

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details

RTO trading or legal name	Balance Training Services Pty Ltd		
RTO number	21701		
Contact name	Andrew Giblin		
Telephone	03 5561 2579	Mobile	0439 322 762
Date	29/06/2021		

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	771	17
Total number of surveys received	43	9
Response rate (per cent)	18%	52%

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

Summary of continuous improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement

- Learner feedback regarding our new online assessment component was at times difficult to navigate, we then changed our process and now email clear and precise instructions that are easy to follow.
 - Participants for First Aid can now pay online. This was always an issue for some, so we have investigated and invested in an online payment facility.
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Please indicate the main ways that employer satisfaction data has been used for continuous improvement

Employer feedback was once again very positive, the only concern was with COVID and the disruption to our students not being able to attend for a long period of time, however this was out of our control. We just ensured our student to keep positive and encouraged them that they will eventually get back into their work placements to complete their course.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason

We did notice a drop in our surveys received and believe it is from the now automatic survey system we have in place.

This process now is direct out of our SMS.

Declaration

RTO details

RTO Name

Balance Training Services Pty Ltd

I confirm that the above RTO:

- has collected, analysed and retained quality indicator data
- has acted on data for the continuous improvement of training and assessment and client services
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Full name

Andrew Giblin

Date

29/06/2021

Signature

