

EMAIL RESPONSE: To: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)  
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION  
QUALITY INDICATORS

FROM: 21701 Balance Training Services PTY LTD

TELEPHONE contact name and number: Michael Stephens 5561 2579 DATE: 30/6/2016

---

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	632	23
Total number of surveys received	236	6
Response rate (per cent)	37%	26%

### Summary of Continuous Improvement

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

Feedback from Learners overall is positive.

Updating first aid letters to more clearly state pre-course requirements

Update of Training Plan format

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

Documentation to be signed and initialled by Supervisor has been condensed.

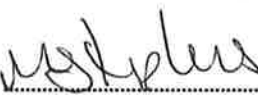
If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

**Declaration**

I confirm that Balance Training Services PTY LTD:

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

Name of Principal Executive Officer (PEO) Michael Stephens

Signature of PEO  Date: 30/6/16