



# 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	1196	337	28.17%
Employer satisfaction	22	9	40.90%

#### 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 at 88.58% as opposed to Australian abled female at 11.42%, aged between 15 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). In relation to the Employer surveys the response rate is very similar to 2016 submission. The response rate is very similar to the last year. HIA has been sending surveys out via email link and hard copies within classrooms. Our response rate is lower than previous submission. However feedback remains relatively consistent.

### 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

- Teaching Methods, teachers knowledge
- Highly experience trainer, also entertaining and easily digested information

- Mix of theory and practical video
- Case studies

#### Specific Comments

The feedback suggests that the highest dissatisfaction was in the areas of, Course materials/handouts need updating. Plenty of references to obsolete or out dated information, Make time required to finish bigger assignments, Practice, visuals, pictures, real photos etc, I personally could do with a computer course added to help

### **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 it is 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

- Course materials/handouts need updating. Plenty of references to obsolete or out dated information
- Make time required to finish bigger assignments
- Practice, visuals, pictures, real photos etc
- I personally could do with a computer course added to help

We conduct trainer professional development sessions to ensure our consistency throughout the delivery of our courses. We are committed to co-ordinating a strong validation schedule which allows us to review our class materials to address any formatting and spelling errors, and we continuously look into 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.