

Employer Survey Action Updates

August 2019

We'd like to provide you with updates across a number of actions we have committed to in response to your feedback on the Employer Survey.

Employer Issue	Action Update - August 2019
Improve the language used across learning and assessment materials	<p>The assessments for core apprenticeship level 4 modules have been reviewed and re-designed to address your feedback. These assessments will be released on 1 September 2019.</p> <p>The assessment re-design focused on:</p> <ul style="list-style-type: none"> • Simplifying the language used in the assessment questions. • Providing consistent information requirements across the assessments. • Clarifying the tasks and responsibilities of the assessor, observer and the apprentice. • Promoting proactivity from the side of the apprentice. • Utilising Aka Toi as the storehouse for all evidence of competencies.
Ease of use of online learning platform	<p>Earlier in the year, we launched Aka Toi to replace MyPath. Our teams have since then been rolling out more improvements to enhance users' (trainees, apprentices, and assessors) experience.</p> <p>When we launched Aka Toi, we introduced the following improvements:</p> <ul style="list-style-type: none"> • Marking table so that assessors can see at a glance what is unmarked, in the process of being marked, or is marked. • Trainees can no longer resubmit multiple times before the assessor has had a chance to mark the first submission. • Video introductions, user tours and online chat help. <p>However, the development has not stopped there. We are constantly listening to feedback and although some changes take time to introduce, we have continued improvements to Aka Toi.</p> <p>These improvements include:</p>

	<ul style="list-style-type: none"> • We have extended the time a trainee remains in the Marked tab, going from 1 month to 4 months. This is in response to feedback that some assessors have found it useful for following up on trainees, for their billing and their quarterly reports. • We've introduced a Table of Contents to make navigating, especially longer modules, easier and more efficient – trainees and assessors can jump to the section they want. • We regularly add to the FAQs as we recognise common questions being asked by trainees and assessors. • We've added new Quick Reference guides to help assessors easily access completion reports on their trainees. • We're updating some types of Learning resources to make them bite-size and fully responsive to the range of devices trainees are wanting to use.
<p>Lack of Careerforce support and communication with trainees</p>	<p>As outlined in our July issue, we have commenced a project to develop a new trainee welcome experience. Strong progress is being made, and we anticipate launching in September/October.</p> <p>We have sought feedback from both employers and trainees as the process and supporting materials have been developed.</p>