

Quality Indicators

Reporting of learner engagement and employer satisfaction quality indicator

About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: vet.qi@edumail.vic.gov.au

Subject: Quality Indicators

RTO details		
RTO trading or legal name	Parker Brent Pty Ltd	
RTO number	21794	
Contact name	Vanessa Lastrina	
Telephone	(03) 9088 6300	Mobile
Date	15 th June 2021	

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	160	0
Total number of surveys received	80	0
Response rate (per cent)	50%	0

Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

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:

- Online learning delivery in real time due to COVID-19 in April 2020 was a challenge and the delay of practical work such as observation assessments.
- 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. Trainers were able to gain feedback in relation to assessment tasks which encouraged students to attend class. Students found that going from a face-to-face learning environment to online classes was difficult due to the learner cohort being mostly tradespeople and not being very tech savvy. Students found face to face classes more enjoyable, however, with adequate support from Parker Brent's staff and trainers, it made the transition a smooth process to continue learning in an online environment. Parker Brent Trainers had the opportunity to participate and attend an e learning course organised by the Training Manager in September 2020 run by Chisholm TAFE to assist with making the learning more interesting and engaging for students using various techniques of the ZOOM online learning platform. Upon completion of the course, Trainers were able to build a better rapport with students in the class and have quality group discussion and activities where they could share practical experience and knowledge from industry. Students mentioned they were satisfied with the additional material, examples, and real-life experiences that the trainer provided which assisted students in understanding course content as well as provided students with new skills and knowledge to enhance their career goals.
- Course learning resources were available via the Learning Management System (LMS) and Student Portal where students could participate in learning activity quizzes and submit assessments for marking by their trainer. Parker Brent provides students with access to the Australian Standards, building regulations, relevant legislation, OH&S practices, and National Construction Code 2019 (NCC) to assist them with their understanding in complying with the requirements for types of construction work carried out on site. Parker Brent arranged a subscription service with SAI Global to ensure that all relevant regulations and Australian Standards are updated and accessible when required. It was mentioned that the assessment task questions in both qualifications were difficult to understand and should be reviewed. Parker Brent is currently in the process of updating resources including the Australian legislation for the release of the new Building and Construction Training Package to reflect the industry requirements and students will be transitioned prior to November 2022.
- Parker Brent provide access to the simulated work site to enable students to gain some exposure to the construction industry in terms of structural principles. Alternatively, Parker Brent offers 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. It was mentioned that more practical work could have been undertaken throughout the course, currently 4 site visits are carried out for the Diploma course and 2 site visits are carried out for the Certificate IV course. This was put on hold due to COVID-19 restrictions, therefore, visits to construction sites were limited. The students requested for additional site visits to occur in future to assist them in being able to apply the theory from their learning to meet observation assessment requirements as well as gain further exposure of all aspects of the Building and Construction Industry. This is more beneficial to those students who are seeking a career change.

The overall satisfaction of training with Parker Brent has been positive demonstrating that the challenge and transition of online learning has been worthwhile with the support of Parker Brent’s staff, trainers, and more user-friendly technology. However, there is a need for Parker Brent to review the option of pre-accredited training to assist students with computer literacy, learning and language skills prior to enrolment in Building and Construction qualifications. This will ensure that students will obtain the core skills they need for work, study and life. The ongoing development of the learning and assessment resources has proven to be more successful than previous years going by student feedback. Parker Brent will be engaging guest speakers in each class for both qualifications to provide students with a variety of topics where we can share knowledge, offer a new perspective, and provide effective learner interaction. Students have found the qualifications to be engaging and enjoyable mainly due to trainer/assessor experience and knowledge of the building and construction industry and the ability to relate to the learner cohort.

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

There were no employer questionnaires carried out in 2020.

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 our trainers, industry consultation and industry engagement 2-3 times throughout the year.

Declaration

RTO details

RTO Name

Parker Brent Pty Ltd (TOID #21794)

I confirm that the above RTO:

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

Name of Principal Executive Officer (PEO)



Full name	Mr Charles Lastrina	Charles Lastrina
Date	15 / 06 / 2021	Jun 15 2021
Signature	<i>Charles Lastrina</i>	



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