

Registering Body Report

June 2016

RTO Information

NTIS number	260
Name	Chisholm Institute
Street Address	P.O. Box 684
Suburb	Dandenong
State	VIC
Postcode	3175

Learner and employer response

	Learners	Employers
Response count (number)	711	100
Population count (number)	1,316	995
Response rate (percent)	54.0%	10.1%

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	72.5	21.7	63.5	20.7
Trainer Quality	75.5	17.8	64.5	16.2
Effective Assessment	72.6	16.7	65.0	15.7
Clear Expectations	71.3	18.7		
Learning Stimulation	70.9	17.0		
Training Relevance	70.9	17.0	63.9	16.7
Competency Development	72.8	14.8	61.7	17.1
Training Resources	70.0	19.8	66.0	14.7
Effective Support	72.6	17.5	61.6	15.7
Active Learning	74.1	15.5		
Overall Satisfaction	72.1	21.1	64.4	21.4

Learner and employer feedback

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
Specific context to consider when interpreting survey results	The learner and employer survey methodology has been consistently applied 2010 to 2016. The learner survey sample was selected from the student population to ensure consistent representation of business areas at Chisholm. The survey was administered in class with student confidentiality maintained. The employer sample was selected from a randomly generated employer list. A telephone survey was conducted with instruction to select a maximum of 100 employers at random and then discontinue the survey once this figure had been reached.
Main ways data has been used for continuous improvement	

Learner Engagement and Employer Satisfaction

These indicators are based on a survey of 1,316 students and 995 employers. This sample represents 14 percent of this organisation's training delivery in the 2016 calendar year. This students and employers surveyed for these indicators were selected by this organisation in accordance with national guidelines.