



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21583	House of Learning Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	834	375	45%
Employer satisfaction	92	37	40%

#### Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

These indicators are based on survey responses of 375 students from a range of courses, delivery methods and locations and responses from 37 employers of our workplace based students. The response rate is higher than previous years. The majority of responses were from students who were male and between the age of 25-34 followed by the age group of 35-44. There was a significant increase in increase in survey responses from female students to 9.6%. 66% of the students were training in the broad field of Architecture and building and and those training in Management and Commerce increased to 7% reflecting our growth in management training.

An online survey tool was again used for 2021 questionnaire completion. This tool makes responding to the survey questions easier for the students and employers and faster for Builders Academy Australia (BAA) to analyse the results.



## Section 2 Survey information feedback

### What were the expected or unexpected findings from the survey feedback?

The survey responses were again reflective of the informal and formal feedback provided to BAA by students, trainers, industry representatives and auditors.

The expected feedback from was on trainer performance and engagement. The feedback was very positive, there was also a significant percentage of positive feedback relating to the student's learning experience and the support that they received during the learning journey.

Surveys indicate a greater level of employer satisfaction across all areas. Of particular note was the extremely positive responses indicating agreement that assessments were based on realistic activities and at an appropriate standard.

### What does the survey feedback tell you about your organisation's performance?

Over 94% of the students surveyed agreed or strongly agreed that they would recommend BAA to others. The feedback emphasised the quality and engagement of the trainers, that students had felt that they developed the skills and knowledge that they expected from the training and that they were overall satisfied with the training that they received. Students indicated that trainers set clear expectations, encouraged learners to ask questions, explain things clearly and have an excellent knowledge of subject content

Employer feedback indicates that training with BAA is an effective investment and that it prepared employees for work. Employer feedback indicates BAA are delivering training that is industry current, by trainers who are knowledgeable and skilled, with assessment material that are well designed and based on realistic activities and that we are preparing their employees well for their work.

89% of Employers agreed or strongly agreed that they would recommend the training and the training organisation to others.

## Section 3 Improvement actions

### What preventive or corrective actions have you implemented in response to the feedback?

The feedback provided through these surveys aligned with the regular feedback BAA collects. Improvements will continue to be implemented in accordance with the continuous improvement process. All BAA Staff undergo formal and informal training on an ongoing basis. All Trainers and Assessors undertake periodic professional development training workshops.

### How will/do you monitor the effectiveness of these actions?

BAA continues to engage in the collection of feedback at three standardised points of all programs, this includes



collection of feedback throughout training and on completion. The employment of this collection strategy allows BAA to be responsive to the data collected and initiate corrective and improvement actions.

BAA will closely monitor and respond to feedback to ensure all training and assessment material meets industry and educational needs. Continuous improvements are reviewed on an ongoing basis as per the BAA Continuous Improvement Policy and entered into BAA's Continuous Improvement Register.