

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
NTIS Number	21884

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	429	80.3	15.0	14	85.7	11.9
Effective Assessment	429	75.0	14.9	14	83.3	13.5
Clear Expectations	429	74.0	15.7			
Learning Stimulation	429	73.0	14.9			
Training Relevance	429	74.6	14.9	14	85.3	11.0
Competency Development	429	74.0	13.6	14	87.1	10.6
Training Resources	429	74.3	14.6	14	78.6	14.8
Effective Support	429	75.2	14.3	14	78.2	13.3
Active Learning	429	72.7	14.1			
Overall Satisfaction	429	75.9	17.1	14	78.6	14.1

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	434	0	0.0
	Information technology	434	0	0.0
	Engineering and related technologies	434	429	98.8
	Architecture and building	434	0	0.0
	Agriculture, environmental and related studies	434	0	0.0
	Health	434	0	0.0
	Education	434	0	0.0
	Management and commerce	434	0	0.0
	Society and culture	434	0	0.0
	Creative arts	434	0	0.0
	Food, hospitality and personal services	434	0	0.0
	Other	434	0	0.0
Total	434	429	98.8	
Qualification Level	Certificate I	434	1	0.2
	Certificate II	434	22	5.1
	Certificate III	434	111	25.6
	Certificate IV	434	284	65.4
	Certificate level unknown	434	0	0.0
	Diploma	434	12	2.8
	Advanced diploma	434	0	0.0
	Associate degree	434	0	0.0
	Degree	434	0	0.0
	Short course or statement of attainment	434	0	0.0
	VET Graduate Certificate or Diploma	434	0	0.0
	Other qualification or training	434	0	0.0
	Do not know	434	0	0.0
Total	434	430	99.1	

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	5	241	181	422	6
LQ2	Trainers made the subject as interesting as possible	2	6	265	156	421	5
LQ3	Trainers had an excellent knowledge of the subject content	2	6	187	232	419	7
LQ4	Trainers explained things clearly	2	14	235	178	413	5
LQ5	Overall, I am satisfied with the training	4	15	270	138	408	7
LQ6	I would recommend the training to others	4	13	266	144	410	7
LQ7	I would recommend the training organisation to others	5	19	257	147	404	6
LQ8	I received useful feedback on my assessments	6	18	261	143	404	6
LQ9	Assessments were based on realistic activities	1	17	289	122	411	5
LQ10	The way I was assessed was a fair test of my skills and knowledge	2	10	278	138	416	6
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	3	17	297	112	409	5
LQ12	It was always easy to know the standards expected	4	28	300	97	397	5
LQ13	I usually had a clear idea of what was expected of me	2	22	290	115	405	5
LQ14	Trainers made it clear right from the start what they expected from me	3	12	262	152	414	5
LQ15	I was given enough material to keep up my interest	3	17	306	103	409	5
LQ16	The amount of work I had to do was reasonable	4	16	311	98	409	5
LQ17	The training was at the right level of difficulty for me	4	12	303	110	413	5
LQ18	The training focused on relevant skills	1	21	282	125	407	5
LQ19	The training prepared me well for work	2	24	296	105	401	7
LQ20	The training had a good mix of theory and practice	3	14	265	145	410	7
LQ21	I developed the skills expected from this training	1	6	311	111	422	5
LQ22	I learned to work with people	4	24	289	112	401	5
LQ23	I identified ways to build on my current knowledge and skills	1	5	292	131	423	5
LQ24	I developed the knowledge expected from this training	2	17	292	118	410	5
LQ25	I learned to plan and manage my work	3	21	313	92	405	5
LQ26	Training resources were available when I needed them	1	16	313	99	412	5
LQ27	The training used up-to-date equipment, facilities and materials	3	18	292	115	407	6
LQ28	Training facilities and materials were in good condition	1	9	286	131	417	7
LQ29	Training organisation staff respected my background and needs	1	6	267	154	421	6
LQ30	The training was flexible enough to meet my needs	1	14	295	119	414	5
LQ31	The training organisation had a range of services to support learners	2	25	293	109	402	5
LQ32	I set high standards for myself in this training	2	28	291	107	398	6
LQ33	I pushed myself to understand things I found confusing	3	18	293	114	407	6
LQ34	I looked for my own resources to help me learn	6	69	267	87	354	5
LQ35	I approached trainers if I needed help	1	7	271	147	418	8

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	0.2	1.2	56.3	42.3	98.6	1.4
LQ2	Trainers made the subject as interesting as possible	0.5	1.4	61.8	36.4	98.1	1.2
LQ3	Trainers had an excellent knowledge of the subject content	0.5	1.4	43.8	54.3	98.1	1.6
LQ4	Trainers explained things clearly	0.5	3.3	54.8	41.5	96.3	1.2
LQ5	Overall, I am satisfied with the training	0.9	3.5	63.2	32.3	95.6	1.6
LQ6	I would recommend the training to others	0.9	3.0	62.3	33.7	96.0	1.6
LQ7	I would recommend the training organisation to others	1.2	4.4	60.0	34.3	94.4	1.4
LQ8	I received useful feedback on my assessments	1.4	4.2	61.0	33.4	94.4	1.4
LQ9	Assessments were based on realistic activities	0.2	4.0	67.4	28.4	95.8	1.2
LQ10	The way I was assessed was a fair test of my skills and knowledge	0.5	2.3	65.0	32.2	97.2	1.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0.7	4.0	69.2	26.1	95.3	1.2
LQ12	It was always easy to know the standards expected	0.9	6.5	69.9	22.6	92.5	1.2
LQ13	I usually had a clear idea of what was expected of me	0.5	5.1	67.6	26.8	94.4	1.2
LQ14	Trainers made it clear right from the start what they expected from me	0.7	2.8	61.1	35.4	96.5	1.2
LQ15	I was given enough material to keep up my interest	0.7	4.0	71.3	24.0	95.3	1.2
LQ16	The amount of work I had to do was reasonable	0.9	3.7	72.5	22.8	95.3	1.2
LQ17	The training was at the right level of difficulty for me	0.9	2.8	70.6	25.6	96.3	1.2
LQ18	The training focused on relevant skills	0.2	4.9	65.7	29.1	94.9	1.2
LQ19	The training prepared me well for work	0.5	5.6	69.3	24.6	93.9	1.6
LQ20	The training had a good mix of theory and practice	0.7	3.3	62.1	34.0	96.0	1.6
LQ21	I developed the skills expected from this training	0.2	1.4	72.5	25.9	98.4	1.2
LQ22	I learned to work with people	0.9	5.6	67.4	26.1	93.5	1.2
LQ23	I identified ways to build on my current knowledge and skills	0.2	1.2	68.1	30.5	98.6	1.2
LQ24	I developed the knowledge expected from this training	0.5	4.0	68.1	27.5	95.6	1.2
LQ25	I learned to plan and manage my work	0.7	4.9	73.0	21.4	94.4	1.2
LQ26	Training resources were available when I needed them	0.2	3.7	73.0	23.1	96.0	1.2
LQ27	The training used up-to-date equipment, facilities and materials	0.7	4.2	68.2	26.9	95.1	1.4
LQ28	Training facilities and materials were in good condition	0.2	2.1	67.0	30.7	97.7	1.6
LQ29	Training organisation staff respected my background and needs	0.2	1.4	62.4	36.0	98.4	1.4
LQ30	The training was flexible enough to meet my needs	0.2	3.3	68.8	27.7	96.5	1.2
LQ31	The training organisation had a range of services to support learners	0.5	5.8	68.3	25.4	93.7	1.2
LQ32	I set high standards for myself in this training	0.5	6.5	68.0	25.0	93.0	1.4
LQ33	I pushed myself to understand things I found confusing	0.7	4.2	68.5	26.6	95.1	1.4
LQ34	I looked for my own resources to help me learn	1.4	16.1	62.2	20.3	82.5	1.2
LQ35	I approached trainers if I needed help	0.2	1.6	63.6	34.5	98.1	1.9

LQ item averages and variations

	Item	Average Score	Average Variation
LQ1	Trainers encouraged learners to ask questions	80.2	17.6
LQ2	Trainers made the subject as interesting as possible	78.0	17.7
LQ3	Trainers had an excellent knowledge of the subject content	84.0	18.5
LQ4	Trainers explained things clearly	79.1	19.1
LQ5	Overall, I am satisfied with the training	75.6	19.0
LQ6	I would recommend the training to others	76.3	18.9
LQ7	I would recommend the training organisation to others	75.9	20.0
LQ8	I received useful feedback on my assessments	75.5	20.1
LQ9	Assessments were based on realistic activities	74.7	17.5
LQ10	The way I was assessed was a fair test of my skills and knowledge	76.3	17.7
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	73.6	17.8
LQ12	It was always easy to know the standards expected	71.4	18.5
LQ13	I usually had a clear idea of what was expected of me	73.6	18.1
LQ14	Trainers made it clear right from the start what they expected from me	77.1	18.7
LQ15	I was given enough material to keep up my interest	72.9	17.4
LQ16	The amount of work I had to do was reasonable	72.4	17.4
LQ17	The training was at the right level of difficulty for me	73.7	17.6
LQ18	The training focused on relevant skills	74.6	18.1
LQ19	The training prepared me well for work	72.7	17.9
LQ20	The training had a good mix of theory and practice	76.4	18.7
LQ21	I developed the skills expected from this training	74.7	15.8
LQ22	I learned to work with people	72.9	18.9
LQ23	I identified ways to build on my current knowledge and skills	76.3	16.4
LQ24	I developed the knowledge expected from this training	74.2	17.7
LQ25	I learned to plan and manage my work	71.7	17.3
LQ26	Training resources were available when I needed them	73.0	16.4
LQ27	The training used up-to-date equipment, facilities and materials	73.8	18.1
LQ28	Training facilities and materials were in good condition	76.0	17.0
LQ29	Training organisation staff respected my background and needs	78.0	17.2
LQ30	The training was flexible enough to meet my needs	74.7	17.1
LQ31	The training organisation had a range of services to support learners	72.9	18.2
LQ32	I set high standards for myself in this training	72.5	18.4
LQ33	I pushed myself to understand things I found confusing	73.7	18.0
LQ34	I looked for my own resources to help me learn	67.1	21.6
LQ35	I approached trainers if I needed help	77.5	17.2

EQ response category numbers

	Item	SD	D	A	SA	AG	MI
EQ1	The training used up-to-date equipment, facilities and materials	0	0	11	3	14	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0	0	4	10	14	0
EQ3	The training organisation was flexible enough to meet our needs	0	0	3	11	14	0
EQ4	Assessment was at an appropriate standard	0	0	8	6	14	0
EQ5	The training resources were appropriate for learner needs	0	0	10	4	14	0
EQ6	The training reflected current practice	0	0	9	5	14	0
EQ7	The training organisation developed customised programs	0	0	7	7	14	0
EQ8	The training organisation provided good support for workplace training and assessment	0	0	5	9	14	0
EQ9	The training focused on relevant skills	0	0	8	6	14	0
EQ10	Our employees gained the skills they needed from this training	0	0	8	6	14	0
EQ11	The training was effectively integrated into our organisation	0	0	9	5	14	0
EQ12	Overall, we are satisfied with the training	0	0	7	7	14	0
EQ13	We would recommend the training organisation to others	0	0	2	12	14	0
EQ14	We would recommend the training to others	0	0	4	10	14	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0	0	6	8	14	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0	0	9	5	14	0
EQ17	Trainers had a good knowledge and experience of the industry	0	0	7	7	14	0
EQ18	Assessments were based on realistic activities	0	0	3	11	14	0
EQ19	Trainers were effective in their teaching	0	0	6	8	14	0
EQ20	The training was an effective investment	0	0	7	7	14	0
EQ21	Trainers were able to relate material to the workplace	0	0	4	10	14	0
EQ22	The training had a good mix of theory and practice	0	1	5	8	13	0
EQ23	The training organisation acted on feedback from employers	0	0	8	6	14	0
EQ24	The training has helped our employees work with people	0	1	10	3	13	0
EQ25	Training resources and equipment were in good condition	0	1	8	5	13	0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0	0	9	5	14	0
EQ27	The training prepared employees well for work	0	0	8	6	14	0
EQ28	Our employees gained the knowledge they needed from this training	0	0	9	5	14	0
EQ29	The training prepared our employees for the demands of work	0	3	8	3	11	0
EQ30	The training organisation clearly explained what was expected from employers	0	0	5	9	14	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	78.6	21.4	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0.0	0.0	28.6	71.4	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs	0.0	0.0	21.4	78.6	100.0	0.0
EQ4	Assessment was at an appropriate standard	0.0	0.0	57.1	42.9	100.0	0.0
EQ5	The training resources were appropriate for learner needs	0.0	0.0	71.4	28.6	100.0	0.0
EQ6	The training reflected current practice	0.0	0.0	64.3	35.7	100.0	0.0
EQ7	The training organisation developed customised programs	0.0	0.0	50.0	50.0	100.0	0.0
EQ8	The training organisation provided good support for workplace training and assessment	0.0	0.0	35.7	64.3	100.0	0.0
EQ9	The training focused on relevant skills	0.0	0.0	57.1	42.9	100.0	0.0
EQ10	Our employees gained the skills they needed from this training	0.0	0.0	57.1	42.9	100.0	0.0
EQ11	The training was effectively integrated into our organisation	0.0	0.0	64.3	35.7	100.0	0.0
EQ12	Overall, we are satisfied with the training	0.0	0.0	50.0	50.0	100.0	0.0
EQ13	We would recommend the training organisation to others	0.0	0.0	14.3	85.7	100.0	0.0
EQ14	We would recommend the training to others	0.0	0.0	28.6	71.4	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0.0	0.0	42.9	57.1	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0.0	0.0	64.3	35.7	100.0	0.0
EQ17	Trainers had a good knowledge and experience of the industry	0.0	0.0	50.0	50.0	100.0	0.0
EQ18	Assessments were based on realistic activities	0.0	0.0	21.4	78.6	100.0	0.0
EQ19	Trainers were effective in their teaching	0.0	0.0	42.9	57.1	100.0	0.0
EQ20	The training was an effective investment	0.0	0.0	50.0	50.0	100.0	0.0
EQ21	Trainers were able to relate material to the workplace	0.0	0.0	28.6	71.4	100.0	0.0
EQ22	The training had a good mix of theory and practice	0.0	7.1	35.7	57.1	92.9	0.0
EQ23	The training organisation acted on feedback from employers	0.0	0.0	57.1	42.9	100.0	0.0
EQ24	The training has helped our employees work with people	0.0	7.1	71.4	21.4	92.9	0.0
EQ25	Training resources and equipment were in good condition	0.0	7.1	57.1	35.7	92.9	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0.0	0.0	64.3	35.7	100.0	0.0
EQ27	The training prepared employees well for work	0.0	0.0	57.1	42.9	100.0	0.0
EQ28	Our employees gained the knowledge they needed from this training	0.0	0.0	64.3	35.7	100.0	0.0
EQ29	The training prepared our employees for the demands of work	0.0	21.4	57.1	21.4	78.6	0.0
EQ30	The training organisation clearly explained what was expected from employers	0.0	0.0	35.7	64.3	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	73.8	14.2
EQ2	The training organisation dealt satisfactorily with any issues or complaints	90.5	15.6
EQ3	The training organisation was flexible enough to meet our needs	92.9	14.2
EQ4	Assessment was at an appropriate standard	81.0	17.1
EQ5	The training resources were appropriate for learner needs	76.2	15.6
EQ6	The training reflected current practice	78.6	16.6
EQ7	The training organisation developed customised programs	83.3	17.3
EQ8	The training organisation provided good support for workplace training and assessment	88.1	16.6
EQ9	The training focused on relevant skills	81.0	17.1
EQ10	Our employees gained the skills they needed from this training	81.0	17.1
EQ11	The training was effectively integrated into our organisation	78.6	16.6
EQ12	Overall, we are satisfied with the training	83.3	17.3
EQ13	We would recommend the training organisation to others	95.2	12.1
EQ14	We would recommend the training to others	90.5	15.6
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	85.7	17.1
EQ16	The way employees were assessed was a fair test of their skills and knowledge	78.6	16.6
EQ17	Trainers had a good knowledge and experience of the industry	83.3	17.3
EQ18	Assessments were based on realistic activities	92.9	14.2
EQ19	Trainers were effective in their teaching	85.7	17.1
EQ20	The training was an effective investment	83.3	17.3
EQ21	Trainers were able to relate material to the workplace	90.5	15.6
EQ22	The training had a good mix of theory and practice	83.3	21.7
EQ23	The training organisation acted on feedback from employers	81.0	17.1
EQ24	The training has helped our employees work with people	71.4	17.8
EQ25	Training resources and equipment were in good condition	76.2	20.4
EQ26	The training helped employees identify how to build on their current knowledge and skills	78.6	16.6
EQ27	The training prepared employees well for work	81.0	17.1
EQ28	Our employees gained the knowledge they needed from this training	78.6	16.6
EQ29	The training prepared our employees for the demands of work	66.7	22.6
EQ30	The training organisation clearly explained what was expected from employers	88.1	16.6

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	1	66.7	0.0
	Certificate II	22	83.0	13.5
	Certificate III	110	78.2	15.4
	Certificate IV	282	80.7	15.0
	Certificate level unknown	0		
	Diploma	10	87.5	13.2
	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	425	80.3	15.0	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	80.3	15.0
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	80.3	15.0
Training start month	January	1	91.7	0.0
	February	115	79.1	14.8
	March	24	88.1	15.4
	April	18	80.6	14.3
	May	116	75.9	15.5
	June	40	86.3	13.3
	July	34	86.5	13.1
	August	27	76.9	12.5
	September	11	81.1	15.4
	October	38	82.0	14.4
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	83.3	13.1
2015		363	79.9	15.3
2014		17	81.9	13.6
20105		1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	80.3	15.0
Recognition of prior learning	Recognition of prior learning	8	92.7	13.7
	No recognition of prior learning	415	80.1	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	78.3	17.1
	Male	284	81.3	13.8
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	78.3	13.1
	25 to 34	99	81.3	14.7
	35 to 44	111	81.9	15.4
	45 to 54	123	81.2	14.8
	55 to 64	72	76.2	15.3
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	80.3	15.1
	Yes, Aboriginal	5	78.3	11.2
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	80.4	15.3
	Language other than English	88	79.9	14.0
Permanent residency or citizenship	Australian	417	80.2	15.1
	Not Australian	7	84.5	11.2
Disability status	Disability identified	9	75.9	12.1
	No disability identified	413	80.4	15.1

Effective Assessment

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	79.2	13.3
	Certificate III	110	71.7	14.3
	Certificate IV	282	75.7	15.1
	Certificate level unknown	0		
	Diploma	10	82.5	14.4
	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	425	75.0	14.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	75.0	14.9
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	75.0	14.9
Training start month	January	1	58.3	0.0
	February	115	73.1	14.9
	March	24	84.0	15.7
	April	18	78.2	15.2
	May	116	72.4	14.4
	June	40	76.7	14.1
	July	34	80.6	13.6
	August	27	71.6	14.8
	September	11	78.8	17.6
	October	38	76.3	14.3
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	78.5	13.8
2015		363	74.7	15.1
2014		17	73.0	13.0
20105		1	58.3	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	75.0	14.9
Recognition of prior learning	Recognition of prior learning	8	88.5	14.7
	No recognition of prior learning	415	74.7	14.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	74.6	16.7
	Male	284	75.2	14.0
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	72.5	14.2
	25 to 34	99	74.8	15.1
	35 to 44	111	76.2	16.3
	45 to 54	123	75.6	14.2
	55 to 64	72	72.8	14.3
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	75.0	15.0
	Yes, Aboriginal	5	76.7	9.1
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	75.3	15.4
	Language other than English	88	73.8	12.9
Permanent residency or citizenship	Australian	417	75.0	15.0
	Not Australian	7	76.2	8.9
Disability status	Disability identified	9	72.2	9.3
	No disability identified	413	75.0	15.1

Clear Expectations

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	77.8	12.4
	Certificate III	110	70.9	15.5
	Certificate IV	282	74.9	16.0
	Certificate level unknown	0		
	Diploma	10	74.4	14.9
	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	425	74.0	15.7	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	74.0	15.7
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	74.0	15.7
Training start month	January	1	88.9	0.0
	February	115	71.1	16.5
	March	24	83.3	16.1
	April	18	74.7	14.2
	May	116	72.8	15.2
	June	40	78.3	13.3
	July	34	77.1	15.0
	August	27	69.5	15.6
	September	11	75.8	16.3
	October	38	74.6	16.1
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	76.7	15.1
2015		363	73.8	15.8
2014		17	73.2	16.2
20105		1	44.4	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	74.0	15.7
Recognition of prior learning	Recognition of prior learning	8	80.6	17.6
	No recognition of prior learning	415	73.9	15.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	73.5	16.5
	Male	284	74.2	15.4
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	75.6	16.4
	25 to 34	99	74.9	15.5
	35 to 44	111	74.0	17.0
	45 to 54	123	74.3	16.5
	55 to 64	72	71.8	13.2
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	73.9	15.8
	Yes, Aboriginal	5	77.8	7.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	73.8	16.3
	Language other than English	88	74.7	13.6
Permanent residency or citizenship	Australian	417	74.0	15.8
	Not Australian	7	71.4	10.8
Disability status	Disability identified	9	69.1	4.9
	No disability identified	413	74.0	15.9

Learning Stimulation

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	77.3	13.9
	Certificate III	110	70.6	15.2
	Certificate IV	282	73.5	14.8
	Certificate level unknown	0		
	Diploma	10	73.3	15.9
	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	425	72.9	14.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	72.9	14.9
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	72.9	14.9
Training start month	January	1	66.7	0.0
	February	115	71.0	13.5
	March	24	79.2	16.2
	April	18	78.4	15.9
	May	116	71.5	16.1
	June	40	76.1	12.2
	July	34	74.2	14.7
	August	27	71.2	15.2
	September	11	78.8	16.8
	October	38	71.9	14.8
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	76.2	13.4
2015		363	72.8	15.1
2014		17	69.3	14.4
20105		1	55.6	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	72.9	14.9
Recognition of prior learning	Recognition of prior learning	8	77.8	18.8
	No recognition of prior learning	415	72.8	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	72.9	17.2
	Male	284	72.9	13.7
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	71.1	14.1
	25 to 34	99	72.4	16.0
	35 to 44	111	74.2	15.2
	45 to 54	123	73.4	14.9
	55 to 64	72	71.5	13.6
	65 or over	2	61.1	7.9
Aboriginal or Torres Strait Islander origin	No	419	72.9	15.0
	Yes, Aboriginal	5	73.3	9.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	72.9	15.1
	Language other than English	88	73.1	14.5
Permanent residency or citizenship	Australian	417	72.9	15.0
	Not Australian	7	73.0	8.7
Disability status	Disability identified	9	66.7	5.6
	No disability identified	413	73.1	15.1

Training Relevance

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	76.3	13.0
	Certificate III	110	71.5	13.0
	Certificate IV	282	75.5	15.6
	Certificate level unknown	0		
	Diploma	10	75.6	17.2
	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	425	74.5	14.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	74.6	14.9
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	74.6	14.9
Training start month	January	1	88.9	0.0
	February	115	72.3	14.7
	March	24	84.3	14.3
	April	18	77.8	14.3
	May	116	73.0	15.7
	June	40	76.1	11.9
	July	34	74.8	16.3
	August	27	70.8	14.8
	September	11	79.8	13.9
	October	38	76.5	13.0
	November	0		
	December	0		
	Training Start Year	n	1	44.4
2016		43	78.0	13.2
2015		363	74.3	15.1
2014		17	73.9	9.6
20105		1	44.4	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	74.5	14.9
Recognition of prior learning	Recognition of prior learning	8	81.9	15.6
	No recognition of prior learning	415	74.5	14.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	72.9	16.0
	Male	284	75.4	14.2
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	76.7	13.3
	25 to 34	99	73.6	15.5
	35 to 44	111	76.4	15.2
	45 to 54	123	75.2	14.1
	55 to 64	72	72.5	14.6
	65 or over	2	61.1	7.9
Aboriginal or Torres Strait Islander origin	No	419	74.5	15.0
	Yes, Aboriginal	5	77.8	11.1
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	74.3	15.0
	Language other than English	88	75.3	14.5
Permanent residency or citizenship	Australian	417	74.6	15.0
	Not Australian	7	73.0	10.8
Disability status	Disability identified	9	69.1	7.4
	No disability identified	413	74.6	15.0

Competency Development

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	75.2	12.0
	Certificate III	110	71.4	13.9
	Certificate IV	282	74.7	13.5
	Certificate level unknown	0		
	Diploma	10	76.7	14.8
	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	425	73.9	13.6	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	73.9	13.5
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	73.9	13.5
Training start month	January	1	86.7	0.0
	February	115	72.3	12.6
	March	24	81.4	13.6
	April	18	75.6	13.5
	May	116	72.2	14.8
	June	40	76.3	11.4
	July	34	75.9	14.2
	August	27	69.1	14.3
	September	11	78.8	14.2
	October	38	75.8	11.4
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	76.4	13.4
2015		363	73.6	13.7
2014		17	74.1	10.2
20105		1	60.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	73.9	13.6
Recognition of prior learning	Recognition of prior learning	8	79.2	18.3
	No recognition of prior learning	415	73.8	13.5

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	73.8	15.5
	Male	284	73.9	12.6
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	74.0	11.9
	25 to 34	99	74.9	13.6
	35 to 44	111	75.1	14.3
	45 to 54	123	73.2	12.8
	55 to 64	72	73.0	13.7
	65 or over	2	53.3	18.9
Aboriginal or Torres Strait Islander origin	No	419	73.9	13.6
	Yes, Aboriginal	5	74.7	8.7
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	73.5	13.8
	Language other than English	88	75.4	12.5
Permanent residency or citizenship	Australian	417	73.9	13.7
	Not Australian	7	70.5	5.2
Disability status	Disability identified	9	65.9	12.7
	No disability identified	413	74.1	13.6

Training Resources

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	77.3	13.5
	Certificate III	110	71.6	13.4
	Certificate IV	282	75.0	15.2
	Certificate level unknown	0		
	Diploma	10	77.8	12.8
	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	425	74.3	14.7	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	74.3	14.7
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	74.3	14.7
Training start month	January	1	88.9	0.0
	February	115	72.9	14.7
	March	24	83.8	16.4
	April	18	78.4	14.5
	May	116	72.6	15.0
	June	40	75.8	13.0
	July	34	77.5	15.1
	August	27	71.6	11.7
	September	11	75.8	17.1
	October	38	71.9	13.1
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	77.5	14.4
2015		363	74.3	14.9
2014		17	66.7	7.9
20105		1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	74.3	14.7
Recognition of prior learning	Recognition of prior learning	8	83.3	14.5
	No recognition of prior learning	415	74.1	14.7

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	74.2	16.3
	Male	284	74.4	13.9
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	76.7	13.3
	25 to 34	99	75.6	15.3
	35 to 44	111	76.0	15.8
	45 to 54	123	73.4	13.3
	55 to 64	72	71.8	14.9
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	74.4	14.8
	Yes, Aboriginal	5	68.9	5.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	74.5	14.9
	Language other than English	88	73.6	13.7
Permanent residency or citizenship	Australian	417	74.4	14.7
	Not Australian	7	71.4	14.1
Disability status	Disability identified	9	65.4	6.7
	No disability identified	413	74.5	14.8

Effective Support

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	78.8	13.7
	Certificate III	110	72.3	14.4
	Certificate IV	282	75.8	14.3
	Certificate level unknown	0		
	Diploma	10	80.0	15.5
	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	425	75.2	14.4	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	75.2	14.4
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	75.2	14.4
Training start month	January	1	77.8	0.0
	February	115	74.7	14.2
	March	24	82.9	16.0
	April	18	77.8	14.8
	May	116	72.5	15.2
	June	40	76.8	12.6
	July	34	77.8	12.2
	August	27	72.4	12.5
	September	11	76.8	17.5
	October	38	75.1	13.0
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	78.8	13.5
2015		363	74.9	14.6
2014		17	71.2	10.4
20105		1	77.8	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	75.2	14.4
Recognition of prior learning	Recognition of prior learning	8	86.1	16.5
	No recognition of prior learning	415	75.0	14.3

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	73.3	15.9
	Male	284	76.0	13.5
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	74.4	15.8
	25 to 34	99	76.2	14.5
	35 to 44	111	75.5	15.3
	45 to 54	123	75.4	13.6
	55 to 64	72	73.5	14.7
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	75.2	14.4
	Yes, Aboriginal	5	73.3	9.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	75.0	14.7
	Language other than English	88	76.0	13.1
Permanent residency or citizenship	Australian	417	75.2	14.4
	Not Australian	7	73.0	10.8
Disability status	Disability identified	9	67.9	8.7
	No disability identified	413	75.3	14.4

Active Learning

Training characteristics

Characteristic		Learners		
		Count	Average	Variation
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	74.7	13.0
	Certificate III	110	70.1	14.2
	Certificate IV	282	73.5	14.2
	Certificate level unknown	0		
	Diploma	10	74.2	15.4
	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	425	72.7	14.2	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	72.7	14.2
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	72.7	14.2
Training start month	January	1	75.0	0.0
	February	115	71.2	13.3
	March	24	78.8	15.1
	April	18	76.4	15.2
	May	116	71.5	14.3
	June	40	75.4	13.9
	July	34	76.3	13.2
	August	27	71.3	15.0
	September	11	72.0	16.4
	October	38	70.6	14.5
	November	0		
	December	0		
	Training Start Year	n	1	50.0
2016		43	74.4	13.8
2015		363	73.0	14.3
2014		17	65.2	10.3
20105		1	58.3	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	72.8	14.2
Recognition of prior learning	Recognition of prior learning	8	77.4	17.7
	No recognition of prior learning	415	72.7	14.1

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	73.4	14.9
	Male	284	72.4	13.8
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	70.0	14.3
	25 to 34	99	72.6	15.3
	35 to 44	111	73.8	14.5
	45 to 54	123	73.2	12.7
	55 to 64	72	71.1	14.6
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	72.6	14.2
	Yes, Aboriginal	5	76.7	10.9
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	72.4	14.3
	Language other than English	88	73.7	13.8
Permanent residency or citizenship	Australian	417	72.6	14.2
	Not Australian	7	75.0	10.8
Disability status	Disability identified	9	68.5	5.6
	No disability identified	413	72.8	14.3

Overall Satisfaction

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	22	74.2	20.7
	Certificate III	110	73.3	17.9
	Certificate IV	282	76.6	16.5
	Certificate level unknown	0		
	Diploma	10	87.8	12.2
	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	425	75.9	17.2	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	424	75.9	17.2
	Architecture and building	0		
	Agriculture, environmental and related studies	0		
	Health	0		
	Education	0		
	Management and commerce	0		
	Society and culture	0		
	Creative arts	0		
	Food, hospitality and personal services	0		
	Other	0		
	Total	424	75.9	17.2
Training start month	January	1	77.8	0.0
	February	115	73.3	16.2
	March	24	88.0	16.0
	April	18	79.0	17.4
	May	116	73.0	18.0
	June	40	79.9	14.9
	July	34	79.4	14.2
	August	27	71.2	16.1
	September	11	80.8	15.8
	October	38	78.1	19.8
	November	0		
	December	0		
	Training Start Year	n	1	66.7
2016		43	78.8	14.9
2015		363	75.7	17.2
2014		17	74.5	22.8
20105		1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	0		
	Not apprenticeship or traineeship	424	75.9	17.2
Recognition of prior learning	Recognition of prior learning	8	84.7	24.4
	No recognition of prior learning	415	75.7	17.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	138	74.2	18.0
	Male	284	76.7	16.7
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	77.8	11.7
	25 to 34	99	76.5	18.1
	35 to 44	111	77.2	16.7
	45 to 54	123	76.0	18.1
	55 to 64	72	73.3	16.0
	65 or over	2	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	419	75.9	17.2
	Yes, Aboriginal	5	80.0	14.5
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	336	76.3	17.4
	Language other than English	88	74.5	16.3
Permanent residency or citizenship	Australian	417	75.9	17.2
	Not Australian	7	77.8	15.7
Disability status	Disability identified	9	69.1	4.9
	No disability identified	413	76.0	17.3

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
5S Standards.
A good insight to Lean and how it works.
All
All good.
All the questions giving me more understanding.
All the staff from different departments coming together and discussing problems and solutions for them.
Approachability of trainer. Knowledge of trainer.
Being together with my team
Better processes. Visual management. Conducting stand-up meetings.
Better understanding of my job
Bringing tasks into our work place.
Broad range of activities
Built on existing knowledge
Cleaned up our area and made things easier to find.
Clear goals.
Clear instruction
Combination of practical and theory kept the course interesting. Great facilitator.
Communication with CLS team
Communication, improvement in workplace practices
Control of process variables with use of control charts etc.
Creating a Lean mindset.
Creating an environment for all to have input.
Delivered onsite
Developing knowledge
Did not want to do it - manager requested but I enjoyed it.
Different insight to how things can be done
Different perspective on my workplace.
Driving change
Easy to understand, straightforward, resourceful and clear.
Easy training. Training made easy to understand.
Effort was made to make material delivery directly relevant to our specific roles.
Encourage discussion about how we do things and if we could do them better.
Everything
Examples provided by trainer about other work.
Face to face training.
Finding faults with our processes and finally addressing them.
Flexible time.
Flexible. Made well to compare to day to day work.
For me it was the methods and formats of reporting into on an area & KPI's, Teamboards, and identifying wastes etc.
Free Cert IV.
Friendly atmosphere
Gaining knowledge.
Gaining more knowledge on how to improve the jobs we do in an easier, safer, and efficient way.
Gardening stories instructor.
Get out of working.
Getting our area sorted
Good to learn more.
Great entertainment.
Great practical skills for work management and trouble shooting.
Group conversation
Group discussions.
Group involvement. Relaxed by informative atmosphere. New Learning.
Group talks, gaining knowledge.
Hands on
Hands on training
He pushed me outside my boundaries.

Hopefully other areas learn importance of a team environment.
I've learned new things in regards of the production.
Identify quality measures, waste, visual management. Standardised work.
Implementation of skills in workplace.
Improving my knowledge
Improving my workplace
Indecipherable (doctors handwriting)
Insight to Lean understanding
Involvement of all team members, management following up.
It was based on what we do for work and fitted well.
It was explained clearly
It was good.
It was hands on
It was held over a 12 month period with plenty of support sessions.
It was interesting
It was tailored to specific groups.
Jim Glover
Jim was a great help to me.
Jim was good.
Just getting a new perspective.
Kept the whole process interesting, engaging and enjoyable.
Knowledge of subject by the instructor
Learn to organise and plan my workplace.
Learning about Lean
Learning about wastes.
Learning better work procedures and better methods
Learning different ways of looking at my work place
Learning different ways to improve a task
Learning how the Lean Processes work.
Learning how to identify wastes and how to manage them.
Learning how to organise. Do work in a safe, proper way according to SOP's. Everything has a place.
Learning more about how to sort, time and planning.
Learning more of the involvement in the work place.
Learning more on how to work on the shop-floor.
Learning new information, procedures. Provided with means to approach work in a new way.
Learning new skills
Learning new standards
Learning new things.
Learning something new to improve business.
Learning the background of LEAN, learning the steps of LEAN
Learning the various methods to assist my role.
Learning to implement standardised work.
Learning to look at different angles of work, and set to fix areas.
Learning to organise work - spread it out.
Learning to streamline the job
Learning to work as a team.
Learning ways to cut down time but still do the job correctly and safely
Learning.
Looking at working in a different way.
Looking in current procedures and identifying best practice (Improvements)
Making our job easier.
Making things more clear and easy, easier to find like tools in set places and shadow boards.
Mixture of hands on and theory training
Motivated trainer.
Build internal relationships and all work to better behaviours.
New ideas and strategies.
New skills
New way of thinking
No work for an hour.
One small group
Open learning
Opportunity to eliminate waste and learn new processes
People talking together, about work issues.
Plenty of support
Practical
Practical and easy to understand. Good examples were used so all could follow.
Practical and informative.
Practical application in my work context.
Practical aspect.

Practical exercises
Practical involvement
Practical side
Practical work on Kanban. Standard Work.
Problem solving and identifying techniques. Tools to improve impact of improvement projects
Project work part.
Putting methods into doing.
Re-enforced my attitude to the way I live and work.
Reinforcing how I have always worked by trying to do better than the last project I worked on.
Relevant to work-place
Sean kept it interesting. Learnt tools required to assist with implementing LEAN.
Sean the teacher
Sean was very knowledgeable and thorough.
Seeing actionable solutions to problems
Seeing projects getting completed
Seeing the improvements in my area
Seeing the results. Breaking the monotony of normal work.
Share our ideas with other team members.
Site visits by CLS to review progress
Solving problems
Something new to learn. Learn how to quality control, safety concerns, orderly workplace, a place for everything
The ability to incorporate what I learnt into my work environment
The content and skills I learned.
The different way of doing things. The right way of doing things
The focus on waste management
The improvement to the work areas.
The instructors enthusiasm and knowledge.
The knowledge I received to accomplish my work in a better way.
The knowledge it gave me to work more efficiently
The knowledge learnt.
The practical application
The practical aspect.
the practical side of it, putting into practice in warehouse.
The practical use of Lean and 5S.
The skills and knowledge that I can now use in the workplace
The subject knowledge of the trainer
The support I received from the trainer
The take-it-to-the-floor approach, where activities were undertaken on topics studied.
The teacher
The team work
The trainer made the lessons enjoyable and easy to follows.
The trainer, Lachlan. Able to get the Data Room cleaned out.
The trainers knowledge and the trainer in general.
The whole course and outline was fantastic.
Theory translated into practical experiences.
Time away from work.
To identify the areas that we can improve and develop new processes.
To learn a new training aspect for work purposes.
To learn the standardised work.
Trainer Jim was excellent.
Trainer was interesting and engaging.
Trainer was very approachable
Trainers knowledge
Training was based on real life.
Understanding of the visual tools
Understanding the Lean Process
Understanding the training. Good quality work.
Using the knowledge I had learnt from other training.
Very site specific - kept it relevant, positive outcomes. Real issues were identified and fixed.
VSM, Root cause analysis techniques, practical problem solving
We got to see our work and workplace in a different light.
Work shopping and coaching in-between training sessions. Trainers enthusiasm.
Working as a team. Learning better management skills.
Working on problems
Workshops and projects

EQ best aspects

Combination of theory and practical training. Flexibility of trainers and training programme. Visual outcomes in the workplace.
Direct, hands on, tailored training provided for our company.
Flexible and relevant to our business.
Group discussion and implementation of actions with positive results and wider LEAN knowledge.
New tools/systems to monitor and measure. Employee participation. Immediate results.
On the job learning.
Practical projects to engage employees. Sense of ownership by employees.
The facilitator was excellent and made the training easy.
The practical exercises in our workplace.
There was a change in culture. People started to think, "is there a better way". New staff induction improved.
Those that truly wanted to learn and grow got the opportunity to stand out.
Worked in with shift patterns. Related training back to work tasks.

LQ needs improvement

A little less focus on Toyota
After training - encouragement (by management) to keep the LEAN culture active and growing
AM was handy
As above.
Assessments should be directly after learning content.
Better team work.
Catering
Change of trainer made it difficult. Keep same trainer for course.
Cleaning the areas up making a safer work place.
Co-ordination of records - team folders for access.
Communication of course requirements
Difficult with current workload to complete assignments.
Does not cover services. Focus was manufacturing/procedures.
Ensure all staff have a good team leader who understands their needs.
Flexibility. Understanding of the business. Recommend working with team for a while prior to commencing training.
Getting the course to adapt to different departments/jobs/roles.
Good for manufacturing training. Not so well designed for office.
Group members participating
Having a team leader suited to the team and lack of support.
I believe the use of i-pads or similar to be more advantageous and Lean.
I felt all the graphs didn't relate to my work.
I thought it was all good.
Including group member with supporting work areas.
Indecipherable (doctors handwriting)
Information being more specific to a service industry rather than a production one.
Information regarding dates and times for training session
It needed more examples of service industry
It would be good if the training book had an index for easy reference.
Lack of support from a Diploma colleague.
Length of training
Management
Management not involved in 5S, or Go, Look, See.
Materials need to be more related to an office environment
More debate.
More flexibility and program suited to my workplace.
More frequent theory sessions to understand theoretic principles (more frequent and shorter duration).
More in-depth content
More management to follow training.
More on cultural change to workplace.
More time to implement.
More time. Management didn't get involved.
More training for leadership
Most subjects were worked around manufacturing environment - need more based around an office.
N/A
NA
Need to be more relevant to my specific work place.
Needs to be hands on.
New books. Not focused just on cars.
Nil
Nil.
none
None - all good
None - well balanced
None.
Not always relevant to IT.
Nothing
Organisation of training days with management and trainer to have clear understanding of when it was running.
Practical demonstrations in video form would be good
Probably more site specific
Quizzes
Relevance to our site/job. Some parts of training difficult to implement.
Relevance to our work
Some additional guidance on KPI's relevant to my section
Some innovations and improvements did happen
Some more practical examples of Lean which were implemented by other company (I'm accounting area).
Team leader enthusiasm

Text book information.
The amount of sessions and duration. Too much (?) didn't get done whilst we attended sessions. We also required a lot of clarification about what was required of us with assessments.
The focus of most of the training is for production lines. We are not one.
The power-point presentations.
The relevance to office staff
The training did not need any improvement. It was very informative.
The training manual. Course needs to be much faster (not 14 months) for more impact, more intensive.
Time (we work shift work).
Time consuming
Time frame seemed quite long.
Time management.
Time of the day. Lunch Breaks (allocated).
Time outside of the class-room
Time restraints with work
Time slots for training. More support from management. Time to do training.
Time to complete tasks and practice more.
Time to do.
Times of training.
Timing / frequency.
Training materials
Training of staff. Terminology in Q&A to be more contextual.
Trim the vast amount of confusing and changing charts.
Two different trainers.
Using the book more
Visibility of how the training will be applied in the future
Waste management

EQ needs improvement

Consistent trainer for full 12 months.
Internal appointment of a "Lean" hero would help implementation. PMI issue, not CLS.
None needed improving. Just need to ensure that you continue to build (on what's been learned).
Nothing specific. Flexibility is vital by both parties. In my opinion, the trainers were very approachable.
Organisational skills and recognition of the tools that could improve said skills (?).
Our own facilities for providing training.
Relevance to our industry could help - case studies and expertise from our specific industry would be great.
Short notice of some training days.
Timings, but this is business related, not CLS training related.
Training facilities at Brown Bros.