



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
3730	Alexandra Community Hub (ACH)

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	4	2	50%
Employer satisfaction			

#### Trends of response statistics:

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

All responses were from Diploma of Equine Podiotherapy Students. Response rates are comparable with previous years. There were no completions for other students in 2020.



## Section 2 Survey information feedback

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

Students enjoyed the training and felt competent to use the skills they had obtained in the field. The students felt that the trainers, and also guest speakers were highly qualified and that the content was excellent and well structured. They also said that the focus on anatomy was great and research presented was up to date. One student felt that more guidance could have been provided on photographic documentation for case studies.

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

It is difficult to assess the organisations performance based on the low number of surveys conducted in a year where there were only 4 actual completions due to Covid.

## Section 3 Improvement actions

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

No action has been taken based on a low rate of surveys. We expect to have a much greater rate of completions in 2021 which should provide better guidance for continuous improvement.

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