



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	210	51	24%
Employer satisfaction	5	5	100%

Trends of response statistics:

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

We will continue to use Survey Monkey to assess students' feedback in these practical sessions.



Section 2 Survey information feedback

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

The expected findings were that most students strongly agreed with positive findings to most of the survey questions. The training satisfaction was overall very positive. Students felt strongly that their trainer had excellent skills & knowledge and excellent knowledge of the subject matter. This was to be expected because of the feedback students had provided when they had attended their practicals.

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

The survey tells our organisation that we are meeting the needs of our student cohorts and that their skills and knowledge after completing their studies are enabling them to be suitably employed in the NEPT sector.

Section 3 Improvement actions

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

Students have enjoyed participating in the practical sessions we have now implemented practical sessions during the week which are delivered over consecutive days. This will assist with embedding theory work with opportunities to practice skills and reinforce knowledge over those consecutive days. It will also assist with students' skills with working with others as their relationships develop over the practical days.

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

We will continue to use Survey Monkey to assess students' feedback in these practical sessions.