



# 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	1,000	869	86.9%
Employer satisfaction	0	0	N/A

#### 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 a survey of a sample of 1,000 students. The students surveyed for these indicators were selected by this organisation in accordance with national guidelines. Students were chosen across a range of courses, delivery methods and locations.

An online survey tool was introduced in the previous year and this was again used for 2016 student data. This tool makes responding to the survey questions easier and faster. As a result, response rates have continued to remain high at 86.9%.

No employer surveys were issued or received as Builders Academy Australia did not provide workplace training in the period.



## Section 2 Survey information feedback

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

The survey responses were reflective of the informal and formal feedback provided to Builders Academy Australia by students, trainers, industry representatives and auditors. A focus on quality student outcomes, ongoing student support and engagement, recruitment of quality trainers and industry relevance has ensured that students have a high quality experience when studying at BAA. In addition, a revision of student assessments based on student, trainer and industry feedback has led to a significant percentage of positive feedback relating to the learning and content of the course.

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

The training experience for students was generally very positive. Most feedback emphasised the quality and engagement of the trainers, the support they received throughout their learning experience, the enjoyment of classroom learning and industry and vocational relevance. Students felt that the classroom environment was supportive and facilitated learning.

Improvement opportunities identified related to course learning materials and course structure. This was an area that was already identified as needing revision.

## Section 3 Improvement actions

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

We have continued to revise and improve upon our learning materials and resources to ensure that these are reflective of current industry trends and meet the needs of students. Internal and external validation is conducted on an ongoing basis. Course lengths and volume of learning have increased based on feedback through various channels, particularly for students who lack previous experience in the building and construction industry. In addition, a live lecture stream has been introduced to provide students who engage in online study greater interaction with trainers and a higher level of support.

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

We are monitoring the effectiveness of these actions by:

- Student feedback
- Trainer feedback
- Industry consultation
- Internal and external validation of assessment tools
- Analysis of student completion rates



- Findings from from internal and external audits