

FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

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

Section 1 Survey response rates

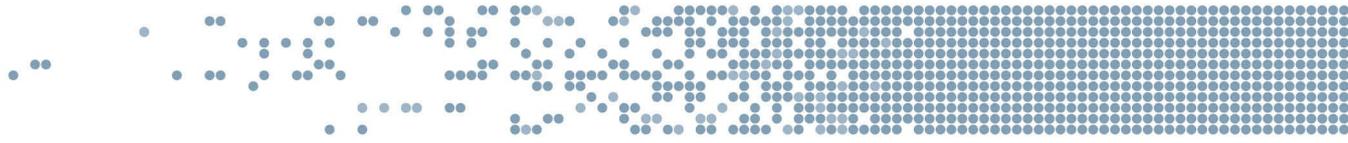
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	76	58	76%
Employer satisfaction	50	17	34%

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 58 students and 17 employers who were engaged in workplace training under an apprenticeship arrangement. The majority of responses were from students who were male and between the age of 25-34 followed by the age group of 35-44. 60.34% of the students were employed in the broad field of Architecture and Building and 32.76% were employed in the broad field of Engineering and related technologies.

Students and Employers continue to provide excellent feedback year on year. During 2020, City-Wide Building & Training Services (CWBTS) has fully transitioned to online surveying. Online response rates have so far been lower than paper based and we are looking to increase this in 2021 to ensure sufficient survey responses continue to be achieved.



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 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 demonstrate our ongoing delivery of quality, well designed programs suited to meet the needs of learners and employers. The responses again demonstrate overall high levels of satisfaction with the trainers and training experience with over 98% of students and employers surveyed agreeing that they would recommend CWBTS to others.

The survey results emphasise our strength in providing training that is flexible, supportive, that reflects current practice and prepares employees for the demands of work. The trainers were viewed as effective in their teaching with good industry experience and knowledge.

Students and employers found the workplace learning to suit their needs offering greater flexibility than traditional block release.

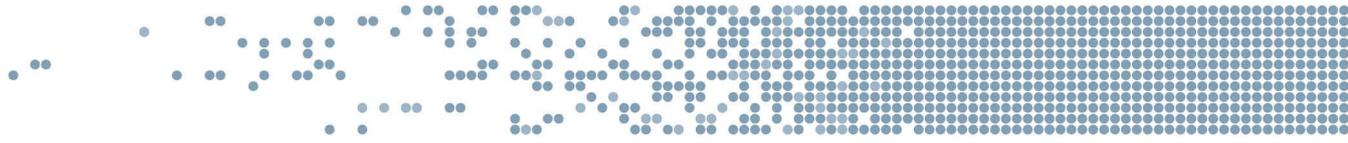
Section 3 Improvement actions

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. Improvements continue to be implemented in accordance with the continuous improvement process. To increase the response rates for online surveys, CWBTS have identified changes to the timing, delivery and content of the survey invitations to encourage an increase in participation and completion of the questionnaires. CWBTS Staff and Trainers are planned to participate in formal training and professional development activities on a more regular basis.

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

Continuous improvement actions are reviewed on an ongoing basis as feedback is received. Over the coming months CWBTS will monitor incoming survey responses to determine if the steps taken to encourage an increase in survey engagement is effective. CWBTS will implement the collection of feedback at three standardised points of all programs, this includes collection of feedback throughout training and on completion. The employment of this collection strategy allows CWBTS to be responsive to the data collected and initiate corrective and improvement actions.



With the release of new training and assessment resources throughout 2021, CWBTS will closely monitor and respond to feedback to ensure all training and assessment material meets industry and educational needs.