



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91289	Guest Building Learning Pty Ltd

Section 1 Survey response rates

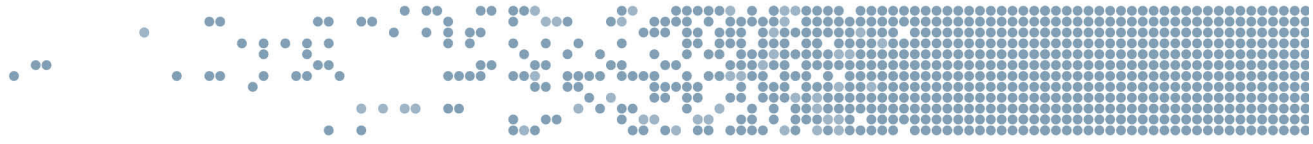
	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	51	26	51
Employer satisfaction	1	0	0

Trends of response statistics:

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

The students from our CPC5010 Diploma of Building and Construction courses provided the best response rates. We had a even return of responses from the different cohorts. We targeted students who had commenced their programs in 2016 and they were all from similar lcoations and start dates.

We had an improved result from last year in our response rates.



Section 2 Survey information feedback

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

We know our students set high standards for themselves however we were pleased to confirm that the highest scoring statement in the questionnaire was to Q32 'I set high standards for myself that received an average response of 3.57. This confirmed our belief that our students are motivated and focused on achieving their career goals.

We were expecting students would rate us highly that we our (Q29) Training Organisation staff respected my background and needs, given our cohorts are identified through community connections and we attract a large number of students through the Persian community.

It was unexpected to find that our average response to the questionnaire statement was a score 3.36. This exceeded our expectations.

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

The survey confirmed that we are delivering effective programs. The training we are providing is valued by the students and the majority of our students are satisfied or happy with our program. The lower scores we received for providing feedback on assessments is an area we can improve along with support services to students.

Section 3 Improvement actions

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

We have implemented Individual learning plans to improve feedback to students and provide better support.

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

We are introducing our own organisational surveys to monitor performance.