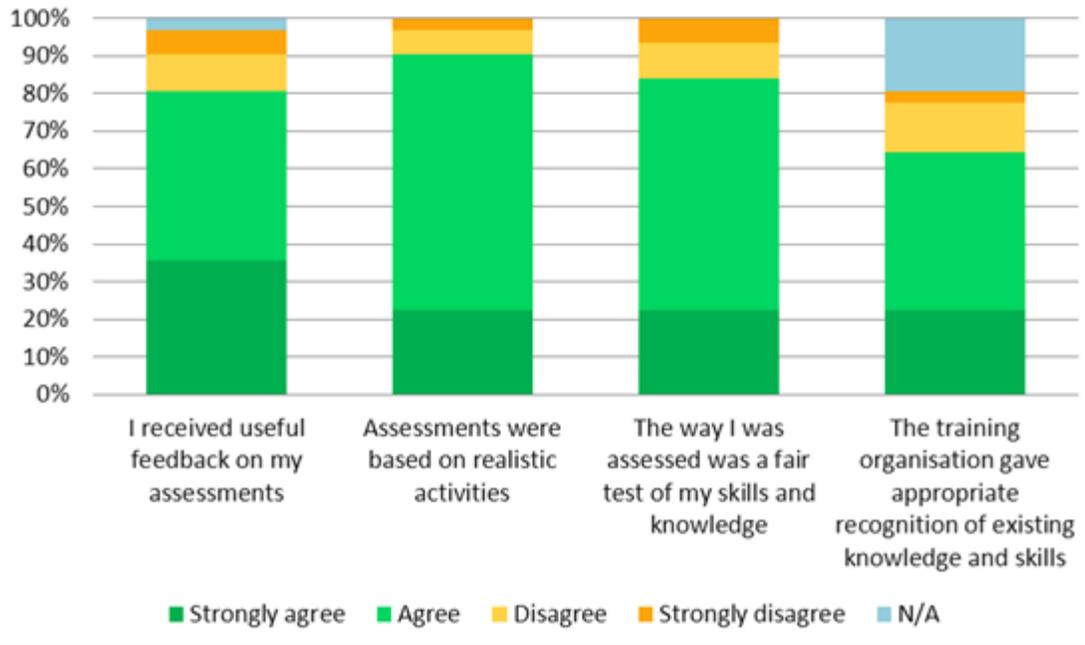
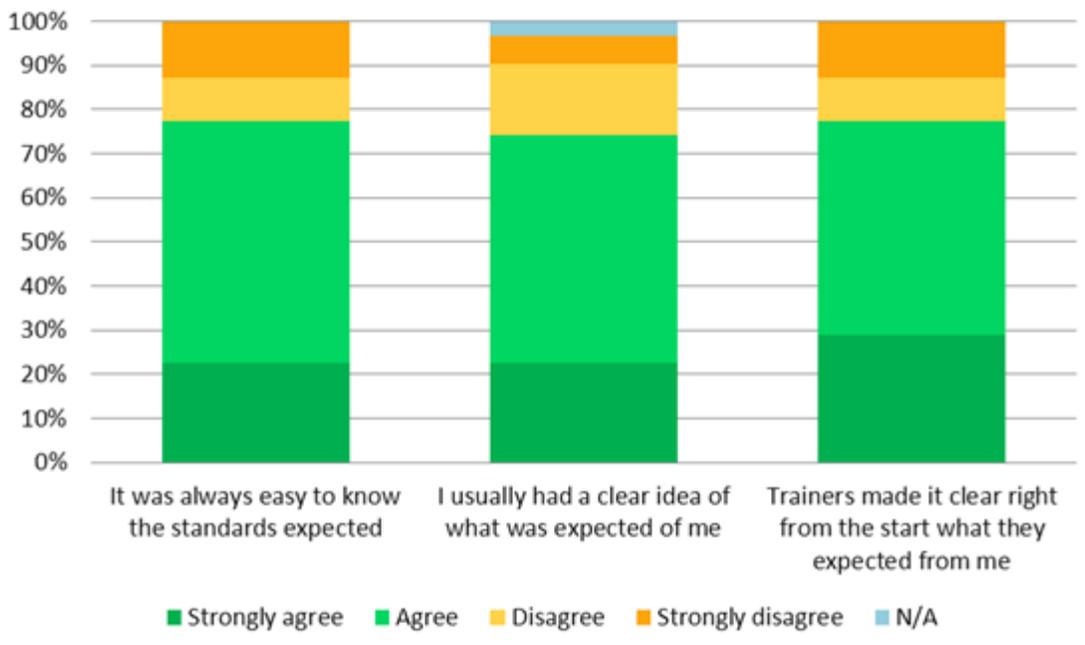


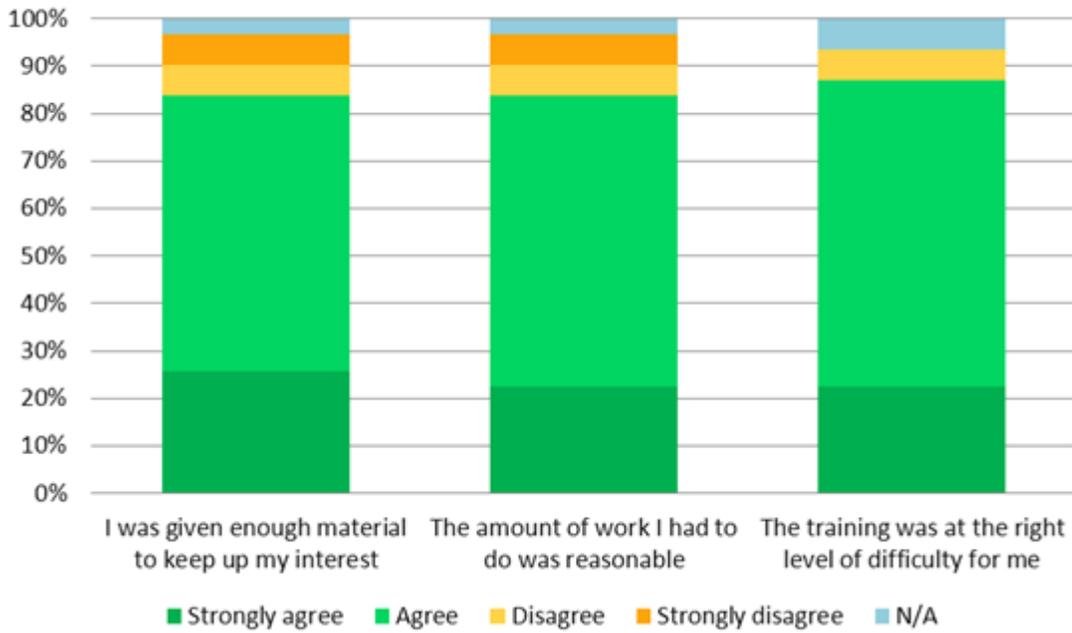
Training Quality - Effective Assessment



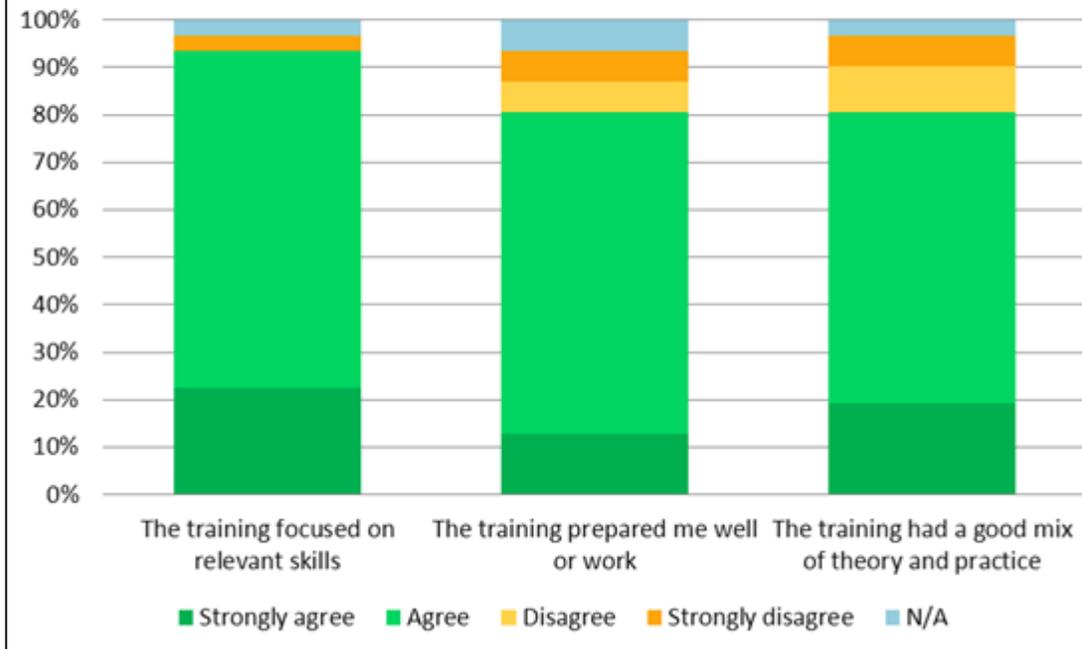
Training Quality - Clear Expectations

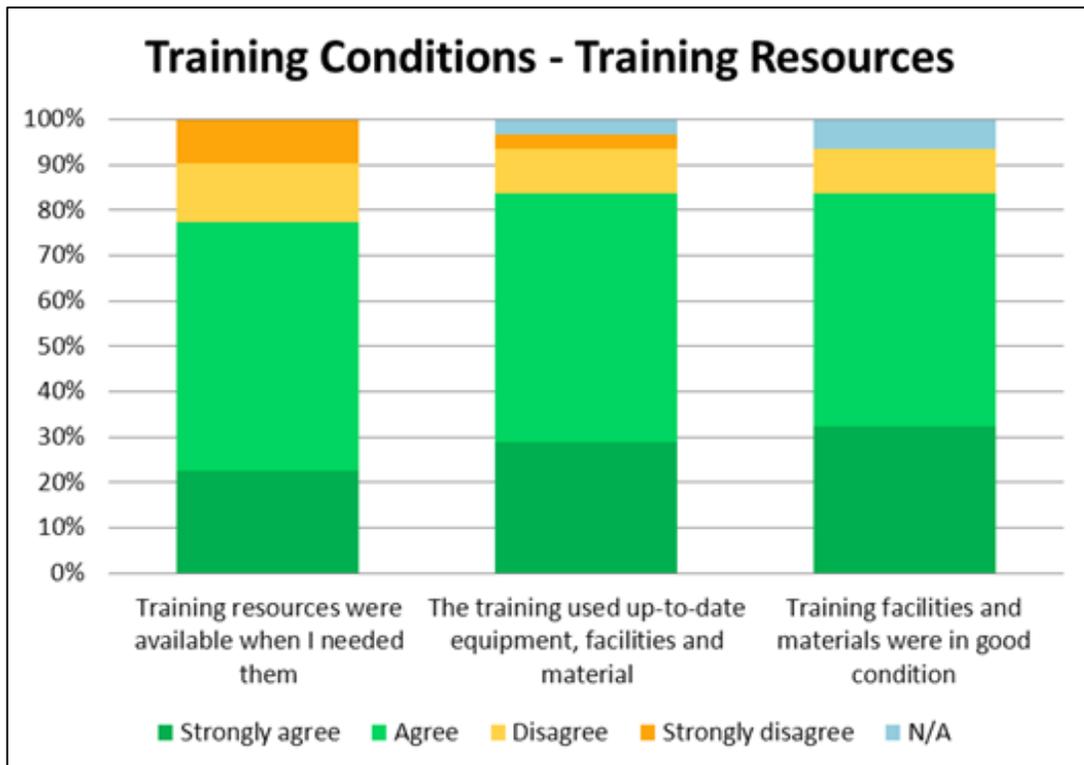
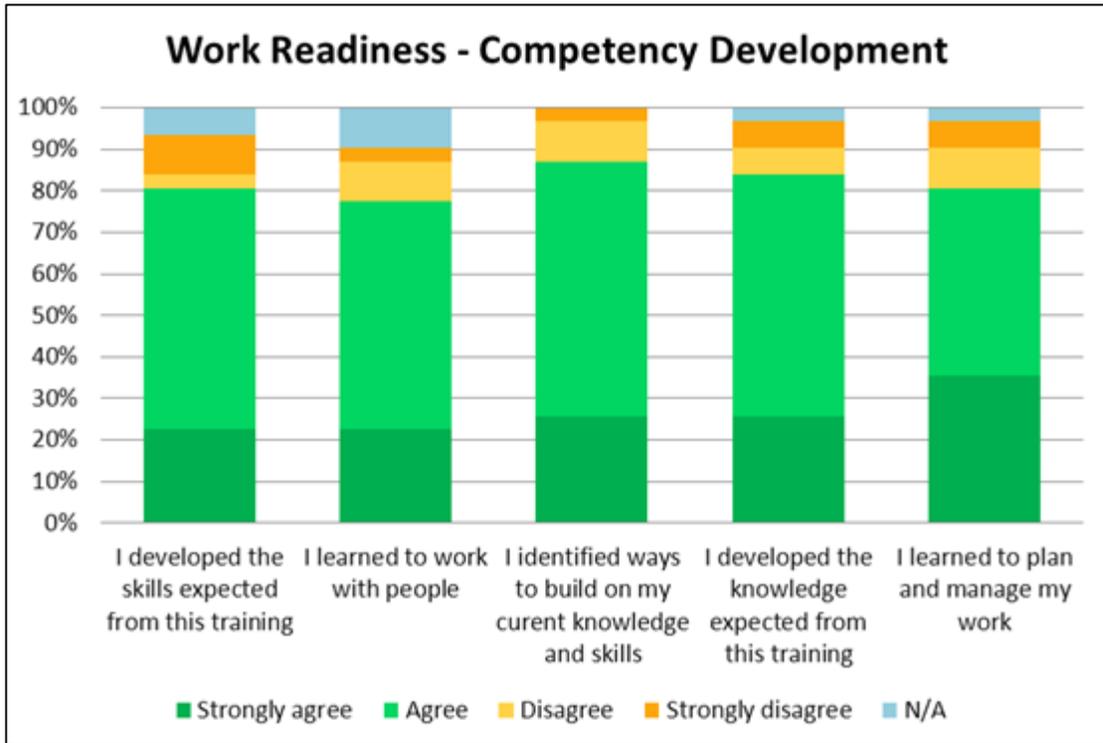


Training Quality - Learner Stimulation



Work Readiness - Training Relevance

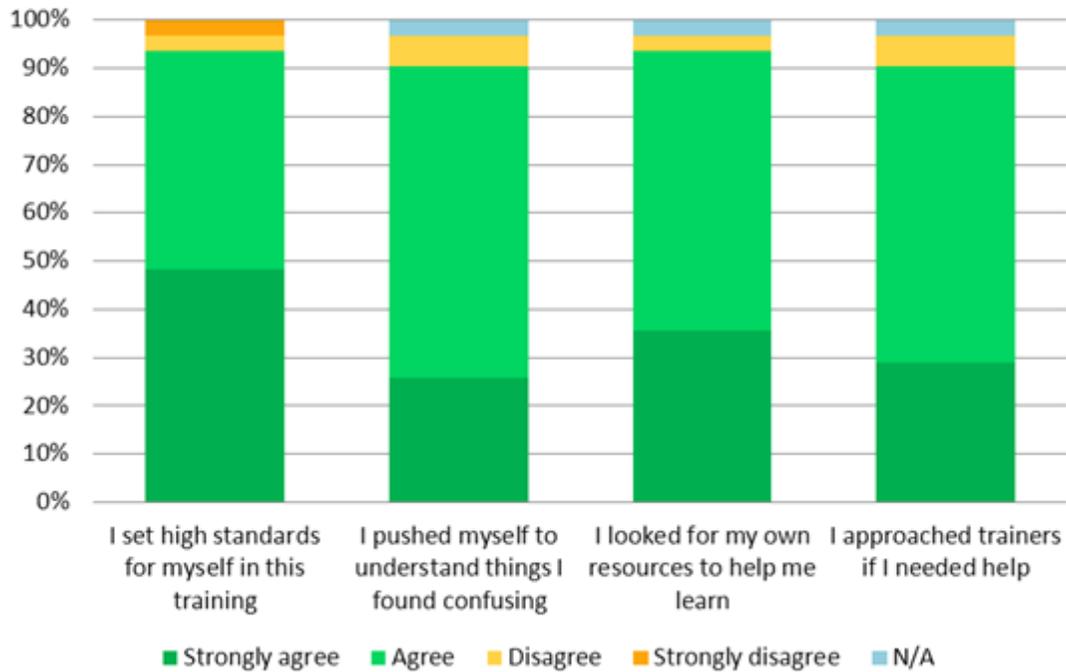


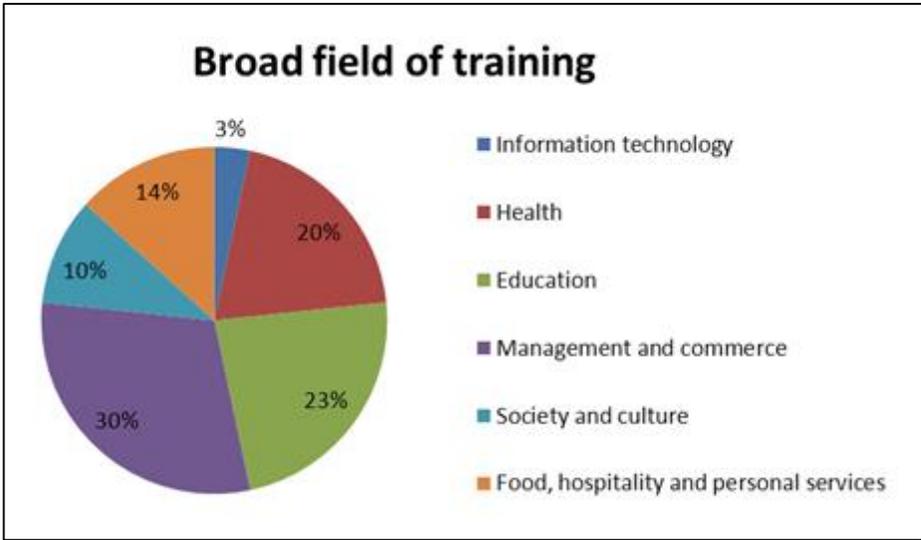


Training Conditions - Effective Support

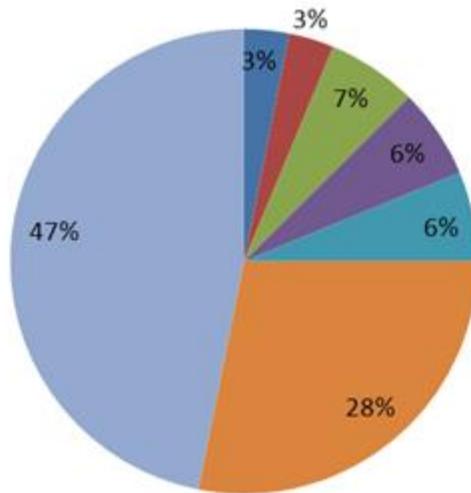


Learner Engagement - Active Learning



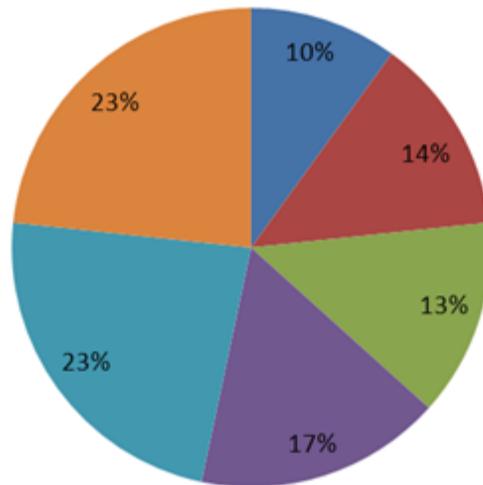


What were the BEST ASPECTS of the training?



- Learning Tools / training format /content
- Administration
- Training location
- Peers / socialisation
- Time allowed for training
- Training (general)
- Teacher / Trainer

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

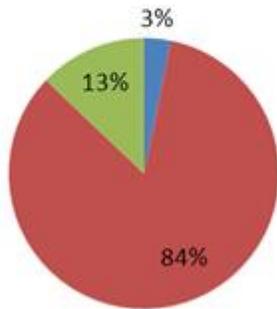


- Teacher / Trainer
- Administration
- Time allowed for training
- Training (general)
- Learning Tools / training format /content
- Communication b/w MACE & Students

Note: All individual answers may be found on pg. 10 of this report

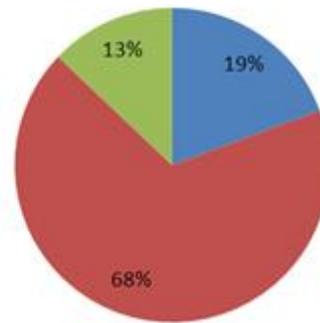
Are you undertaking an APPRENTICESHIP OR TRAINEESHIP?

■ Yes ■ No ■ Not Answered



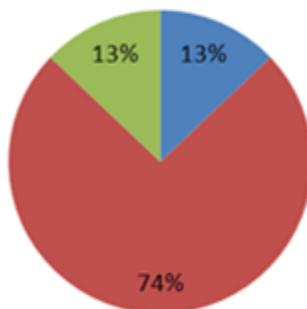
Did you get any RECOGNITION OF PRIOR LEARNING ?
(such as subject exemptions, course credits or advanced standing)

■ Yes ■ No ■ Not Answered



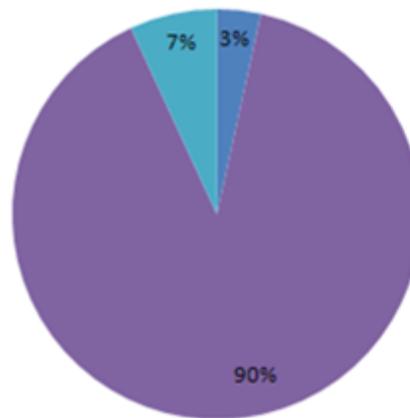
Do you consider yourself to have a DISABILITY, IMPAIRMENT, OR LONG-TERM CONDITION?

■ Yes ■ No ■ Not Answered



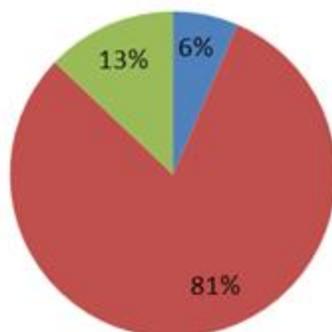
Are you of ABORIGINAL OR TORRES STRAIT ISLANDER origin?

■ Yes, Aboriginal
 ■ Yes, Torres Strait Islander (Nil)
 ■ Yes, both Aboriginal and Torres Strait Islander (Nil)
 ■ No
 ■ Not Answered



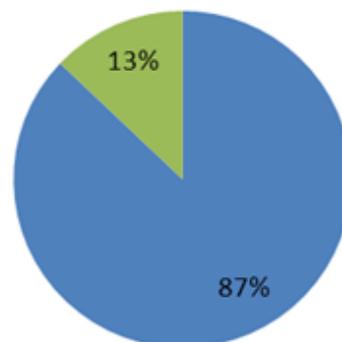
Do you speak a LANGUAGE OTHER THAN ENGLISH at home?

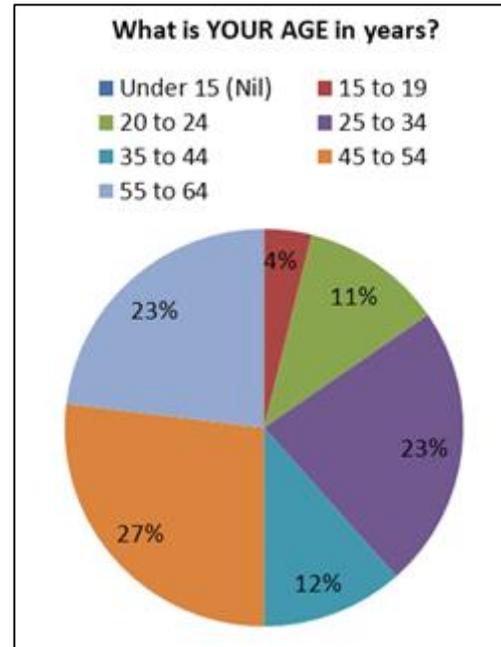
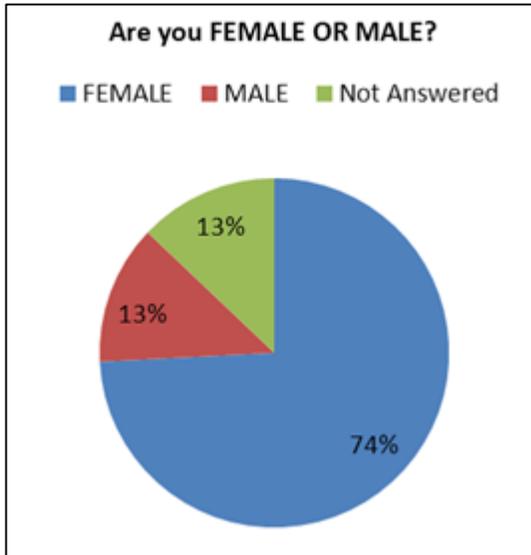
■ Yes ■ No ■ Not Answered



Are you a PERMANENT RESIDENT OR CITIZEN of Australia?

■ Yes ■ No ■ Not Answered





Total responses to 2014 Student survey: 31 (6%) (477 surveys distributed)

What were the BEST ASPECTS of the training?

1. Teachers always making time for me when I needed help
2. I found the training to be great, perfect for my needs. Very grateful for having had the opportunity to participate.
3. Having a variety of learning tools.
4. Ann-Maree took us for the majority of our units, she made it very clear what she expected from us and assisted when we needed help
5. Pleasant competent and co-operative trainers
6. Most of the training was engaging and applicable to the course i was enrolled in. With better management, it could be a major contributor to Outdoor Recreation training in Victoria.
7. Flexibility
8. Tutor very approachable
9. Training locally, assistance in finding placement, knowledgeable and professional trainers,
10. Flexibility of location, assessment deadlines, engaging tutor, collaborative learning opportunities with peers
11. Trainer was available when I required assistance or had questions -didn't have to wait 2 days. Able to study at own pace, one on one training
12. Gaining knowledge about the organisation I work for
13. Friendly environment
14. The Trainer
15. The trainer
16. Support given always followed up by staff
17. Flexibility, encouragement, appropriate and timely feedback – the Trainer made every aspect of the training worthwhile and I would strongly suggest her for future training.
18. It was delivered in- house at work. The content was relevant to work and useful
19. Excellent teacher
20. Being able to continue working whilst training plus it was great having trainer come to my workplace
21. Friendly
22. The trainer
23. OPEN, WARM & WELCOMING AT ALL TIMES
24. I enjoyed the small class dynamics and it made it easier to learn. Having a mix of students ages was also an important part of the class

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

1. Keeping in contact
2. I found the entire experience to be very positive, all staff professional and helpful, nothing I can think of that needs improvement.
3. incorporate IT programs
4. More classes versus homework
5. Face to face time needs to be longer than 4 hours per week. The pressure of work, school and study to complete all units in 18 months unrealistic. Leads to burn out trying to keep up with the standard of work I and tutor expected.
6. Diploma of Community Services provides an overview of Community Services but does not specialise in any specific area. Placement can help with this but 200 hr of placement is not enough to give students the best chance of finding work. This is due to the fact that there is a lot of competition in the job market and that there are a lot of people with solid experience looking for work. I would like to suggest more workplace training, perhaps with some compensation for expenses like travel. The training could also provide elective subjects to prepare students in specific areas of the Community Services Industry. --- On another note, some people are on Centrelink benefit while studying. Training organisations need to work closer with Centrelink or DHS and vice versa, as there needs to be some mutual understanding about when study is complete. Perhaps more stringent timeframes to complete training and placement in. I went through a nightmare with Centrelink and incompetent job services agency due to classroom lessons finishing ahead of completing

second placement. This exposed me to bullying and unnecessary stress and anxiety and a systemic lack of understanding

7. Greater use of email communications between classes, more materials and connections with tutor and students online
8. Improvement in communication. I gave up waiting on responses.
9. The trainer for the finance unit let it down
10. More relevant information/brochures available. Books given were hardly used at all.
11. Assurances of post training employment opportunities and help to achieve this outcome
12. The training coordinator
13. Initial day of training clearer direction -about assessment component
14. The workload was a bit full on
15. Nothing. All good
16. If more of the work could be done in class time that would have been good