



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	882	253	28.6%
Employer satisfaction	0	N/A	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 survey responses of 253 students from a range of courses, delivery methods and locations. The response rate was up on the previous year. 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. 66.4% of the students were employed in the broad field of Architecture and building.

An online survey tool was again used for 2018 student data. This tool makes responding to the survey questions easier for the students and faster for Builders Academy Australia to analysis the results.

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 again reflective of the informal and formal feedback provided to Builders Academy Australia by students, trainers, industry representatives and auditors.

The expected feedback from students was on trainer performance and engagement. The feedback was extremely 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.

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

Over 93% of the students surveyed agreed or strongly agreed that they would recommend Builders Academy to others. The feedback emphasised the quality and engagement of the trainers, that the 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.

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. Therefore, improvements were already being implemented as part of the continuous improvement process.

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

Continuous improvements are reviewed on going as per the continuous improvement register.