

Registering body report

16 Jun 2020

RTO Information

NTIS number	21055
Name	Interlink Training
Street Address	31 Henderson Road
City/town/suburb	Knoxfield
State	VIC
Post code	3180

Learner and employer response

	Learners	Employers
Response count (number)	695	23
Population count (number)	830	30
Response rate (per cent)	83.7	76.7

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	88.8	20.6	86.0	18.6
Trainer Quality	89.7	19.9	90.4	12.5
Effective Assessment	88.4	20.2	87.0	14.0
Clear Expectations	89.0	20.3		
Learning Stimulation	89.0	20.3		
Training Relevance	88.6	20.2	85.5	15.8
Competency Development	88.6	20.1	81.9	16.5
Training Resources	88.2	20.0	86.0	16.5
Effective Support	88.5	20.3	87.4	14.4
Active Learning	89.0	20.3		
Overall Satisfaction	88.9	20.5	86.0	18.1

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
	The feedback for 2019 has been very positive. The strongest score is for trainer quality, with employers' ratings at 90.4 and learners at 89.7. The most pleasing aspect is the rise in effective support and effective assessment methods as noted by both learners and employers. Employers results show increased ratings for flexibility offered in the training programs. Both learners and employers highly

<p>Specific contexts to consider when interpreting survey results</p>	<p>rated the skills and knowledge of the trainers and their industry experience. The only negative that can be seen on analysis of the learner comments is the repetition of required elements in a number of units. This provides us the opportunity to look at the clustering of similar units within our delivery plans to keep the learners engaged and reduce the repetitive aspects they have identified. Overall the feedback is reflecting the quality training products that we deliver and our commitment to providing a supportive environment where learners and employers are equally satisfied.</p>
<p>Main ways data has been used for continuous improvement</p>	<p>Continuous improvements identified in this year's data will look at improving training resources and clustering of units. As most of our cohort come from a trade background i.e. telecommunication technicians and arborists, they have existing knowledge in a lot of theoretical requirements of multiple units and clustering of these units is proposed to keep learners fully engaged in their training.</p>