



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21985	Health Careers International Pty Ltd T/A Institute of Health and Nursing Australia

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1317	533	40.47%
Employer satisfaction	50	23	46%

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 Quality Indicator survey 2021 is 40.47% for the learners, and 46% for the Employers. The learner's response to the survey has increased by approximately 10% and the employer survey increased by 8% this year compared to the 2020 response rate. The number of surveys issued this year is relatively more at 1317 with 533 responses compared to last year's which were 973 with 304 responses. The survey depicts responses of students from Nursing, Community Service, Management, Allied Health and Childcare. Certificate level students provided the highest number of responses followed by diploma level courses. Maximum respondents fell in the age group of 35 to 44, followed by 25 to 34 years old, then 20 to 24 years.

In comparison to the previous year, in terms of overall satisfaction majority of the students stated that they were satisfied with the training. For trainers' quality, 90% of the respondents agreed that the trainers made the subject as interesting as possible which is an increase from 50% last year. IHNA gathers data directly from learners through three surveys (post enrolment, end of individual unit and end of course) during their course, the data from which also provides indicators that may be useful for future surveys. The 33 employers that responded host clinical placements for over 50% of IHNA learners and on average over 75% of IHNA learners continue onto employment with their



clinical placement host following successful completion of their placement and course. This sample represents employers that employed IHNA graduates on completion of their course during 2021.



Section 2 Survey information feedback

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

There is a high level of satisfaction with IHNA's standard of training with most learners rating as agree or strongly agree with IHNA's training which helped them develop their skills and knowledge. Most respondents agreed or strongly agreed with the fact that they would recommend IHNA to other learners. IHNA educators were also rated highly for their knowledge, feedback, and engagement with learners. IHNA has invested in enhancing its teaching systems, online resources and materials utilising Canvas LMS to enhance the opportunity for learners to learn outside the classroom. This is reflected in responses to question 31 where most learners agreed and strongly agreed training resources were available when they needed them and in question 8 most learners agreed they utilised IHNA's resources and system to search for other resources to help them learn. For the open-ended question on the best aspect of the training, the majority of the respondents were of the opinion that it helped them to obtain the required skills, knowledge of managing and leading different areas of the business or work environment, and training reflected real workplace learning environment and gave the opportunity to apply learning in the work-based situation. Learners expressed satisfaction with the safety measurements carried out by the trainers. They also mentioned that trainers were approachable and made learning engaging, they were supportive and available when support was needed. Some learners were specific about trainers' support and named them in the survey as well whereas many others mentioned the modules that they were happy with the delivery.

In regards to the aspects that needed improvement learners pointed out that the format of the assessment could be made easier and user-friendly. Some respondents were of the opinion that IHNA assessments were too lengthy. Some students further commented that "learning should be elaborated on topics rather than just assignment focused". A few students recommended increasing the placement hours. Learners also emphasised that more time should be allocated to practicals than theory.

Similar to the learner questionnaire the surveyed employers agreed that the training was effectively integrated into their organisation's needs. Similarly, employers strongly agreed that the training had helped their employees identify how to build on their current knowledge and skills. Similarly, they strongly agreed that the training prepared their employees for the demands of their work and strongly agreed that the training used up-to-date equipment, facilities and materials. They agreed that the training organisation acted on their feedback; strongly agreed that the assessments were at an appropriate standard and that the training prepared employees well for work.

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

In the year 2021, IHNA received a higher number of surveys from learners compared to previous years. The overall training experience was positive indicating a high level of satisfaction across all domains. There was mixed feedback from Learners about the Trainers and Assessors as to their skills, knowledge and support provided in the classroom. It was heartening to note the increased expectations from learners as to theory assessments, simulation-based training and professional experience placement, with learners requesting more time on professional experience placements. This was also indicative of students participation. Learners also provided constructive feedback in terms of training delivery and learning resources.

Section 3 Improvement actions



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

On the basis of the findings of both the Learners and Employers survey IHNA will be applying the following improvements:

- Review the training delivery methods of trainers and assessors for improved uniformity and standardisation
- Review the training and assessment materials to ensure assessments are well-formatted making them learner-friendly
- Ensure learning resources are as interactive and engaging as possible for hybrid delivery.

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

The effectiveness of the actions would be measured by:

- Gathering learners' feedback post-delivery of units of competency
- Gathering trainers' feedback on learning resources and conducting internal validation as per the validation schedules.

IHNA has in place a strong governance structure that comprises both internal and external members and subject matter experts. Survey feedback is regularly reviewed during meetings of the Learning & Teaching Committee and Audit & Risk Management Committee to identify relevant risks and matters for discussion to enhance the quality of education and training delivery.