



# 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	120	46	38%
Employer satisfaction	60	15	25%

#### 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 from 45 students and 15 employers who were engaged in workplace training under an apprenticeship arrangement and all were employed in the broad field of architecture and building.

Student and Employers continued to provide excellent levels of feedback year on year, response rates were similar to the number received for the 2017 surveys, although a greater number of surveys were issued for 2018. For the 2019 survey, CWBTS has now introduced an online surveying tool in order to make responding to the surveys easier for both the student and employer.



## 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 with all students agreeing that they had developed the skills and knowledge expected from the training. This demonstrates our ongoing commitment to focusing on student engagement and work-integrated learning. Students and Employers found the ability to work one on one with a trainer in their workplace a positive experience as it gave them better flexibility.

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

The survey responses again demonstrate overall high levels of satisfaction with the trainers and the training experience with 100% of students and employers surveyed agreeing that they would recommend CWBTS to others. 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 offering greater flexibility than traditional block release.

## 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 CWBTS collects. Therefore, improvements would already be implemented as part of the continuous improvement process.

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

Continuous improvement actions are reviewed on going as feedback is received. CWBTS is moving to a web-based survey model to make data collection more efficient for our clients and students