



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	1210	1198	99.01%
Employer satisfaction	210	197	93.81%

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

OVERALL RESPONSE RATES ARE EXTREMELY GOOD AS SURVEYS ARE DISTRIBUTED AT THE END OF FACE TO FACE CLASSES FOR ALL LEARNERS - THEREFORE THE RESPONSE RATE IS HIGH.

HITSA ALSO SURVEYS NON-ACCREDITED TRAINING AND THE RESPONSES ARE INCLUDED AS PART OF THIS QUALITY INDICATOR DATA.

EMPLOYERS ARE SURVEYED AT THE END OF THE CONTRACT OF TRAINING THEREFORE RESPONSE RATES ARE GOOD. CURRENTLY WE ARE ONLY SURVEYING RETAIL EMPLOYERS AND NEED TO LOOK AT HOW WE CAN INCLUDE OUR COOKERY EMPLOYERS - WHICH ARE CURRENTLY PROVIDED WITH A SURVEY BUT DO NOT ALWAYS RETURN. RETAIL EMPLOYERS COMPLETE THE SURVEY WHEN WE VISIT THE SITE TO DELIVER THE PARCHMENT - THIS MAY BE AN OPTION FOR CONSIDERATION FOR OUR OTHER EMPLOYERS.

OUR EMPLOYER FEEDBACK RESPONSE RATE HAS IMPROVED FROM THE PREVIOUS YEAR AND OUR LEARNER ENGAGEMENT RESPONSES ARE CONSISTENT WITH THE PRIOR YEAR.





Section 2 Survey information feedback

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

OVERALL THE RESPONSES TO EACH QUESTION ARE IN THE STRONGLY AGREE AND AGREE COLUMNS. GENERALLY THE RESPONSES THAT ARE REFLECTED IN THE DISAGREE COLUMN ARE "I LOOKED FOR MY OWN RESOURCES TO HELP ME LEARN" AND "I LEARNED TO PLAN AND MANAGE MY WORK". HITSA UNDERSTAND WHY THIS IS THE CASE AS WE PROVIDE ALL RESOURCES REQUIRED TO COMPLETE THE REQUIRED WORK AND MANY STUDENTS THAT ARE SURVEYED ARE ONLY COMPLETING A SHORT COURSE THEREFORE ARE ONLY WITH US FOR A BRIEF PERIOD OF TIME - GENERALLY 1 TO 3 DAYS.

COMMENTS FROM STUDENTS ARE ALWAYS SUPPORTIVE OF OUR TRAINERS AND THEIR KNOWLEDGE AND SKILLS, WHICH IS BECAUSE OF THEIR INDUSTRY BACKGROUND AND CURRENCY OF SKILLS.

PRACTICAL SKILL DEVELOPMENT IS HIGHLY REGARDED AND ENJOYED BY THE STUDENTS ALONG WITH ENVIRONMENT - WE GENERALLY PROVIDE A BASIC BREAKFAST AT MOST SITES AND STUDENTS ARE ENCOURAGED TO CONTINUE TO PRACTISE THEIR SKILLS WHILST AT TRAINING - EG IF A STUDENT LEARNS COFFEE SKILLS ON DAY 2 WE ENCOURAGE THEM TO USE THE MACHINE EVERY DAY.

HITSA HAS INTRODUCED MORE ROLE PLAY ACTIVITIES THIS YEAR AND SOME OF THE STUDENTS DO NOT LIKE THIS COMPONENT OF THE TRAINING AS THEY ARE REQUIRED TO COMPLETE THIS IN FRONT OF OTHERS LEARNERS - WITH SOME SUPPORT THE MAJORITY WORK THROUGH THIS AND A HANDFUL REQUIRE SOME MODIFICATION IN ORDER TO COMPLETE.

WE CONTINUE TO RECEIVE GOOD FEEDBACK ON CASE STUDIES THAT ARE PRESENTED TO THE CLASS AND STUDENTS OVERWHELMINGLY ENJOY AND THRIVE WITH PRACTICAL SKILLS TRAINING WHICH WE TRY TO INCLUDE IN EVERY UNIT OF TRAINING WHERE POSSIBLE.

TOO MUCH PAPERWORK AND WRITING ARE CONSISTENTLY ASPECTS MOST IN NEED OF IMPROVEMENT BUT THIS IS NOT AS EASILY REMOVED PARTICULARLY WITH ACCREDITED TRAINING WHERE PAPERWORK IS ESSENTIAL FOR AUDITING REQUIREMENTS.

EMPLOYER FEEDBACK IS VERY POSITIVE. ASPECTS MOST IN NEED OF IMPROVEMENT HAVE NO COMMENT - WE UNDERSTAND THAT THIS IS NOT ALWAYS THE CASE THEREFORE WE ENSURE THAT HITSA TRAINERS MEET WITH SUPERVISORS EACH VISIT TO THE SITE TO ENSURE TRAINING IS PROGRESSING AND SKILL ATTAINMENT EXPECTATIONS ARE BEING MET.

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

OVERALL HITSA CONTINUE TO DELIVER QUALITY TRAINING AND WE USE OUR FEEDBACK TO IMPROVE OUR SERVICES AT EVERY OPPORTUNITY. THIS FEEDBACK IS DISSEMINATED THROUGHOUT THE ORGANISATION INCLUDING BOARD OF DIRECTORS, MANAGEMENT, STAFF AND TRAINERS. WE NOW INCLUDE THIS REPORT ON OUR WEBSITE TO PROVIDE TRANSPERANCY AS TO OUR STUDENT FEEDBACK TO THE BROADER COMMUNITY.

HITSA PROVIDES TRAINING TO INDUSTRY AND ALSO NEW ENTRANTS AND WILL CONTINUE TO REFINE OUR TRAINING BASED ON FEEDBACK.



Section 3 Improvement actions

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

HITSA HAVE NOT IDENTIFIED ANY ISSUES REQUIRING CORRECTIVE ACTIONS. WE RECEIVE CONSISTENT FEEDBACK THAT STUDENTS WOULD LIKE MORE / LESS WRITING AND OR PRACTICAL AND ALSO THAT ROLE PLAYS ARE SOMETIMES NOT POPULAR WITH SOME STUDENTS. WE HAVE IMPLEMENTED A NEW TRAINER CHECKLIST WHICH PUTS GREATER EMPHASIS ON AN INTRODUCTION TO THE DAY AND UNIT OF TRAINING AND WHAT TO EXPECT AND HOW LEARNERS WILL BE ASSESSED. TRAINERS ARE REQUIRED TO SIGN OFF ON THIS FOR EACH UNIT OF TRAINING AND WE WILL MONITOR FEEDBACK OVER THE 2019 CALENDAR YEAR.

OUR TRAINER MEETING WILL PROVIDE FOR FEEDBACK FROM TRAINERS AS TO ANY AREAS THEY FEEL MAY REQUIRE IMPROVEMENT.

VALIDATION WILL PROVIDE ANOTHER OPPORTUNITY TO TO REVIEW THE ASSESSMENT SYSTEM CAN CONSISTENTLY PRODUCE VALID ASSESSMENT JUDGEMENTS.

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

STUDENT FEEDBACK IS GATHERED THROUGHOUT THE YEAR AND SIGNED OFF BY THE EXECUTIVE OFFICER EACH MONTH.

TRAINER MEETINGS ARE HELD REGULARLY AND HITSA HAS A VALIDATION SCHEDULE IN PROCESS. EACH OF THESE MECHANISMS WILL BE USED THROUGHOUT THE YEAR TO IMPROVE OUR SERVICES AND ENSURE OUR TRAINING IS EFFECTIVE FOR BOTH THE LEARNER AND EMPLOYER.