



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21985	Health Careers International Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	900	106	11.7%
Employer satisfaction	15	7	46.67%

Trends of response statistics:

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

The response rate for the learner engagement rate was low compared to previous year, which may relate to the increase in surveys issued. On the other hand, there was no significant change in response rate for employer satisfaction survey. However, some respondents commented that the survey was lengthy and that some questions were generic in nature and not relevant to them.



Section 2 Survey information feedback

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

Both the employer and learner survey indicated a high level of satisfaction with regards to the performance of the trainers and overall satisfaction with the training and resources. This survey results is consistent with previous Quality Indicator surveys. However, there are learners not satisfied with the assessment and learning support. We are continuously monitoring these survey, by communicating with the learners and improving our resources and support service wherever required. One of improvement we have made by taking these survey and feedback into consideration, is the availability of extended student support hours to learners.

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

The survey feedback tells us that we continue to make a difference for our cohort. As a result of our training, students are get motivated and engaged. In addition they are satisfied with the quality of the trainers, training facilities and materials and they are highly recommending our organisation to others .

Section 3 Improvement actions

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

We have implemented the following actions in response to the feedback:

1. To improve on learning support and maintain clear communication between teaching staff, support staff, and learners, IHNA has implemented "Workplace" by Facebook along with Microsoft Teams. Through these platforms, IHNA will keep posted all updated and schedules for the respective course. It also helps students to communicate frequently, clearly and pass on their concern instantly to college staff. This will in a way assist in improving learners experience.
2. IHNA has further improved on its Assessment validation process, which ensures that validation is carried out as per schedule for different courses. This is to make sure that every feedback was taken into account without delay.
3. IHNA has implemented rigid Internal audits plan. Currently engaged with ACPET and VELG for health check. Internal audit will help us on finding an improvement needed and keep us update within the regulatory environment.
4. Curriculum Development Monitoring Committee is being strengthened with additional external members from industry to assess the quality of the resources on a monthly basis, to provide inputs and suggest improvements in all aspects to meet the current industry requirements.

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

IHNA will monitor effectiveness of these actions through;

1. Carrying out further surveys of learners based on the measures taken, continuous review of feedback and an ongoing improvement.



2. Review of internal audit report, assessment validation report and a report from Curriculum Development Monitoring Committee, by management team to understand the improvement action taken and their implementation.