



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91138	City-Wide Building and Training Services Pty Ltd

Section 1 Survey response rates

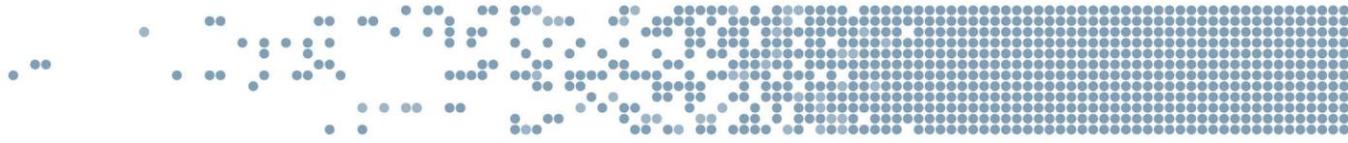
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	45	60	75%
Employer satisfaction	56	56	100%

Trends of response statistics:

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

Employers continued to provide excellent levels of feedback. All employers surveyed provided responses.

Student feedback was on par with previous years. Apprentices in Certificate III trade courses provided feedback at higher rates. There were lower response levels for pre-vocational courses at Certificate I and II levels.



Section 2 Survey information feedback

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

Feedback is reflective of previous years where trainers provided positive experiences for both students and employers. The vocational relevance and flexibility of the training were other positive aspects emphasised in the feedback. This demonstrates an ongoing focus on student engagement and work-integrated learning.

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

The survey responses demonstrate overall high levels of satisfaction with the trainers and the training. The trainers were viewed as accessible, helpful and knowledgeable. Survey responses indicated that the training was well-organised, vocationally relevant and flexible. Students and employers found the workplace learning to suit their needs.

Section 3 Improvement actions

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

CWBTS has reviewed assessment tools and has implemented revised versions based on feedback from students and employers. In addition, CWBTS has increased the amount of contact with students and employers to ensure ongoing progression.

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

CWBTS will manage the effectiveness of these actions by:

- Student feedback
- Employer feedback
- Trainer feedback
- Internal and external audit findings