



# 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	1050	1024	97.52%
Employer satisfaction	100	77	77%

#### 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 CONSISTENTLY GOOD WITH STUDENTS AS SURVEYS ARE DISTRIBUTED THROUGHOUT THE TRAINING PERIOD WHICH OCCURS AT HITSA AND IS FACE TO FACE TRAINER LED STUDY.

EMPLOYERS COMPLETE SURVEYS WHEN WE ATTEND WORKPLACES ON THE LAST VISIT BUT AT TIMES A SUPERVISOR MAY NOT BE AVAILABLE TO COMPLETE THIS AND WHEN LEFT AT THE PREMISE IT IS RARE FOR THEM TO BE RETURNED.

HITSA ALSO SURVEYS STUDENTS COMPLETING NON-ACCREDITED TRAINING TO GATHER FEEDBACK FOR CONTINUOUS IMPROVEMENT AND TO SEEK FEEDBACK ON TRAINERS.

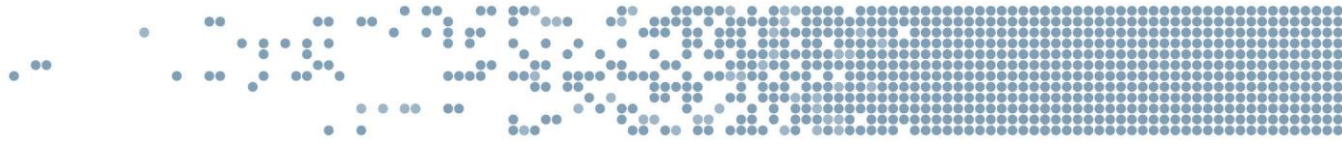
ALTHOUGH WE DO NOT HAVE A HIGH EMPLOYER RESPONSE WE ENGAGE WITH INDUSTRY THROUGH CONSULTATION AND THESE CONVERSATIONS ALSO INCLUDE EMPLOYER SATISFACTION.

OUR RESPONSES ARE CONSISTENT WITH THE PRIOR SURVEY YEARS.

STUDENTS COMPLETING INDIVIDUAL SUPPORT HAVE BEEN SURVEYED MORE FREQUENTLY AS THIS IS



A NEW COURSE AND THE STUDENT EXPERIENCE IS VERY IMPORTANT IN THE EARLY STAGES OF TRAINING TO ENSURE THE MIX OF THEORY AND PRACTICAL ARE PROVIDING STUDENTS WITH ADEQUATE SUPPORT THROUGHOUT THE PROGRAM.



## Section 2 Survey information feedback

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

GENERALLY THE FEEDBACK IS CONSISTENT WITH OTHER YEARS.

TRAINERS ARE HIGHLY REGARDED AND HAVE DEVELOPED SKILLS TO DEAL WITH MOST SITUATIONS - COMMENTS INCLUDE "THE TRAINER WAS THE BEST ASPECT" "THE TRAINER WAS EXTREMELY KIND AND WENT OUT OF THEIR WAY TO HELP ME AS MUCH AS POSSIBLE".

STUDENTS ENJOY THE PRACTICAL ELEMENTS OF THE TRAINING AND AS ALWAYS DO NOT ENJOY THE THEORY COMPONENT. WE CONTINUE TO GET LESS WRITING AND MORE HANDS ON BUT THIS IS NOT ALWAYS ACHIEVABLE WHEN DELIVERING ACCREDITED UNITS.

OVERALL THE RESPONSES TO EACH QUESTION ARE IN THE STRONGLY AGREE AND AGREE COLUMNS. WITH INDIVIDUAL SUPPORT THE FEEDBACK INCLUDED THE PRACTICAL SKILLS AND SKILL CENTRE AS A HUGE SUCCESS AS IT ALLOWS STUDENTS TO TRAIN ON EQUIPMENT THAT IS COMMONLY FOUND WITHIN THE SECTOR PRIOR TO PLACEMENT.

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.

OVERALL THE COMMENTS FROM STUDENTS SEE THE IMPORTANCE HITSA PLACE ON THE CUSTOMER AND MAKING THEM FEEL WELCOME AS WELL AS ENJOYING THE LEARNING EXPERIENCE. COMMENTS CONTINUE TO REFLECT THIS WHICH IS EXTREMELY IMPORTANT TO OUR BUSINESS MODEL.

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

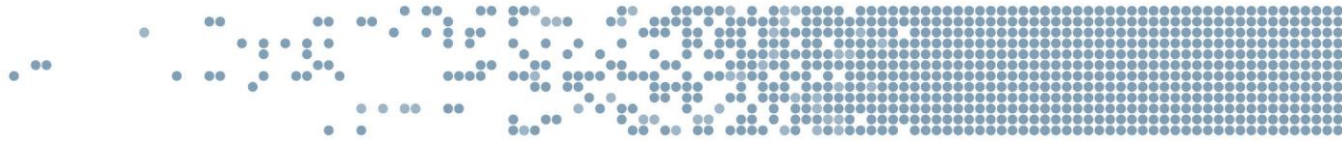
HITSA CONTINUE TO DELIVER QUALITY TRAINING AND WE USE OUR FEEDBACK TO IMPROVE OUR SERVICES AT EVERY OPPORTUNITY. THIS FEEDBACK IS DISSEMINATED THROUGHOUT THE ORGANISATION INCLUDING BOARD OF DIRECTORS, MANAGEMENT, STAFF AND TRAINERS. THIS REPORT IS ALSO INCLUDED ON OUR WEBSITE TO PROVIDE TRANSPERANCY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

HITSA PROVIDES TRAINING TO INDUSTRY AND ALSO NEW ENTRANTS AND WILL CONTINUE TO REFINE OUR TRAINING BASED ON ALL FORMS OF 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 THAT HAVE NOT ALREADY BEEN ADDRESSED. I BELIEVE THE NEW TRAINER CHECKLIST IS WORKING WELL WITH STUDENTS MORE



AWARE OF THE BREAKDOWN OF A SUBJECT AS THE FEEDBACK ABOUT LESS THEORY FOR UNITS SUCH AS PROVIDE RESPONSIBLE SERVICE OF ALCOHOL HAVE REDUCED.

OUR REGULAR TRAINER MEETINGS PROVIDE OPPORTUNITY FOR TRAINERS TO ADVISE WHERE THEY IDENTIFY ANY ISSUES THAT MAY REQUIRE REVIEW.

VALIDATION PROVIDES ANOTHER OPPORTUNITY FOR REVIEW TO ENSURE 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. ANY CONCERNS ARE ACTIONED AT THIS POINT WITH THE RELEVANT DEPARTMENT MANAGER AND COPIES OF THIS ARE RETAINED IN OUR COMPLAINTS FILE.