

EMAIL RESPONSE: To: vet.qi@edumail.vic.gov.au
Subject: Quality Indicators

**SUBJECT: REPORTING OF LEARNER ENGAGEMENT AND EMPLOYER SATISFACTION
QUALITY INDICATORS**

FROM: 21132 Academy of Hypnotic Science

TELEPHONE contact name and number: Cay Lee 9532 4433 **DATE:** 18/6/2014

Summary of Survey Responses

Learner and Employer Responses	Learners	Employers
Total number of responses distributed	107	0
Total number of surveys received	53	0
Response rate (per cent)	49.5%	n/a

Summary of Continuous Improvement

Please indicate the main ways that learner engagement data has been used for continuous improvement.

The learner engagement survey responses have been used in the following ways:

1. It was found that of the 53 responses 5 of those indicated that they had not developed the skills or knowledge that they had expected and were not satisfied with the training. These questionnaires were analysed in more depth to see if there was general dissatisfaction or if there were specific items that were commonly reported upon which we could improve. Specific items which were commonly indicated by these 5 students were:

- a) Feedback given after assessments was not useful for them
- b) They did not agree that trainers gave clear expectations of them
- c) Their training did not have a good mix of theory and practice

2. The surveys of those students who indicated they strongly agreed or agreed that they had developed the skills and knowledge expected from the training and were satisfied with the training overall were then examined to see if any specific items of concern were raised. Specific items raised were

- a) It was not always easy for them to know the standards expected
- b) More relevant practical exercises are desired

3. As a result, the following areas have been added to the continuous improvement log:

- i) Analysis of feedback given to students both in the classroom and after written and practical assessments and if this feedback is adequate.
- ii) Trainers, assessors and managers to meet and discuss ways of being able to improve how trainers deliver feedback to students.
- iii) Trainers, assessors and managers to meet and discuss ways of being able to determine how to convey required standards more effectively.
- iv) A further survey will be organised to ask students more in depth questions regarding the delivery levels of theory and practice. The training organisation currently mixes both practice and theory in each session where appropriate and sessions are carefully planned to address both areas. Consultation with student reps will take place to determine where improvements can be implemented.

Please indicate the main ways that employer satisfaction data has been used for continuous improvement.
None of our students are sponsored by their employees and therefore this section is not applicable
If you have not reported on both learner engagement and employer satisfaction data, please provide a reason.

Declaration

I confirm that (RTO Name):

- has collected, analysed and retained quality indicator data;
- has acted on data for the continuous improvement of training and assessment and client services; and
- has retained Quality Indicator data as evidence of compliance.

Name of Principal Executive Officer (PEO) Steve Carey



Signature of PEO

...Date:30.../6../14