3
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills.	74.4	24.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge.	82.1	17.3
EQ17	Trainers had good knowledge and experience of the industry.	82.1	17.3
EQ18	Assessments were based on realistic activities.	79.5	16.9
EQ19	Trainers were effective in their teaching.	84.6	17.3
EQ20	The training was an effective investment.	79.5	16.9
EQ21	Trainers were able to relate material to the workplace.	79.5	16.9
EQ22	The training had a good mix of theory and practice.	82.1	17.3
EQ23	The training organisation acted on feedback from employers.	79.5	16.9
EQ24	The training has helped our employees work with people.	76.9	25.0
EQ25	Training resources and equipment were in good condition.	79.5	16.9
EQ26	The training helped employees identify how to build on their current knowledge and skills.	82.1	17.3
EQ27	The training prepared employees well for work.	82.1	17.3
EQ28	Our employees gained the knowledge they needed from this training.	76.9	16.0
EQ29	The training prepared our employees for the demands of work.	79.5	16.9
EQ30	The training organisation clearly explained what was expected from employers.	82.1	17.3

