

Your quality indicator annual summary has been received by ASQA.

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Section 1. Survey response rates

Student engagement

Surveys issued (SI)

326

Surveys received (SR)

316

Percent (%) response rate = $SR*100/SI$

97

Employer satisfaction

Surveys issued (SI)

15

Surveys received (SR)

6

Percent (%) response rate = $SR*100/SI$

40

Trends of response statistics

The number of student surveys issued in 2023 was lower than previous years, due to us not taking enrolments in 2 qualifications that had been superseded. As in previous years, single unit courses such as First Aid and Responsible Service of Alcohol had the highest rate of Student surveys. For Employer surveys, the highest response rates were for First Aid courses, and the response rate for Employer Surveys is higher than 2022, which is pleasing.

Section 2. Survey information feedback

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

Employer Surveys showed 100% satisfaction with our training delivery across cohorts for Early Childhood, Aged Care, and Hospitality courses.

Student Surveys noted that the best aspects of our training include trainers sharing experiences, classroom discussions, extra-curricular activities organised, support received, role plays & simulations, excursions, flexibility, engaging content, being able to collaborate in class, videos, resources and equipment, the rapport our team build with individual students, the welcoming environment and smaller class sizes. These were expected findings from the survey feedback.

Some unexpected findings included feedback that our space is not very well suited to the provision of CPR/First Aid classes, even with smaller class sizes due to the equipment required to adequately deliver and assess participants, and participants also wanting more practical demonstrations of applying First Aid.

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

The survey feedback tells us that overall, students are satisfied with our training team (trainers and admin staff) and feel welcomed and comfortable in our environment. There is high value placed on our smaller class sizes and the extra-curricular activities such as excursions and visits to the Allied Health Room for simulations.

The surveys indicate that we are viewed highly as a Training Organization by both Students and Employers.

Section 3. Improvement actions

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

Limiting size of CPR/First Aid classes to a maximum of 8 participants and utilizing other rooms in the facility for scenario's/simulation activities.

Inclusion of further scenarios/simulations in our First Aid delivery, to allow participants to practice various first aid skills in pairs.

Discussion with First Aid Trainers to utilize other spaces in the facility and to encourage participants to practice skills in pairs.

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

These actions will be monitored through verbal feedback after each class to ascertain if students were happy with the spaces utilized to deliver and opportunities to practice first aid/CPR skills. It will also be monitored through future Student Surveys issued for each First Aid/CPR class.

It will also be monitored through feedback from First Aid Trainer/s after each class.