



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
122206	Pharmaceutical Society of Australia

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = $SR * 100 / SI$
Learner engagement	772	101	13%
Employer satisfaction	269	9	3%

#### Trends of response statistics:

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

Both learner and employer response rates have improved compared to 2021. The nine employer surveys are completed by the preceptors supervising intern pharmacists undertaking graduate certificate in applied pharmacy practice. Of the 101 learner surveys, 28 were completed by SIR30116 - Certificate III in Community Pharmacy, 39 by the Intern Pharmacists and 25 by the learners undertaking Dispensary Skillset. PSA is currently reviewing its processes to capture learner feedback at various stages of enrolment duration. It is suggested to capture learner feedback soon after the enrolment process is completed and one in the middle of the course duration and one at the end of the course. We are hoping this will not only increase the response rate but also provide PSA with some useful feedback at various checkpoints.



## Section 2 Survey information feedback

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

The satisfaction rates for learners in the Certificate III in Community Pharmacy (28) and Dispensary Skillset (25) programs have surpassed expectations, with rates exceeding 96%. This outstanding achievement can be attributed to the implementation of revised course assessment tasks and the dedicated efforts to catch up with and follow up on learners regularly. The positive feedback from participants was anticipated, given the proactive measures taken to enhance their learning experience. These outcomes not only validate the effectiveness of the revisions but also reflect the commitment of the trainers and assessors to ensuring learner satisfaction.

Additionally, the overall satisfaction rates for all other courses have exceeded 92%, which is remarkable. This is a result of PSA's commitment to providing quality education and training across all programs. The high satisfaction rates across the board highlight the quality of training programs, resources, staff and PSA's ability to meet the diverse needs of its learners.

The Certificate III in Community Pharmacy, delivered primarily through traineeships, was expected to pose specific challenges for learners. Given the demanding nature of working in a fast-paced and physically demanding pharmacy environment, it was anticipated that learners would experience a significant workload. However, the flexible nature of the course has proven to be an advantage, accommodating the busy schedules often encountered in a retail pharmacy setting.

Furthermore, the presence of highly qualified pharmacist trainers and assessors in the team has profoundly impacted the learners. Their expertise and dedication in transferring knowledge and skills to trainee pharmacy assistants have contributed to the overall success of the program. The trainees have significantly benefitted from the trainers' firsthand experiences and have acquired valuable insights for their success.

The Graduate Certificate in Applied Pharmacy Practice, a compulsory course for graduate pharmacists during their internship at a community pharmacy, presented its own set of challenges. As anticipated, the qualitative feedback from intern pharmacists this year is similar to the previous years. The complex and demanding work conditions that intern pharmacists face often make pursuing a postgraduate qualification a daunting task. The learners have acknowledged the stress associated with the internship and the additional responsibilities of undertaking further education. Consequently, their feedback has emphasised the need for additional sessions to adequately prepare for the intern oral examination conducted by the Pharmacy Board of Australia. Although this feedback was somewhat expected, it highlights the importance of providing additional support and resources to interns to ensure their success and professional development.

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

Looking at the quantitative data, the feedback from learners highlights the quality of training and assessments provided by PSA. All areas, including assessment, trainers, course contents/training, learning, equipment/facilities and PSA itself, scored well above 92% in satisfaction rate. Graduate Certificate in Applied Pharmacy Practice indicated that the assessment process could be better with an overall satisfaction score of 87%, the only area less than 90% satisfaction. Interestingly employer satisfaction rate is lower compared to 2021. It is understood that pharmacy employers generally don't have time to provide feedback, and usually, feedback is provided by the employer/managers who are not happy with any aspects of the program. The low employer response rate of 3% supports this understanding. However, PSA is working to improve the employer response rate so that employer



feedback provides a clear picture of the quality of PSA training programs from employers. With a sample size of 9, the employer satisfaction rate is 78%, which is no doubt lower than expected.

Although, in general, the employer satisfaction rate was low, there are areas where employers have a higher level of satisfaction, such as 78% of employers, acknowledge that PSA gave appropriate recognition of existing knowledge and skills, PSA was flexible to meet employer needs, and trainers were effective in their teaching.

About 93% of the Certificate III level and 90% of learners from Graduate Certificate would recommend the training to others. 100% of the Graduates from Certificate III and 92% of graduates from Graduate Certificate felt that the training prepared them well for work.

Looking at the qualitative data and feedback provided below can be concluded;

#### 4 KEY STRENGTHS

1. Flexibility - suitable for learners currently employed i.e. trainees or intern pharmacists
2. Trainers/Assessors - who are supportive, knowledgeable and approachable
3. Learning Guides - provide clear and informative content
4. Practical workshops for intern pharmacists

#### 3 AREAS FOR IMPROVEMENT

1. Repetitive Assessment Activities - this is mainly from Certificate III, which is due to the repetitive nature of the unit of competencies and performance criteria.
2. Time Commitment required - this is reflective of full-time trainees or intern pharmacists' work environment.
3. More workshops needed - Intern seems to require more workshop

## Section 3 Improvement actions

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

PSA is currently exploring the use of an AI tool to enhance the learner experience by assisting with role play activities and evaluating learners in a simulated environment. To further improve the learning experience, PSA is also working on enhancing its enrolment process. An internal audit has been scheduled for August 2023 to identify areas for improvement, after which an improvement action plan will be developed to monitor progress against various activities. To ensure that assessment tasks are of the highest quality, PSA has engaged an external RTO consultant to validate its assessment tasks. Six units have already been validated, and the recommendations from these validation reports are being considered to improve assessment tasks. These initiatives are all part of PSA's ongoing efforts to enhance its programs and services and provide the best possible learning experience for all learners.



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

PSA is committed to continuously improving its programs and services to provide the best possible learning experience for all learners. As part of this commitment, PSA will compare survey findings from 2023 to previous years to identify areas for improvement. All improvement activities will be planned, documented, and followed up regularly with various teams to ensure that areas such as assessment tasks, enrolment processes, and feedback collection processes are improved as planned. Regular review activities will be undertaken to ensure that opportunities for improvement are identified, documented, and acted upon more frequently. By doing so, PSA aims to enhance its programs and services and provide a better learning experience for all learners.