# Case study - Maria

## Reflection questions and model answers

Q 1:

**How does your organisation seek information from learners prior to enrolment?**

Responses:

Information sessions; talk with potential students at expos; meet with their supervisors; interviews; pre-enrolment surveys.

Q 2:

**Is there any information that the organisation doesn’t currently collect that it would be useful to collect?**

Responses:

Career aspirations; learning preferences; interests; ICT skills; earlier courses; professional development.

Q 3:

**How does the information you provide in your role assist either learners or other staff to work with learners?**

Responses:

Ensure learners needs and aspirations, and program outcomes are matched; helps manage learner expectations and therefore improves retention and completion rates; informs educators of learner needs and supports so they can design the program and prepare properly to suit their learners; VET educators and administrators work together to design resources; information is provided in various formats and at various times; professional learning on incorporating universal design; seek feedback from learners.