



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22066	J&F Corporation Pty Ltd, trading as All Health Training

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	454	349	77
Employer satisfaction	-	-	-

#### Trends of response statistics:

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

All students were provided with the opportunity to complete and submit a learner survey through classroom/email distribution

Students undertaking courses by flexible learning still tend not to return many feedback forms

There is an even response rate generally across the qualifications

The number of student commencements and completions has steadily increased since 2017

The response rate overall has dropped from last years 82% to 77%



## Section 2 Survey information feedback

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

#### Expected Findings:

The student feedback reflects the overall positive comments AHT receives including but not limited to:

- "great preparation for placement due to the high practical content of the course"
- "building confidence through repetition and supportive, caring trainers"

#### Consistent comments about:

- the trainers: their professionalism, knowledge of the industry, currency, understanding and being approachable. Furthermore, their ability to provide different learning styles to accommodate students
- friendly atmosphere - both trainers, students and the staff
- learning environment is clean, tidy and equipment is just like industry!
- high number of live bleeds conducted as part of practicals in pathology course
- great class sizes & group discussions, interactive and fun
- consistent opportunities throughout the timetable both in the practical simulation rooms & role plays
- learning new skills
- gaining employment with many opportunities coming from placement experience

AHT's student centric approach is reflected in these comments and prove that we are on the right track. We believe our systems capture feedback throughout the course (Progress interviews & Exit Interviews) which provide additional opportunities to track student satisfaction and concerns. These are areas that we believe are our point of difference and we are heartened that it is strongly reflected in the feedback we have been given.

#### Unexpected Findings:

In regards to areas for improvement, there were some students on the AQTF survey that commented on some of our weblinks not being current. Although, we currently have a slide in all PowerPoints alerting students to constantly the changing of website content pages. This has been in place for well over 2 years. The relevance of the course purchased resource books, the placement communication process and timing are all points mentioned are under review with some already having interim steps underway.

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

The response to our surveys tells us that our organisation continues to have very satisfied customers, whilst we acknowledge there is always room to improve. It demonstrates we are responsive to student issues and we believe that our processes support this: every feedback form written by a student who has taken the time to complete it, is read. This occurs midway through the course and at the conclusion of the course. We look for themes and investigate how we can continually improve the outcomes for our students.

Overall, we feel that we deliver a high calibre course to our students which is supported by the feedback in the surveys



## Section 3 Improvement actions

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

We implemented rolling information sessions at our training venues to further support student choice.

The appointment of dedicated placement coordinators has occurred and is in place to improve the communication between all stakeholders

Flexible students now have a dedicated administrator which has improved communication and supported our placement and practical processes. Feedback will be attained through the practical sessions and a trial with survey monkey in an attempt to improve response numbers

Placement resources to support learner understanding of obligations have been improved. However, it is acknowledged that it will be down to the end user to action.

Finally, we continue to review the written resources we provide to students to ensure they are current and accurately reflect industry needs.

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

AHT will continue to review the student feedback and look for themes that we believe have merit and need further investigation.

In addition, we continue to conduct 1:1 meetings with students mid-course and at course conclusion as an additional way of monitoring students progress overall and seek feedback on the quality of the training.

Quarterly reports are presented for management meetings on the information sessions ran

Weekly meetings are conducted with the flexible/placement coordinators to report and identify any concerns. These roles allow for improved relationship building opportunities, with all stakeholders enjoying better communication..

We can see that feedback over the years of operation have changed due to modifications and improvements that we have put in place.

Student feedback on their placement experience provides us with a 360 degree view

We will continue to monitor/track the number of students employed post course completion.