

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: (TOID #21794 Parker Brent Pty Ltd)

TELEPHONE contact name and number: Vanessa Lastrina (03) 9088 6361

DATE: 20/06/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	120	0
Total number of surveys received	54	0
Response rate (per cent)	45	0

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

The learner questionnaires have been a useful way of understanding learner difficulties and determining which areas are in need of improvement. Students have commented on the following changes:

- Trainer knowledge, passion and expertise in the Building and Construction Industry as well as the ability to provide students with support and assistance throughout the course duration and gain feedback in relation to assessment tasks which encouraged students to attend class. Students found that face to face classes were more enjoyable and made learning interesting. It was also mentioned that students were satisfied with the additional material and real-life experiences that the trainer provided which assisted students in understanding course content.
- Students are able to understand how to read a plan and provide cost estimates as well as improved knowledge about building regulations, legislation and Australian Standards which broadened their knowledge of the industry and gave them the opportunity to learn new skills to apply in their current career.
- Class venues and access to the simulated work site has been beneficial in gaining exposure to the construction industry and being able to apply topics delivered in the course.
- Some students commented that they would like more opportunity for site visits to gain further exposure of the building and construction industry. Therefore, since October 2018 Parker Brent has formed an agreement with another company to have access to the simulated work site to perform observation assessments where the trainer observes the student on a number of occasions throughout the duration of the course. Alternatively, Parker Brent offer students that are working in the building and construction industry the option of the trainer/assessor to visit their building site or building project to monitor their skills and abilities.
- The assessment tools were updated in April 2018 with a further review of the Certificate IV resources currently being to reflect the industry requirements, training package and learner cohort with consideration of the order of delivery of units to better reflect the construction process from beginning to end.

- The issue that students have raised with the assessment resources is the learning activities and assessment task questions need to be clearer as they have the tendency to be quite confusing and difficult. Some units required a longer duration in order to complete assessments due to the complexity of the content. This will be reviewed as part of the next upgrade of the resources.
- In the last report, students commented that the Acts, regulations and Australian Standards are outdated and needed to be more aligned with the assessment tasks. Parker Brent have now purchased the updated Australian Standards and provided them to students as well as the NCC 2019 which was updated on 1st May 2019 and released to all students to assist them with their assessment tasks.

The overall satisfaction of training with Parker Brent has been positive demonstrating that the ongoing development of the learning and assessment resources has been beneficial for students and trainers following the changes that occurred in previous years. Parker Brent has changed the course sequence to provide a variety of topics delivered to students in both qualifications where we demonstrate the process of building a house from start to finish.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

There were no employer questionnaires carried out in 2018.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

We do not undertake traineeships therefore, we do not have direct contact with employers. We maintain contact with employers through industry consultation and industry engagement 2-3 times throughout the year.

Declaration

I confirm that Parker Brent Pty Ltd (TOID #21794):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO): Mr Charles Lastrina

Signature of PEO  Date 24/6/19.

Ms Vanessa Lastrina- Training Manager on behalf of the PEO.

Signed: 

Date: 24/06/2019.