



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
22066	J&F Corporation Pty Ltd, trading as All Health Training

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	514	492	95
Employer satisfaction	-	-	-

Trends of response statistics:

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

All students are provided the opportunity to complete and submit a learner survey through classroom distribution on their final day of class. As a result of this process, there is an even response rate across the qualifications.

The response rate overall is higher than in previous years.

We believe this is due to additional trainer Professional Development on student feedback to ensure all students feedback is considered by the business.

In addition, we instigated a change in our process for our cohort of Flexible Learning students. This cohort was previously a challenge to have students complete the feedback forms and believe that is where the increase in surveys received in 2022 lays.



Section 2 Survey information feedback

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

Expected Findings:

The student feedback reflects the overall positive comments AHT receives from our students as we interact with them throughout their student journey, from enrolment processes with our student administration team, to the training they undertake, to communication about job success in industry.

We continue to have consistent comments about:

- our amazing trainers! Being "supportive" "inclusive" "kind" "passionate" "patient" "professional" "interactive" & their ability to accommodate different learning styles
- trainers experience in industry - current, knowledge adds so much value to the course
- friendly atmosphere - both trainers, students and the staff
- learning environment is clean, tidy and equipment is just like industry!
- high number of practicals conducted throughout the course results in a good mix of theory and practise and is consistent with what students encounter on placement

AHT's student centric approach is reflected in these comments. We believe our process capture feedback throughout the course (Progress interviews & Exit Interviews) which provide additional opportunities to track student satisfaction and address any areas of concern as early as possible for the best student outcomes.

Unexpected Findings:

Some students mention that content from one unit to the other is similar and feels repetitive, however this is the way units are written and we do not cluster lots of units - this depends on timetabling and flow rather than reducing repetition in assessments for students.

Some students commented that they would like to see Australian content in videos. As a result, AHT has continued to produce in-house video content for our students as an ongoing project.

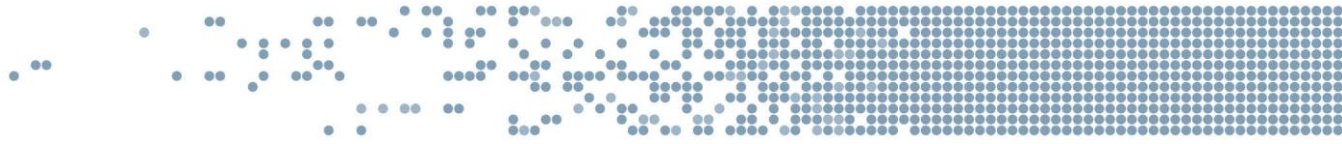
Wanting more equipment in the practical room is raised from time to time, however our equipment is reviewed by industry to ensure relevance and currency + its condition and working order reviewed by our trainers. We continue to update equipment as required.

More practicals - even though we know we offer an amazing simulated work environment for each of our qualifications and some providers offer nothing at all, some students still want more!

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

The survey feedback shows us that our students are strong advocates for All Health Training. Our feedback is overwhelmingly positive about all aspects of the student journey.

It demonstrates that we are responsive to our students needs and aiming for the best outcomes for our student cohorts.



Section 3 Improvement actions

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

Supporting our students by producing in-house video content.

Ensuring we review all classes for additional opportunities for practicals in the simulated work environment.

Additional equipment/resources for our simulated practical rooms ensuring that students use current equipment used in their industry.

For our Flexible Learning students, we implemented full day face-to-face "study sessions" with our trainers to assist with any questions and provide some encouragement towards completion. This has had good feedback for those who attend, but the uptake has been low.

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

AHT will continue to review all student feedback and look for themes that we believe need further investigation.

We encourage our trainers to give us feedback on their industry experience, in addition to industry coming on site and providing valuable insights and suggestions too.

For our flexible learning students we will continue to monitor the uptake and impact of the study sessions and adjust accordingly.

Our feedback has changed due to improvements that we have put in place, and know that we will continue to do this as our business is founded on student centricity and how to improve outcomes for their benefit.