

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	370	77.9	14.2	8	77.8	15.7
Effective Assessment	370	72.3	13.9	8	74.0	12.9
Clear Expectations	370	71.0	15.1			
Learning Stimulation	370	69.9	12.6			
Training Relevance	370	72.4	14.0	8	78.5	15.0
Competency Development	370	72.1	11.9	8	77.5	15.9
Training Resources	370	71.3	12.4	8	76.4	16.2
Effective Support	370	72.3	12.9	8	71.5	15.6
Active Learning	370	71.0	12.8			
Overall Satisfaction	370	74.7	15.4	8	76.4	15.1

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	370	0	0.0
	Information technology	370	0	0.0
	Engineering and related technologies	370	369	99.7
	Architecture and building	370	1	0.3
	Agriculture, environmental and related studies	370	0	0.0
	Health	370	0	0.0
	Education	370	0	0.0
	Management and commerce	370	0	0.0
	Society and culture	370	0	0.0
	Creative arts	370	0	0.0
	Food, hospitality and personal services	370	0	0.0
	Other	370	0	0.0
	Total	370	370	100.0
	Qualification Level	Certificate I	370	1
Certificate II		370	18	4.9
Certificate III		370	33	8.9
Certificate IV		370	316	85.4
Certificate level unknown		370	0	0.0
Diploma		370	2	0.5
Advanced diploma		370	0	0.0
Associate degree		370	0	0.0
Degree		370	0	0.0
Short course or statement of attainment		370	0	0.0
VET Graduate Certificate or Diploma		370	0	0.0
Other qualification or training		370	0	0.0
Do not know		370	0	0.0
Total		370	370	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	8	224	137	361	0
LQ2	Trainers made the subject as interesting as possible	0	11	251	108	359	0
LQ3	Trainers had an excellent knowledge of the subject content	1	12	180	176	356	1
LQ4	Trainers explained things clearly	1	12	229	128	357	0
LQ5	Overall, I am satisfied with the training	1	17	253	99	352	0
LQ6	I would recommend the training to others	1	16	247	106	353	0
LQ7	I would recommend the training organisation to others	1	16	234	119	353	0
LQ8	I received useful feedback on my assessments	3	27	249	91	340	0
LQ9	Assessments were based on realistic activities	2	14	278	76	354	0
LQ10	The way I was assessed was a fair test of my skills and knowledge	2	16	262	90	352	0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	2	16	266	86	352	0
LQ12	It was always easy to know the standards expected	5	19	286	60	346	0
LQ13	I usually had a clear idea of what was expected of me	6	19	275	70	345	0
LQ14	Trainers made it clear right from the start what they expected from me	3	17	254	96	350	0
LQ15	I was given enough material to keep up my interest	1	21	286	62	348	0
LQ16	The amount of work I had to do was reasonable	1	16	300	53	353	0
LQ17	The training was at the right level of difficulty for me	1	29	277	63	340	0
LQ18	The training focused on relevant skills	3	17	273	77	350	0
LQ19	The training prepared me well for work	2	21	273	74	347	0
LQ20	The training had a good mix of theory and practice	2	18	240	110	350	0
LQ21	I developed the skills expected from this training	1	10	285	74	359	0
LQ22	I learned to work with people	2	24	264	80	344	0
LQ23	I identified ways to build on my current knowledge and skills	1	10	269	90	359	0
LQ24	I developed the knowledge expected from this training	1	7	286	76	362	0
LQ25	I learned to plan and manage my work	0	22	283	65	348	0
LQ26	Training resources were available when I needed them	1	16	285	68	353	0
LQ27	The training used up-to-date equipment, facilities and materials	0	19	293	57	350	1
LQ28	Training facilities and materials were in good condition	1	11	278	80	358	0
LQ29	Training organisation staff respected my background and needs	1	9	245	114	359	1
LQ30	The training was flexible enough to meet my needs	1	19	272	78	350	0
LQ31	The training organisation had a range of services to support learners	1	31	277	60	337	1
LQ32	I set high standards for myself in this training	1	23	266	80	346	0
LQ33	I pushed myself to understand things I found confusing	3	25	265	76	341	1
LQ34	I looked for my own resources to help me learn	2	55	254	59	313	0
LQ35	I approached trainers if I needed help	1	13	249	107	356	0

LQ response category percentages

	Item	SD	D	A	SA	AG	MI
LQ1	Trainers encouraged learners to ask questions	0.3	2.2	60.5	37.0	97.6	0.0
LQ2	Trainers made the subject as interesting as possible	0.0	3.0	67.8	29.2	97.0	0.0
LQ3	Trainers had an excellent knowledge of the subject content	0.3	3.3	48.8	47.7	96.5	0.3
LQ4	Trainers explained things clearly	0.3	3.2	61.9	34.6	96.5	0.0
LQ5	Overall, I am satisfied with the training	0.3	4.6	68.4	26.8	95.1	0.0
LQ6	I would recommend the training to others	0.3	4.3	66.8	28.6	95.4	0.0
LQ7	I would recommend the training organisation to others	0.3	4.3	63.2	32.2	95.4	0.0
LQ8	I received useful feedback on my assessments	0.8	7.3	67.3	24.6	91.9	0.0
LQ9	Assessments were based on realistic activities	0.5	3.8	75.1	20.5	95.7	0.0
LQ10	The way I was assessed was a fair test of my skills and knowledge	0.5	4.3	70.8	24.3	95.1	0.0
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	0.5	4.3	71.9	23.2	95.1	0.0
LQ12	It was always easy to know the standards expected	1.4	5.1	77.3	16.2	93.5	0.0
LQ13	I usually had a clear idea of what was expected of me	1.6	5.1	74.3	18.9	93.2	0.0
LQ14	Trainers made it clear right from the start what they expected from me	0.8	4.6	68.6	25.9	94.6	0.0
LQ15	I was given enough material to keep up my interest	0.3	5.7	77.3	16.8	94.1	0.0
LQ16	The amount of work I had to do was reasonable	0.3	4.3	81.1	14.3	95.4	0.0
LQ17	The training was at the right level of difficulty for me	0.3	7.8	74.9	17.0	91.9	0.0
LQ18	The training focused on relevant skills	0.8	4.6	73.8	20.8	94.6	0.0
LQ19	The training prepared me well for work	0.5	5.7	73.8	20.0	93.8	0.0
LQ20	The training had a good mix of theory and practice	0.5	4.9	64.9	29.7	94.6	0.0
LQ21	I developed the skills expected from this training	0.3	2.7	77.0	20.0	97.0	0.0
LQ22	I learned to work with people	0.5	6.5	71.4	21.6	93.0	0.0
LQ23	I identified ways to build on my current knowledge and skills	0.3	2.7	72.7	24.3	97.0	0.0
LQ24	I developed the knowledge expected from this training	0.3	1.9	77.3	20.5	97.8	0.0
LQ25	I learned to plan and manage my work	0.0	5.9	76.5	17.6	94.1	0.0
LQ26	Training resources were available when I needed them	0.3	4.3	77.0	18.4	95.4	0.0
LQ27	The training used up-to-date equipment, facilities and materials	0.0	5.1	79.4	15.4	94.9	0.3
LQ28	Training facilities and materials were in good condition	0.3	3.0	75.1	21.6	96.8	0.0
LQ29	Training organisation staff respected my background and needs	0.3	2.4	66.4	30.9	97.3	0.3
LQ30	The training was flexible enough to meet my needs	0.3	5.1	73.5	21.1	94.6	0.0
LQ31	The training organisation had a range of services to support learners	0.3	8.4	75.1	16.3	91.3	0.3
LQ32	I set high standards for myself in this training	0.3	6.2	71.9	21.6	93.5	0.0
LQ33	I pushed myself to understand things I found confusing	0.8	6.8	71.8	20.6	92.4	0.3
LQ34	I looked for my own resources to help me learn	0.5	14.9	68.6	15.9	84.6	0.0
LQ35	I approached trainers if I needed help	0.3	3.5	67.3	28.9	96.2	0.0

LQ item averages and variations

	Item	Average Score	Average Variation
LQ1	Trainers encouraged learners to ask questions	78.1	17.8
LQ2	Trainers made the subject as interesting as possible	75.4	16.8
LQ3	Trainers had an excellent knowledge of the subject content	81.3	19.1
LQ4	Trainers explained things clearly	76.9	18.1
LQ5	Overall, I am satisfied with the training	73.9	17.6
LQ6	I would recommend the training to others	74.6	17.8
LQ7	I would recommend the training organisation to others	75.8	18.3
LQ8	I received useful feedback on my assessments	71.9	19.1
LQ9	Assessments were based on realistic activities	71.9	16.4
LQ10	The way I was assessed was a fair test of my skills and knowledge	73.0	17.4
LQ11	The training organisation gave appropriate recognition of existing knowledge and skills	72.6	17.2
LQ12	It was always easy to know the standards expected	69.5	17.0
LQ13	I usually had a clear idea of what was expected of me	70.2	18.1
LQ14	Trainers made it clear right from the start what they expected from me	73.2	18.2
LQ15	I was given enough material to keep up my interest	70.2	15.8
LQ16	The amount of work I had to do was reasonable	69.8	14.5
LQ17	The training was at the right level of difficulty for me	69.5	16.8
LQ18	The training focused on relevant skills	71.5	17.2
LQ19	The training prepared me well for work	71.1	17.0
LQ20	The training had a good mix of theory and practice	74.6	18.6
LQ21	I developed the skills expected from this training	72.3	15.3
LQ22	I learned to work with people	71.4	17.8
LQ23	I identified ways to build on my current knowledge and skills	73.7	16.2
LQ24	I developed the knowledge expected from this training	72.7	15.0
LQ25	I learned to plan and manage my work	70.5	15.7
LQ26	Training resources were available when I needed them	71.2	15.6
LQ27	The training used up-to-date equipment, facilities and materials	70.1	14.8
LQ28	Training facilities and materials were in good condition	72.7	15.8
LQ29	Training organisation staff respected my background and needs	76.0	17.2
LQ30	The training was flexible enough to meet my needs	71.8	16.7
LQ31	The training organisation had a range of services to support learners	69.1	16.8
LQ32	I set high standards for myself in this training	71.6	17.3
LQ33	I pushed myself to understand things I found confusing	70.7	18.0
LQ34	I looked for my own resources to help me learn	66.7	19.2
LQ35	I approached trainers if I needed help	75.0	17.4

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	2	8	0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0	0	5	3	8	0
EQ3	The training organisation was flexible enough to meet our needs	0	0	5	3	8	0
EQ4	Assessment was at an appropriate standard	0	0	5	3	8	0
EQ5	The training resources were appropriate for learner needs	0	0	6	2	8	0
EQ6	The training reflected current practice	0	0	6	2	8	0
EQ7	The training organisation developed customised programs	0	1	6	1	7	0
EQ8	The training organisation provided good support for workplace training and assessment	0	0	5	3	8	0
EQ9	The training focused on relevant skills	0	0	5	3	8	0
EQ10	Our employees gained the skills they needed from this training	0	0	7	1	8	0
EQ11	The training was effectively integrated into our organisation	0	1	5	2	7	0
EQ12	Overall, we are satisfied with the training	0	0	5	3	8	0
EQ13	We would recommend the training organisation to others	0	0	4	4	8	0
EQ14	We would recommend the training to others	0	0	4	4	8	0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0	0	5	3	8	0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0	0	6	2	8	0
EQ17	Trainers had a good knowledge and experience of the industry	0	1	5	2	7	0
EQ18	Assessments were based on realistic activities	0	0	4	4	8	0
EQ19	Trainers were effective in their teaching	0	0	5	3	8	0
EQ20	The training was an effective investment	0	0	5	3	8	0
EQ21	Trainers were able to relate material to the workplace	0	0	6	2	8	0
EQ22	The training had a good mix of theory and practice	0	0	4	4	8	0
EQ23	The training organisation acted on feedback from employers	0	0	6	2	8	0
EQ24	The training has helped our employees work with people	0	1	5	2	7	0
EQ25	Training resources and equipment were in good condition	0	0	6	2	8	0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0	0	6	2	8	0
EQ27	The training prepared employees well for work	0	1	5	2	7	0
EQ28	Our employees gained the knowledge they needed from this training	0	0	6	2	8	0
EQ29	The training prepared our employees for the demands of work	0	3	4	1	5	0
EQ30	The training organisation clearly explained what was expected from employers	0	1	4	3	7	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	75.0	25.0	100.0	0.0
EQ2	The training organisation dealt satisfactorily with any issues or complaints	0.0	0.0	62.5	37.5	100.0	0.0
EQ3	The training organisation was flexible enough to meet our needs	0.0	0.0	62.5	37.5	100.0	0.0
EQ4	Assessment was at an appropriate standard	0.0	0.0	62.5	37.5	100.0	0.0
EQ5	The training resources were appropriate for learner needs	0.0	0.0	75.0	25.0	100.0	0.0
EQ6	The training reflected current practice	0.0	0.0	75.0	25.0	100.0	0.0
EQ7	The training organisation developed customised programs	0.0	12.5	75.0	12.5	87.5	0.0
EQ8	The training organisation provided good support for workplace training and assessment	0.0	0.0	62.5	37.5	100.0	0.0
EQ9	The training focused on relevant skills	0.0	0.0	62.5	37.5	100.0	0.0
EQ10	Our employees gained the skills they needed from this training	0.0	0.0	87.5	12.5	100.0	0.0
EQ11	The training was effectively integrated into our organisation	0.0	12.5	62.5	25.0	87.5	0.0
EQ12	Overall, we are satisfied with the training	0.0	0.0	62.5	37.5	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	50.0	50.0	100.0	0.0
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	0.0	0.0	62.5	37.5	100.0	0.0
EQ16	The way employees were assessed was a fair test of their skills and knowledge	0.0	0.0	75.0	25.0	100.0	0.0
EQ17	Trainers had a good knowledge and experience of the industry	0.0	12.5	62.5	25.0	87.5	0.0
EQ18	Assessments were based on realistic activities	0.0	0.0	50.0	50.0	100.0	0.0
EQ19	Trainers were effective in their teaching	0.0	0.0	62.5	37.5	100.0	0.0
EQ20	The training was an effective investment	0.0	0.0	62.5	37.5	100.0	0.0
EQ21	Trainers were able to relate material to the workplace	0.0	0.0	75.0	25.0	100.0	0.0
EQ22	The training had a good mix of theory and practice	0.0	0.0	50.0	50.0	100.0	0.0
EQ23	The training organisation acted on feedback from employers	0.0	0.0	75.0	25.0	100.0	0.0
EQ24	The training has helped our employees work with people	0.0	12.5	62.5	25.0	87.5	0.0
EQ25	Training resources and equipment were in good condition	0.0	0.0	75.0	25.0	100.0	0.0
EQ26	The training helped employees identify how to build on their current knowledge and skills	0.0	0.0	75.0	25.0	100.0	0.0
EQ27	The training prepared employees well for work	0.0	12.5	62.5	25.0	87.5	0.0
EQ28	Our employees gained the knowledge they needed from this training	0.0	0.0	75.0	25.0	100.0	0.0
EQ29	The training prepared our employees for the demands of work	0.0	37.5	50.0	12.5	62.5	0.0
EQ30	The training organisation clearly explained what was expected from employers	0.0	12.5	50.0	37.5	87.5	0.0

EQ item averages and variations

	Item	Average Score	Average Variation
EQ1	The training used up-to-date equipment, facilities and materials	75.0	15.4
EQ2	The training organisation dealt satisfactorily with any issues or complaints	79.2	17.3
EQ3	The training organisation was flexible enough to meet our needs	79.2	17.3
EQ4	Assessment was at an appropriate standard	79.2	17.3
EQ5	The training resources were appropriate for learner needs	75.0	15.4
EQ6	The training reflected current practice	75.0	15.4
EQ7	The training organisation developed customised programs	66.7	17.8
EQ8	The training organisation provided good support for workplace training and assessment	79.2	17.3
EQ9	The training focused on relevant skills	79.2	17.3
EQ10	Our employees gained the skills they needed from this training	70.8	11.8
EQ11	The training was effectively integrated into our organisation	70.8	21.4
EQ12	Overall, we are satisfied with the training	79.2	17.3
EQ13	We would recommend the training organisation to others	83.3	17.8
EQ14	We would recommend the training to others	83.3	17.8
EQ15	The training organisation gave appropriate recognition of existing knowledge and skills	79.2	17.3
EQ16	The way employees were assessed was a fair test of their skills and knowledge	75.0	15.4
EQ17	Trainers had a good knowledge and experience of the industry	70.8	21.4
EQ18	Assessments were based on realistic activities	83.3	17.8
EQ19	Trainers were effective in their teaching	79.2	17.3
EQ20	The training was an effective investment	79.2	17.3
EQ21	Trainers were able to relate material to the workplace	75.0	15.4
EQ22	The training had a good mix of theory and practice	83.3	17.8
EQ23	The training organisation acted on feedback from employers	75.0	15.4
EQ24	The training has helped our employees work with people	70.8	21.4
EQ25	Training resources and equipment were in good condition	75.0	15.4
EQ26	The training helped employees identify how to build on their current knowledge and skills	75.0	15.4
EQ27	The training prepared employees well for work	70.8	21.4
EQ28	Our employees gained the knowledge they needed from this training	75.0	15.4
EQ29	The training prepared our employees for the demands of work	58.3	23.6
EQ30	The training organisation clearly explained what was expected from employers	75.0	23.6

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	83.3	0.0
	Certificate II	18	77.3	12.7
	Certificate III	33	78.3	14.0
	Certificate IV	316	77.8	14.3
	Certificate level unknown	0		
	Diploma	2	91.7	0.0
	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	370	77.9	14.2	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	77.9	14.2
	Architecture and building	1	91.7	0.0
	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	370	77.9	14.2	
Training start month	January	0		
	February	147	77.2	14.0
	March	16	82.8	12.0
	April	62	84.0	12.7
	May	77	77.7	15.1
	June	0		
	July	27	76.2	15.1
	August	0		
	September	41	70.9	11.2
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	78.8	14.3
	2015	42	71.0	11.1
	201	1	91.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	66.7	0.0
	Not apprenticeship or traineeship	368	78.0	14.2
Recognition of prior learning	Recognition of prior learning	3	80.6	12.7
	No recognition of prior learning	367	77.9	14.2

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	73.9	15.0
	Male	266	79.5	13.5
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	77.5	12.5
	25 to 34	54	75.2	16.3
	35 to 44	114	79.5	13.9
	45 to 54	118	76.3	13.6
	55 to 64	68	80.9	13.2
	65 or over	4	81.3	17.2
Aboriginal or Torres Strait Islander origin	No	369	78.0	14.2
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	77.4	14.4
	Language other than English	95	79.4	13.4
Permanent residency or citizenship	Australian	357	78.2	14.1
	Not Australian	12	71.5	15.3
Disability status	Disability identified	9	79.6	10.3
	No disability identified	360	77.9	14.3

Effective Assessment

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	1	75.0	0.0
	Certificate II	18	71.8	7.6
	Certificate III	33	71.0	13.8
	Certificate IV	316	72.5	14.2
	Certificate level unknown	0		
	Diploma	2	66.7	0.0
	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	370	72.3	13.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	72.4	13.9
	Architecture and building	1	66.7	0.0
	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	370	72.3	13.9	
Training start month	January	0		
	February	147	72.8	15.3
	March	16	72.9	12.4
	April	62	76.9	13.8
	May	77	71.8	12.1
	June	0		
	July	27	72.2	12.0
	August	0		
	September	41	64.6	10.0
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	73.3	14.0
	2015	42	64.7	9.9
	201	1	91.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	58.3	0.0
	Not apprenticeship or traineeship	368	72.4	13.9
Recognition of prior learning	Recognition of prior learning	3	66.7	0.0
	No recognition of prior learning	367	72.4	13.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	70.6	13.3
	Male	266	73.1	14.1
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	73.3	12.9
	25 to 34	54	71.6	14.5
	35 to 44	114	73.5	15.0
	45 to 54	118	70.4	13.7
	55 to 64	68	74.3	11.1
	65 or over	4	79.2	14.4
Aboriginal or Torres Strait Islander origin	No	369	72.4	13.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	71.7	13.8
	Language other than English	95	74.1	13.9
Permanent residency or citizenship	Australian	357	72.5	13.9
	Not Australian	12	66.7	10.7
Disability status	Disability identified	9	76.9	10.8
	No disability identified	360	72.2	13.9

Clear Expectations

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	66.7	0.0
	Certificate II	18	69.8	7.4
	Certificate III	33	71.7	11.1
	Certificate IV	316	70.9	15.8
	Certificate level unknown	0		
	Diploma	2	77.8	0.0
	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	370	71.0	15.1	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	71.0	15.1
	Architecture and building	1	66.7	0.0
	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	370	71.0	15.1	
Training start month	January	0		
	February	147	69.3	17.0
	March	16	69.4	17.0
	April	62	79.2	13.1
	May	77	70.4	12.0
	June	0		
	July	27	68.3	17.6
	August	0		
	September	41	67.8	7.8
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	71.4	15.7
	2015	42	67.7	7.7
	201	1	77.8	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	61.1	7.9
	Not apprenticeship or traineeship	368	71.0	15.1
Recognition of prior learning	Recognition of prior learning	3	85.2	17.0
	No recognition of prior learning	367	70.8	15.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	68.2	16.4
	Male	266	72.1	14.4
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	73.3	9.4
	25 to 34	54	69.3	18.1
	35 to 44	114	71.5	16.9
	45 to 54	118	69.8	14.3
	55 to 64	68	73.0	10.9
	65 or over	4	75.0	10.6
Aboriginal or Torres Strait Islander origin	No	369	71.0	15.1
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	69.5	15.4
	Language other than English	95	75.3	13.2
Permanent residency or citizenship	Australian	357	71.3	14.8
	Not Australian	12	62.0	20.4
Disability status	Disability identified	9	63.0	20.0
	No disability identified	360	71.2	14.9

Learning Stimulation

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	33.3	0.0
	Certificate II	18	68.5	7.9
	Certificate III	33	70.4	12.6
	Certificate IV	316	69.9	12.6
	Certificate level unknown	0		
	Diploma	2	88.9	0.0
	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	370	69.9	12.6	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	69.9	12.6
	Architecture and building	1	66.7	0.0
	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	370	69.9	12.6	
Training start month	January	0		
	February	147	70.0	12.6
	March	16	68.8	11.6
	April	62	73.7	13.4
	May	77	69.8	11.9
	June	0		
	July	27	68.3	11.4
	August	0		
	September	41	65.0	12.1
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	70.5	12.5
	2015	42	65.1	11.9
	201	1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	55.6	15.7
	Not apprenticeship or traineeship	368	69.9	12.5
Recognition of prior learning	Recognition of prior learning	3	66.7	0.0
	No recognition of prior learning	367	69.9	12.6

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	68.1	11.6
	Male	266	70.6	12.9
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	70.0	11.8
	25 to 34	54	67.3	15.0
	35 to 44	114	72.1	13.5
	45 to 54	118	68.4	11.4
	55 to 64	68	71.1	10.7
	65 or over	4	66.7	0.0
Aboriginal or Torres Strait Islander origin	No	369	69.9	12.6
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	69.4	12.2
	Language other than English	95	71.2	13.5
Permanent residency or citizenship	Australian	357	69.8	12.6
	Not Australian	12	71.3	11.1
Disability status	Disability identified	9	63.0	12.4
	No disability identified	360	70.0	12.5

Training Relevance

Training characteristics

	Characteristic	Learners		
		Count	Average	Variation
Qualification Level	Certificate I	1	44.4	0.0
	Certificate II	18	69.1	9.8
	Certificate III	33	73.1	14.2
	Certificate IV	316	72.5	14.1
	Certificate level unknown	0		
	Diploma	2	88.9	0.0
	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	370	72.4	14.0	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	72.4	14.0
	Architecture and building	1	66.7	0.0
	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	370	72.4	14.0	
Training start month	January	0		
	February	147	74.4	13.6
	March	16	72.9	14.6
	April	62	77.1	12.9
	May	77	69.4	13.7
	June	0		
	July	27	72.4	11.7
	August	0		
	September	41	63.7	14.7
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	73.5	13.6
	2015	42	63.8	14.5
	201	1	77.8	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	55.6	0.0
	Not apprenticeship or traineeship	368	72.5	14.0
Recognition of prior learning	Recognition of prior learning	3	77.8	11.1
	No recognition of prior learning	367	72.4	14.0

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	71.0	13.0
	Male	266	73.0	14.4
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	66.7	5.2
	25 to 34	54	70.0	13.4
	35 to 44	114	75.0	14.5
	45 to 54	118	70.7	14.6
	55 to 64	68	73.7	13.0
	65 or over	4	75.0	10.6
Aboriginal or Torres Strait Islander origin	No	369	72.4	14.0
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	71.4	14.4
	Language other than English	95	75.2	12.6
Permanent residency or citizenship	Australian	357	72.4	14.1
	Not Australian	12	72.2	11.1
Disability status	Disability identified	9	70.4	15.7
	No disability identified	360	72.4	14.0

Competency Development

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	60.0	0.0
	Certificate II	18	69.6	10.8
	Certificate III	33	71.3	11.8
	Certificate IV	316	72.3	12.0
	Certificate level unknown	0		
	Diploma	2	80.0	0.0
	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	370	72.1	11.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	72.1	11.9
	Architecture and building	1	73.3	0.0
	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	370	72.1	11.9	
Training start month	January	0		
	February	147	72.7	12.1
	March	16	69.6	8.1
	April	62	75.9	12.3
	May	77	71.4	12.3
	June	0		
	July	27	72.1	9.4
	August	0		
	September	41	66.5	10.4
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	72.8	11.9
	2015	42	66.5	10.3
	201	1	86.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	50.0	4.7
	Not apprenticeship or traineeship	368	72.2	11.8
Recognition of prior learning	Recognition of prior learning	3	75.6	7.7
	No recognition of prior learning	367	72.1	11.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	70.6	10.8
	Male	266	72.7	12.3
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	67.3	4.9
	25 to 34	54	69.3	11.5
	35 to 44	114	74.4	13.8
	45 to 54	118	70.7	10.6
	55 to 64	68	73.8	11.2
	65 or over	4	71.7	10.0
Aboriginal or Torres Strait Islander origin	No	369	72.1	11.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	70.9	11.8
	Language other than English	95	75.5	11.6
Permanent residency or citizenship	Australian	357	72.0	11.9
	Not Australian	12	75.0	11.4
Disability status	Disability identified	9	70.4	10.6
	No disability identified	360	72.1	11.9

Training Resources

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	55.6	0.0
	Certificate II	18	72.2	9.5
	Certificate III	33	69.4	11.1
	Certificate IV	316	71.6	12.6
	Certificate level unknown	0		
	Diploma	2	55.6	0.0
	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	370	71.3	12.4	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	71.3	12.4
	Architecture and building	1	66.7	0.0
	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	370	71.3	12.4	
Training start month	January	0		
	February	147	71.5	12.2
	March	16	68.1	15.6
	April	62	76.3	14.0
	May	77	71.7	11.8
	June	0		
	July	27	70.0	10.1
	August	0		
	September	41	64.5	7.9
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	72.2	12.6
	2015	42	64.6	7.9
	201	1	66.7	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	61.1	7.9
	Not apprenticeship or traineeship	368	71.4	12.4
Recognition of prior learning	Recognition of prior learning	3	63.0	6.4
	No recognition of prior learning	367	71.4	12.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	69.7	10.9
	Male	266	72.0	12.9
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	72.2	10.8
	25 to 34	54	72.2	13.4
	35 to 44	114	72.6	14.1
	45 to 54	118	69.6	11.3
	55 to 64	68	71.9	10.8
	65 or over	4	69.4	5.6
Aboriginal or Torres Strait Islander origin	No	369	71.3	12.4
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	70.4	12.2
	Language other than English	95	74.0	12.7
Permanent residency or citizenship	Australian	357	71.4	12.4
	Not Australian	12	70.4	12.8
Disability status	Disability identified	9	67.9	10.3
	No disability identified	360	71.4	12.5

Effective Support

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	77.8	0.0
	Certificate II	18	71.6	8.7
	Certificate III	33	74.7	12.2
	Certificate IV	316	72.0	13.1
	Certificate level unknown	0		
	Diploma	2	88.9	0.0
	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	370	72.3	12.9	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	72.3	12.9
	Architecture and building	1	77.8	0.0
	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	370	72.3	12.9	
Training start month	January	0		
	February	147	71.0	13.3
	March	16	71.5	12.2
	April	62	78.5	13.6
	May	77	72.3	13.0
	June	0		
	July	27	72.0	9.4
	August	0		
	September	41	68.0	9.0
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	72.8	13.2
	2015	42	68.0	8.9
	201	1	88.9	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	55.6	0.0
	Not apprenticeship or traineeship	368	72.4	12.8
Recognition of prior learning	Recognition of prior learning	3	63.0	6.4
	No recognition of prior learning	367	72.4	12.9

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	70.2	11.5
	Male	266	73.1	13.3
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	73.3	10.7
	25 to 34	54	72.6	11.6
	35 to 44	114	73.1	15.4
	45 to 54	118	70.5	11.4
	55 to 64	68	73.9	11.8
	65 or over	4	75.0	10.6
Aboriginal or Torres Strait Islander origin	No	369	72.3	12.9
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	71.5	12.8
	Language other than English	95	74.7	12.9
Permanent residency or citizenship	Australian	357	72.6	12.8
	Not Australian	12	63.0	13.7
Disability status	Disability identified	9	67.9	6.7
	No disability identified	360	72.4	13.0

Active Learning

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	50.0	0.0
	Certificate II	18	69.4	9.9
	Certificate III	33	73.7	12.9
	Certificate IV	316	70.9	12.9
	Certificate level unknown	0		
	Diploma	2	66.7	0.0
	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	370	71.0	12.8	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	71.0	12.8
	Architecture and building	1	75.0	0.0
	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	370	71.0	12.8	
Training start month	January	0		
	February	147	72.6	12.4
	March	16	66.1	14.1
	April	62	73.5	11.7
	May	77	70.1	14.1
	June	0		
	July	27	69.1	12.4
	August	0		
	September	41	66.3	11.2
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	71.6	12.8
	2015	42	66.1	11.1
	201	1	75.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	58.3	0.0
	Not apprenticeship or traineeship	368	71.1	12.8
Recognition of prior learning	Recognition of prior learning	3	66.7	8.3
	No recognition of prior learning	367	71.0	12.8

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	70.3	13.4
	Male	266	71.3	12.5
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	67.5	13.9
	25 to 34	54	68.7	13.3
	35 to 44	114	72.2	14.1
	45 to 54	118	70.5	11.2
	55 to 64	68	72.7	12.5
	65 or over	4	68.8	4.2
Aboriginal or Torres Strait Islander origin	No	369	71.0	12.8
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	70.1	12.8
	Language other than English	95	73.6	12.3
Permanent residency or citizenship	Australian	357	71.1	12.8
	Not Australian	12	69.4	13.5
Disability status	Disability identified	9	64.8	11.6
	No disability identified	360	71.2	12.8

Overall Satisfaction

Training characteristics

Characteristic	Learners			
	Count	Average	Variation	
Qualification Level	Certificate I	1	55.6	0.0
	Certificate II	18	72.2	12.2
	Certificate III	33	75.1	14.7
	Certificate IV	316	74.8	15.7
	Certificate level unknown	0		
	Diploma	2	88.9	0.0
	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	370	74.7	15.4	
Field of Education	Natural and physical sciences	0		
	Information technology	0		
	Engineering and related technologies	369	74.8	15.4
	Architecture and building	1	66.7	0.0
	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	370	74.7	15.4	
Training start month	January	0		
	February	147	75.8	16.1
	March	16	73.6	13.4
	April	62	79.0	14.5
	May	77	71.7	16.4
	June	0		
	July	27	74.9	14.0
	August	0		
	September	41	70.5	12.3
	October	0		
	November	0		
	December	0		
Training Start Year	2016	327	75.2	15.7
	2015	42	70.4	12.2
	201	1	100.0	0.0
Apprenticeship or traineeship	Apprenticeship or traineeship	2	44.4	0.0
	Not apprenticeship or traineeship	368	74.9	15.3
Recognition of prior learning	Recognition of prior learning	3	81.5	12.8
	No recognition of prior learning	367	74.7	15.4

Learner characteristics

Characteristic		Learners		
		Count	Average	Variation
Learner sex	Female	103	73.0	15.4
	Male	266	75.4	15.4
Learner age	Under 15	0		
	15 to 19	0		
	20 to 24	10	76.7	12.2
	25 to 34	54	71.4	15.4
	35 to 44	114	77.6	16.9
	45 to 54	118	72.5	13.8
	55 to 64	68	76.5	14.3
	65 or over	4	83.3	19.2
Aboriginal or Torres Strait Islander origin	No	369	74.8	15.4
	Yes, Aboriginal	1	66.7	0.0
	Yes, Torres Strait Islander	0		
	Yes, both Aboriginal and Torres Strait Islander	0		
Home language	English	275	73.7	15.7
	Language other than English	95	77.7	14.3
Permanent residency or citizenship	Australian	357	75.0	15.2
	Not Australian	12	68.5	21.1
Disability status	Disability identified	9	71.6	14.8
	No disability identified	360	74.8	15.5

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

All of it
Applying what we learnt in the workplace
Change & team work
Creating a team environment for working together
enforcing changes on the outdated culture
Finding better ways to improve production and eliminating waste
Giving me the skills to do my work more efficiently
Good to learn other ways of analysing & questioning current in house processes
Group discussions
Group discussions and team work
Group Sessions
Hands on approach, Training course was really good
I gain more knowledge and skills
I learnt the importance of standardising work
Ideas for problem solving
Implementation in the workplace of lean practices
Implementing ideas/improvements from the training into the workplace
Importance of Lean to the company
Improvements in the workplace
Interaction between the departments within the company
It made our team work better together as a group
It provided me with a different and more efficient way of thinking when doing my job
Lean principles and the tools provided
Learning about Lean
Learning about Lean and how you can implement it into the workplace
Learning better ways of doing things
Learning how to do things more efficiently
Learning how to improve the workplace and procedures
Learning how to work more efficiently
Learning how to work smarter and as a team
Learning new methods and tools. Trainer was excellent
Learning new skills
Learning new skills to use at work
Learning new things
Learning new things and realising what you can achieve when you have the right tools in place
Learning new tools to apply to everyday work
Learning something new
Learning the lean processes
Learning to be efficient
Learning to eliminate or reduce waste in our department
Learning to streamline wastes and implementing them
Learning useful tools and practices to expose risks/issues in the workplace
Looking at things in a different perspective. How to kaizen and manage time more efficiently.
Making improvements in the workplace
Making people accountable for their actions
Module tasks were completed using our real situations
On the job practical training
Opportunities to make positive changes to my workplace
Practical approach to real problem solving & improving efficiency
Practical exercises
Practices examples
Putting into practice what I have learnt
Putting into practice what I learnt
Putting into practices the theory learnt in class and getting results
Putting the Theoretical into practice

Really likes the mixture of theory and practical
Seeing all the improvements around the company as they happened
Seeing the improvements in the workplace
Team work
The direct application in the workplace- Instant Benefit
The direct application to workplace team approach
The face to face interaction with the trainer
The interaction with others
The knowledge and passion shown by the instructor
The lean tools were useful to help structure work
The on the job training
The onsite facilitator
The positive impact it had in the workplace
The practical side of the training. Putting into practices what we learnt
The program content was very interesting. The trainer was extremely knowledgeable.
The relevance to my work
The trainer
The units relating to problem solving
Theory & Lean tools
The way we worked as a team
Thinking about processes
To learn new knowledge and to work more efficiently
Trainer
Trainer availability
Trainers has excellent knowledge and was very helpful
Training facilitator
Training Presentations and Trainer knowledge on the subjects
Trainer has a clear understanding of subjects
Trainer has clear understanding of subject & reasonable time for individual projects.
Updating my skills
Very experienced and knowledgeable trainer
Visual Management Techniques
Was the concept of learning lean manufacturing, by increasing efficiently and eliminating waste.
Waste Identification
Working as a team
Working as a team, Communication & the activities
Working within a group

EQ best aspects

52 training and implementation, the biggest benefit for our department
New tools & systems to monitor & measure. Employee participation - immediate results
Team Discussions
The Direct application in the work place - instant benefit
The involvement of the employees was good and most see how the lean tools can work in the workplace
The regular contact with the students. The pace of delivery was good
The trainers were excellent very engaging

LQ needs improvement

Clarification on what was expected
Developing Examples of lean to Non Production Areas
Individual follow-up
Information/Resources to help with the training
More resources of information
More time needed from company to have time to do the training projects
Needed more time to completed activities
Nil
Not clear on what was required from individuals
Printed material were hard to read
Tailoring Lean principles to our workplace
The course need to be tailored more to the actual work environment
The expectation of what is required at the beginning of each unit.
The time frame on completing projects
The Training Manuals
Time it took to complete
To broaden our understanding further some other suggested materials ie:- websites, books etc
Training could be simplified
Training Manual

EQ needs improvement

Developing examples of Lean to Non Production Areas
Outline of the expectation of each assessment at the end of a training session. Especially at the start of TD1 & TD2