Australian Government
Australian Skills Quality Authority

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91138	CITY-WIDE BUILDING & TRAINING SERVICES PTY LIMITED

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	162	162	100
Employer satisfaction	37	37	100

Trends of response statistics:

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

1a. Employer

Trainer quality average decreased by approximately 1.5%

Training resources rose by approximately1.3% and effective assessment rose by 2.3%

Overall Employer rating remained steady as did all scales average.

2. Survey information feedback

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

The expected findings were that:

Students questioned relevance in areas where they were showing competency on a daily basis as training & assessment is conducted on-site. Interestingly, student satisfaction in competency development fell slightly while the employer satisfaction with competency development remained consistent.

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

The feedback suggested that both students and employers maintain a high level of support for Trainers and Assessors, our resources and on-site training. The average across all scales shows high levels of satisfaction from both students and employers indicating that our workplace delivery model is meeting the needs of industry and students in their career development.

3. Improvement actions

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

- Continue to involve the employer and supervisor in training, including updates on trainee progress and ongoing evaluation from the supervisor of levels of satisfaction.

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

- Enhanced communication with trainee and supervisor in relation to application of learning in their work tasks will improve satisfaction around training relevance and competency development
- The effectiveness of these actions will be monitored through a ''Suggested Action for Improvement" form to be given to Employers and Students twice yearly.