



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

| RTO No. | RTO legal name            |
|---------|---------------------------|
| 21583   | House of Learning Pty Ltd |

#### Section 1 Survey response rates

|                       | Surveys issued (SI) | Surveys received (SR) | % response rates<br>= SR *100 / SI |
|-----------------------|---------------------|-----------------------|------------------------------------|
| Learner engagement    | 365                 | 269                   | 74%                                |
| Employer satisfaction | 32                  | 27                    | 84%                                |

#### Trends of response statistics:

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

1.86% of learners identified as Aboriginal or Torres Strait Islander, an increase from 0.7% in 2023. This upward trend reflects improved engagement with Indigenous students and the inclusivity of BAA's training environment.

The majority of learner respondents were enrolled in building and construction qualifications, with high response rates from Diploma and Certificate IV level cohorts.

Students aged 25–44 made up the largest responding age groups, and 13% of respondents were female, indicating ongoing support for diversity in construction training.

Employer engagement remained high, particularly among those employing apprentices in on-site and practical training models.

Online survey tools continued to enhance the accessibility of participation for both learners and employers.



## Section 2 Survey information feedback

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

Survey responses strongly reflected earlier internal feedback. As expected, trainer performance, industry relevance, and engagement remained standout strengths. Over 90% of learners agreed that trainers explained things clearly, encouraged questions, and set high expectations. Learners highlighted the value of real-world examples, industry-experienced trainers, and flexible delivery models.

A key strength of the 2024 feedback was the high learner satisfaction (85%) and the strong employer recommendation rate (93%), with nearly all surveyed employers stating they would recommend BAA to others. Employers consistently rated trainer knowledge, on-site support, and the relevance of assessments as excellent. The most praised aspects included customised delivery, supportive trainers, and the effectiveness of workplace integration.

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

The 2024 survey feedback confirms that BAA continues to deliver high-quality, industry-aligned training. Year-on-year comparisons show consistent strengths in trainer quality, assessment relevance, and workplace integration. Employers and learners rated BAA highly for our knowledgeable trainers, practical assessment design, and responsiveness to workplace needs—continuing trends first seen in the 2023 survey.

Notably, improvements introduced in 2024—such as the rollout of Student Success Coaches and video-led learning modules—appear to have contributed to increased learner satisfaction and clarity in assessment expectations. Employers reported high satisfaction with on-site delivery and more frequent trainer communication, aligning with our internal efforts to increase field support and monitoring.

2023 feedback indicating a desire for reduced written assessments and more support has been addressed through the integration of Success Coaches, streamlined content, and AI literacy training. These initiatives not only support learner progression but also ensure learners are engaging ethically with technology.

Overall, the feedback indicates that our investments in greater support, flexible delivery, learner engagement, and digital capability are having a positive impact. BAA remains committed to reviewing feedback trends year-on-year to inform continuous improvement and strengthen learner and employer outcomes.

## Section 3 Improvement actions

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

In 2024, BAA commenced implementation of several key initiatives to enhance learner support, digital literacy, and accessibility, with further development continuing into 2025:

- Expansion of Video-Led Online Learning: Online programs were enriched with extensive video-led content and visual explanations to support learners in understanding core concepts and completing assessments effectively.
- Student Success Coaches were introduced across multiple programs to provide personalised guidance,



improve engagement, and support learners to progress through their studies more confidently. This also helped address learner concerns around assessment difficulty and access to support.

- AI Literacy and Academic Integrity Initiatives: BAA developed policies on the appropriate use of Artificial Intelligence tools and delivered targeted training to help students understand how to ethically use AI to support their learning.
- Enhanced Course Progression Monitoring: BAA are also strengthening internal systems for tracking learner progress, enabling earlier interventions and improved support strategies for students at risk of falling behind..

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

Continuous monitoring through BAA's established three-stage feedback collection model (throughout, mid-point, and post-completion).

Monitoring of LMS engagement, assessment performance, and student feedback to identify gaps or support needs.

Regular review of assessments and student submissions to ensure the ethical and compliant use of AI tools.

Entry of all improvements into BAA's Continuous Improvement Register.

Follow-up surveys and informal check-ins with learners and employers to evaluate changes.