



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
40200	Hospitality Industry Training Pty Ltd

Section 1 Survey response rates

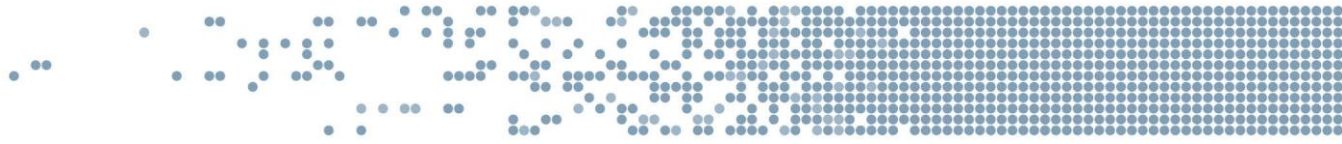
	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	567	567	100%
Employer satisfaction	60	46	76%

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 is generally very high as these are completing during training periods.

Employer response is generally extremely hard but HITsa have now initiated an employer survey at the final site visit and we have been able to achieve a 76% return rate.



Section 2 Survey information feedback

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

Student

Our responses continue to demonstrate that our training is well regarded by our student base with little to no counts in the disagree and strongly disagree categories.

The comments are important to HITsa as they provide us with valuable feedback in order to be able to improve our service and training to meet student expectation, particularly where comments reflect the content or flow of training. Many students feel that we have too much theory within our training but with accredited training we must ensure we are gathering sufficient evidence of competence over a period of time.

Practical training and hands on training continue to be seen as the "best" aspects of our training.

Trainers continue to be praised within our surveys which demonstrate the importance of trainers that have a passion for training and enjoy teaching.

Comments relating to individual and personalised suggest HITsa cater for each student to make the "learning experience" as relatable as possible.

Employer

Feedback from employers is positive and highlights the trainers as being very knowledgeable as they all work within the industry.

There was no negative feedback from the employer group which is a good indication of the training we are giving our trainees within the retail sector.

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

Feedback is vital for any organisation and HITsa use this to improve the training experience for our future students. HITsa has a good mix of theory and practical within each unit of training we deliver and this is echoed by our student comments.

Our trainers and assessors are an integral part of our business and we will continue to ensure our trainers develop their skills and knowledge and their ability to ensure our training is fun, interactive as well as educational.

Section 3 Improvement actions

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

Basic Gaming feedback suggested updating machines - which we have been able to change over a number of machines early in 2018.



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

HITsa monitors feedback throughout the year and will continue to do this.

Each completed course / unit of training triggers a survey and these are compiled and then reviewed by the EO. HITsa will continue with this method as it allows corrective actions to be implemented as soon as possible.

All surveys along with the Quality Indicator Annual Summary Report are distributed to all trainers, internal staff, Directors and Industry Reference Groups which will also trigger discussion and opportunity to improve our service to industry and students.