



# 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	96	20	20%
Employer satisfaction	9	2	22%

#### 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 2021 and have attended session 5 of the training program.

Learner Survey response has decreased from 2020. This is largely due to COVID lockdowns and government restrictions, which had a stop-start approach to training, in particular the Health industry.

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 a pleasure with the average score being above 89% 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 above 94% 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 2 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 improved the training and assessment materials to include up to date scenarios and case study's for students.

**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.