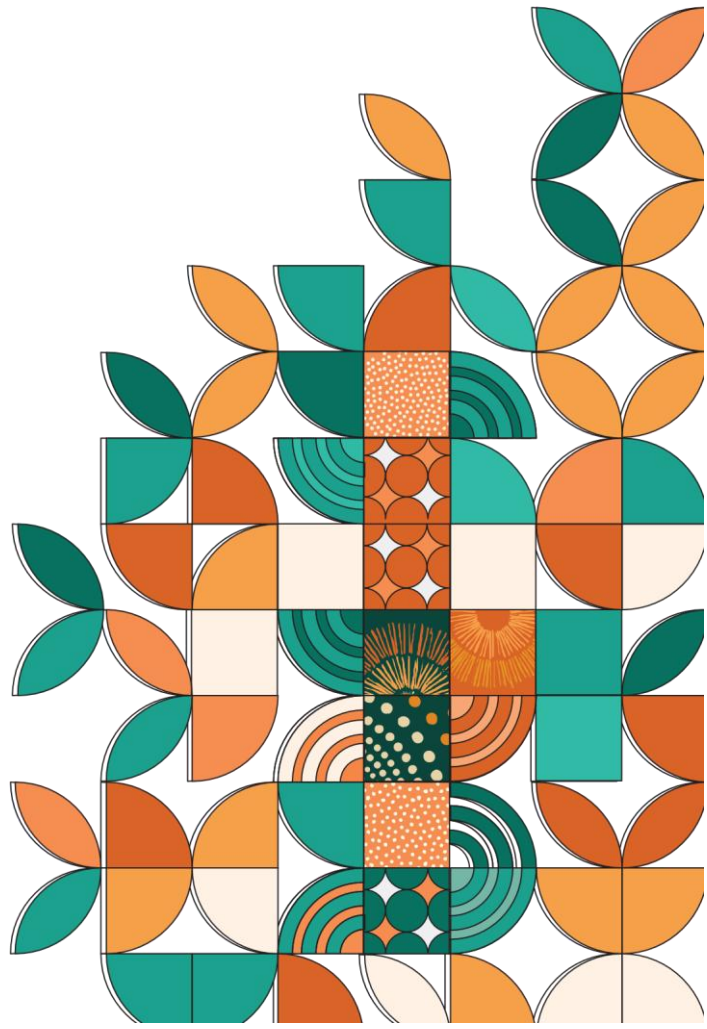


Quality Indicator Annual Summary Report

2025



Quality Indicator Annual Summary Report

Student Engagement and Employer Satisfaction Surveys

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Section 1 – Survey Response Rates

	Surveys issued (SI)	Surveys received (SR)	Percent (%) response rate = $SR \times 100 / SI$
Student Engagement	3149	2782	88.34%
Employer Satisfaction	60	7	11.66%

Trends of Response Statistics

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

The 2025 surveys provide updated insights into learner and employer engagement and satisfaction, showcasing both areas of strength and opportunities for improvement. The data reveal shifts in engagement compared to the previous year, with varied outcomes for student and employer cohorts.

Learner Engagement and Outcomes:

- **Learner Response Rate:** In 2025, 2,782 learner survey responses were recorded from 3,149 surveys issued, representing a response rate of 88.34%. This is a significant improvement from 62.47% in 2024 and surpasses the 2023 peak of 69.1%, marking the highest learner response rate. This strong result suggests that targeted engagement and survey administration strategies implemented following the 2024 have been highly effective.
- **Learner Satisfaction:** 94.1% of learners expressed overall satisfaction with their training in 2025, maintaining the strong performance seen in 2024 (94.0%) and 2023 (93.6%). This sustained trajectory demonstrates consistent program quality across delivery modes and campuses.
- **Strong Recommendations:** 90.69% of learners indicated they would recommend IHNA to others, an improvement from 88.89% in 2024 and 88.7% in 2023. An additional 91.7% stated they would recommend the training itself, reinforcing confidence in both the institution and its programs.
- **Exceptional Perceptions of Training Quality and Relevance:** In 2025, over 95.75% of learners agreed they developed the skills expected from their training, and 95.47% affirmed the training focused on relevant skills. Additionally, 95.72% praised trainers' subject knowledge, reflecting strong confidence in instructional quality.
- **Engaging Trainers:** 93.78% of learners agreed that trainers made the subject matter interesting, a notable improvement from 89.37% in 2024 and 90% in 2023. This trend signals continued investment in instructional excellence.
- **Diverse Fields of Study:** Health remains the predominant field of study (85.55%), with Education (4.89%) and Other fields following, consistent with IHNA's healthcare-focused program portfolio.

- **Age Demographics:** The largest proportion of learners in 2025 fall within the 25–34 age range (34.44%), followed by 35–44-year-olds (25.99%) and 20–24-year-olds (23.47%). This reflects IHNA's sustained appeal to both younger learners entering the workforce and mid-career professionals seeking upskilling
- **Qualification Popularity:** Diploma-level courses attracted the highest number of responses (53.70%), followed by Certificate III (35.73%), consistent with prior years and reflecting sustained demand for vocational health training at these levels.
- **Campus Distribution:** Perth Campus led with 873 responses (31.4%), followed closely by CBD Campus Melbourne (835 responses, 30.0%). Brisbane Campus recorded 37 responses (1.3%), reflecting its early-stage growth trajectory as a newer campus.

Employer Engagement and Satisfaction:

- **Employer Response Rate:** In 2025, 7 employer survey responses were received from an estimated distribution of 60 surveys, representing a response rate of approximately 11.66%. This represents a significant further decline from 46.66% in 2024 and 75.83% in 2023. IHNA acknowledges this as a critical area for strategic attention and is implementing targeted re-engagement strategies to strengthen employer partnerships.
- **Effectiveness of Trainers:** All 7 responding employers (100%) agreed that trainers were effective in their teaching. This unanimous result, consistent with high employer satisfaction observed in 2023 and 2024, confirms continued confidence in IHNA's instructional staff.
- **Training Prepared Employees Well for Work:** 100% of employers agreed the training adequately prepared learners for work. This is an improvement from 95.92% in 2024 and reflects the continuing relevance and practical applicability of IHNA's programs.
- **Overall Employer Satisfaction:** Despite the very low response rate, all responding employers (100%) expressed satisfaction with the training, agreeing or strongly agreeing across all measured dimensions. This continuation of the 100% satisfaction trend from 2025 (as noted in the 2024 report's forward-looking data) reinforces that IHNA's training quality is consistently meeting employer needs.
- **Recommendation of the Training Organisation:** 100% of employers in 2025 indicated they would recommend IHNA to others, maintaining the strong endorsement observed in prior years (95.92% in 2024).

Section 2 – Survey Information and Feedback

Metric	% Positive Response
Overall satisfaction with training	94.1%
Would recommend the training organisation to others	90.69%
Would recommend the training to others	91.6%
Trainers had excellent knowledge of subject content	95.36%
Trainers made the subject as interesting as possible	93.78%
Training prepared learners well for work	94.42%
Training had a good mix of theory and practice	93.70%
Developed the skills expected from this training	95.72%
Training focused on relevant skills	95.47%
Received useful feedback on assessments	94.53%

Training was at the right level of difficulty	88.82%
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Metric	% Positive Response
Trainers were effective in their teaching	100%
Overall satisfaction with training	100%
Would recommend the training organisation to others	100%
Training prepared employees well for work	100%
Training focused on relevant skills	100%
Training was an effective investment	100%
Our employees gained the skills they needed	100%
Trainers had good knowledge and experience of the industry	100%
The training reflected current practice	100%
Training organisation acted on feedback from employers	100%

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

Expected Findings

- **Consistent High Learner Satisfaction:** Learner satisfaction remained exceptionally high at 94.1% in 2025, extending a consistent upward trend from 93.6% (2023) to 94.0% (2024). This consistency validates IHNA's ongoing investment in program quality and learner experience.
- **Strong Learner Recommendations:** The proportion of learners willing to recommend IHNA rose to 90.69% in 2025, up from 88.89% in 2024. This improving trajectory demonstrates strengthening institutional confidence among enrolled learners.
- **Highly Engaging Trainers:** Trainer engagement scores continued to improve, with 93.78% agreeing that trainers made subjects interesting, up from 89.37% in 2024. This was an expected positive finding given ongoing investment in professional development.
- **Dominance of Health Field:** Health remained the predominant broad field of study (85.55%), consistent with IHNA's healthcare training focus.
- **Consistent Age Demographics:** The primary learner age cohort (20–44 years) remained stable, confirming IHNA's sustained relevance to both new entrants and career-changers in the health sector.
- **Popularity of Diploma/Certificate Levels:** These two qualification types together accounted for over 89% of all responses, confirming sustained demand for IHNA's core program offerings.
- **100% Employer Satisfaction Among Respondents:** As noted in the 2024 report, employer satisfaction among participating employers was projected to reach 100% in 2025. This was confirmed by the 2025 data, with all responding employers agreeing across all measured dimensions.

Unexpected Findings

- **Significant Decline in Employer Response Rate:** The most unexpected and concerning finding is the dramatic drop in employer survey participation, from 46.66% in 2024 (56 of 120) to approximately 11.66% in

2025 (7 of 60). While the 2024 report flagged declining employer engagement as a critical area, the scale of this further decline in 2025 is significant and requires urgent strategic intervention.

- **Stabilisation of Learner Response Rate:** After declining from 69.1% (2023) to 62.47% (2024), the 2025 learner response rate rose markedly to 88.34% (2,782 of 3,149). This is the most positive unexpected finding in the 2025 survey data, indicating that re-engagement strategies implemented after the 2024 decline have had a strong and measurable effect. This result also sets a new performance benchmark for future survey cycles.
- **Improved Trainer Engagement Scores:** The improvement in trainer engagement scores (from 89.37% to 93.78%) was more pronounced than anticipated, suggesting that strategies to enhance instructional delivery are yielding measurable results.
- **Areas for Refinement in Learner Experience:** While overall satisfaction remains high, a few specific areas show slightly lower agreement levels that warrant monitoring. Training difficulty was rated 'just right' by 88.82% of learners, and 93.17% considered the workload reasonable. These remain strong results but represent the most notable margins below the overall satisfaction baseline.
- **Qualitative Employer Feedback:** Despite very low response numbers, the qualitative feedback from employers provided actionable insights. Key themes included the need for better pre-placement communication regarding student capabilities and learning needs, encouraging students to take greater initiative during clinical placements, and maintaining updated curriculum content to reflect evolving industry practice.

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

The survey feedback provides a comprehensive view of IHNA's performance, highlighting both strong areas and aspects that may require attention.

Strengths in Performance:

- **High Learner Satisfaction and Loyalty:** The 94.1% overall satisfaction rate and 90.69% recommendation rate confirm that IHNA's training programs are consistently meeting and exceeding learner expectations. Learners are not only satisfied but are active advocates for the institution.
- **Effective and Engaging Trainers:** With 95.36% of learners rating trainers' subject knowledge as excellent and 93.78% finding instruction engaging, IHNA demonstrates strong instructional capability across campuses. The sustained improvement in trainer engagement scores over three consecutive years is a particularly strong indicator of institutional quality.
- **Positive Employer Satisfaction Trend:** Despite extremely low participation, the unanimous satisfaction of all responding employers confirms that IHNA's graduates are perceived as job-ready and that the training is a sound industry investment. Specific qualitative feedback highlighting passionate and demanding trainers reinforces this assessment.
- **Broad and Consistent Relevance:** IHNA's programs continue to attract a diverse learner cohort across age groups, delivery modes (on-campus 47.77%, blended 52.22%), and geographic locations. This diversity reflects program flexibility and broad market relevance.
- **Skills Development and Work Readiness:** With 95.75% of learners reporting they developed expected skills and 94.42% feeling well-prepared for work, IHNA is clearly achieving its core mission of education for employment.

Areas for Improvement/Consideration:

- **Critical Decline in Employer Engagement:** The reduction in employer survey responses from 56 (2024) to 7 (2025) is the single most significant performance concern identified by the 2025 survey data. This dramatically limits IHNA's ability to obtain representative industry feedback and risks underrepresenting employer perspectives in quality assurance processes. Immediate corrective action is required.
- **Pre-Placement Communication with Employer Partners:** Qualitative feedback from employers indicates a need for better advance communication about students' backgrounds, learning needs, and any known

challenges prior to clinical placement. This represents a targeted improvement opportunity for the clinical placement coordination function.

- **Student Initiative During Placement:** Multiple employer respondents commented on the need for students to take greater initiative during workplace placements. This suggests an opportunity to incorporate placement preparation modules or workplace readiness training prior to placement.
- **Training Difficulty Calibration:** While 88.82% of learners rated difficulty as appropriate — a strong result — this remains the lowest-scoring metric in the learner survey. Continued attention to curriculum design to ensure appropriate challenge levels is warranted, particularly as program intake diversity increases.

Section 3- Improvement Actions

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

1. Employer Re-engagement Strategy (Critical – Corrective Action)

The dramatic decline in employer participation from 46.66% (2024) to 11.66% (2025) is the most pressing quality indicator concern. The following corrective actions are to be implemented:

- Conduct a root-cause analysis into the 2025 employer response decline, including direct outreach to previously engaged employers to understand barriers to participation.
- Implement a multi-channel employer engagement strategy, including personalised outreach via phone, email, and clinical placement coordinator networks, rather than relying solely on email distribution of standardised surveys.
- Diversify employer feedback mechanisms to include brief digital pulse surveys, structured verbal feedback during placement visits, and annual employer advisory sessions.
- Clearly communicate the value and impact of employer feedback on curriculum design and student outcomes to re-establish the perceived relevance of survey participation.
- Review survey timing and distribution processes to ensure surveys are issued at appropriate points in the placement cycle and reach the correct employer contacts.
- Set a target of recovering employer response rates to a minimum of 30% by the 2026 survey cycle.

2. Pre-Placement Communication Improvement (Corrective Action)

In response to employer qualitative feedback about insufficient advance information on student capabilities and learning needs:

- Develop and implement a standardised pre-placement student briefing package for employer supervisors, covering the student's qualification level, assessed competency status, and any disclosed learning support needs (with student consent).
- Establish a direct communication protocol between clinical placement coordinators and employer supervisors at least two weeks prior to placement commencement.
- Review and update placement agreements to include clear expectations regarding information sharing between IHNA and employer partners.

3. Student Placement Readiness (Preventive Action)

To address employer feedback regarding student initiative and preparedness for workplace behaviour:

- Integrate a structured workplace readiness module into pre-placement preparation, covering professional expectations, clinical initiative, and self-directed learning behaviours.
- Develop placement-specific learning goals for students to complete prior to commencement, reinforcing an active and engaged approach to clinical learning.
- Review orientation sessions delivered immediately before placement to include employer expectations and professional conduct standards.

4. Sustaining and Improving Learner Satisfaction (Preventive Action)

Building on the consistently strong learner satisfaction results:

- Continue to analyse qualitative 'Best Aspects' feedback to identify and replicate the specific instructional and support practices contributing to high learner satisfaction across campuses.
- Leverage high satisfaction and recommendation metrics in marketing and promotional materials, including targeted digital campaigns for domestic enrolment growth.
- Ensure that the positive trainer engagement improvements observed in 2025 are sustained through ongoing professional development, regular peer observation, and trainer feedback mechanisms.

5. Learner Response Rate Stabilisation (Preventive Action)

Following stabilisation at approximately 62.5% in 2025:

- Investigate and document the specific strategies that contributed to the 2023 peak response rate (69.1%) to assess their reapplicability under current operational conditions.
- Incorporate survey participation reminders into regular learner communications and embedding survey completion into training completion processes.
- Explore the feasibility of administering the survey at unit completion rather than only at program completion, to capture more granular feedback and increase participation rates.

6. Curriculum Difficulty Calibration (Preventive Action)

To address the slightly lower 'training difficulty' rating (88.82%):

- Facilitate regular review of assessment design and curriculum sequencing within the Learning & Teaching Committee to ensure appropriate challenge levels across all qualification levels.
- Strengthen the use of pre-training literacy and numeracy assessments to better inform individual learning plans and curriculum entry points.

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

The effectiveness of implemented actions will be monitored through a multi-faceted approach, leveraging various strategies.

IHNA's Approach to Monitoring the Effectiveness of Actions

1. Data Analysis and Response Rates

IHNA will track learner and employer survey response rates on an annual basis, comparing against the 2025 baseline and prior-year trends. A specific employer response rate target of 30% minimum has been set for the 2026 survey cycle.

2. Satisfaction and Feedback Metrics

Key satisfaction indicators — including overall satisfaction, recommendation rates, trainer engagement, and training relevance — will be monitored annually against the 2025 benchmarks (94.1% learner satisfaction, 100% employer satisfaction). Any decline of more than 2 percentage points in any key metric will trigger a formal review.

3. Qualitative Feedback Analysis

Qualitative feedback from learners and employers, including 'Best Aspects' and 'Most in Need of Improvement' responses, will be reviewed each year. Key findings will be reported to the Learning & Teaching Committee and the Academic Board to support decision-making on curriculum improvements and operational planning.

4. Internal Review Meetings

The Learning & Teaching Committee, the Audit & Risk Management Committee, and relevant campus management teams will conduct structured reviews of survey outcomes at least annually.

5. Employer Engagement Reporting

Employer outreach activities, pre-placement communication records, and clinical partnership meeting notes will be compiled by placement coordinators and reported to the Director of Quality Management on a semester basis, providing an evidence trail for the effectiveness of employer re-engagement strategies.

6. Continuous Improvement Register

All improvement actions arising from the 2025 survey analysis will be entered into IHNA's Continuous Improvement Register, with responsible officers, timelines, and evidence of completion recorded. Progress against these actions will be reviewed at each CI register review meeting.

7. Benchmarking

IHNA will continue to benchmark its quality indicator results against NCVER (National Centre for Vocational Education Research) survey data and sector-level VET benchmarks, where available, to contextualise performance and identify areas of best practice or emerging risk.