



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21794	Parker Brent Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	170	84	49.4%
Employer satisfaction	0	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)

Most of the respondents are Diploma students and a higher response from this cohort is in keeping with the level of seriousness the students attach to their studies. This trend is similar to previous years.

We do not undertake traineeships; therefore, we do not have direct contact with employers.



Section 2 Survey information feedback

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

The overall feedback from the students is that they were satisfied with the training. Students confirmed that:- They had developed the skills expected from the training provided and had identified ways to build on their knowledge and skills in the industry. Students felt that the training focused on relevant skills and assessments and training was based on realistic activities. Trainers encouraged participation in the class and students received useful feedback on their assessments.

The unexpected feedback includes some students expressing that both class timings and the assessments were too long and time consuming. Others learnt from their peers already working in the industry and have built useful networks.

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

The overall feedback from the students is positive. Parker Brent has demonstrated that the platform for the learning management system and the learning materials provided has been beneficial to students. The students have found the qualification offered both in Certificate IV and Diploma to be engaging and enjoyable. Trainer/assessor extensive experience and knowledge of the building and construction industry has also contributed to the positive feedback received. We have also learnt more about areas that we can improve on to ensure a higher level of student engagement.

Section 3 Improvement actions

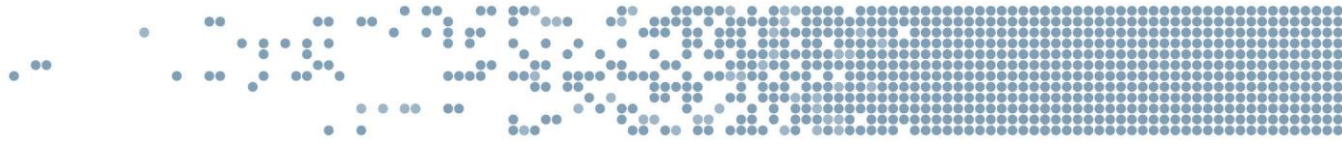
What preventive or corrective actions have you implemented in response to the feedback?

Student engagement with their studies is vital to ensure completion of studies. We have already instituted the following actions and in some cases, we are in the process of doing so: -

- [1] Better student onboarding and support when adapting to the use of digital conference and other learning tools.
- [2] Provision of additional resources in the learning management system
- [3] Fostering a stronger community of learners via the discussion forum on the learning management system
- [4] Automated messaging to students
- [5] A more practical pastoral care for students by allocating dedicated administrative support to each class and through this, making continuous contact with the students and providing assistance as required
- [6] Provision of tutorials for extra learning support

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

- [1] Ongoing student surveys provide feedback



[2] Monthly performance meetings used to report and evaluate performance

[3] Periodic meetings with trainers (after every six weeks)

[4] Through student interactions with the Training Administrators