

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: 6325 K.Y.M. (Victoria) Inc.

TELEPHONE: 03) 9722 5777 **CONTACT:** Mr. Peter O'Connor **DATE:** 12/04/2018

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	0	0
Total number of surveys received	0	0
Response rate (per cent)	0	0

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

Considerations:

K.Y.M. has had a history of delivering training primarily to students with disabilities such as intellectual, learning physical and mental health and to youth at risk. Many of K.Y.M.'s students have a history of being disengaged from learning.

General Feedback:

K.Y.M. did not deliver any accredited training throughout 2017.

Continuous Improvement

K.Y.M. has a Certificate of Registration for operating a Quality Management System which is compliant with the JAS-ANZ requirements of the ISO 9001:2015 Standard for the following Scope - Vocational Support and Training. Inherent in the QMS are rigorous procedures to ensure Continuous Improvement. All student feedback from pre-accredited courses and future accredited training will be reported through the quality system.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

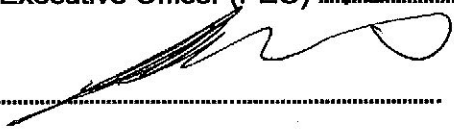
K.Y.M. did not deliver training to students signed into apprenticeships or traineeships in 2016.

Declaration

I confirm that (RTO Name): K.Y.M. Victoria Inc.

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) Peter O'Connor

Signature of PEO 

Date: 12/4/2018