

RTO Information

This report presents summary information about the Registered Training Organisation.

Name	Complete Lean Solutions
RTO Code	21884
Address	Suite 9 19 Enterprise Drive
Suburb	Bundoora
State	Vic
Post code	3083

Summary Report

The Summary Report provides information about the RTO and a snapshot of results for the scales measured by the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each scale, the Summary Report presents information about the:

- count of responses used to calculate the scale scores
- average scale score; and
- variation in scale scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered.

This Summary Report can be used to analyse the number, average and variation of the survey responses. Comparison can be made across scales, to previous reports, or between learners and employers.

Summary Statistics

Scale	Learners			Employers		
	Response Count	Average Score	Average Variation	Response Count	Average Score	Average Variation
Trainer Quality	218	80.8	14.8	10	84.4	10.7
Effective Assessment	218	76.6	14.8	10	82.5	12.1
Clear Expectations	218	75.5	15.0			
Learning Stimulation	218	73.1	14.3			
Training Relevance	218	74.4	14.5	10	81.7	12.3
Competency Development	218	73.6	13.7	10	90.0	8.5
Training Resources	218	74.4	14.9	10	91.1	8.8
Effective Support	218	75.8	14.6	10	80.6	12.6
Active Learning	218	72.8	14.4			
Overall Satisfaction	218	76.2	16.3	10	81.1	14.9

Respondent Report

The Respondent Report provides summary information about learner demographics and training characteristics.

For each characteristic, the Respondent Report presents the:

- number of learners/employers in the population
- number of survey respondents; and
- percentage of respondents.

Results are provided for learners and/or employers depending on the data entered into SMART.

This Respondent Report can be used to analyse the distribution of survey respondents across the RTO learner and/or employer population.

It provides information on the representativeness and hence generalisability of the survey responses.

Characteristic		Learners		
		Population count	Respondent count	Respondent percent
Field of education	Natural and physical sciences	218	0	0.0
	Information technology	218	0	0.0
	Engineering and related technologies	218	73	33.5
	Architecture and building	218	0	0.0
	Agriculture, environmental and related studies	218	1	0.5
	Health	218	0	0.0
	Education	218	19	8.7
	Management and commerce	218	12	5.5
	Society and culture	218	0	0.0
	Creative arts	218	0	0.0
	Food, hospitality and personal services	218	3	1.4
	Other	218	109	50.0
	Total	218	217	99.5
	Qualification Level	Certificate I	218	0
Certificate II		218	0	0.0
Certificate III		218	0	0.0
Certificate IV		218	218	100.0
Certificate level unknown		218	0	0.0
Diploma		218	0	0.0
Advanced diploma		218	0	0.0
Associate degree		218	0	0.0
Degree		218	0	0.0
Short course or statement of attainment		218	0	0.0
VET Graduate Certificate or Diploma		218	0	0.0
Other qualification or training		218	0	0.0
Do not know		218	0	0.0
Total		218	218	100.0

Item Report

The Item Report presents information about learner and employer responses to individual items on the Learner Questionnaire (LQ) and Employer Questionnaire (EQ).

For each item, the Item Report presents information on the:

- number of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses
- percentage of valid responses to each response category 'strongly disagree' (SD), 'disagree' (D), 'agree' (A), 'strongly agree' (SA), the number of 'agreement' (AG) responses, and the number of missing (MI) responses
- average score; and
- variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

Results are provided for learners and/or employers depending on the data entered.

This Item Report can be used to analyse feedback on phenomenon measured by each LQ and/or EQ item. It provides details information that can be used to address specific aspects of education and training.

LQ response category numbers

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	1	1	126	90	216	0
LQ2	Trainers made the subject as interesting as possible	1	3	133	81	214	0
LQ3	Trainers had an excellent knowledge of the subject content	1	2	98	117	215	0
LQ4	Trainers explained things clearly	1	3	114	100	214	0
LQ5	Overall, I am satisfied with the training	2	5	146	65	211	0
LQ6	I would recommend the training to others	1	8	134	75	209	0
LQ7	I would recommend the training organisation to others	1	7	134	76	210	0
LQ8	I received useful feedback on my assessments	1	3	135	79	214	0
LQ9	Assessments were based on realistic activities	2	5	134	77	211	0
LQ10	The way I was assessed was a fair test of my skills and knowledge	1	3	139	75	214	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	2	10	143	62	205	1
LQ12	It was always easy to know the standards expected	1	9	154	54	208	0
LQ13	I usually had a clear idea of what was expected of me	1	8	146	63	209	0
LQ14	Trainers made it clear right from the start what they expected from me	1	2	133	82	215	0
LQ15	I was given enough material to keep up my interest	1	5	157	55	212	0
LQ16	The amount of work I had to do was reasonable	1	5	153	59	212	0
LQ17	The training was at the right level of difficulty for me	1	19	150	48	198	0
LQ18	The training focused on relevant skills	1	7	147	63	210	0
LQ19	The training prepared me well for work	2	12	162	42	204	0
LQ20	The training had a good mix of theory and practice	1	7	130	80	210	0
LQ21	I developed the skills expected from this training	1	5	162	50	212	0
LQ22	I learned to work with people	1	13	137	67	204	0
LQ23	I identified ways to build on my current knowledge and skills	1	4	144	69	213	0
LQ24	I developed the knowledge expected from this training	1	5	166	46	212	0
LQ25	I learned to plan and manage my work	2	8	167	41	208	0
LQ26	Training resources were available when I needed them	1	6	147	64	211	0
LQ27	The training used up-to-date equipment, facilities and materials	1	10	149	58	207	0
LQ28	Training facilities and materials were in good condition	1	7	151	59	210	0
LQ29	Training organisation staff respected my background and needs	1	3	140	74	214	0
LQ30	The training was flexible enough to meet my needs	1	5	140	72	212	0
LQ31	The training organisation had a range of services to support learners	1	8	153	55	208	1
LQ32	I set high standards for myself in this training	1	14	144	59	203	0
LQ33	I pushed myself to understand things I found confusing	1	13	148	56	204	0
LQ34	I looked for my own resources to help me learn	2	36	143	37	180	0
LQ35	I approached trainers if I needed help	1	3	128	85	213	1

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	0.5	0.5	57.8	41.3	99.1	0.0
LQ2	Trainers made the subject as interesting as possible	0.5	1.4	61.0	37.2	98.2	0.0
LQ3	Trainers had an excellent knowledge of the subject content	0.5	0.9	45.0	53.7	98.6	0.0
LQ4	Trainers explained things clearly	0.5	1.4	52.3	45.9	98.2	0.0
LQ5	Overall, I am satisfied with the training	0.9	2.3	67.0	29.8	96.8	0.0
LQ6	I would recommend the training to others	0.5	3.7	61.5	34.4	95.9	0.0
LQ7	I would recommend the training organisation to others	0.5	3.2	61.5	34.9	96.3	0.0
LQ8	I received useful feedback on my assessments	0.5	1.4	61.9	36.2	98.2	0.0
LQ9	Assessments were based on realistic activities	0.9	2.3	61.5	35.3	96.8	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0.5	1.4	63.8	34.4	98.2	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0.9	4.6	65.9	28.6	94.5	0.5
LQ12	It was always easy to know the standards expected	0.5	4.1	70.6	24.8	95.4	0.0
LQ13	I usually had a clear idea of what was expected of me	0.5	3.7	67.0	28.9	95.9	0.0
LQ14	Trainers made it clear right from the start what they expected from me	0.5	0.9	61.0	37.6	98.6	0.0
LQ15	I was given enough material to keep up my interest	0.5	2.3	72.0	25.2	97.2	0.0
LQ16	The amount of work I had to do was reasonable	0.5	2.3	70.2	27.1	97.2	0.0
LQ17	The training was at the right level of difficulty for me	0.5	8.7	68.8	22.0	90.8	0.0
LQ18	The training focused on relevant skills	0.5	3.2	67.4	28.9	96.3	0.0
LQ19	The training prepared me well for work	0.9	5.5	74.3	19.3	93.6	0.0
LQ20	The training had a good mix of theory and practice	0.5	3.2	59.6	36.7	96.3	0.0
LQ21	I developed the skills expected from this training	0.5	2.3	74.3	22.9	97.2	0.0
LQ22	I learned to work with people	0.5	6.0	62.8	30.7	93.6	0.0
LQ23	I identified ways to build on my current knowledge and skills	0.5	1.8	66.1	31.7	97.7	0.0
LQ24	I developed the knowledge expected from this training	0.5	2.3	76.1	21.1	97.2	0.0
LQ25	I learned to plan and manage my work	0.9	3.7	76.6	18.8	95.4	0.0
LQ26	Training resources were available when I needed them	0.5	2.8	67.4	29.4	96.8	0.0
LQ27	The training used up-to-date equipment, facilities and materials	0.5	4.6	68.3	26.6	95.0	0.0
LQ28	Training facilities and materials were in good condition	0.5	3.2	69.3	27.1	96.3	0.0
LQ29	Training organisation staff respected my background and needs	0.5	1.4	64.2	33.9	98.2	0.0
LQ30	The training was flexible enough to meet my needs	0.5	2.3	64.2	33.0	97.2	0.0
LQ31	The training organisation had a range of services to support learners	0.5	3.7	70.5	25.3	95.9	0.5
LQ32	I set high standards for myself in this training	0.5	6.4	66.1	27.1	93.1	0.0
LQ33	I pushed myself to understand things I found confusing	0.5	6.0	67.9	25.7	93.6	0.0
LQ34	I looked for my own resources to help me learn	0.9	16.5	65.6	17.0	82.6	0.0
LQ35	I approached trainers if I needed help	0.5	1.4	59.0	39.2	98.2	0.5

LQ item averages and variations

	Item	Average Score	Average Variation
LQ1	Trainers encouraged learners to ask questions	80.0	17.6
LQ2	Trainers made the subject as interesting as possible	78.3	17.7
LQ3	Trainers had an excellent knowledge of the subject content	83.9	18.2
LQ4	Trainers explained things clearly	81.2	18.3
LQ5	Overall, I am satisfied with the training	75.2	18.0
LQ6	I would recommend the training to others	76.6	18.6
LQ7	I would recommend the training organisation to others	76.9	18.4
LQ8	I received useful feedback on my assessments	78.0	17.7
LQ9	Assessments were based on realistic activities	77.1	18.8
LQ10	The way I was assessed was a fair test of my skills and knowledge	77.4	17.5
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	74.0	18.9
LQ12	It was always easy to know the standards expected	73.2	17.3
LQ13	I usually had a clear idea of what was expected of me	74.8	17.8
LQ14	Trainers made it clear right from the start what they expected from me	78.6	17.5
LQ15	I was given enough material to keep up my interest	74.0	16.5
LQ16	The amount of work I had to do was reasonable	74.6	16.9
LQ17	The training was at the right level of difficulty for me	70.8	18.6
LQ18	The training focused on relevant skills	74.9	17.6
LQ19	The training prepared me well for work	70.6	17.4
LQ20	The training had a good mix of theory and practice	77.5	18.6
LQ21	I developed the skills expected from this training	73.2	16.1
LQ22	I learned to work with people	74.6	19.1
LQ23	I identified ways to build on my current knowledge and skills	76.3	17.4
LQ24	I developed the knowledge expected from this training	72.6	15.7
LQ25	I learned to plan and manage my work	71.1	16.5
LQ26	Training resources were available when I needed them	75.2	17.5
LQ27	The training used up-to-date equipment, facilities and materials	73.7	17.9
LQ28	Training facilities and materials were in good condition	74.3	17.3
LQ29	Training organisation staff respected my background and needs	77.2	17.4
LQ30	The training was flexible enough to meet my needs	76.6	17.8
LQ31	The training organisation had a range of services to support learners	73.6	17.2
LQ32	I set high standards for myself in this training	73.2	18.7
LQ33	I pushed myself to understand things I found confusing	72.9	18.3
LQ34	I looked for my own resources to help me learn	66.2	20.4
LQ35	I approached trainers if I needed help	79.0	17.9

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials	0	0	6	4	10	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0	0	4	6	10	0
EQ3	The training organisation was flexible enough to meet our needs	0	0	4	6	10	0
EQ4	Assessment was at an appropriate standard	0	0	6	4	10	0
EQ5	The training resources were appropriate for learner needs	0	0	5	5	10	0
EQ6	The training reflected current practice	0	0	6	4	10	0
EQ7	The training organisation developed customised programs	0	0	4	6	10	0
EQ8	The training organisation provided good support for workplace training and assessment	0	0	5	5	10	0
EQ9	The training focused on relevant skills	0	0	6	4	10	0
EQ10	Our employees gained the skills they needed from this training	0	0	6	4	10	0
EQ11	The training was effectively integrated into our organisation	0	0	5	5	10	0
EQ12	Overall, we are satisfied with the training	0	0	6	4	10	0
EQ13	We would recommend the training organisation to others	0	0	5	5	10	0
EQ14	We would recommend the training to others	0	0	6	4	10	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0	0	6	4	10	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0	0	5	5	10	0
EQ17	Trainers had a good knowledge and experience of the industry	0	0	1	9	10	0
EQ18	Assessments were based on realistic activities	0	0	0	10	10	0
EQ19	Trainers were effective in their teaching	0	0	5	5	10	0
EQ20	The training was an effective investment	0	0	7	3	10	0
EQ21	Trainers were able to relate material to the workplace	0	0	2	8	10	0
EQ22	The training had a good mix of theory and practice	0	0	1	9	10	0
EQ23	The training organisation acted on feedback from employers	0	0	2	8	10	0
EQ24	The training has helped our employees work with people	0	0	5	5	10	0
EQ25	Training resources and equipment were in good condition	0	0	6	4	10	0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0	0	4	6	10	0
EQ27	The training prepared employees well for work	0	0	7	3	10	0
EQ28	Our employees gained the knowledge they needed from this training	0	0	7	3	10	0
EQ29	The training prepared our employees for the demands of work	0	1	5	4	9	0
EQ30	The training organisation clearly explained what was expected from employers	0	0	4	6	10	0

EQ response category percentages

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials	0.0	0.0	60.0	40.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0.0	0.0	40.0	60.0	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs	0.0	0.0	40.0	60.0	100.0	0.0
EQ4	Assessment was at an appropriate standard	0.0	0.0	60.0	40.0	100.0	0.0
EQ5	The training resources were appropriate for learner needs	0.0	0.0	50.0	50.0	100.0	0.0
EQ6	The training reflected current practice	0.0	0.0	60.0	40.0	100.0	0.0
EQ7	The training organisation developed customised programs	0.0	0.0	40.0	60.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment	0.0	0.0	50.0	50.0	100.0	0.0
EQ9	The training focused on relevant skills	0.0	0.0	60.0	40.0	100.0	0.0
EQ10	Our employees gained the skills they needed from this training	0.0	0.0	60.0	40.0	100.0	0.0
EQ11	The training was effectively integrated into our organisation	0.0	0.0	50.0	50.0	100.0	0.0
EQ12	Overall, we are satisfied with the training	0.0	0.0	60.0	40.0	100.0	0.0
EQ13	We would recommend the training organisation to others	0.0	0.0	50.0	50.0	100.0	0.0
EQ14	We would recommend the training to others	0.0	0.0	60.0	40.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0.0	0.0	60.0	40.0	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0.0	0.0	50.0	50.0	100.0	0.0
EQ17	Trainers had a good knowledge and experience of the industry	0.0	0.0	10.0	90.0	100.0	0.0
EQ18	Assessments were based on realistic activities	0.0	0.0	0.0	100.0	100.0	0.0
EQ19	Trainers were effective in their teaching	0.0	0.0	50.0	50.0	100.0	0.0
EQ20	The training was an effective investment	0.0	0.0	70.0	30.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace	0.0	0.0	20.0	80.0	100.0	0.0
EQ22	The training had a good mix of theory and practice	0.0	0.0	10.0	90.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers	0.0	0.0	20.0	80.0	100.0	0.0
EQ24	The training has helped our employees work with people	0.0	0.0	50.0	50.0	100.0	0.0
EQ25	Training resources and equipment were in good condition	0.0	0.0	60.0	40.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0.0	0.0	40.0	60.0	100.0	0.0
EQ27	The training prepared employees well for work	0.0	0.0	70.0	30.0	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training	0.0	0.0	70.0	30.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work	0.0	10.0	50.0	40.0	90.0	0.0
EQ30	The training organisation clearly explained what was expected from employers	0.0	0.0	40.0	60.0	100.0	0.0

EQ item averages and variations

	Item	Average Score	Average Variation
EQ1	The training used up-to-date equipment, facilities and materials	80.0	17.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints	86.7	17.2
EQ3	The training organisation was flexible enough to meet our needs	86.7	17.2
EQ4	Assessment was at an appropriate standard	80.0	17.2
EQ5	The training resources were appropriate for learner needs	83.3	17.6
EQ6	The training reflected current practice	80.0	17.2
EQ7	The training organisation developed customised programs	86.7	17.2
EQ8	The training organisation provided good support for workplace training and assessment	83.3	17.6
EQ9	The training focused on relevant skills	80.0	17.2
EQ10	Our employees gained the skills they needed from this training	80.0	17.2
EQ11	The training was effectively integrated into our organisation	83.3	17.6
EQ12	Overall, we are satisfied with the training	80.0	17.2
EQ13	We would recommend the training organisation to others	83.3	17.6
EQ14	We would recommend the training to others	80.0	17.2
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	80.0	17.2
EQ16	The way employees were assessed was a fair test of their skills and knowledge	83.3	17.6
EQ17	Trainers had a good knowledge and experience of the industry	96.7	10.5
EQ18	Assessments were based on realistic activities	100.0	0.0
EQ19	Trainers were effective in their teaching	83.3	17.6
EQ20	The training was an effective investment	76.7	16.1
EQ21	Trainers were able to relate material to the workplace	93.3	14.1
EQ22	The training had a good mix of theory and practice	96.7	10.5
EQ23	The training organisation acted on feedback from employers	93.3	14.1
EQ24	The training has helped our employees work with people	83.3	17.6
EQ25	Training resources and equipment were in good condition	80.0	17.2
EQ26	The training helped employees identify how to build on their current knowledge and skills	86.7	17.2
EQ27	The training prepared employees well for work	76.7	16.1
EQ28	Our employees gained the knowledge they needed from this training	76.7	16.1
EQ29	The training prepared our employees for the demands of work	76.7	22.5
EQ30	The training organisation clearly explained what was expected from employers	86.7	17.2

Characteristics Report

The Characteristics Report presents information about learner responses to the scales measured by the Learner Questionnaire (LQ).

For each scale, the Characteristics Report presents information on the:

- number of valid responses
- average scale score; and
- average variation in scores.

Scores are reported on the response scale of 0 to 100, where 0 means 'strongly disagree' and 100 means 'strongly agree'.

A separate Characteristics Report is provided for each of the scales measured by the LQ.

Scale scores are only computed for respondents who provided valid responses to all but two of the items in each scale.

Results are shown at the organisation level, and then broken down by any training or demographic characteristics that were entered along with survey data.

The Characteristics Report can be used to analyse feedback on each of the targeted scales measured by the LQ. This information is more reliable than results for individual items.

Trainer Quality

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	80.8	14.8
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	218	80.8	14.8
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	81.1	17.1
	Architecture and building	0		
	Agriculture, environmental and related studies	1	83.3	0.0
	Health	0		
	Education	19	87.7	9.8
	Management and commerce	12	70.8	9.1
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	75.0	14.4
	Other	109	80.7	14.0
	Total	217	80.8	14.8
Training start month	January	46	85.3	13.9
	February	6	73.6	25.0
	March	23	81.9	11.1
	April	0		
	May	0		
	June	0		
	July	18	78.7	14.1
	August	31	74.5	10.3
	September	18	75.5	23.1
	October	19	86.4	9.7
	November	6	81.9	17.0
	December	51	81.5	14.4
	Training Start Year	2021	123	79.9
2020		95	82.1	13.6
Apprenticeship or traineeship	Apprenticeship or traineeship	156	81.8	15.1
	Not apprenticeship or traineeship	61	78.3	13.7
Recognition of prior learning	Recognition of prior learning	6	94.4	6.8
	No recognition of prior learning	209	80.6	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	87.2	11.6
	Male	171	79.0	15.1
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	89.6	15.3
	25 to 34	52	77.6	17.9
	35 to 44	63	81.2	12.2
	45 to 54	61	82.4	15.0
	55 to 64	32	79.9	12.9
	65 or over	1	91.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	80.7	14.7
	Yes, Aboriginal	4	89.6	15.8
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	80.2	14.8
	Language other than English	29	85.3	13.7
Permanent residency or citizenship	Australian	217	80.8	14.7
	Not Australian	0		
Disability status	Disability identified	3	86.1	17.3
	No disability identified	215	80.8	14.8

Effective Assessment

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	76.6	14.8
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	218	76.6	14.8
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	79.0	16.9
	Architecture and building	0		
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	0		
	Education	19	79.8	12.5
	Management and commerce	12	66.7	9.4
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	69.4	4.8
	Other	109	75.9	13.9
	Total	217	76.6	14.8
Training start month	January	46	81.0	14.8
	February	6	75.0	20.4
	March	23	72.9	7.7
	April	0		
	May	0		
	June	0		
	July	18	76.4	13.8
	August	31	70.4	9.8
	September	18	79.6	24.0
	October	19	79.4	11.9
	November	6	80.6	15.5
	December	51	75.8	15.3
	Training Start Year	2021	123	76.3
2020		95	77.0	14.2
Apprenticeship or traineeship	Apprenticeship or traineeship	156	78.2	15.2
	Not apprenticeship or traineeship	61	72.7	13.0
Recognition of prior learning	Recognition of prior learning	6	93.1	6.3
	No recognition of prior learning	209	76.2	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	81.2	14.3
	Male	171	75.4	14.7
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	85.4	15.9
	25 to 34	52	76.8	16.7
	35 to 44	63	75.0	14.0
	45 to 54	61	78.0	14.3
	55 to 64	32	74.6	13.7
	65 or over	1	75.0	0.0
Aboriginal or Torres Strait Islander origin	No	214	76.4	14.7
	Yes, Aboriginal	4	87.5	16.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	75.7	14.7
	Language other than English	29	82.8	13.7
Permanent residency or citizenship	Australian	217	76.5	14.7
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	76.6	14.8

Clear Expectations

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	75.5	15.0
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
Total	218	75.5	15.0	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	77.9	17.7
	Architecture and building	0		
	Agriculture, environmental and related studies	1	55.6	0.0
	Health	0		
	Education	19	78.9	12.8
	Management and commerce	12	67.6	11.1
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	70.4	6.4
	Other	109	74.6	13.5
Total	217	75.6	15.0	
Training start month	January	46	80.4	14.5
	February	6	72.2	23.0
	March	23	72.5	8.8
	April	0		
	May	0		
	June	0		
	July	18	74.1	14.3
	August	31	68.8	9.7
	September	18	73.5	22.6
	October	19	78.4	13.1
	November	6	74.1	19.5
	December	51	77.3	15.4
Training Start Year	2021	123	74.6	15.2
	2020	95	76.7	14.8
Apprenticeship or traineeship	Apprenticeship or traineeship	156	76.9	15.9
	Not apprenticeship or traineeship	61	71.9	11.8
Recognition of prior learning	Recognition of prior learning	6	85.2	13.5
	No recognition of prior learning	209	75.4	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	78.3	15.0
	Male	171	74.7	14.9
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	84.7	16.7
	25 to 34	52	74.4	17.4
	35 to 44	63	75.1	14.8
	45 to 54	61	76.9	14.9
	55 to 64	32	73.3	10.5
	65 or over	1	77.8	0.0
Aboriginal or Torres Strait Islander origin	No	214	75.3	14.9
	Yes, Aboriginal	4	86.1	16.7
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	74.9	15.0
	Language other than English	29	79.7	14.6
Permanent residency or citizenship	Australian	217	75.4	14.9
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	75.5	15.0

Learning Stimulation

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	73.1	14.3
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	218	73.1	14.3
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	76.0	17.5
	Architecture and building	0		
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	0		
	Education	19	71.9	14.5
	Management and commerce	12	65.7	11.1
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	66.7	0.0
	Other	109	72.6	12.0
	Total	217	73.2	14.3
Training start month	January	46	76.3	13.4
	February	6	77.8	18.6
	March	23	69.1	8.8
	April	0		
	May	0		
	June	0		
	July	18	73.5	13.8
	August	31	66.0	7.6
	September	18	74.1	23.5
	October	19	70.2	12.9
	November	6	77.8	17.2
	December	51	76.0	14.5
	Training Start Year	2021	123	72.2
2020		95	74.4	14.1
Apprenticeship or traineeship	Apprenticeship or traineeship	156	73.1	15.0
	Not apprenticeship or traineeship	61	73.2	12.4
Recognition of prior learning	Recognition of prior learning	6	81.5	15.2
	No recognition of prior learning	209	73.1	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	78.3	14.0
	Male	171	71.9	14.1
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	83.3	17.8
	25 to 34	52	71.6	15.5
	35 to 44	63	73.2	14.2
	45 to 54	61	75.4	13.8
	55 to 64	32	69.1	11.2
	65 or over	1	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	72.9	14.1
	Yes, Aboriginal	4	83.3	19.2
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	72.6	14.4
	Language other than English	29	76.6	12.7
Permanent residency or citizenship	Australian	217	73.0	14.2
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	73.1	14.2

Training Relevance

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	74.4	14.5
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
Total	218	74.4	14.5	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	76.7	15.9
	Architecture and building	0		
	Agriculture, environmental and related studies	1	77.8	0.0
	Health	0		
	Education	19	74.9	12.2
	Management and commerce	12	63.9	12.6
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	66.7	0.0
	Other	109	73.9	13.8
Total	217	74.3	14.5	
Training start month	January	46	78.3	13.6
	February	6	74.1	25.0
	March	23	72.5	9.4
	April	0		
	May	0		
	June	0		
	July	18	73.5	13.8
	August	31	67.4	12.8
	September	18	74.1	22.5
	October	19	75.4	12.0
	November	6	79.6	13.0
	December	51	75.4	13.6
Training Start Year	2021	123	73.6	15.5
	2020	95	75.3	13.1
Apprenticeship or traineeship	Apprenticeship or traineeship	156	75.2	14.9
	Not apprenticeship or traineeship	61	72.3	13.2
Recognition of prior learning	Recognition of prior learning	6	85.2	13.5
	No recognition of prior learning	209	74.2	14.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	77.5	14.5
	Male	171	73.4	14.3
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	84.7	16.7
	25 to 34	52	72.2	16.4
	35 to 44	63	73.5	13.6
	45 to 54	61	75.6	14.9
	55 to 64	32	74.3	11.1
	65 or over	1	77.8	0.0
Aboriginal or Torres Strait Islander origin	No	214	74.1	14.4
	Yes, Aboriginal	4	86.1	16.7
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	73.4	14.5
	Language other than English	29	80.8	12.6
Permanent residency or citizenship	Australian	217	74.2	14.4
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	74.3	14.5

Competency Development

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	73.6	13.7
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
Total	218	73.6	13.7	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	75.9	15.3
	Architecture and building	0		
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	0		
	Education	19	74.7	10.3
	Management and commerce	12	65.0	13.4
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	66.7	0.0
	Other	109	73.1	13.1
Total	217	73.6	13.7	
Training start month	January	46	76.4	13.7
	February	6	68.9	19.6
	March	23	73.6	9.3
	April	0		
	May	0		
	June	0		
	July	18	73.7	15.1
	August	31	66.5	9.2
	September	18	75.2	22.6
	October	19	75.1	10.6
	November	6	76.7	13.2
	December	51	74.4	12.9
Training Start Year	2021	123	72.8	14.5
	2020	95	74.6	12.7
Apprenticeship or traineeship	Apprenticeship or traineeship	156	73.7	13.9
	Not apprenticeship or traineeship	61	73.2	13.3
Recognition of prior learning	Recognition of prior learning	6	85.6	12.9
	No recognition of prior learning	209	73.3	13.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	80.0	11.9
	Male	171	71.7	13.6
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	80.8	13.1
	25 to 34	52	71.5	16.2
	35 to 44	63	73.0	12.5
	45 to 54	61	75.5	14.2
	55 to 64	32	72.7	10.5
	65 or over	1	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	73.5	13.8
	Yes, Aboriginal	4	80.0	9.4
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	72.7	13.8
	Language other than English	29	79.1	11.6
Permanent residency or citizenship	Australian	217	73.5	13.6
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	73.5	13.7

Training Resources

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	74.4	14.9
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
Total	218	74.4	14.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	78.1	17.4
	Architecture and building	0		
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	0		
	Education	19	77.2	11.4
	Management and commerce	12	69.4	6.9
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	70.4	6.4
	Other	109	72.3	14.0
Total	217	74.4	14.9	
Training start month	January	46	76.6	15.8
	February	6	70.4	26.0
	March	23	67.6	11.6
	April	0		
	May	0		
	June	0		
	July	18	74.1	13.2
	August	31	70.3	6.7
	September	18	76.5	23.5
	October	19	76.6	11.0
	November	6	79.6	19.1
	December	51	76.5	14.3
Training Start Year	2021	123	72.9	15.6
	2020	95	76.4	13.7
Apprenticeship or traineeship	Apprenticeship or traineeship	156	75.4	15.6
	Not apprenticeship or traineeship	61	71.8	12.6
Recognition of prior learning	Recognition of prior learning	6	90.7	8.4
	No recognition of prior learning	209	74.1	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	78.0	15.6
	Male	171	73.3	14.5
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	79.2	21.8
	25 to 34	52	72.2	16.7
	35 to 44	63	75.5	13.3
	45 to 54	61	75.8	15.5
	55 to 64	32	72.6	11.6
	65 or over	1	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	74.1	14.7
	Yes, Aboriginal	4	88.9	15.7
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	74.3	14.8
	Language other than English	29	75.5	15.3
Permanent residency or citizenship	Australian	217	74.3	14.8
	Not Australian	0		
Disability status	Disability identified	3	74.1	23.1
	No disability identified	215	74.4	14.8

Effective Support

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	75.8	14.6
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	218	75.8	14.6
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	78.5	16.8
	Architecture and building	0		
	Agriculture, environmental and related studies	1	55.6	0.0
	Health	0		
	Education	19	77.2	12.5
	Management and commerce	12	69.4	8.4
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	70.4	6.4
	Other	109	74.8	13.8
	Total	217	75.8	14.6
Training start month	January	46	79.8	15.2
	February	6	72.2	25.1
	March	23	67.1	6.2
	April	0		
	May	0		
	June	0		
	July	18	76.5	14.7
	August	31	72.0	8.5
	September	18	72.8	22.9
	October	19	77.2	12.5
	November	6	79.6	16.4
	December	51	78.6	13.5
	Training Start Year	2021	123	74.1
2020		95	78.0	13.5
Apprenticeship or traineeship	Apprenticeship or traineeship	156	77.0	15.0
	Not apprenticeship or traineeship	61	72.7	13.1
Recognition of prior learning	Recognition of prior learning	6	87.0	14.8
	No recognition of prior learning	209	75.4	14.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	77.3	14.6
	Male	171	75.3	14.6
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	83.3	17.8
	25 to 34	52	72.2	16.5
	35 to 44	63	75.8	13.0
	45 to 54	61	77.5	14.8
	55 to 64	32	76.7	12.7
	65 or over	1	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	75.6	14.5
	Yes, Aboriginal	4	86.1	16.7
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	75.3	14.5
	Language other than English	29	79.3	15.1
Permanent residency or citizenship	Australian	217	75.7	14.5
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	75.8	14.6

Active Learning

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	72.8	14.4
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
Total	218	72.8	14.4	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	74.4	17.5
	Architecture and building	0		
	Agriculture, environmental and related studies	1	58.3	0.0
	Health	0		
	Education	19	71.9	15.3
	Management and commerce	12	68.1	9.3
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	66.7	16.7
	Other	109	72.9	12.2
Total	217	72.9	14.4	
Training start month	January	46	74.1	12.9
	February	6	80.6	22.2
	March	23	73.2	12.6
	April	0		
	May	0		
	June	0		
	July	18	74.1	14.3
	August	31	69.1	9.7
	September	18	73.1	22.6
	October	19	71.5	15.3
	November	6	73.6	13.4
	December	51	72.7	14.3
Training Start Year	2021	123	72.7	14.4
	2020	95	73.0	14.3
Apprenticeship or traineeship	Apprenticeship or traineeship	156	72.9	15.2
	Not apprenticeship or traineeship	61	72.8	12.2
Recognition of prior learning	Recognition of prior learning	6	73.6	19.3
	No recognition of prior learning	209	72.8	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	78.9	15.7
	Male	171	71.2	13.7
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	75.0	24.0
	25 to 34	52	70.8	15.4
	35 to 44	63	73.8	13.2
	45 to 54	61	74.7	13.9
	55 to 64	32	70.3	13.0
	65 or over	1	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	72.5	14.2
	Yes, Aboriginal	4	89.6	15.8
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	72.6	14.5
	Language other than English	29	74.4	13.4
Permanent residency or citizenship	Australian	217	72.7	14.3
	Not Australian	0		
Disability status	Disability identified	3	80.6	17.3
	No disability identified	215	72.7	14.3

Overall Satisfaction

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	0		
	Certificate II	0		
	Certificate III	0		
	Certificate IV	218	76.2	16.3
	Certificate level unknown	0		
	Diploma	0		
	Advanced diploma	0		
	Associate degree	0		
	Degree	0		
	Short course or statement of attainment	0		
	VET Graduate Certificate or Diploma	0		
	Other qualification or training	0		
	Do not know	0		
	Total	218	76.2	16.3
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	73	77.9	18.0
	Architecture and building	0		
	Agriculture, environmental and related studies	1	66.7	0.0
	Health	0		
	Education	19	85.4	13.9
	Management and commerce	12	68.5	14.1
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	3	70.4	6.4
	Other	109	74.7	15.4
	Total	217	76.3	16.3
Training start month	January	46	78.0	16.1
	February	6	72.2	25.1
	March	23	72.5	9.4
	April	0		
	May	0		
	June	0		
	July	18	76.5	15.2
	August	31	70.3	10.5
	September	18	75.3	23.0
	October	19	85.4	13.9
	November	6	81.5	16.7
	December	51	76.7	18.1
	Training Start Year	2021	123	74.3
2020		95	78.8	16.8
Apprenticeship or traineeship	Apprenticeship or traineeship	156	77.2	16.2
	Not apprenticeship or traineeship	61	73.6	16.5
Recognition of prior learning	Recognition of prior learning	6	94.4	13.6
	No recognition of prior learning	209	75.8	16.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	45	81.7	14.8
	Male	171	74.7	16.4
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	8	80.6	22.0
	25 to 34	52	75.0	18.4
	35 to 44	63	76.5	15.2
	45 to 54	61	77.6	15.9
	55 to 64	32	74.7	15.0
	65 or over	1	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	214	76.0	16.3
	Yes, Aboriginal	4	88.9	15.7
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	189	75.7	16.6
	Language other than English	29	80.1	14.4
Permanent residency or citizenship	Australian	217	76.1	16.3
	Not Australian	0		
Disability status	Disability identified	3	77.8	19.2
	No disability identified	215	76.2	16.3

Comments Report

The Comments Report lists the comments provided to the two open-ended questions on the Learner Questionnaire (LQ) and/or Employer Questionnaire (EQ).

Both the LQ and EQ contain questions that seek information about the best aspects of training, and about the aspects of training most in need of improvement. The report provides a print out of these.

LQ best aspects

5S and Quick Change
A lot of good information to take in. Very useful
Able to try and improve things in the workshop
Activity based assessments
All of it
An improved understanding of Process
Approach adopted for the training. Time spent by trainer on each group. Resources provided for each task.
Clear communication between trainer and students
Clear simple instructions. The work sheets were great, easy to use and had a lot of advice in them
Cluster/Project feedback
Could do at your own pace
Course subject was interesting and explained in different ways to ensure everyone understood. Trainer was always available to help.
definitely the PPS Kanban and 1 piece flow. In general I was amazed by how much waste is invisible. I appreciated the simplicity of the visual tool that highlight this waste.
Different ways of learning and improving.
Discussion for improvement in the workplace
Easy learning, well explained, well set out
Enjoyed all of it
Explanation is clear and easy to understand
Face to face learning and visual examples provided
Flexible, working as a team. Plenty of help when needed. Being able to scan from home if needed.
Gained new knowledge partaking to the workplace. The trainer is very knowledgeable.
Gaining knowledge of processes. How to implement change. Team bonding, goal setting, writing SOP's
Gaining skills to improve my work
Gaining skills to improve the 1% at work
Gave me an insight to make good change and a new job role.
Getting a more in-depth understanding of what goes into the aspects of running efficient business
Gives good details into time saving safety and being organised
Good mix o practical and written team engagement.
Good progression
Good Trainer, course was interesting
Group activities, working as a team
Group problem solving exercises
I enjoyed all aspects especially the challenging parts it makes you think outside the box
I enjoyed all aspects of the program especially the challenging parts, makes you think outside the box.
I enjoyed working with others I wouldn't normally work with and partnering with them to achieve our goals.
I learned how to improve processes using lean production concepts
Identifying and implementing Lean changes to SMR with new methods learnt through the course
Improvements through Lean mythologies
Interactive kahoot games. Group discussions, zoom meetings flexibility during Covid Was really well planned and executed.
It gave me knowledge & skills.
Kahoot
Lean values and behaviours
Learn to work as a group and put things we learnt to action
Learning about CI and how to use CI in the workplace. Program was good
Learning and identifying ways to improve your activity and applying it to current process
Learning different approach
Learning from practical projects
Learning more skills
Learning new ideas
Learning new skills
Learning new things. How to make changes and increase work efficiency and save on wasted time by implementing some changes in the work procedure. Clever changes that can help the company make profit.
Learning new ways of looking at problems
Learning organisational skills

Learning techniques to become more efficient and the discussions that arose around this
Learning to apply the skills to my work and improve productivity
Learning to look at a broader scale of things not single little issues
Learnt a lot about procedures other departments followed and expanded on knowledge already learnt
Learnt new skills. Thinking outside the box. being more efficient
Making Improvements
Networking with operators
New knowledge in manufacturing process
Participation ad sharing the way of improving more production.
Putting into practices what you have learnt
Refresh what I already know
Relax friendly atmosphere. Simple easy to understand. Mostly the communication meeting
Sean was a great teacher who made this course possible and helped un in everyway possible.
Sean was excellent trainer/presenter. Training was relevant to working at SMR
Small grouping. Nice refresher to existing knowledge
Something new different training style. Good to work with different team members
Storyboard for costings
Teacher was interesting and well spoken
Team sessions
Team work on projects result in change.
Team work. Training was interesting
Teamwork with other departments of the company that I would normally not interact with,
The best aspect of training was to work on the real life problems within the work place and improve it rather than hypothetical case. Enjoyed Kahoot Quizes
The concept and overall values of LEAN is good for all involved to learn and start to practice
The learnings which we could apply them directly to real life situations in the work place.
the patience and understanding of Sean throughout the course and working with him was a highlight
The Practical training hands on
The trainer
The trainer had good knowledge of the material and was willing to help when needed.
The trainer had good knowledge of the materials and was willing to help when needed.
The trainer was fair and personable. The resources and material was clear and helpful
The Trainer was great
The trainer was very knowledgeable & experienced.
The training was fun & seeing the results of the training implemented at work
The training was good. Learning how to improve our process
The tutor was good. Explained everything well, I learnt a lot
The way the training was delivered - very flexible
The work based projects
Took the learnings and applied them directly to real life situations in the workplace..
Trainer knowledge was excellent
Trainer made it interesting
Trainer made the topics interesting
Trainer was great at explaining everything and always had a positive attitude
Trainer was very good
Training in a team and working in a team
Training in conjunction with work
Training provides all learning and practical resources. It really gives such guide and improves thinking and way to do thing in working environment.
Training was fair and accurate and was delivered well. Waste management & new way to improve the process
Understanding work systems and working in a team with others
Use of syndicates to achieve projects worked well
Using the skills gained in practical situations
Value stream mapping
Working as a team
Working as a team to achieve the best results
Working as a team, different scenarios and a brand range of experience of other people doing the course
Working as a team. Learning more about the company and improving our work space
Working in teams - Trainer experience and knowledge
Working together in a team. the team all pitched in to help finish assessments.

EQ best aspects

Developing assessment projects based on our actual work instead of theoretical work in a way that created value to the workplace.
Flexible approach to learning program
Gemba, group prob solving exercises. 5S
Participants found the program to be well organised & informative. Trainer was very supportive
Sean Tagg taking over the program was a big improvement from the original trainer. He was very receptive to our issues.
The structure of the training with weekly team project meetings, support sessions and onsite/offsite training sessions. Project presentation template and method. Flexibility within the program and the well organised trainer.
The Trainer was always accessible for support
The training was very organised and informative.. The trainer was very supportive
Trainers approach and support
Training had a great balance between practical vs in class. Facilitator was very engaging.

LQ needs improvement

A lot of parts of Stoddart are not like Toyota. Stop trying to apply 100% of lean to custom parts of the business. Only apply what will actually be value addition
A3 Template hard to work on.
Being in-house would have been much better than online
Better understanding of what needs to be done n between sessions
Better use of MS Teams so that students could engage from their desk rather than training room
Delivery of the training
Due to COVID impossible to do more hands on training in the workplace
I found it to be a refresher course of many of skills I had used earlier in my career as Production Engineer and Quality Engineer.
I personally would appreciate more data on LEAN improvements that have been implemented elsewhere and access to a wide array of case studies. With data for time saved and ease of implementation etc.
I preferred completing 1 topic at a time (not two at once)
If only it could have been face to face for the whole period
In person training
Initial understanding from both parties on expectations from workers and how the mill ran from teacher
Less Kahoot questions
Management support to do the improvement, for our group project study.
Maybe the training materials (slides) could be a little more interactive
More in person training instead of video training. Understand Covid restrictions make it hard to do.
More relevance to my workplace
More trainer interaction instead of Team. I know Covid has a factor
Nil
Not all tasks were relevant to our industry
Not all tasks were relevant to our industry.
Not being the fault of the training provider, but when it changes to remote learning, it was more difficult to complete the module tasks and work with your team
Nothing keep up the good work
Programs on Computer hard to enter data ect.
Project story boards took some time to understand requirements
Relating it more to my workplace
Relevance to a sales organisation.
Relevant to the workplace
Remote learning made it difficult to have constant input from other employees due to work loads and time available.
Restrictive budget, Company support
Some story boards took time to progress
Sometimes it was hard to understand what was going on.
The organisation of the training could have been improved with calandar invites provided for sessions with materials attached rather than ad hoc communications
The use of extra material for learning purposes
There was time set aside for meetings with Sean but it was hard to find time to get together as a group and work on projects and more so if needing to bring in others.
This training is more suited to manufacturing not distribution
Time allowed and pace between projects
Timeline of work to be submitted each week could be helpful
to be here in person more 1 on 1 training
Trainer need to base training around business operations for better understanding
Training materials seemed old and out of date
Training was adequate for the needs of the course
Training was very adequate
Update the powerpoint slides
When project in getting implemented, sometimes it takes a long time to get the ball rolling, especially i it going to cost some money to implement the project/idea.

EQ needs improvement

Covid prevented an on-site visit. This would have been ideal to reduce confusion by participants and instructor on course requirement and local process.
N/A
Sometimes unsure of the agenda for support days. Was difficult to address through COVID.
Support for excel template Assignments
We struggled to get employees to consistently attend & a few employers left during the program.