

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
52100	Everest Institute of Education Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	393	359	91.34%
Employer satisfaction	92	85	92.39%

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

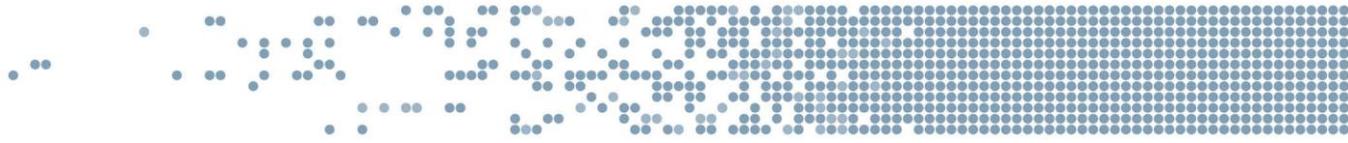
The response to the Learner Engagement Survey for the year 2021 is slightly higher than in previous years 2020 and 2019. The students were satisfied to provide feedback on the 4 quality indicators of Training Quality, Job Readiness, Training Conditions, and Learner Participation and the feedback has been overall positive.

Compared to the year 2020, the Learner Engagement Response Rate surged from 89.00% to 91.35% in 2021. This is likely to be caused by the hike in the number of Surveys issued (SI) as in 2020, EI issued 305 surveys, however, in 2021, Surveys issued (SI) are 393.

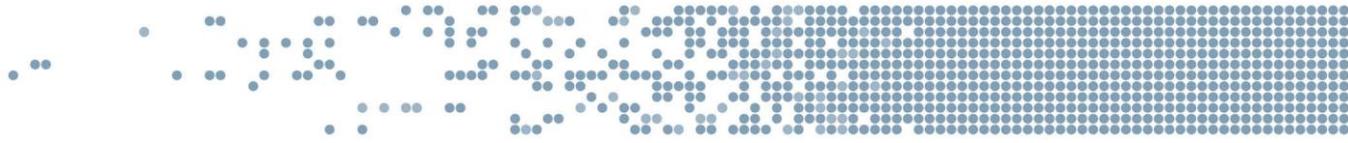
2021 – 91.35%; 2020 - 89.00%; 2019 - 87.00%; 2018 - 86.11%

The Employer Engagement Survey also remained consistent and that without compromising the health of our staff, students, and the general public during the pandemic, the employers are satisfied with the quality of training provided by Everest Institute students who undertook work-based delivery of the Holistic units as per the Training Package requirements.

The Employer Satisfaction Response Rate marginally contracted from 93.00% in 2020 to 92.39% in 2021. However,



Surveys received (SR) escalated from 27 in 2020 to 85 in 2021.
2021 – 92.39%; 2020 - 93.00%; 2019 – 92.86%; 2018 - 84.62%



Section 2 Survey information feedback

What were the expected or unexpected findings from the survey feedback?

The response appears to be positive for 2021's Learner engagement as Everest Institute is able to attain a response rate of an average of more than 3 in each of the 4 quality indicators. The students were satisfied to be enrolled with Everest Institute and be Job Ready upon completion of their studies.

The data presents the below response rates:

Training Quality Responses – 3.59

Job / Work Ready Responses– 3.59

Training Condition Responses– 3.60

Learning Engagement Responses– 3.60

where 1 implies - strongly disagree; 2 implies – disagree; 3 implies – agree; and 4 implies - strongly agree.

What does the survey feedback tell you about your organisation's performance?

The results of the survey suggest that Everest Institute's management, trainers/assessors, and staff are continuously improving the quality of training provided based on feedback from the students enrolled with Everest Institute. Everest Institute ensures to provide ongoing quality training by using various means of data collection through its internal feedback in the form of ongoing feedback by the students to trainers/assessors, by email or, using the Student Feedback form, use of Student Exit Survey. The Employer Feedback also reiterated that Everest Institute is able to preserve the quality of training and assessment practices and is able to meet the current needs of the industry (during and post COVID) and is informed by industry engagement. Student feedback also expressed satisfaction with the recommencement of face-to-face training delivery after the COVID-19 restrictions. Most of the students were pleased to complete the holistic units and work-based training that could not be completed during the lockdown period in Metropolitan Melbourne in 2021.

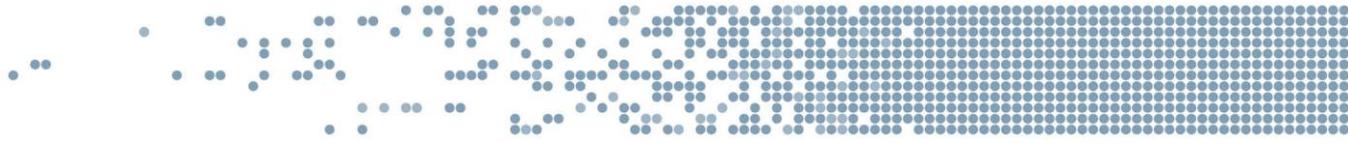
Section 3 Improvement actions

What preventive or corrective actions have you implemented in response to the feedback?

Everest Institute conducts ongoing internal and external meetings to ensure providing quality training to all its enrolled students based on the response provided by the students. Everest uses this feedback by conducting regular maintaining effective correspondence with our staff, External Industry feedback meetings, Management Continuous Improvement meetings where all the recommendations are discussed, and implementing the above adapted in the form of training, job readiness, and training conditions. Most of students were more contented to recommence face-to-face training delivery from late Oct 2021.

The Institute implements various initiatives to enhance student experience including increased trainer interaction for any academic support through e-mail, telephone, and face-to-face meetings.

A learning management system and online lectures were adopted during lockdown last year. Multiple support



strategies and flexible delivery were arranged by bringing forward the theory components of the course and making the trainers and student support team available for continuous correspondence with the students. These were applied during lockdown last year to improve the student experience and maintain the quality of training during COVID lockdowns. However, students were more pleased to study face-to-face and complete the holistic units and work-based training that could not be completed during the lockdown period in Metropolitan Melbourne in 2021.

How will/do you monitor the effectiveness of these actions?

Everest Institute monitors the effectiveness of these actions by regularly auditing its operations and providing feedback to management on the improvements identified and the course of action to adopt. Everest Institute proactively considers and implements auditor's recommendations to enhance the quality of training it offers to all its students enrolled. Everest Institute endeavors to use these monitoring measures in 2022 and beyond to ensure students are provided with quality training and skills and knowledge to be job-ready and able to support in addressing some of the massive skills shortages in the hospitality industry due to external factors like international border closure since 2020 in the ongoing pandemic.

Learner Questionnaire Survey Results 2021

3	LQ	1	2	3	4	3	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
I developed the skills expected from this training	LQ21	3	3	3	4	4	3	3	3	4	3	4	3	3	3	4	3	4	3	3	3	4	3	3	3	3
I identified ways to build on my current knowledge and skills	LQ23	3	3	4	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	3	3	4	3	3	3	3
The training focused on relevant skills	LQ18	3	3	3	4	3	3	3	3	4	4	4	3	3	3	4	3	4	3	3	3	4	3	3	3	3
I developed the knowledge expected from this training	LQ24	4	3	3	4	3	4	4	4	4	3	4	4	4	3	4	3	4	3	4	3	4	3	3	3	4
The training prepared me well for work	LQ19	4	3	3	4	4	3	4	4	4	3	4	4	3	3	4	3	4	3	4	3	4	3	3	3	4
I set high standards for myself in this training	LQ32	3	3	4	4	4	4	3	3	4	4	4	3	4	4	4	4	4	3	4	3	4	4	4	3	4
The training had a good mix of theory and practice	LQ20	4	3	4	4	4	3	3	3	4	4	4	3	3	4	4	4	4	3	3	3	4	4	4	3	4
I looked for my own resources to help me learn	LQ34	3	3	3	4	4	4	3	3	4	3	4	3	4	4	4	4	4	3	3	3	4	4	4	3	4
Overall, I am satisfied with the training	LQ5	3	3	3	4	4	3	4	4	4	3	4	3	3	4	4	4	4	3	3	3	4	4	4	3	4
I would recommend the training organisation to others	LQ7	3	3	3	4	4	4	4	3	4	3	4	3	4	4	4	4	4	3	3	3	4	4	4	3	4
Training organisation staff respected my backgrounds and needs	LQ29	3	3	3	4	4	3	4	3	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I pushed myself to understand things I found confused	LQ33	4	3	4	4	4	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
Trainers had an excellent knowledge of the subject content	LQ3	3	3	4	4	4	3	3	3	4	3	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I received useful feedback on my assessments	LQ8	3	3	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
The way I was assessed was a fair test of my skills and knowledge	LQ10	3	3	3	4	3	3	4	4	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I learned to work with people	LQ22	4	3	3	4	3	4	4	4	4	3	4	3	4	3	4	4	4	3	3	3	4	4	4	3	3
The training was at the right level of difficulty for me	LQ17	4	3	3	4	3	3	4	4	4	3	4	3	3	3	4	4	4	3	3	3	4	4	4	3	3
The amount of work I had to do was reasonable	LQ16	4	3	3	4	4	4	3	3	4	3	4	3	4	3	4	4	4	3	3	3	4	4	4	3	3
Assessments were based on realistic activities	LQ9	3	3	3	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	3
It was always easy to know the standards expected	LQ12	3	3	4	4	4	4	4	3	4	4	4	3	4	3	4	4	4	3	3	3	4	4	4	3	3
Training facilities and materials were in good condition	LQ28	3	3	4	4	4	3	4	4	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I usually had a clear idea of what was expected of me	LQ13	3	3	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
Trainers explained things clearly	LQ4	4	3	4	4	4	3	4	4	4	3	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
The training organisation had a range of services to support learners	LQ31	4	3	3	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
I learned to plan and manage my work	LQ25	4	3	3	4	4	3	3	3	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
The training used up-to-date equipment, facilities and materials	LQ27	3	3	3	4	4	4	3	3	4	3	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
I approached trainers if I need help	LQ35	3	3	3	4	4	3	4	3	4	3	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Trainers made the subject as interesting as possible	LQ2	3	3	3	4	4	4	4	4	4	3	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
I would recommend the training organisation to others	LQ6	4	3	3	4	4	3	4	4	4	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
The training organisation gave appropriate recognition of existing knowledge and skills	LQ11	4	3	4	4	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
Training resources were available when I need	LQ26	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
I was given enough material to keep up my interest	LQ15	3	3	4	4	4	4	3	3	4	3	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
The training was flexible enough to meet my needs	LQ30	4	3	4	4	4	3	3	3	4	3	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Trainers encouraged learners to ask questions	LQ1	4	3	4	4	4	4	3	3	4	4	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
Trainers made it clear right from the start what they expected from me	LQ14	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4

Learner Questionnaire Survey Results 2021

326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359
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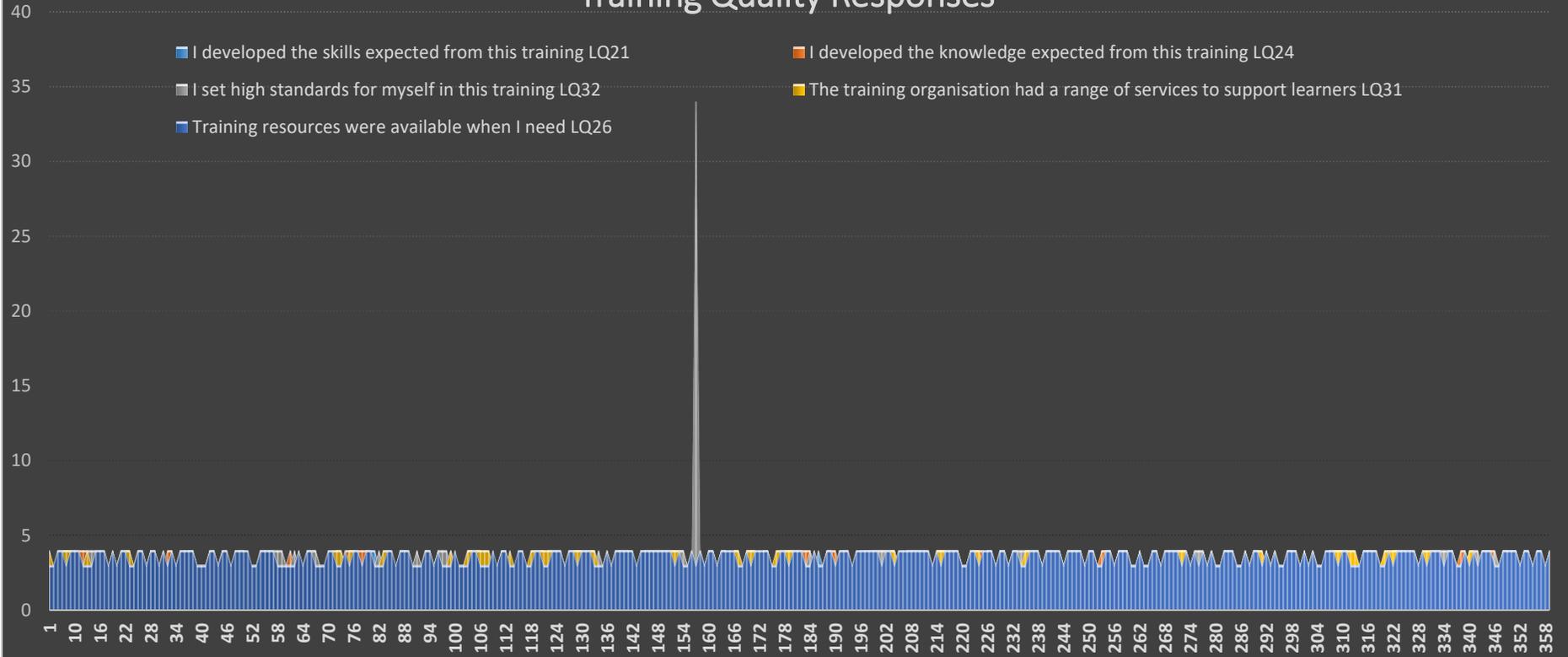
Learner Questionnaire Survey Results 2021

As per AQTF Learner Questionnaire	LQ	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25
Training Quality Responses																										
I developed the skills expected from this training	LQ21	3	3	3	4	4	3	3	3	4	3	4	3	3	3	4	3	4	3	3	3	4	3	3	3	3
I developed the knowledge expected from this training	LQ24	4	3	3	4	3	4	4	4	4	3	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4
I set high standards for myself in this training	LQ32	3	3	4	4	4	4	3	3	4	4	4	3	4	4	4	4	4	3	4	3	4	4	4	3	4
The training organisation had a range of services to support learners	LQ31	4	3	3	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
Training resources were available when I need	LQ26	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Job / Work Ready Responses																										
The training focused on relevant skills	LQ18	3	3	3	4	3	3	3	3	4	4	4	3	3	3	4	3	4	3	3	3	4	3	3	3	3
The training prepared me well for work	LQ19	4	3	3	4	4	3	4	4	4	3	4	4	3	3	4	3	4	3	4	3	4	3	3	3	4
The training had a good mix of theory and practice	LQ20	4	3	4	4	4	3	3	3	4	4	4	3	3	4	4	4	4	3	3	3	4	4	4	3	4
I would recommend the training organisation to others	LQ7	3	3	3	4	4	4	4	3	4	3	4	3	4	4	4	4	4	3	3	3	4	4	4	3	4
Training organisation staff respected my backgrounds and needs	LQ29	3	3	3	4	4	3	4	3	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
The way I was assessed was a fair test of my skills and knowledge	LQ10	3	3	3	4	3	3	4	4	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
The training was at the right level of difficulty for me	LQ17	4	3	3	4	3	3	4	4	4	3	4	3	3	3	4	4	4	3	3	3	4	4	4	3	3
Assessments were based on realistic activities	LQ9	3	3	3	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	3
Training facilities and materials were in good condition	LQ28	3	3	4	4	4	3	4	4	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I usually had a clear idea of what was expected of me	LQ13	3	3	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
Trainers explained things clearly	LQ4	4	3	4	4	4	3	4	4	4	3	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I was given enough material to keep up my interest	LQ15	3	3	4	4	4	4	3	3	4	3	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
The training was flexible enough to meet my needs	LQ30	4	3	4	4	4	3	3	3	4	3	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Trainers encouraged learners to ask questions	LQ1	4	3	4	4	4	4	3	3	4	4	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
Trainers made it clear right from the start what they expected from me	LQ14	3	3	4	4	4	3	3	3	4	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Training Condition Responses																										
Overall, I am satisfied with the training	LQ5	3	3	3	4	4	3	4	4	4	3	4	3	3	4	4	4	4	3	3	3	4	4	4	3	4
I would recommend the training organisation to others	LQ6	4	3	3	4	4	3	4	4	4	4	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Learning Engagement Responses																										
I identified ways to build on my current knowledge and skills	LQ23	3	3	4	4	3	4	3	4	4	3	4	3	4	3	4	3	4	3	3	3	4	3	3	3	3
I looked for my own resources to help me learn	LQ34	3	3	3	4	4	4	3	3	4	3	4	3	4	4	4	4	4	3	3	3	4	4	4	3	4
I pushed myself to understand things I found confused	LQ33	4	3	4	4	4	4	3	3	4	3	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
Trainers had an excellent knowledge of the subject content	LQ3	3	3	4	4	4	3	3	3	4	3	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
I received useful feedback on my assessments	LQ8	3	3	4	4	4	4	4	4	4	4	4	3	4	3	4	3	4	3	4	3	4	4	4	3	4
I learned to work with people	LQ22	4	3	3	4	3	4	4	4	4	3	4	3	4	3	4	4	4	3	3	3	4	4	4	3	3
The amount of work I had to do was reasonable	LQ16	4	3	3	4	4	4	3	3	4	3	4	3	4	3	4	4	4	3	3	3	4	4	4	3	3
It was always easy to know the standards expected	LQ12	3	3	4	4	4	4	4	3	4	4	4	3	4	3	4	4	4	3	3	3	4	4	4	3	3
I learned to plan and manage my work	LQ25	4	3	3	4	4	3	3	3	4	4	4	3	3	3	4	3	4	3	4	3	4	4	4	3	4
The training used up-to-date equipment, facilities and materials	LQ27	3	3	3	4	4	4	3	3	4	3	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
I approached trainers if I need help	LQ35	3	3	3	4	4	3	4	3	4	3	4	3	3	3	4	4	4	3	4	3	4	4	3	3	4
Trainers made the subject as interesting as possible	LQ2	3	3	3	4	4	4	4	4	4	3	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4
The training organisation gave appropriate recognition of existing knowledge and skills	LQ11	4	3	4	4	4	4	4	4	4	4	4	3	4	3	4	4	4	3	4	3	4	4	3	3	4

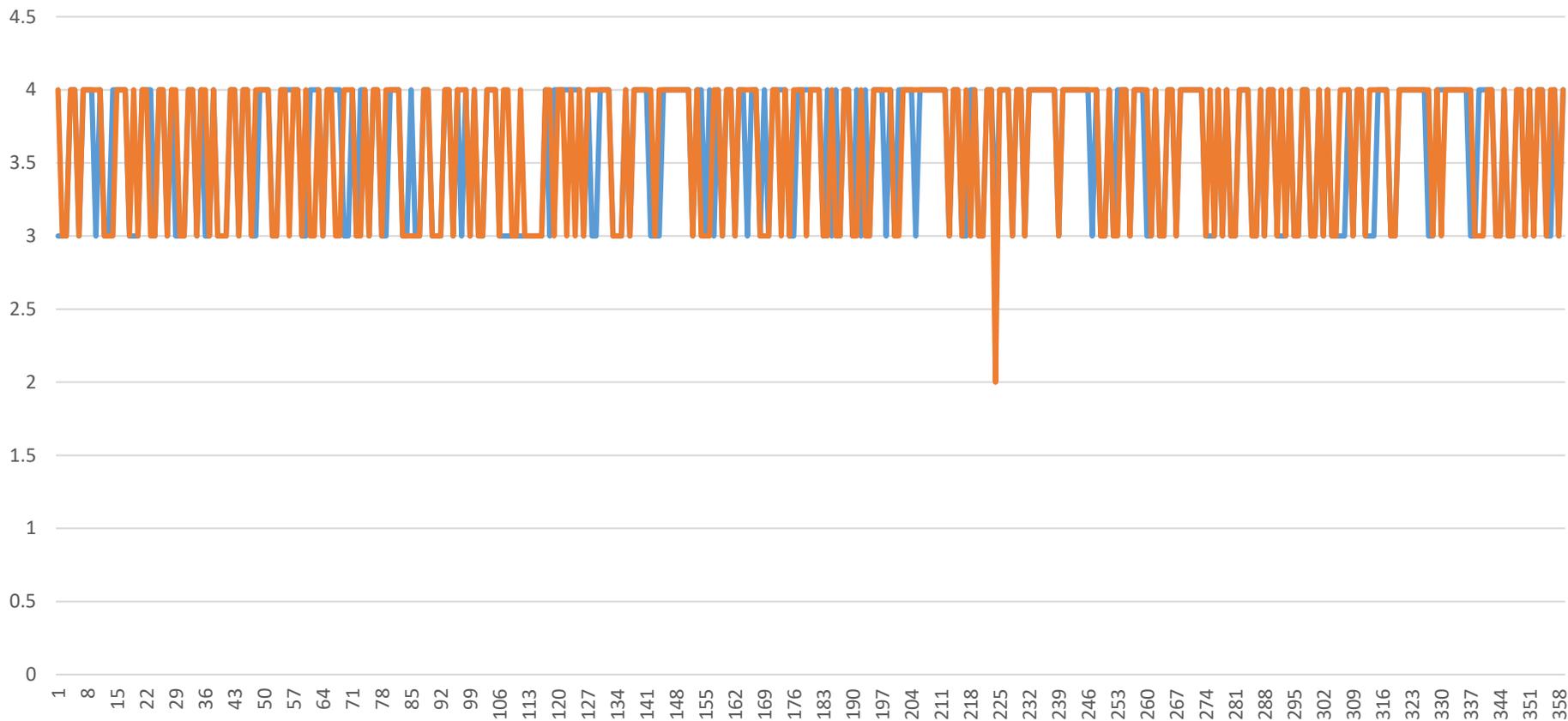
Learner Questionnaire Survey Results 2021

275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324
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Training Quality Responses



Training Condition Responses



Overall, I am satisfied with the training LQ5

I would recommend the training organisation to others LQ6

Learning Engagement Responses

