



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3704	Civil Contractors Federation Victoria

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	168	128	77%
Employer satisfaction	6	2	33%

Trends of response statistics:

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

Student response rates were high as the feedback form was administered to short courses participants and collected as part of the programs. The feedback relates to 22195VIC Course in Workplace Spotting for Service Assets

We had only 6 Apprentices complete the RII30915 Certificate III in Civil Construction and all 6 completed the Learner Questionnaire with positive responses

6 Employer surveys were administered for the 6 student who completed a full qualification RII30915 Certificate III in Civil Construction in 2017 with only 2 surveys returned with feedback. The other 4 employers stated, that they didn't have time to complete such a length survey.

Response rate from students and employers was comparable to previous years



Section 2 Survey information feedback

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

Expected findings of the survey were:

The quality and amount of practical training provided to our participants and the knowledge & experience of our trainers, were key reasons for students undertaking training with Civil Train.

Our Trainers were also recognised for the high level of support they provide during the training course delivery.

Unexpected findings were:

None•

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

Our students provided positive responses with regard to the amount and quality of practical training they were provided and appreciated that we incorporate as much practice as we can to consolidate with the theory aspects.

Our training is contextualised for the related Industry and delivered within timeframes that suit the workplace.

Overall students are satisfied with our training and indicated that the trainers' industry experience is extensive and our training is seen as relevant to employees and industry needs

Section 3 Improvement actions

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

In the past and throughout the current reporting year we have implemented the following corrective actions:

- Constant refinement of our policies and procedures including student obligations, collection & analysis of our processes for feedback.

Maintain our training resources to the highest standard to ensure student safety.

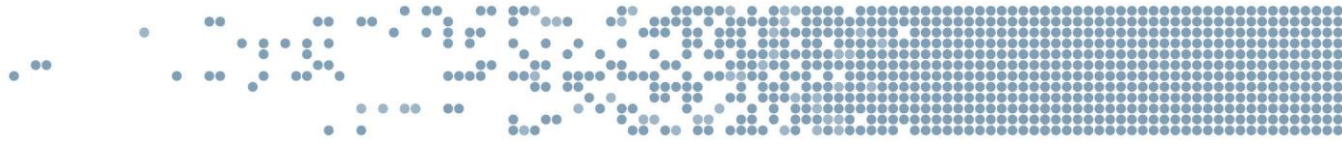
- We continue to identify work sites for undertaking the practical component of the delivery ensuring student safety at all times.

- Ongoing communication & consultation with staff members/trainers to ensure our training and processes are efficient & effective and meet Learner and Employer expectations

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

- Continuous consultation with staff, students and their employers

- Continuous administration of the Learner and Employer Questionnaires to collect feedback on our organisations



performance

- Dedicated administration staff to manage the student / employer survey forms and monthly recording of responses received
- Monthly review of surveys undertaken by the RTO Supervisor and reported to Senior Management.
- Follow up discussion of findings presented to Senior Management to set direction
- Reporting back to relevant staff of the analysis of data received from students