

# 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 Australia		
RTO number	22597		
Contact name	Mohammed Abdul Naser		
Telephone	1300 112 282	Mobile	0430087861
Date	30/06/2022		

### Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	160	10
Total number of surveys received	89	6
Response rate (per cent)	56%	60%

### 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

As a result of an analysis of learner engagement data, extra support has been provided to student to deal with online learning system (Microsoft Teams) during covid -19/ Lockdowns. Students found that moving from face- to- face training to virtual training through MS teams was a bit of challenge as learner cohort are mostly from trade background and they were comfortable with face-to-face training but with BCTA's staff support the learner was able to overcome this difficulty.

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

These Indicators are based on a survey of 6 employer which represent 60% of response rate.

The feedback received from the employers was positive especially during the COVID-19/Lockdowns.

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

30 / 06 / 2022

Signature

