

Registering body report

30 Jun 2011

RTO Information

NTIS number	6127
Name	Arrow Training Services
Street Address	371 Spencer Street
City/town/suburb	West Melbourne
State	VIC
Post code	3003

Learner and employer response

	Learners	Employers
Response count (number)	293	27
Population count (number)	293	28
Response rate (per cent)	100.0	96.4

Learner and employer feedback

Scale	Learners		Employers	
	Average score	Average variation	Average score	Average variation
All scales	80.5	19.9	75.6	16.0
Trainer Quality	86.3	14.9	75.7	12.7
Effective Assessment	81.4	15.9	76.5	13.1
Clear Expectations	81.0	16.6		
Learning Stimulation	78.7	16.2		
Training Relevance	77.0	16.8	76.1	12.7
Competency Development	78.4	15.4	78.5	12.7
Training Resources	81.7	15.7	74.5	15.0
Effective Support	81.7	15.4	73.9	12.1
Active Learning	76.3	14.4		
Overall Satisfaction	83.0	17.0	73.3	13.2

Survey contexts and use

Completion of this section is optional and may be used by the RTO to provide information and an explanation of the data provided.

Information	Explanatory notes
Specific contexts to consider when interpreting survey results	
Main ways data has been used for continuous improvement	