



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	106	76	72%
Employer satisfaction	63	25	39%

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 76 students and 25 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 20-24 followed by the age group of 25-34. 54% of the students were employed in the broad field of Architecture and Building and 28% were training in the broad field of Engineering and related technologies.

Students and Employers continue to provide excellent feedback year on year. An online survey tool was again used for 2021 questionnaire completion. This tool makes responding to the survey questions easier for the students and employers and faster for City-Wide Building & Training Services (CWBTs) to analyse the results.



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 93% of students and 96% of employers surveyed agreeing that they would recommend CWBTS to others.

Students indicated that trainers set clear expectations, encouraged learners to ask questions, explain things clearly, make the subject as interesting as possible and have an excellent knowledge of subject content.

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.

Students and employers find 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 which includes the CWBTS Continuous Improvement Policy and Register. CWBTS Staff and Trainers are planned to participate in formal training and professional development activities on a more regular basis. All Trainers and Assessors undertake periodic professional development training workshops.

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

CWBTS continues to engage in 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.

CWBTS will continue to closely monitor and respond to feedback to ensure all training and assessment material



meets industry and educational needs.

Continuous improvements are reviewed on an on going basis as per CWBTS Policies and Procedures and the CWBTS Continuous Improvement Register.