

# Quality Indicators

## Reporting of learner engagement and employer satisfaction quality indicator

### About this form

This form is to be completed by registered training organisations (RTO) as part of their obligations to report data on quality indicators in relation to learner engagement and employer satisfaction.

Please return this completed form to:

Email: [vet.qi@edumail.vic.gov.au](mailto:vet.qi@edumail.vic.gov.au)

Subject: Quality Indicators

RTO details			
RTO trading or legal name	Building and Construction Training Australia		
RTO number	22597		
Contact name	Mohammed Abdul Naser		
Telephone	1300 11 2282	Mobile	0430087861
Date	26/06/2023		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	174	13
Total number of surveys received	106	9
Response rate (per cent)	61%	69%

### Privacy statement

All information collected in this form is required by State or Commonwealth legislation and associated regulatory frameworks.

The VRQA will only use this information in relation to its powers and functions under the *Education and Training Reform Act 2006*. To read the VRQA's full privacy statement, see:

- [Privacy statement](#)

You are able to request access to personal information that we hold about you and request that it be corrected.

## Summary of continuous improvement

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

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Feedback obtained from learner engagement data has been instrumental in enhancing the training materials for the new CPC40120 and CPC50220 packages, ensuring a more positive and supportive learning experience for our students. With the recent upgrade of the CPC package, which introduced nine additional units, students encountered difficulties in adapting to the new requirements. However, through the collaboration between BCTA and student feedback, we have successfully simplified the training materials to address these challenges.

Student feedback has also played a crucial role in the continuous improvement of our Learning Management System (LMS). Recently, we have implemented updates and enhancements based on valuable insights and suggestions received directly from our students. These improvements aim to streamline the user experience, enhance accessibility, and provide a more intuitive interface for students to navigate and engage with the learning materials and resources.

According to the 2022 RTO performance report, BCTA has received commendable and positive feedback regarding the training provided by our trainers. The satisfaction rate for teaching quality stood at 89%, surpassing the average standard in Victoria of 78%. Similarly, our assessment process garnered a positive feedback rating of 85%, outperforming the Victoria average of 72%. These results indicate the effectiveness of our training approach and highlight the positive impact it has on our learners.

Overall, BCTA has received favourable feedback from learners, emphasizing their satisfaction with our training programs. This feedback serves as a testament to our commitment to continuous improvement and delivering high-quality education. Additionally, the incorporation of student feedback in the enhancement of our Learning Management System underscores our dedication to providing an optimal and seamless online learning experience.

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

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Employer satisfaction data drives continuous improvement by providing valuable feedback on our students' problem-solving skills and their ability to work effectively as a team. The recent addition of nine units in the new training package has increased student confidence and ensured their industry relevance. Analyzing this data helps us identify strengths to replicate and areas for improvement. It also fosters collaboration with industry stakeholders to align our programs with market demands, preparing graduates for successful careers.

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

## Declaration

### RTO details

RTO Name

**Building and Construction Training Australia**

I confirm that the above RTO:

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

### Name of Principal Executive Officer (PEO)

Full name

**Mohammed Abdul Naser**

Date

26 / 06 / 20 23

Signature

