



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
20946	First Intervention Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	67	67	100
Employer satisfaction	8	8	100

Trends of response statistics:

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



Section 2 Survey information feedback

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

Consistent feedback about our trainers qualities and strengths. Mature students preferences for hands on training

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

The surveys inform us that our training and service performance is still highly regarded and many continue to recommend our training to others. This is evident from the number of referral enrolments we receive in every course we offer. Note references are all directed to our Qualification Enrolments. (Our short Course enrolments are repetitive on an annual basis given the nature of first aid. And as such as many of our clients have been with us for some years, their continued support alerts us to the fact that our training quality and standards are still preferred.)

In the Learner Surveys there is inconsistency in the ratings of some questions, where their feedback in " Aspects of the course" contradict how the student rated the same topic (eg. skill sessions). I am not altogether confident that how some students mark the front page of the Learner survey are even reading statements sometimes.

Section 3 Improvement actions

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

We are continually reviewing our teaching and assessment methodologies as well as the quality of our resources to ensure 'relevance' to the industry in which the training will be utilised. Whilst we always get an mix of comment from a group of students about their Course programs being too slow and too fast, we believe after 7 years of offering this program, that we have a good quality mix of theory and practical components to produce well qualified recipients of the qualification. The success rate of student uptake by the industry, I believe is evidence of their preference for our students.

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

As we are a small RTO and I have regular hands on interactions with all our students who are attending the qualification courses, I speak with them regularly and mentor them in many aspects that will assist them with the application and interview processes whilst they are students of our RTO and thereafter. For this reason, we build a very strong rapport and our students are comfortable to give feedback throughout their training.