



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21985	Health Careers International Pty Ltd T/A Institute of Health and Nursing Australia

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	973	304	31.24%
Employer satisfaction	85	33	38.82%

#### Trends of response statistics:

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

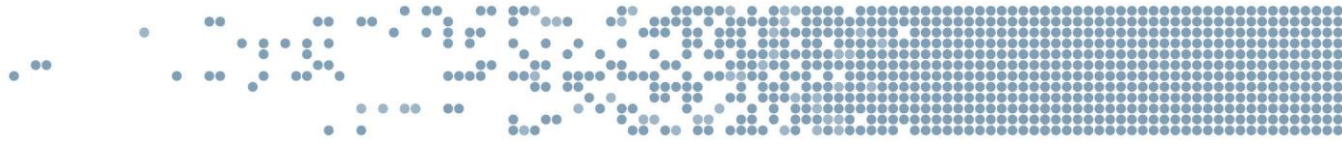
Student Survey: The student response rate increased by 50% (to 31.24%) which was a pleasing result in the current COVID-19 environment. Diploma level students provided the highest survey participation rate. The average time to complete the survey was 57 minutes. Consideration could be given to reduce the length of the student survey as IHNA believes this is a barrier to increasing student participation. IHNA gathers data directly from students through three surveys (post enrolment, unit wise and end of course) during their course, the data from which also provides indicators that may be useful for future surveys.

IHNA encourage learners to complete the AQTF survey upon completion of their qualifications and we used different methods to collect feedback including direct contacts from Educators and Student Services Officers and providing survey links and information in multiple locations on Student Portal, Student Hub, direct emails, and newsletters.

Employer Survey: While IHNA received a decreased participation rate of response from employers (38.32%), a decrease of 29.18 % from that of the previous year, what is notable is the doubling the number of respondents over during 2020 from that of 2019. The 33 employers that responded host clinical placements for over 50% of IHNA students and on average over 75% of IHNA students continue onto employment with their clinical placement host



following successful completion of their placement and course. This sample represents employers that employed IHNA graduates on completion of their course during 2020.



## Section 2 Survey information feedback

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

Expected findings: There is a high level of satisfaction with IHNA's standard of training with most learners rating as agree or strongly agree with IHNA's training which helped them develop their skills and knowledge. Most respondents agreeing or strongly agreeing to the fact that, they would recommend IHNA to other learners.

IHNA educators were also rated highly for their knowledge, feedback, and engagement with students. IHNA has invested during 2020 in enhancing its teaching systems and online resources and materials utilising Canvas LMS to enhance the opportunity for students to learn outside the classroom. This is reflected in responses to question 31 where most students agreed and strongly agreed training resources were available when they needed them and in question 8 where most students agreed or strongly agreed they utilised IHNA's resources and system to search for other resources to help them learn.

Unexpected: Learners indicated the practical component of some units was not sufficiently in depth. IHNA will consider this feedback and incorporate it into scheduled unit validation and moderation planning. Based on feedback from industry and subject-matter-experts, IHNA is reviewing the practical component of selected units.

In addition, IHNA plans to incorporate comprehensive Information technology training at the start of the course. IHNA would review its orientation strategy and incorporate IT support during orientation and also strengthen our 24/7 online support team to assist students with IT issues.

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

While IHNA is satisfied with its overall performance, the survey has helped to identify an underlying theme and need for IHNA to remain ahead of the curve in ensuring the practical application of learning and knowledge within practical components and industry placements. This facilitates the direct application of course Learning Outcomes in the workplace thereby improving employability for students. We intend to conduct further analysis of these areas and implement measures to continuously improve quality.

We value every feedback and thrive to convert all our weakness into our strength in coming years.

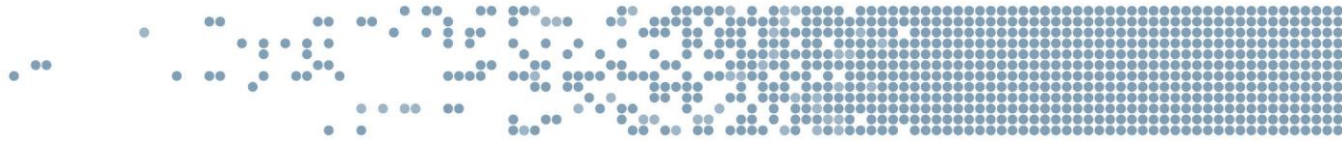
IHNA has strong governance systems and process in place to monitor such continuous improvements and provide regular feedbacks.

## Section 3 Improvement actions

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

IHNA has met with regulatory and government agencies as well as with industry partners to better understand their requirements and the application of industry best practice and indicators of quality. For example, we have met with ASQA and the Department of Education and Training, who have provided insights into how regulatory standards, risk indicators and benchmarking can form part of our quality assurance and risk mitigation framework.

IHNA has also made improvements to the collection of student satisfaction data and ongoing feedback through a variety of channels including social media and online discussion forums. This data informs IHNA's program and



policy development which is centred in maximising opportunities for students of IHNA.

IHNA's SRC (Student Representative Council) is another forum in which IHNA directly gathers feedback and indicators from students in all campuses. The SRC meets on a quarterly basis and is an important part of IHNA's direct engagement strategy.

As part of IHNA's continuous improvement processes, we review the feedback and data gathered from surveys of students and industry in reviewing its training and assessment strategies.

IHNA has in place a strong governance structure which comprises both internal and external members and subject-matter-experts. Survey feedback is reviewed during the RTO, Learning and Teaching Committee and Audit & Risk Management Committees to identify relevant risks and matters for discussion.

In response to feedback provided from the survey, IHNA will incorporate more frequent orientation sessions for students to assist them with IT related concerns. In addition, IHNA is finalising development of a Chat Bot to enhance our existing student support systems.

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

IHNA employs several monitoring strategies within its continuous improvement processes, including:

1. Regular review and reporting of student progression and monitoring procedures and practices
2. More effective collection and use of intelligence data. Form–Quality Indicator annual summary report, updated 20 April 2012 Page 3 of 3
3. Learner protection initiatives, such as reviewing the roles, responsibilities and expertise of staff members who communicate directly with students including the practices and procedures around complaints handling and referral of appeals to governing bodies.
4. Frequent internal audit of departments and processes.
5. Promotion of a collegial internal culture in which staff members are encouraged to raise concerns regarding matters affecting student experience and outcomes.

The effectiveness and outcomes of these actions will be monitored through:

1. IHNA Governance systems and processes
2. Regular reporting and frequent collection of formal and informal feedback
3. Frequent internal audits
4. Improved student support team strategies.

# IHNA Learner Questionnaire AQTF

304  
Responses

57:56  
Average time to complete

Active  
Status

1. I developed the skills expected from this training.

💡 Insights

Strongly Agree	139
Agree	149
Disagree	9
Strongly disagree	7



2. I identified ways to build on my current knowledge and skills

💡 Insights

Strongly Agree	139
Agree	154
Disagree	7
Strongly disagree	4



3. The training focused on relevant skills.

💡 Insights

Strongly Agree	139
Agree	146
Disagree	14
Strongly disagree	5



4. I developed the knowledge expected from this training

💡 Insights

Strongly Agree	134
Agree	153
Disagree	9
Strongly disagree	8



5. The training prepared me well for work.

💡 Insights

Strongly Agree	135
Agree	142
Disagree	20
Strongly disagree	7



6. I set high standards for myself in this training.

💡 Insights

Strongly Agree	154
Agree	140
Disagree	7
Strongly disagree	3



7. The training had a good mix of theory and practice.





💡 Insights

Strongly Agree	120
Agree	150
Disagree	24
Strongly disagree	10



8. I looked for my own resources to help me learn.





 Insights

 Strongly Agree	108
 Agree	172
 Disagree	23
 Strongly disagree	1



9. Overall, I am satisfied with the training.





 Insights

 Strongly Agree	138
 Agree	133
 Disagree	21
 Strongly disagree	12







10. I would recommend the training organisation to others.

 Insights

 Strongly Agree	133
 Agree	128
 Disagree	23
 Strongly disagree	20



11. Training organisation staff respected my background and needs.

 Strongly Agree	144
 Agree	136
 Disagree	12
 Strongly disagree	12



12. I pushed myself to understand things I found confusing.

💡 Insights

Strongly Agree	116
Agree	158
Disagree	28
Strongly disagree	2



13. Trainers had an excellent knowledge of the subject content.

💡 Insights

Strongly Agree	150
Agree	132
Disagree	14
Strongly disagree	8



14. I received useful feedback on my assessments.

💡 Insights

Strongly Agree	128
Agree	150
Disagree	14
Strongly disagree	12



15. The way I was assessed was a fair test of my skills and knowledge.

💡 Insights

Strongly Agree	133
Agree	151
Disagree	10
Strongly disagree	10





16. I learned to work with people.

Insights

Strongly Agree	146
Agree	146
Disagree	8
Strongly disagree	4



17. The training was at the right level of difficulty for me.

Insights

Strongly Agree	94
Agree	165
Disagree	36
Strongly disagree	9



18. The amount of work I had to do was reasonable.

Insights

Strongly Agree	109
Agree	177
Disagree	13
Strongly disagree	5



19. Assessments were based on realistic activities.

Insights

Strongly Agree	113
Agree	168
Disagree	14
Strongly disagree	9



20. It was always easy to know the standards expected.

💡 Insights

Strongly Agree	95
Agree	175
Disagree	25
Strongly disagree	9



21. Training facilities and materials were in good condition.

💡 Insights

Strongly Agree	113
Agree	158
Disagree	24
Strongly disagree	9



22. I usually had a clear idea of what was expected of me.

💡 Insights

Strongly Agree	105
Agree	172
Disagree	17
Strongly disagree	10



23. Trainers explained things clearly.

💡 Insights

Strongly Agree	136
Agree	140
Disagree	14
Strongly disagree	14



24. The training organisation had a range of services to support learners.

💡 Insights

Strongly Agree	113
Agree	154
Disagree	23
Strongly disagree	14



25. I learned to plan and manage my work.

💡 Insights

Strongly Agree	118
Agree	173
Disagree	11
Strongly disagree	2



26. The training used up-to-date equipment, facilities and materials.

💡 Insights

Strongly Agree	120
Agree	148
Disagree	23
Strongly disagree	13



27. I approached trainers if I needed help.

💡 Insights

Strongly Agree	151
Agree	140
Disagree	10
Strongly disagree	3



28. Trainers made the subject as interesting as possible.

Insights

Strongly Agree	123
Agree	155
Disagree	16
Strongly disagree	10



29. I would recommend the training to others.

Insights

Strongly Agree	132
Agree	128
Disagree	25
Strongly disagree	19



30. The training organisation gave appropriate recognition of existing knowledge and skills.

Insights

Strongly Agree	124
Agree	155
Disagree	14
Strongly disagree	11



31. Training resources were available when I needed them.

Insights

Strongly Agree	125
Agree	151
Disagree	15
Strongly disagree	13



32. I was given enough material to keep up my interest.

	💡 Insights	
● Strongly Agree	117	
● Agree	158	
● Disagree	19	
● Strongly disagree	10	



33. The training was flexible enough to meet my needs.

	💡 Insights	
● Strongly Agree	118	
● Agree	160	
● Disagree	20	
● Strongly disagree	6	



34. Trainers encouraged learners to ask questions.

	💡 Insights	
● Strongly Agree	137	
● Agree	147	
● Disagree	12	
● Strongly disagree	8	



35. Trainers made it clear right from the start what they expected from me.

	💡 Insights	
● Strongly Agree	121	
● Agree	157	
● Disagree	19	
● Strongly disagree	7	



36. What were the BEST ASPECTS of the training?

💡 Insights

**303**

Responses

Latest Responses

*"The form of the learning material "*

*"The course educator taught us clearly and precisely. Ms. Sue Ulutay w...*

*"Trainer"*

### 37. What aspects of the training were MOST IN NEED OF IMPROVEMENT?

Insights

303

Responses

Latest Responses

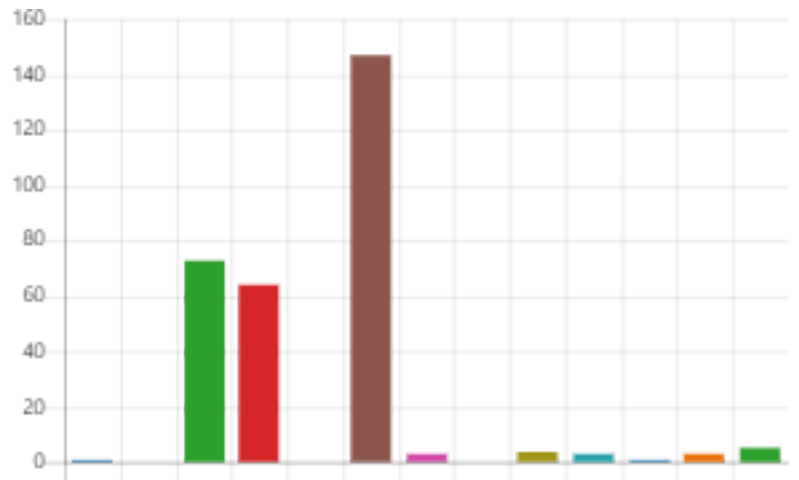
"The trainers. "

"nothing"












" Materials "

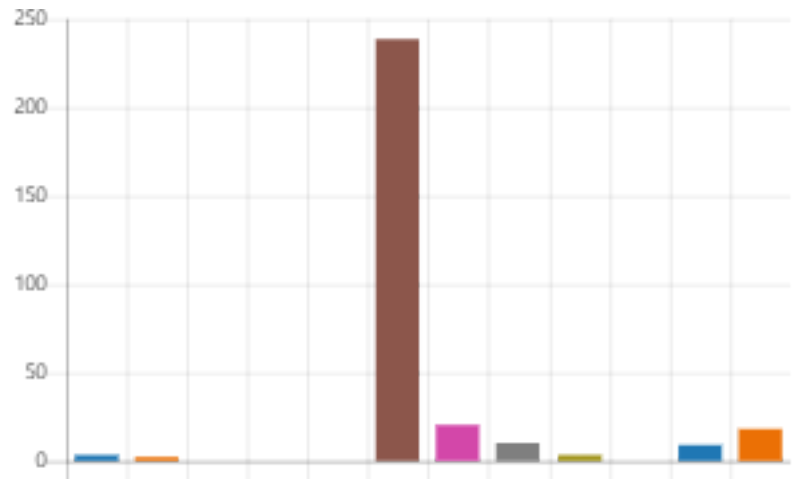
### 38. What TYPE OF QUALIFICATION are you currently enrolled in? Select one only.

Certificate I	1
Certificate II	0
Certificate III	73
Certificate IV	64
Certificate level unknown	0
Diploma	147
Advanced diploma	3
Associate degree	0
Degree	4
Short course or statement of a...	3
VET graduate certificate or gra...	1
Other qualification or training	3
Do not know	5



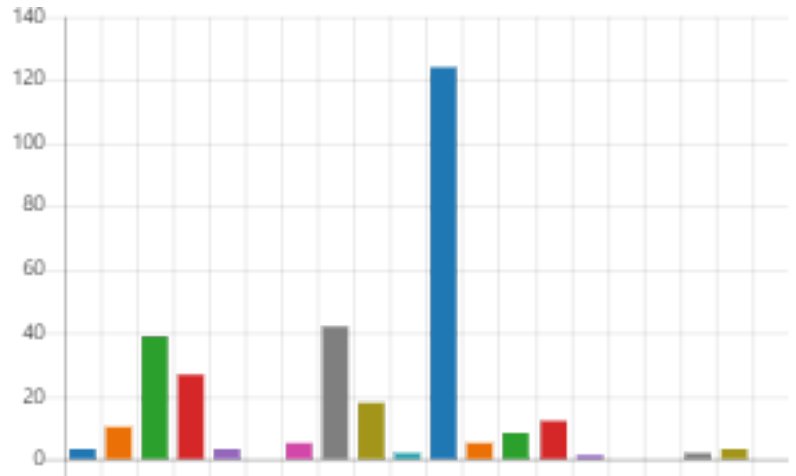
39. What is the BROAD FIELD of your current training? Select one only.

 Natural and physical sciences	3
 Information technology	2
 Engineering and related techn...	0
 Architecture and building	0
 Agriculture, environmental an...	0
 Health	239
 Education	20
 Management and commerce	10
 Society and culture	3
 Creative arts	0
 Food, hospitality and personal...	9
 Other	18



40. What is the FULL TITLE of your current qualification or training?

● HLT37315- Certificate III in He...	3
● HLT37215-Certificate III in Pat...	10
● HLT33115- Certificate III in He...	39
● CHC33015- Certificate III in In...	27
● CHC30113- Certificate III in Ea...	3
● BSB42015- Certificate IV in Le...	0
● CHC43015- Certificate IV in A...	5
● CHC43115- Certificate IV in Di...	42
● HLT47315- Certificate IV in He...	18
● HLT57715- Diploma of Practic...	2
● HLT54115- Diploma of Nursing	124
● CHC52015- Diploma of Comm...	5
● CHC50113- Diploma of Early ...	8
● BSB51918- Diploma of Leader...	12
● BSB51915- Diploma of Leader...	1
● HLTAAP001- Recognise health...	0
● HLTAID001- Provide cardiopul...	0
● HLTAID003- Provide first aid	2
● HLTENN007- Administer and ...	3
● HLTHPS006- Assist clients wit...	0



41. In what MONTH AND YEAR did you start your current training? For example, write 'March 2007' as '03/2007'.

💡 Insights

304

Responses

Latest Responses

"02/2020"

"december 2020"

"06/July "



42. Are you undertaking an APPRENTICESHIP OR TRAINEESHIP?

💡 Insights

● Yes	75
● No	229



43. Did you get any RECOGNITION OF PRIOR LEARNING towards your training such as subject exemptions, course credits or advanced standing?

💡 Insights

● Yes	105
● No	199



44. Are you FEMALE OR MALE?

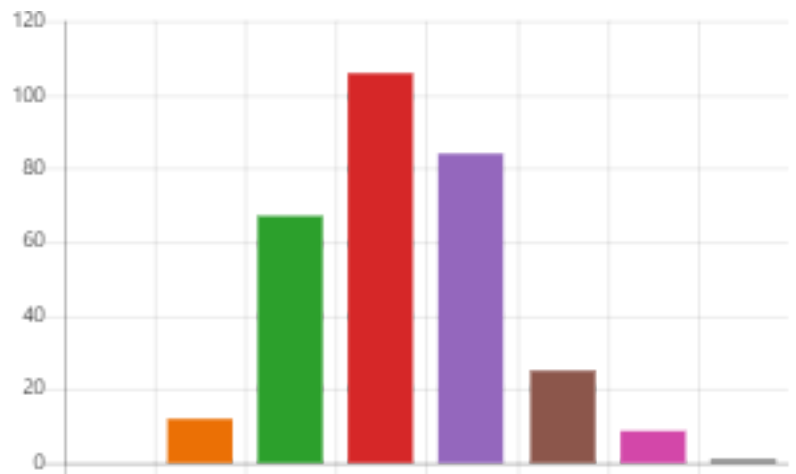
💡 Insights

● Female	244
● Male	60



45. What is YOUR AGE in years?

● Under 15	0
● 15 to 19	12
● 20 to 24	67
● 25 to 34	106
● 35 to 44	84
● 45 to 54	25
● 55 to 64	9
● 65 or over	1



46. Are you of ABORIGINAL OR TORRES STRAIT ISLANDER origin?

● No	303
● Yes, Aboriginal	0
● Yes, Torres Strait Islander	0
● Yes, both Aboriginal and Torre...	0



47. Do you speak a LANGUAGE OTHER THAN ENGLISH at home?

💡 Insights

● Yes	260
● No	44



48. Are you a PERMANENT RESIDENT OR CITIZEN of Australia?

💡 Insights

● Yes	197
● No	107



49. Do you consider yourself to have a DISABILITY, IMPAIRMENT, OR LONG-TERM CONDITION?

💡 Insights

● Yes	7
● No	295



50. What is the POSTCODE of your main place of residence?

💡 Insights

304  
Responses

Latest Responses

"3156 "

"3018"

"3084"

## 51. Your Name

 Insights

269

Responses

Latest Responses

*"Rania Pasoula "*

*"SK Ferdous"*

*"Jince Mathew"*

# IHNA AQTF Employer Questionnaire

33

Responses

11:38

Average time to complete

Active

Status

## 1. Trainers were effective in their teaching.

Strongly Agree	13
Agree	18
Disagree	1
Strongly disagree	1



## 2. Trainers had good knowledge and experience of the industry.

Strongly Agree	11
Agree	20
Disagree	1
Strongly disagree	1



## 3. Trainers were able to relate material to the workplace.

Strongly Agree	13
Agree	18
Disagree	2
Strongly disagree	0



4. Overall, we are satisfied with the training.

Strongly Agree	11
Agree	21
Disagree	1
Strongly disagree	0



5. We would recommend the training to others.

 Insights

Strongly Agree	15
Agree	17
Disagree	1
Strongly disagree	0



6. Assessments were based on realistic activities.

 Insights

Strongly Agree	15
Agree	16
Disagree	2
Strongly disagree	0



7. The training organisation gave appropriate recognition of existing knowledge and skills.

Strongly Agree	12
Agree	20
Disagree	1
Strongly disagree	0



8. Assessment was at an appropriate standard.

Insights

Strongly Agree	15
Agree	17
Disagree	1
Strongly disagree	0



9. The training focused on relevant skills.

Insights

Strongly Agree	17
Agree	16
Disagree	0
Strongly disagree	0



10. The training prepared employees well for work

Strongly Agree	9
Agree	22
Disagree	2
Strongly disagree	0



11. The training had a good mix of theory and practice.

Insights

Strongly Agree	10
Agree	21
Disagree	2
Strongly disagree	0



12. We would recommend the training organisation to others.

Insights

Strongly Agree	14
Agree	18
Disagree	1
Strongly disagree	0



13. The training was an effective investment.

Strongly Agree	9
Agree	23
Disagree	1
Strongly disagree	0



14. The training reflected current practice

Strongly Agree	12
Agree	20
Disagree	0
Strongly disagree	1



15. The training was effectively integrated into our organisation.

Strongly Agree	8
Agree	22
Disagree	2
Strongly disagree	1



16. Our employees gained the skills they needed from this training.

💡 Insights

Strongly Agree	8
Agree	20
Disagree	4
Strongly disagree	1



17. The training has helped our employees work with people

💡 Insights

Strongly Agree	11
Agree	18
Disagree	3
Strongly disagree	1



18. The training helped employees identify how to build on their current knowledge and skills

💡 Insights

Strongly Agree	10
Agree	19
Disagree	3
Strongly disagree	1



19. Our employees gained the knowledge they needed from this training.

💡 Insights

Strongly Agree	12
Agree	17
Disagree	3
Strongly disagree	1





20. The training prepared our employees for the demands of work.

Insights

Strongly Agree	9
Agree	20
Disagree	3
Strongly disagree	1



21. The training used up-to-date equipment, facilities and materials

Insights

Strongly Agree	12
Agree	16
Disagree	4
Strongly disagree	1



22. The training resources were appropriate for learner needs.

Strongly Agree	7
Agree	23
Disagree	2
Strongly disagree	1



23. Training resources and equipment were in good condition.

Strongly Agree	5
Agree	24
Disagree	3
Strongly disagree	1



24. The training organisation acted on feedback from employers.

Insights

Strongly Agree	7
Agree	22
Disagree	3
Strongly disagree	1



25. The training organisation developed customised programs.

Strongly Agree	9
Agree	21
Disagree	2
Strongly disagree	1



26. The way employees were assessed was a fair test of their skills and knowledge.

Strongly Agree	6
Agree	23
Disagree	3
Strongly disagree	1



27. The training organisation was flexible enough to meet our needs.

Insights

Strongly Agree	12
Agree	18
Disagree	2
Strongly disagree	1



28. The training organisation dealt satisfactorily with any issues or complaints

Insights

● Strongly Agree	11
● Agree	20
● Disagree	2
● Strongly disagree	0



29. The training organisation provided good support for workplace training and assessment.

● Strongly Agree	11
● Agree	21
● Disagree	1
● Strongly disagree	0



30. The training organisation clearly explained what was expected from employers.

● Strongly Agree	8
● Agree	22
● Disagree	3
● Strongly disagree	0



31. What were the BEST ASPECTS of the training?

Insights

33  
Responses

Latest Responses  
 "dedicated students"  
 "N/A"  
 "N/A"

32. What aspects of the training were MOST IN NEED OF IMPROVEMENT?

Insights

33  
Responses

Latest Responses  
 "none"  
 "Medication safety"

"As we are not the employee the following questions are not relevant t..."

33. Thank you for sharing your view(sign)

 Insights

21

Responses

Latest Responses

"ct"

*"Margarita Zanyuk (CNS/ANUM)"*