

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

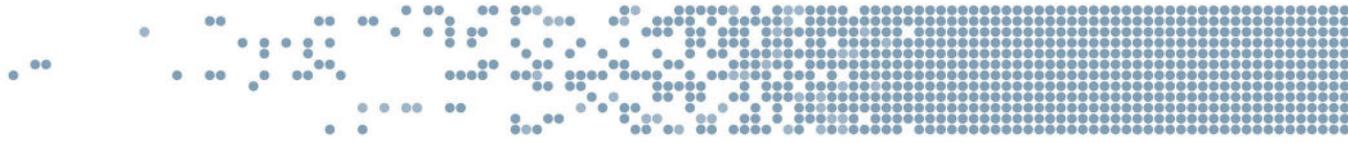
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	709	252	36%
Employer satisfaction	60	24	40%

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 252 students from a range of courses, delivery methods and locations and responses from 24 employers of our workplace based students. The response rate is higher than previous years. 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. There was an increase in survey responses from the ages of 20-24. 75.79% of the students were employed in the broad field of Architecture and building.

An online survey tool was again used for 2020 questionnaire completion. This tool makes responding to the survey questions easier for the students and employers and faster for Builders Academy Australia (BAA) to analysis 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 Builders Academy Australia by students, trainers, industry representatives and auditors.

The expected feedback from was on trainer performance and engagement. The feedback was very 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.

Students responded positively than expected regarding the virtual classroom / online learning platforms during a period where students enrolled in face to face classes needed to shift to virtual classes due to COVID-19.

Employer response was particularly positive relating to training reflecting current practice and also that the training prepared employees for work.

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

Over 96% of the students surveyed agreed or strongly agreed that they would recommend Builders Academy Australia 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. Our ability to quickly move physical classes into a well set up and supported virtual environment during COVID has assisted students to remain engaged and successfully complete their training. Employer feedback indicates that 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.

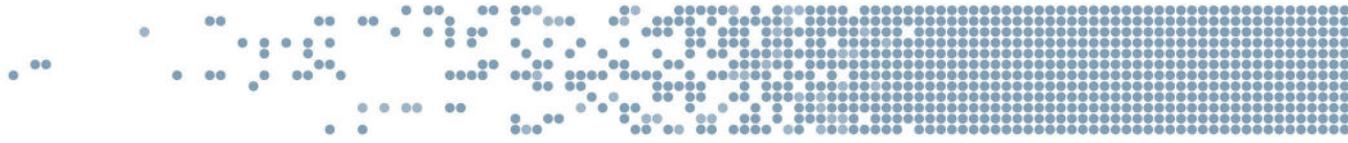
Section 3 Improvement actions

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

The feedback provided through these surveys aligned with the regular feedback Builders Academy Australia collects. Improvements will continue to be implemented in accordance with the continuous improvement process. All Builders Academy 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?

Builders Academy Australia 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 Builders Academy Australia to be responsive to the data collected and initiate corrective and improvement actions.



With the release of new training and assessment resources throughout 2021, Builders Academy Australia 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 ongoing basis as per Builders Academy Australia Policies and Procedures and the Builders Academy Australia's Continuous Improvement Register.