



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	155	33	21%
Employer satisfaction	8	3	37.5%

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 2020 and have attended session 5 of the training program.

Learner Survey response was increased by 6% from 2019. This could be due to more surveys being sent to try and get more feedback from students, in particular during COVID.

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 80% in all areas. We have currently made some changes to training materials and these can again be improved, and is a current project we are working on.

The feedback from the employer was expected with Trainer quality, scoring 100% in all areas. This can be credited to our highly talented Educators.

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

The results from the learner surveys were positive, we are continuing to find new ways to deliver our courses and keep our students engaged and interested.

As we only received 3 employer survey back it is hard to determine the success of the programs with the survey feedback alone, however it is greatly attributed to our Educators.

Overall, our biggest strength is still our Educators 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 Educators 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.