



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
1091	Housing Industry Association Ltd

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1203	559	46.46%
Employer satisfaction	25	10	40%

Trends of response statistics:

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

The student cohort at HIA Training is predominately made up of able bodied Australian Males, aged between 25 and 44, speaking English as their first language. These students are training in the Building and Construction field, wishing to increase their knowledge and skills in the building and construction industry to successfully obtain their builders licence/registration or mandatory training needed to identify asbestos products and materials. The majority of students are HIA members (builders, sub-contractors and self-employers). HIA Ltd recently had few apprenticeship/traineeship enrolments, however not a lot. Hence a small amount of Employer Surveys were also sent. The response rate is very similar to the last year. HIA has been sending most surveys out by email link. This has increased the response rate.

2. Survey information feedback

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

General Comments

Some very positive feedback regarding our trainers and assessors and their enthusiasm and knowledge.

The responses provided indicate that the students

- Provision of real life examples that were relevant to the course material

- Practical aspect
- Picking the brains of the instructor for their industry experience
- Having industry trainers with heaps of knowledge behind them. Being in a class room of peers with the same relevant training. We were able to learn not only from the lecturer but also the others within the class.
- Meeting other trades, learning & being stretched. Learning other aspects of the building trade to sharpen my business.

Specific Comments

The feedback suggests that the highest dissatisfaction was in the areas of, 'Assessments are too long for people working long hours, with a family', "Visually seeing asbestos and being able to identify a real specimen", "a bit more detailed information. Where the average scores for Disagree (2.86%) and Strongly Disagree (0.89%), the Agree response rate to 'Training resources were available when I needed them' was at 62.97% and Strongly Agree rate was 33.27%.

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

The survey feedback suggests that our organisation's overall performance is good with an average of 95% satisfaction responses across all of our services.

We have noted the areas for improvement and will consider them with the relevant teams on how we can improve on them. Some of this feedback will also be added to the continuous improvement as its very vital to HIA's overall success.

3. Improvement actions

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

General Comments

The feedback from the surveys suggests that our overall performance is satisfactory. We acknowledge areas for improvement.

Specific Comments

- More practical recognition, examples and samples of Asbestos for viewing as part of the course
- more time for assessments to be completed between subjects
- proof reading of class materials, to ensure that the classroom power point presentation and the Participant guide align and are in sync.

We have looked into our course scheduling to allow for more class time between subjects, a strong validation schedule allows us to review our class materials to address any formatting and spelling errors, and we will look into opportunities where more practical examples can be included into the classroom experience.

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

HIA has a Continuous Improvement Register to record and monitor feedback and improvement suggestions from staff, trainers and students. This is regularly reviewed and monitored. HIA continues to collect feedback from all stakeholders through pre- course

evaluation surveys, post-course evaluation surveys, learner questionnaires and regular contact with trainers and industry.

Improvement suggestions have been well received by all stakeholders and implemented where applicable.