

# Quality indicator annual summary report



Institute of Health and  
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Student engagement and employer satisfaction surveys

If your RTO took part in the VET Student Experience Survey (VETSES) in the 2022 calendar year you do not need to give us student data. You still need to give us employer data.

If this applies to you, please enter 'VETSES' in all the student engagement question fields, so you can submit the form.

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#### **Section 1. Survey response rates**

##### **Student engagement**

Surveys issued (SI): 1145

Surveys received (SR): 468

Percent (%) response rate =  $SR * 100 / SI$  RI:  $= 468 * 100 / 1145 = 46.8$

Employer satisfaction = 65%

Surveys issued (SI) = 20

Surveys received (SR) = 13

Percent (%) response rate =  $13 * 100 / 20 = 65\%$

##### **Trends of response statistics**

For the Learners Survey, the response rate has increased from 40.47% in 2021 to 46.8% this year. This indicates a positive trend, with more learners actively participating in the survey. Although the number of invitations sent decreased from 1317 to 1145, the response rate showed a substantial increase.

In terms of the Employer Survey, the response rate increased from 46% in 2021 to 65.5% this year. This signifies a significant improvement in employer participation. Although the number of invitations sent decreased from 58 to 20, the response rate showed a substantial increase.

The survey captures responses from various fields of study, including Nursing, Community Service, Management, Allied Health, and Childcare. It is worth noting that certificate-level students provided the highest number of responses, followed by diploma-level courses. Additionally, the majority of respondents fell in the age group of 35 to 44, followed by 25 to 34 years old and 20 to 24 years old.

Regarding satisfaction with training, the majority of students expressed satisfaction with the quality of training. Notably, 90% of the respondents agreed that the trainers made the subject as interesting as possible, which is

significantly consistent with previous year's survey. This indicates of continuous improvement in the trainers' effectiveness in engaging learners.

IHNA also gathers data directly from learners through mainly through three surveys conducted during their course duration. These include student satisfaction survey, student's evaluation on placement survey and AQTF survey. It is noteworthy that over 75% of IHNA learners continue onto employment with the same employer that they completed their placement with. It showcases the readiness of IHNA students to smoothly transition into work after their training.

Overall, the survey trends show an increase in response rates for both learners and employers compared to the previous year. This indicates a positive trend of higher engagement. The overall satisfaction rate of learners with their training is 92%. The data collected provides valuable insights for enhancing training programs and improving the learning experience.

### **Section 2. Survey information feedback**

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

Based on the survey feedback, there were several expected findings that aligned with IHNA's focus on providing high-quality training and meeting learners' needs. These findings include:

**High satisfaction with IHNA's standard of training:** Learners expressed a high level of satisfaction with the training provided by IHNA. They rated the training positively, stating that it helped them develop their skills and knowledge.

**Positive recommendation of IHNA:** 91% respondents either agreed or strongly agreed that they would recommend IHNA to other learners, indicating a positive perception of the institution and its programs.

**Highly-rated educators:** IHNA educators were highly rated for their knowledge, feedback, and engagement with learners. This suggests that educators play a crucial role in creating a positive learning environment.

**Availability of training resources:** Learners acknowledged the availability of training resources when needed, indicating that IHNA has invested in enhancing its teaching systems and online resources to support learning outside the classroom.

**Practical application of learning:** Respondents appreciated the opportunity to apply their learning in work-based situations, indicating that the training reflected real workplace learning environments.

However, there were also some unexpected findings and areas for improvement identified by the survey feedback:

**Assessment format and length:** Some learners felt that the format of assessments could be made easier and more user-friendly. They also mentioned that assessments were perceived as lengthy, indicating a potential need for review and improvement in this area.

**Balancing theory and practical:** Learners expressed a desire for more time allocated to practical component compared to theory, suggesting a need for greater emphasis on hands-on learning experiences.

**Elaboration on topics:** Some students felt that learning should be elaborated on topics rather than being solely focused on assignments. This suggests a need for more comprehensive and in-depth coverage of subject matter.

**Increased placement hours:** A few learners recommended increasing the number of placement hours, potentially indicating a desire for more practical experience in real-world settings. However, IHNA's work placements are in line with training package requirements.

For the surveyed employers, the findings were aligned with learner feedback, emphasizing the effective integration of training into their organization's needs. 62% employers strongly agreed that the training helped employees build on their current knowledge and skills, prepared them for the demands of their work, and utilized up-to-date equipment, facilities, and materials. Employers also agreed that the training organization acted on their feedback, and the assessments were at an appropriate standard.

Overall, the survey feedback highlighted the positive aspects of IHNA's training, such as high learner satisfaction, the effectiveness of educators, and the availability of resources. It also provided valuable insights into areas where improvements can be made, including assessment format and length, balancing theory and practical, and enhancing the elaboration of topics. The alignment of employer feedback with learner feedback indicates that IHNA's training programs effectively meet the needs of both learners and employers.

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

In comparison to the previous year's survey feedback, the survey results for 2022 continue to reflect positively on IHNA's performance. Here are the key insights from the feedback:

**Increased learner participation:** Similar to the previous year, IHNA received a higher number of surveys from learners in 2022, indicating continued engagement and willingness to provide feedback on their training experience.

**Overall satisfaction:** The survey feedback indicates a high level of satisfaction across all domains of training. Learners expressed positivity about their training experience, suggesting that IHNA is performing well in meeting their expectations and needs.

**Mixed feedback on Trainers and Assessors:** The feedback from learners regarding the skills, knowledge, and support provided by Trainers and Assessors in the classroom was mixed. While some learners acknowledged the positive aspects, there might be areas where improvement or further attention is needed to ensure consistent excellence in training delivery. However, IHNA ensure the quality of educators are in line with industry standards and also meeting regulatory standards. This is aligned with IHNA's Staff recruitment policy.

**Increased expectations and requests:** It is noteworthy that learners expressed increased opportunity for theory assessments, simulation-based training, and professional experience placements. This indicates their desire for a more comprehensive and practical learning experience. The request for more time on professional experience placements also suggests their active participation and engagement in practical learning opportunities.

**Constructive feedback:** Learners provided constructive feedback regarding training delivery and learning resources. This feedback serves as valuable input for IHNA to make necessary improvements and enhancements in these areas, ensuring an even better training experience for future learners.

Overall, the survey feedback for 2022 indicates that IHNA's performance remains strong, with a high level of learner satisfaction and active learner participation. While there are areas that may require attention, the feedback provides valuable insights for IHNA to continue refining its training programs, addressing any concerns, and further enhancing the overall learning experience for learners. By leveraging this feedback, IHNA can continue to deliver high-quality education and strive for continuous improvement in its performance.

### **Section 3. Improvement actions**

IHNA would like to express its commitment to continuous improvement and addressing the needs of learners. Building upon the actions taken in the past, the following preventive and corrective measures have been implemented in response to the survey feedback in 2022:

**Review of training delivery methods:** IHNA has continued to review the training delivery methods of trainers and assessors to ensure improved uniformity and standardization. This review aims to enhance the consistency and effectiveness of training delivery across different programs and courses. This measure is also in line with our Strategic focus for 2023-2024 as we plan to diversify our course offerings. As laid out in our strategic plan, IHNA proposes to promote delivery of courses through blended delivery mode, delivering theoretical components real time using LMS and on campus Simulation, PEP at workplace. Specific actions have been undertaken are:

Design & development of courses on LMS, Tutorials delivered across multiple times.

IHNA is also committed to upholding and maintaining a strong quality framework to ensure continued growth. As laid out in our strategic focus for 2023-2024, IHNA aims to assign a course specific team responsible for scoping each course according to various delivery locations.

**Enhanced assessment formatting:** IHNA has taken steps to review and refine the training and assessment materials to ensure that assessments are well-formatted and learner friendly. This includes making assessments clearer, more structured, and easier for learners to understand and complete, following principles of assessment and rules of evidence.

**Interactive and engaging learning resources:** IHNA recognizes the importance of interactive and engaging learning resources, especially in the context of blended delivery. Efforts have been made to enhance the interactivity and engagement of learning resources, incorporating digital tools and technologies to create a dynamic and immersive learning experience. Technology enhanced learning is one of IHNA's key strategic areas that we aim to implement in 2023-2024.

In addition to the previously implemented actions, IHNA is also introducing the following new measures in 2023 based on the survey feedback:

**Strengthening support for trainers and assessors:** IHNA understands the crucial role trainers and assessors play in the learning experience. In response to learner feedback, IHNA has implemented additional support mechanisms for trainers and assessors, including professional development opportunities, mentorship programs, and regular feedback loops to ensure they are equipped to deliver high-quality training. This measure is in line with IHNA's strategic focus for 2023-2024 which is to enhance the digital literacy skills of our trainer and assessor in order to fully implement technology enhanced learning.

**Increased focus on practical learning:** Taking into account learners' requests for more practical experience, IHNA has allocated additional time and resources to enhance practical learning opportunities. This includes expanding professional experience placements, incorporating more hands-on activities, and creating simulated learning environments to bridge the gap between theory and practice. IHNA is committed to delivering a fulfilling experience to all its students as laid out in our strategic focus for 2023-2024. In order to further improve student experience and well-being beyond just the academic experience.

**Continuous feedback mechanisms:** IHNA has established a robust feedback mechanism to collect ongoing input from learners and employers.

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

HNA will continue to monitor the effectiveness of the implemented actions through various measures. These include:

**Gathering learners' feedback:** IHNA will continue to collect feedback from learners after the delivery of each unit. This feedback will provide insights into the learners' perception of the training experience, the effectiveness of the implemented improvements, and any areas that may still require attention or further enhancements.

**Trainers' feedback and internal validation:** IHNA will actively seek feedback from trainers regarding the learning resources and materials. This feedback will help assess the impact of the changes made to the resources and identify any areas for improvement. Additionally, internal validation processes will be conducted as per the validation schedules to ensure the quality and effectiveness of the training materials.

**Governance and committee meetings:** IHNA has a strong governance structure that includes internal and external members, as well as subject matter experts. The survey feedback and its analysis will be regularly reviewed during meetings of the Learning & Teaching Committee and Audit & Risk Management Committee, endorsed by the Academic Board. These meetings provide opportunities to discuss relevant risks, identify areas for improvement, and make informed decisions to enhance the quality of education and training delivery.

By actively monitoring learners' feedback, gathering trainers' input, and engaging in regular committee meetings, IHNA aims to have a comprehensive understanding of the effectiveness of the implemented actions. This ongoing evaluation and review process will help identify successes, address any remaining challenges, and ensure continuous improvement in the quality of education and training delivery at IHNA.