



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 | 849 | 600 | 71% |
| Employer satisfaction | 6 | 1 | 16.7% |

Trends of response statistics:

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

Employer responses have been lower than previous years. This could be due to the much larger B2C market making up student cohorts, plus a change from paper based surveys to electronic surveys distributed via email.



Section 2 Survey information feedback

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

We generally expected the survey results received. All areas have shown improvement from the previous corresponding statistical period, except for the following two areas: trainer quality (only -0.9% variation on last year) and training resources (only -2.7% variation on last year). We are not uncomfortable in this variation, given the significant increase in survey respondents and in fact the overall increase in satisfaction ratings is pleasing given the increased volume. This also reflects our change in strategy from a "B2B" model to a "B2C" model. That is, our materials under the B2B model were bespoke to the employer client and the trainer was typically an employee of our parent company, Simonds Homes. Our change in strategy to the B2C model has seen us redevelop our materials for the public market and the trainers are now sourced from the wider industry.

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

In addition to the comments above, it shows that the activities put in place in 2014 are achieving their desired outcomes and provides a good focus for continued work in improvement activities.

The low response from employers represents the shift in client focus from B2B to B2C.

Section 3 Improvement actions

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

We have implemented a professional development program for all trainers and staff and, given the feedback, will continue these activities with an increased focus on skills in student engagement, robust pedagogical approaches, and will improve induction processes, and recruitment processes to ensure that only the best quality trainers are delivering our courses.

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

We have commenced more regular student evaluations collected at three points in all programs, rather than only at the end of the program. These touch points will provide more responsive data that can be drawn upon to quickly implement corrective and improvement actions.

Revised learning and assessment resources will be monitored by gathering trainer feedback and implementing continuous improvement requests based on trainer feedback. New resources are included with existing resources in monthly validation panel reviews to ensure that any shortcomings of the previous resource will be addressed in the revised resources.