



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	454	114	25.11%
Employer satisfaction	15	6	40%

Trends of response statistics:

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

We experienced a high response rate from students compared with last year, whereas the employer response rate was slightly decreased. Our findings indicated that employers' involvement on this survey was low. This may be attributed to the length of the survey and the fact that some questions may not be relevant to all respondents.



Section 2 Survey information feedback

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

Expected findings:

Resources and tools used were appropriate. There was a high level of satisfaction with the training and training standards were high, as was student engagement.

Unexpected findings:

- Some of our learners found that the facilities and systems are up to date but there is a lack of learning stimulation. We have been working continuously to improve this, by customising our courses to meet learners' needs and up-skill them to reflect the current changes in the industry.
- Some respondents felt that there is not enough support in some parts of their journey. We are working comprehensively on this by improving various aspects of the student experience including enrolment, induction, support during study and forms of support that take place after graduation, such as helping them to find employment.

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

Whilst we are satisfied with our organization's performance, the survey has helped identify areas for improvement. We intend to conduct further analysis of these areas and implement measures to continuously improve quality.

Section 3 Improvement actions

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

1. We have met with regulatory and government agencies, as well as other education and training providers, to better understand industry best practice and indicators of quality. For example, we have met with ASQA and the Department of Education of Training, who have provided insights into how regulatory standards, risk indicators and benchmarking can form part of our quality assurance and risk mitigation framework.
2. We have made improvements to the collection of student satisfaction data and ongoing feedback through a variety of channels including social media and online discussion forums.
3. Meetings have been initiated with key staff members about ways to respond to feedback within their respective portfolios. These will be followed up with additional meetings and monitoring.

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

Effectiveness of these actions will be monitored through:

1. A review of student progression monitoring procedures and practices.
2. More effective collection and use of intelligence data.



3. Learner protection initiatives, such as a reviewing the roles, responsibilities and expertise of staff members who communicate directly with students, practices and procedures around complaints handling and referral of appeals to governing bodies.
4. Frequent internal audit of departments and processes.
5. Promotion of a collegial internal culture in which staff members feel free to raise concerns regarding matters affecting the student experience.