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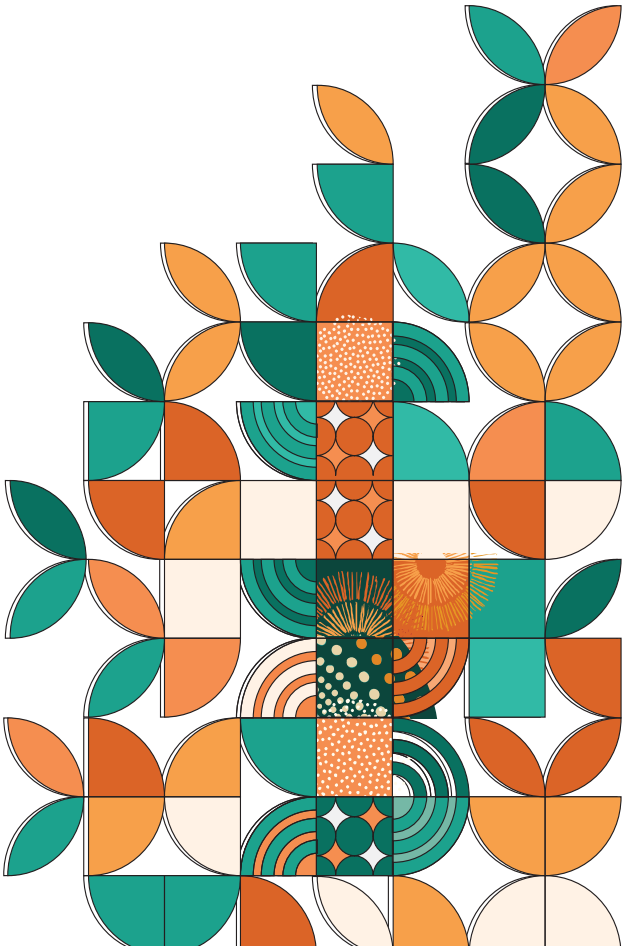
Quality Indicator Annual Summary Report

2023



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EDUCATION *for* EMPLOYMENT:
Bridging the gap globally

Quality Indicator Annual Summary Report

Student Engagement and Employer Satisfaction Surveys

RTO No.	RTO Legal Name
21985	Health Careers International Pty Ltd
RTO email address: compliances@ihna.edu.au	

Section 1-Survey Response Rates

	Surveys issued (SI)	Surveys received (SR)	Percent (%) response rate = SR*100/SI
Student Engagement	1942	1390	69.1%
Employer Satisfaction	120	91	75.83%

Trends of Response Statistics
- Which student/employer cohorts provided high/low response rates
- How did response rates compare with previous years (if applicable)

The 2023 surveys reveal a significant increase in learner and employer engagement, demonstrating a strong commitment to feedback and continuous improvement.

Learner Response Rate: The learner response rate surged to 69.1% (from 46.8% in 2022), with a remarkable increase in the number of participants. This indicates a growing enthusiasm among learners to share their learning experiences.

Employer Engagement Strengthened: Employer response rates also rose to 75.5% (from 65.5% in 2022), reflecting a greater interest from employers in the outcomes of vocational training.

Learner Satisfaction: A remarkable 93.6% of learners expressed overall satisfaction with their training, underscoring the effectiveness of IHNA's training programs.

Strong Recommendations: 88.7% of learners would recommend their training provider to others, highlighting a high level of confidence in IHNA.

Positive Employment Outcomes: 73.6% of learners reported improved employment status after training, emphasising the practical impact of vocational education and training.

Placement Success: Over 75% of IHNA learners secured employment with the same employer where they completed their placement, showcasing the seamless transition from training to the workforce.

Consistently Engaging Trainers: 90% of learners agreed that trainers made the subject matter interesting, reinforcing the consistently high quality of instruction.

Diverse Fields of Study: The surveys captured responses from a wide range of fields, including Nursing, Community Service, Management, Allied Health and Childcare, providing a comprehensive view of learner experiences.

Age Demographics: Respondents primarily fell within the 20-44 age range, indicating a strong appeal to both younger and mid-career learners.

Certificate-Level Popularity: Certificate-level courses garnered the highest number of responses, suggesting a significant demand for focused training programs.

Section 2- Survey Information Feedback

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

The survey results aligned with expectations in most areas, with particularly strong responses regarding the quality of IHNA's trainers. Learners continue to hold our trainers in high regard, with 88% satisfaction rates for their ability to make subjects engaging and demonstrate excellent knowledge of the content.

In the previous years, training and assessment methods have remained robust. Enhanced communication about participation and engagement expectations has led to a significant improvement in this area, with an 87% satisfaction rate.

We have maintained a strong focus on providing suitable and appropriate training. Comprehensive pre-enrolment information has resulted in 84% of learners finding the training difficulty level to be "just right."

IHNA Training is deeply committed to learner support, reflected in an 86.4% satisfaction rate for feeling encouraged to ask questions and approach trainers. Both formal and informal support environments are offered, ensuring accessibility for all learners.

Our focus on enrolling learners in the most suitable training is validated by the survey results. The Pre-Training Review process, assessing LLN levels and suitability, effectively guides learners towards appropriate courses.
Overall, the results show a positive trend, consistent with our ongoing internal reviews. IHNA remains actively engaged with industry, with a number of graduates securing relevant employment post-training.

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

An impressive 88.7% of survey respondents indicate they would recommend IHNA Training to others, a testament to our RTO's overall performance. The consistent results year after year confirm that we consistently deliver a high-quality training experience across all our programs, from Certificate III to Diploma level.

As in previous years, IHNA Training's commitment to our core values is evident in the survey results. The question regarding staff respecting learners' backgrounds and needs received one of the highest "strongly agree" responses. Our dedication to understanding and supporting each individual is further exemplified by the addition of the "*Rishi the Bot*" (an interactive chat bot system for student support). This system provides exceptional customer service and information to prospective learners, helping them find the right training to meet their needs.

As a leading healthcare training organisation, IHNA is committed to empowering individuals with skills for the sector, particularly in nursing, support roles for people with disability and those who are aging. 97% of respondents were satisfied that the training focused on relevant skills and that they had developed the expected skills. Importantly, 96% indicated that the training prepared them well for work, as evidenced by the number of graduates securing employment, especially in disability support.

Section 3- Improvement Actions

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

Based on the survey responses below is the key areas of strength to maintain:

Trainer Quality: Continue to invest in and support trainers, ensuring they remain knowledgeable, engaging and passionate about their subjects.

Learner Support: Maintain the focus on both formal and informal support mechanisms, ensuring all learners feel comfortable seeking help when needed.

Course Suitability: Continue refining the Pre-Training Review process to ensure learners are placed in the most appropriate courses for their skills and goals.

Industry Engagement: Further strengthen relationships with industry partners to facilitate job placements for graduates.

Areas for Improvement:

Participation and Engagement: While communication has improved, continue exploring ways to further enhance learner participation and engagement during training. Consider incorporating more interactive activities, discussions and real-world scenarios.

Training Difficulty: While most learners find the difficulty level appropriate, investigate if there are ways to provide additional support or challenges for learners who might be at the extremes of the spectrum. This could involve offering optional workshops, supplemental materials or differentiated instruction.

Support System Evaluation: Regularly assess the effectiveness of the support systems and gather feedback from prospective learners to ensure they are consistently receiving high-quality service and information.

Post-Training Support: Explore options for providing ongoing support or resources to graduates as they transition into the workforce. This could include mentorship programs, networking opportunities or access to continuing professional development.

Data Analysis: Conduct a more in-depth analysis of survey data to identify any emerging trends or patterns that might not be immediately apparent.

Benchmarking: Compare IHNA's survey results to industry benchmarks or other training providers to gain further insights into areas of strength and weakness.

By consistently evaluating and acting on feedback, IHNA Training continues to enhance its programs and ensure a positive learning experience for all students.

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

To monitor the effectiveness of the above improvement actions, IHNA implement the following strategies:

Regular Survey Administration: Continue conducting regular surveys of learners, pre-, during and post-training. Track changes in satisfaction rates for key areas like trainer quality, learner support, course suitability and overall satisfaction.

Qualitative Feedback: Encourage learners to provide open-ended feedback through surveys, focus groups or one-on-one interviews. This qualitative data can provide valuable insights into their experiences and identify specific areas for improvement.

Data Analysis: Regularly analyse survey data, and qualitative feedback to identify trends and patterns. Compare results over time to assess the impact of each improvement action.

Outcome Tracking: Track the long-term outcomes of learners, such as job placement rates, career advancement, and overall satisfaction with their chosen field. This data can help determine the effectiveness of the training in preparing learners for the workforce.

External Benchmarking: Compare IHNA's performance to industry benchmarks and other training providers. This can help identify areas where IHNA excels or needs to improve.
Internal Review Meetings: IHNA has a strong governance structure that includes internal and external members, as well as subject matter experts. The survey feedback and its analysis will be regularly reviewed during meetings of the Learning & Teaching Committee and Audit & Risk Management Committee, endorsed by the Academic Board. These governance meetings provide opportunities to discuss relevant risks, identify areas for improvement, and make informed decisions to enhance the quality of education and training delivery.
Continuous Improvement Cycle: Embrace a continuous improvement cycle, where feedback and data are used to refine and adjust improvement actions over time. This ensures that IHNA Training is constantly adapting to meet the changing needs of its learners and the industry.
By implementing these monitoring strategies, IHNA Training ensures that the suggested improvement actions are effective in enhancing the learner experience and achieving desired outcomes. This data-driven approach will enable IHNA Training to continuously improve its programs and maintain its position as a leader in the industry.