



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	134	83	62%
Employer satisfaction	87	42	48%

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 83 Students and 42 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. 84% of the Students were employed in the broad field of Architecture and Building. 71% of the Students completed Certificate III level studies followed by 23% who completed Certificate IV level qualifications. 68% indicated they undertook a Traineeship or Apprenticeship. 37% were carpentry Apprentices, 10% were concreting Apprentices.

Students and Employers continue to provide excellent feedback year on year. An online survey tool was again used for 2023 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 Students and Employers. The responses again demonstrate overall high levels of satisfaction with the Trainers and the training experience with over 84% of Students surveyed agreeing that they would recommend CWBTS to others.

Students indicated that Trainers set clear expectations, encouraged Students to ask questions, explain things clearly, make the subject as interesting as possible and have an excellent knowledge of subject content. Students approached their trainers if they needed help.

Of note is that 95% of employers agreed that assessments were based on realistic activities and 93% indicated the assessments were at an appropriate standard, indicating our assessment resources are well designed and suitable, particularly the practical tasks. They also indicated training resource were appropriate for learner needs and resources and equipment were in good condition and training reflected current practice with 93% indicating trainers had good knowledge and experience of the industry.

The survey results emphasise our strength in providing training that is flexible, supportive, that reflects current practice. We received many positive comments around our flexible, workplace delivery as expected.

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 going basis as per CWBTS Policies and Procedures and the CWBTS Continuous Improvement Register.