



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40200	HITsa Training and Employment Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	1228	1117	90.96
Employer satisfaction	50	22	44

#### 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 are good as surveys are issued whilst students are in class.

Employer surveys are always lower as the majority of our training is fee for service therefore we do not issue employer surveys.

Given the unusual circumstances we experienced in 2020 HITsa managed to continue to train throughout the pandemic by moving our training to online. We have been pleasantly surprised by the overall engagement of students throughout this period.



## Section 2 Survey information feedback

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

Best aspects of training continue to focus on our training and our trainers. Students enjoy the practical elements of training and we continue to receive positive feedback relating to our trainers and their industry knowledge and experience. Comments include

- practical skills training
- knowledgeable trainers
- the balance between practical and theory
- very hands on
- friendly and easy going environment
- practical assessments are real

The aspects of training most in need of improvement generally focus on the theory component attached to training as well as what the individual has experienced therefore these are mixed as one size does not fit all. Comments include

- a bit long
- role plays were excessive
- less writing
- more videos to prevent reading so much
- homework / prework

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

Surveys reinforce our commitment to training and providing students with a positive training experience regardless of their background and reason for training. Our trainers are one of our most valuable assets as they represent the organisation and the majority of feedback relates to their training, knowledge and currency of skills and industry knowledge.

Despite COVID restrictions throughout the year HITsa managed a growth in student numbers and enrolments which indicates our agility to be able to change to a online learning system quickly to allow the business to continue to operate and for students to continue to train.

## Section 3 Improvement actions

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

HITsa reviews surveys at the completion of each course and any corrective action required is implemented as soon as possible. The feedback is disseminated to all staff (trainers, administration and management) regularly and form part of our continuous improvement. Feedback is used to improve the training experience and is considered a



valuable and powerful tool for the organisation.

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

Student feedback is gathered throughout the year and is reviewed at the completion of each course by the Executive Officer.

This provides a real time understanding of the student experience and how actions may have impacted on future training.

HITsa also addresses any areas of concern with the trainer that conducted the training to have a better understanding of why these responses / comments may have occurred.

This has worked well for the organisation and will be continued through the coming year.