



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21838	Hays International College

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	26	11	42.3%
Employer satisfaction	26	8	30.7 %

#### Trends of response statistics:

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

Hays International College analysed the response statistics from previous years as follows :-

2016 - Learner engagement surveys - 92.3 % Employer satisfaction survey - 100 %

2017 - Learner engagement surveys - 100 % Employer satisfaction survey - 100%

2018 - Learner engagement surveys - 100 % Employer satisfaction surveys -75%

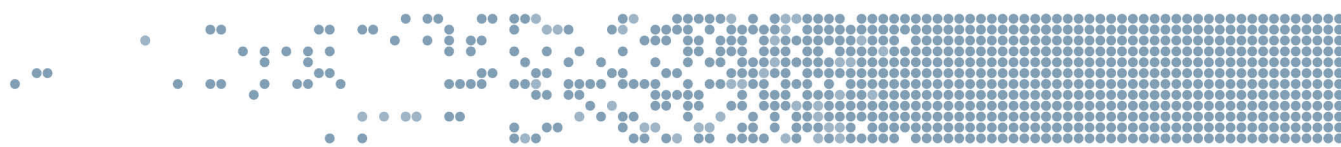
2019 - Learner engagement surveys - 97% Employer satisfaction surveys - 57%

2020 - Learner engagement survey - 70.6% Employer satisfaction surveys - 70.6%

2021- Learner engagement survey - 42.3% Employer satisfaction surveys- 30.7%

The response rate to both the surveys were very much lower than previous years due primarily to COVID-19 in 2021 . Students were not able to attend classes and hand in the surveys in class. Some questionnaires were issued via email and there were very few responses from these students. This is a likely reason for the poor response rate. There were no responses from Cert III students as they had completed the theory a while back but was delayed in their work placement due to the pandemic.





## Section 2 Survey information feedback

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

From the Learner questionnaire, some students said that the best aspects of our training were the approachable and helpful trainers, different modes of learning, discussions and relevant examples. Some students commented that learning material is good but a few said the learning materials need to be improved. More time is needed for practice on the equipment. This is to be expected as the lockdowns meant less face to face classes and less practical hands-on experience with the equipment.

The Survey feedback shows that 100% of the students and employers who responded, either agreed or strongly agreed to all the items asked. Although the response from the Employer Satisfaction survey was poor, the additional feedback we got from the workplace supervisors which we included in our workplacement assessment workbook indicated that all our students have a high or good standard in meeting the facilities' requirements regarding punctuality, advise of absence, negotiating rosters, working as part of a team; interacting appropriately with co-workers, supervisors, clients and visitors; developing rapport and effective relationships with clients and colleagues; and following instructions, seeking clarification, reporting, maintaining confidentiality and following policy and procedure. As part of our continuous improvement process, our work placement evaluation form filled by the workplacement host supervisors was updated in August 2021 to include questions that relate to the standard and currency of our training programs. We asked supervisors to comment on the currency of our students' knowledge and practical skills. Due to the fact that this was part of the workplacement assessment book, the response rate was 100%. This evaluation form was able to give us more feedback from the workplace supervisors. They all felt that our students have sufficient knowledge and adequate practical skills of the current practices in aged care. Our students demonstrated the ability to use up-to-date equipment and was able to use the facilities and resources in the work place adequately. Feedback for individual students have shown that a few of them needed to have more knowledge on documentation as well as on communication. This was unexpected and the trainers have been advised about that. Overall, work place supervisors are satisfied with our training.

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

Hays International College has done relatively well in providing workplacements for all our students in 2021 despite restrictions and lockdowns and limited availability of aged care facilities. This enabled the majority of the students to complete their studies without much disruption. Our trainers and administrative staff had put in a lot of effort to ensure we provided adequate support to students to enable them to go out for workplacement safely despite the COVID restrictions. We were flexible in our approach to students' study schedule and methods of training. The feedback from our students has been encouraging to us and our trainers in continuing to provide good quality training to our students. Our trainers and staff will continue to use digital technology such as Zoom, WhatsApp and email to communicate teaching and learning and professional support to our students. We need to investigate further how the learning materials can be improved and how to increase the time allocated to students to practice the use of equipment.



### Section 3 Improvement actions

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

We purchased a Diploma of Leisure and Health resource package from CAQA Resources which provided students and trainer with a Learner Guide, PowerPoint presentation and activities for students which they are using in 2022. We have also engaged an external validator from the industry to review all the Diploma of Leisure and Health units and to give feedback on where improvements need to be made. The units will be amended to reflect the changes needed. We will also be engaging external validators to review our Certificate III in Individual Support and Certificate IV in Ageing Support assessment materials to ensure it is up to date with current practices in the aged care industry.

We purchased two laptops for students to access in class if they need it. The majority of the students have their own devices such as mobile phones or iPads. We will monitor the situation and if necessary will purchase more devices if needed.

At our staff meeting and on a regular basis, trainers have been provided with students' feedback regarding the need for more hands-on practice with equipment and are encouraged to resume face to face classes (rather than Zoom classes) as much as possible so that practical demonstrations and practice by students can take place. All Diploma of Leisure and Health classes are currently face to face.

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

We will monitor whether these actions are effective from future student and trainer feedback. As there were inconsistent feedback about the learning material with most students feeling satisfied and only one or two not so, we hope that the above actions will enable a consistent feedback regarding the quality of the learning materials and the amount of time provided for acquiring the skills to use the equipment. Student engagement and participation in class will provide a good indication whether the materials are relevant and useful.