



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
31994	Royal College of Healthcare Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	502	157	31.27%
Employer satisfaction	5	1	20%

#### Trends of response statistics:

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

The majority of our Learner cohort are female (with a small percentage of male learners, 7.55%) and are aged between 20-54 years. Majority of Learners that undertook the training via workplace based or distant delivery had the highest response rate as these are the most popular modes of delivery for our students.

The employer surveys are sent to the nominated employer for each workplace based student. Some employers had multiple students undertake the training at the workplace and therefore responded only once.

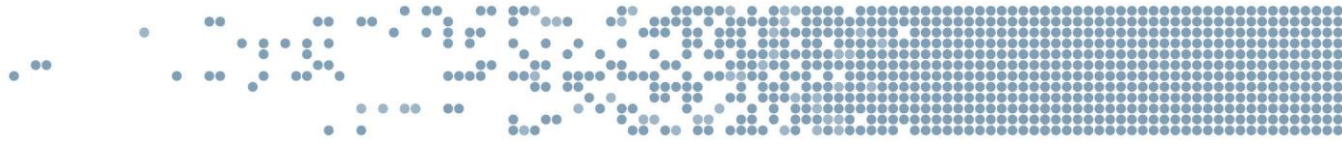
Royal College of Healthcare has introduced a streamlined process for surveys to be distributed online upon actual completion date of the course per student, this means that the survey is reaching all completed students as soon as they complete their training.

The 2017 Learner Engagement response rate is 31.27% with a larger quantity of surveys sent out electronically compared to the response rate in 2016 with substantially lower number of surveys being distributed manually.

The 2017 Employer Satisfaction response rate is 20% with 5 surveys being distributed in 2017 compared to a smaller number of surveys distributed in 2016.



Actual number of surveys received in 2017 is consistent with the number of surveys received in 2016.



## Section 2 Survey information feedback

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

Royal College of Healthcare Learners responded with a high satisfaction rate with regards to the quality of trainers and assessors. Learners expressed their satisfaction with the skills, knowledge and experience of the trainers and assessors, this is consistent with previous years.

The areas of continuous improvement opportunity for Royal College of Healthcare as a result of the Learner satisfaction results is having the resources readily available for students when they need them and communicating clearer expectations to the students with regards to their training and assessment requirements.

Note: This opportunity for improvement has already been identified and is being implemented prior to the analysis of the Quality Indicator Surveys 2017.

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

Royal College of Healthcare continues to deliver quality training with outstanding results. Royal College of Healthcare has a 67% completion rate for the 2017 year, for Learners within our Aged Care, qualifications. Feedback received indicates that training provided meets the needs of industry and produces well prepared job ready graduates.

## Section 3 Improvement actions

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

The development of a 'Learner Assessment Companion Guide' which outlines clear expectations, instructions and support services directly addresses the feedback received from this years quality indicator surveys.

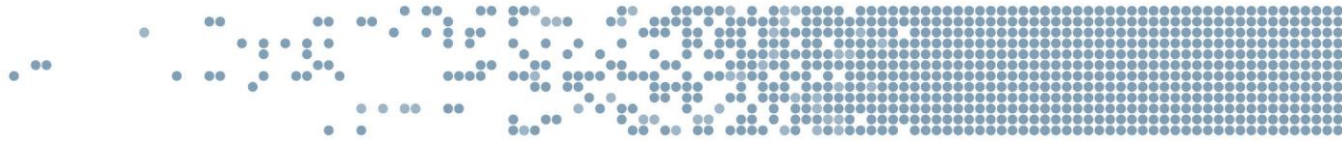
Our training and assessment tools are being updated in conjunction with the industry experts to ensure we provide the learner with an exceptional learning experience and ensure our resources are industry relevant and current.

We have added an online learning portal where the learners have real time access to extensive range of resources at a time that suits them. With the introduction of the online learning portal, we are trialling different method of distributing the Learner satisfaction surveys so it is efficient and encourages a higher response rate for 2018 .

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

We have strong monitoring process in place to ensure our learners are having a great experience whilst studying with us. This is overseen by our National Operations Manager who regularly meets with trainers to obtain feedback the learners are providing.

The Compliance and Continuous Improvement team monitors the response rates and survey results quarterly via the student management system and the online learning portal. Results are analysed and identified issues or opportunities for improvement are discussed with the Senior Leadership Team and where appropriate introduced



into the business.