



Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22175	Y Learning & Development Pty. Ltd.

1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	70	18	26%
Employer satisfaction	5	1	20%

Trends of response statistics:

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

Vative Healthcare send surveys electronically to 100% of students and employers that enrolled in 2017 and have attended session 5 of the training program.

Learner Survey response was 25% this is a reduction from 2016's response of 60%. This could be due to lower enrolments throughout 2017.

All Vative Healthcare students are Workplace Based.

2. Survey information feedback

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

The feedback from the learner surveys was expected with the average score being above 100% in all areas except for 3 questions.

The feedback from the employer was expected with Trainer quality and overall satisfaction scoring 100%.

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

The results from the learner surveys were extremely positive, the 3 questions that were not 100% are more reflective of student and their attitude towards pushing themselves to learn.

As we only received 1 employer survey back it is hard to determine the success of the programs with the survey feedback alone.

Overall, our biggest strength is still our Facilitators with numerous positive comments about the high quality of their knowledge and support.

3. Improvement actions

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

In response to the survey feedback and additional feedback from facilitators and stakeholders received, Vative Healthcare have increased the training period for all training programs and included additional student support earlier in the program to promote self learning.

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

Feedback received from students, employers and facilitators will continue to be analysed, documented and when applicable be translated through Vative Healthcare's Improvement and corrective actions procedure.