

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS

FROM: Building & Construction Training Australia (TOID: 22597)

TELEPHONE contact name & number: Mohammed Abdul Naser (0416939238) **DATE:**
25/06/2019

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	80	5
Total number of surveys received	46	3
Response rate (per cent)	57	60

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

Feedback by the learners has been implement in the improvement of Learning resources. Students who are not working in Building industry have expressed desire to gain more practical insight into various stages of a construction. BCTA has also started to look into new technologies like VR to help such students with limited exposure to the building sites.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.

Employer feedback has been implemented in continuous improvement of Training and Assessment strategy and Learning and Assessment tools. Employers have also expressed interest in hiring more Construction Managers with Carpentry background. Therefore, BCTA has therefore started to look into offering a Certificate II in Building and Construction (Carpentry) later this year.

If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

Declaration

I confirm that Building & Construction Training Australia:

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO)

Mohammed Abdul Naser

Signature of PEO



Date: 25/06/2019