



# 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	375	282	74%
Employer satisfaction	24	21	87%

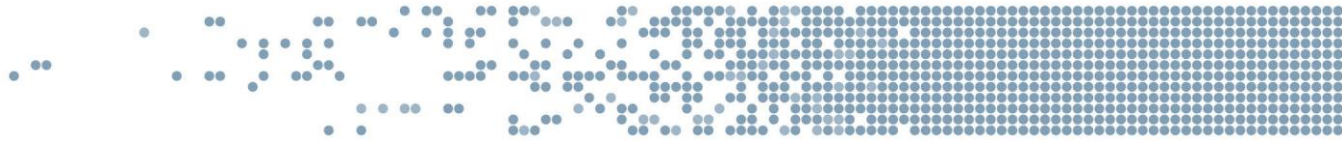
#### Trends of response statistics:

- 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 282 Students from a range of courses, delivery methods and locations and responses from 21 Employers of our workplace based Students. The response rate is similar to previous years overall with a higher response from Employers providing significant insight into our Traineeship and Apprenticeship program delivery.

The majority of Student responses were from Students who were male and between the age of 25-34 followed by the age group of 35-44. There was again a strong response rate from female Students accounting for 15% of respondents demonstrating our commitment to supporting women in trades. 62% of the Students were training in the broad field of Architecture and building. 60% of respondents completed a qualification at Diploma level

An online survey tool was again used for 2023 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 was on Trainer performance and engagement. The feedback was very positive, there was also a significant percentage of positive feedback relating to the level of industry experience of our trainers. These survey results are also showing students enjoying our learning platform and ease access to training materials. We are very pleased to see continued strong responses of 95% that our trainers are encouraging learners to ask questions, indicating excellent engagement between our learners and trainers. Another standout result is that 95% of respondents felt the way they were assessed was a fair test of their skills and knowledge indicating that learning prepared them well for their assessments and that assessments are well designed.

Surveys indicate a continued high levels of Employer satisfaction. Standout results were employers 100% in agreement regarding the quality of our training resources and equipment. Employers are making it clear that we are responding to their needs and providing training that prepares their employees for the demands of work.

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

Survey feedback is showing our continued dedication to employing quality trainers and constantly investing in and improving our learning environment and resources is paying off. 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 Students to ask questions, explain things clearly and have an excellent knowledge of subject content

100% of Employers agreed or strongly agreed that they would recommend the training and the training organisation to others. 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.

## 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 going basis as per the BAA Continuous Improvement Policy and entered into BAA's Continuous Improvement Register.