



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
Subject: Quality Indicators

RTO details			
RTO trading or legal name	Construction Training Group Pty Ltd		
RTO number	21396		
Contact name	Cindy Gascoigne		
Telephone	0397635449	Mobile	0413381020
Date	22-04-2023		

Summary of Survey Responses		
Learner and Employer Responses	Learners	Employers
Total number of responses distributed	5304	70
Total number of surveys received	5179	1
Response rate (per cent)	97.6 %	1.4 %

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

QI forms were administered to every single student in 2022. During this time we also collected internal feedback forms. Although as per previous years students seemed to "tick and flick" the QI forms. There was feedback at certain times in relation to prestudy and CTGs selection criteria for its courses. Although this was a low percentage. It seems to be also confirmed with feedback from customer relations and industry consultation.

Based on all the feedback through the Industry Consultation, Student Feedback forms and QI data we made enormous changes to the following:

- Start Times
- Prestudy times
- RTO Entry requirements
- Course learning materials

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

Employer feedback from QI forms in 2022 was close to zero. We only had one employer to take the time to return the QI form.

That employer requested CTG to remove the RTO selection criteria of having Construction Induction white card prior to entering our courses. This was something common with customers verbally and on written feedback forms throughout the year, CTG is currently looking at this requirement based off this feedback

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

Declaration

RTO details

RTO Name

Construction Training Group Pty Ltd

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	Cindy Gascoigne	
Date	24 April 23	24 / 4 / 20 23
Signature	Cindy Gascoigne	