Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tbody>
<tr>
<td>1091</td>
<td>Housing Industry Association Ltd</td>
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1. Survey response rates

<table>
<thead>
<tr>
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<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>1844</td>
<td>418</td>
<td>22.66%</td>
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<tr>
<td>Employer satisfaction</td>
<td>28</td>
<td>16</td>
<td>57.14% (40.90%)</td>
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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 Australian Males at 86.86% as opposed to Australian female at 13.14%, aged between 15 and 44, speaking English as their first language. These students are training in the Building and Construction field, primarily at Certificate IV Level, 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, subcontractors and self-employed). In relation to the Employer surveys the response rate is very similar to 2017 (calendar year) submission. HIA has been sending surveys out via email link and hard copies within classrooms. Our response rate is lower than previous submissions however we have received more surveys returned and the feedback remains relatively consistent.

2. Survey information feedback

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

General Comments
The results indicate that all students felt they developed the skills expected from the training with all students agreeing or strongly agreeing to this question. The majority of students indicated that the training prepared them well for work and the overall response was that they were satisfied with the training.

The feedback as analysed by HIA indicates that the students were satisfied with their trainers and were very comfortable in approaching their trainer for assistance.
There was some very positive feedback regarding our trainers and assessors including their enthusiasm and knowledge.

We also received some feedback in relation to improvements, mainly in regards to course material updates required.

The responses provided indicate that the students
- Were trained by experienced trainers who took the time to explain complex issues
- Found that learning about the risks and hazards associated on a building site prepared them well for work
- Enjoyed the mix of theory and case studies
- Found value practicing using PPE
- Were able to ask the trainers for help
- Were able to maintain professional currency
- Enjoyed the classes and learning about business in construction
- Found the course material had spelling mistakes and the wording is not clear
- Indicated that some assessments are needing revision
- Prefer to be assessed in a more practical manner in the classroom and also more variety of visuals
- Found the pictures in the booklets hard to see in black and white
- More proof-reading is required of resources and questions could be written in a less complex way.

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 register as it is 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
- Course materials/handouts need updating. Language, spelling and grammar required to be reviewed
- More time required to finish large assignments e.g Building Structures
- More visual learning and more practical assessment tasks
- Recognition at the end of the course

We conduct trainer professional development sessions to ensure our consistency throughout the delivery of our courses. We are committed to undertaking an ongoing validation schedule which allows us to review our class materials and address any formatting and spelling errors. HIA has engaged an external editor to review all course resources for grammar and spelling issues. This will
be an ongoing inclusion in our course review process to ensure any spelling or grammatical errors are identified and fixed in the future.

We continue to research and investigate opportunities where more practical examples can be included in the students learning 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.