Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>22066</td>
<td>J&amp;F Corporation Pty Ltd, trading as All Health Training</td>
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**Section 1  Survey response rates**

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>366</td>
<td>301</td>
</tr>
<tr>
<td>Employer satisfaction</td>
<td>-</td>
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**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 flexible learning tend not to return any feedback forms
No one qualification stands out as a high or low response rate
The number of student commencements and completions has dropped by 10% in 2017
The response rate is the same as 2016 year data
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 and noting that it gives them confidence and prepares them well for placement and employment
- the trainers - both their knowledge of the industry, currency, understanding and approachable
- friendly atmosphere - both trainers, students and the staff
- great class sizes & group discussions
- hands on opportunities both in the practical simulation rooms, role plays
- learning new skills
- getting jobs!!
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, some students on the AQTF survey mark that the training was not at the right level of difficulty for them however many of our courses are Cert III qualifications (eg. Cert III in Pathology Collection or Cert III in Individual Support) and as a result we train to the qualification level. Some also note they do not push themselves to look for additional resources outside of what we provide them as part of the course which can be seen as both a positive (we are providing them with the right resources) and a negative (students should be doing independent research to support their learnings).

Some students mentioned the equipment in the practical room but having engaged with industry who have seen our facilities we do not feel this needs further investigation at this time.

WIFI was mentioned and this has been actioned with free student WIFI at all our training venues.

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 implemented free Wifi at each of our training venues.

Additionally, we continually look to improve the opportunities for our students to complete practical activities at each class as it is.

Flexible students will have the end of course feedback forms scanned as part of their final written assessment in an effort to improve response rates by this type of learner.

Finally, we continue to review 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?**

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.

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

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