



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	421	344	82%
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)

Students undertaking courses by distance/flexible learning tend not to return any feedback forms

No one qualification stands out and a high or low response rate, as demonstrated by:

Aged Care/Individual Support = 84% response rate

Health Services Assistance = 81% response rate

Pathology Collection = 80% response rate

The response rate is slightly higher than 2015 when we had 71% returned, and 81% in 2014



Section 2 Survey information feedback

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

The students feedback overall is great with many comments about: the highly practical nature of our courses, the trainers - both their knowledge and being able to impart their enthusiasm for the industry to the class, class activities, mix of theory and practicals, friendly staff & organisation, hands on opportunities, learning new skills. These are areas that we pride ourselves on and we are heartened that it is strongly reflected in the feedback we have been given.

In regards to areas for improvement students have commented about less homework and assessments but we believe that this is an expectation of all courses. We believe in all of our courses that with our simulated rooms that we are highly practical and hands on which ironically is one of the areas that we gain most positive feedback on and where students continue to want more of!

Practical placement is another area of mixed feedback. Some students love it and understand the expectations, and others are frustrated that we cannot provide more lead time, locations closer to home or not having to be done in one block. These are generally items outside of our control and determined by industry, but despite discussing it prior to applying, during the Pre Training Review and throughout the course it is still an issue for a small number of students.

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

That we always have room to improve. We read every feedback form written by a student who has taken the time to complete it, which we do 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, I feel that we deliver a high calibre course to our students which is supported by the feedback in the surveys.

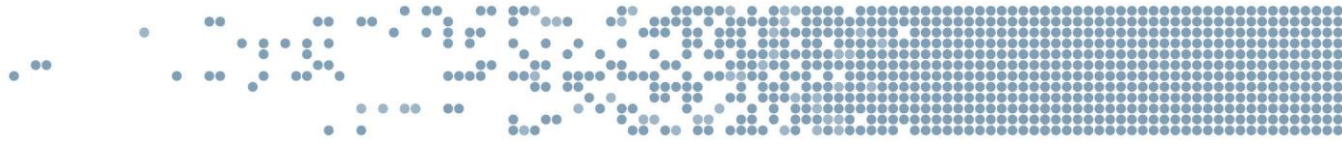
Section 3 Improvement actions

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

We have developed a feedback form for trainers to use after each session to advise us where they see issues with assessment questions relating to clarity, spelling, etc and ensuring examples are real-life scenarios that students/workers may encounter.

Students in all courses enjoy the practical components of the course and as such we continue to invest in equipment and resources the students will use in industry and turn these into activities/hands-on practicals.

In Pathology we trialled some optional sessions which students thoroughly enjoyed and as a result we have timetabled them as compulsory in 2017



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

We will continue to read student feedback and look for themes that we believe have merit and need further investigation.

In addition, we 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.