



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
41053	Optimistic Futures Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	83	83	100
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)

No there was no trend identified during that period as there was only first aid course delivered. The statistics was based on students who attended first aid classes.



Section 2 Survey information feedback

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

Every RTO hopes for positive feedback however all feedback is good to help us to improve in areas that need be.

From the survey we found out that most of our students left the classroom with the full knowledge and understanding of what first aid means and the understanding of the legal side of things that apply to a First aider. They have developed learning skills also for Asthma and Anaphylaxis, and the correct usage of the Asthma pump and the knowledge of Epi pens and how they are used.

From the positive feedback we received we also took on board the areas that students thought we could improve on, they are as follows.

- The classroom size at our Bright Beginnings Family Day Care office in Broadmeadows was too small that we couldn't accommodate a lot of students at once.
- The students mentioned to us how the Assessment HLTAID004 seemed too long and how people started to become jaded from the questions.
- There wasn't a wide variety of hands on materials such as manikins, bandages and posters.
- The CPR clip was short and not clear, hence the students started to ask a lot of questions about the clip afterwards.
- The students did not like the fact that Provide First Aid cost was \$150.

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

- This survey gave us a lot of positive feedback from the students, they were all happy at the end that they gained full knowledge what DRABCD is and how it is used in every emergency situation, but on the other hand the students would've liked to have more interactive sessions and less theory as in the test was too long.

Section 3 Improvement actions

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

- The actions that have been implemented in response from the feedback was firstly adjusting our classroom by moving to a different office from Broadmeadows to Glenroy to accommodate more students whilst being able to provide more materials such as manikins, bandages, Epi-pens and AED Defibrillator.
- Interacting the students in the classroom by incorporating the students into groups where they could perform CPR on the manikins and providing different scenarios to different groups and allowing them to solve them as if it was a real life scenario.
- Modifying the assessment by allocating the questions in order of category's such as legal issues, CPR, Asthma, Anaphylaxis and First aid.
- Reduced the amount of the first aid price from \$150 to \$99 for everyone.



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

- We monitor the classes and the student's feedback that they provide our staff after each lesson, our trainer has one on one discussions with each students whilst they hand in their assessment and follows up any issues or concerns they may raise.
- Our Trainers have regular meetings with our director and provides him with ongoing reports on how the classes are going.
- we will monitor each trainer PD (program development) to maintain industry improvement
- We will compare this years feedback with the upcoming years to indicate our strength and weakness