Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

<table>
<thead>
<tr>
<th>RTO No.</th>
<th>RTO legal name</th>
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<tr>
<td>21062</td>
<td>Australian Fitness Academy Pty Ltd</td>
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**Section 1  Survey response rates**

<table>
<thead>
<tr>
<th>Surveys issued (SI)</th>
<th>Surveys received (SR)</th>
<th>% response rates = SR *100 / SI</th>
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<tbody>
<tr>
<td>Learner engagement</td>
<td>192</td>
<td></td>
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<tr>
<td>Employer satisfaction</td>
<td>11</td>
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**Trends of response statistics:**

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

**Learner Engagement:**

- All learners were invited via email to complete the feedback survey upon completion of their qualification. Learners also had continuous access to the survey via the online student learner management system and could submit feedback at any stage throughout their studies.
- Of the responses received, 22.4% were from learners studying via online delivery methods and 77.6% studied face to face. The percentage of online and face to face learners responded to the survey at a similar rate to last year. It is much easier to obtain feedback from our face to face students than our online students. Our aim next year is to have more of our online students complete and return the surveys so they provide a greater representation within the sample.
- Learner Engagement response count was slightly lower in 2015 (192) compared to 2014 (211). Response rates may not account for students who commenced their studies in 2015, but are continuing into 2016 and are yet to complete the feedback survey.
Employer Satisfaction:

- Within the fitness sector it is not common practice for employers to take on unqualified staff and assist them with training. On completion of our qualifications, graduates may be self employed or employed as a contractor by a fitness business. Therefore employer sample size was limited.
- We obtain feedback from industry about our quality of training and assessment, by:
  - inviting all employers who participated as hosts for student work experience practical placements to complete the feedback survey.
  - inviting our key industry contacts who have previously employed our graduates to provide feedback.
- The Employer Satisfaction response count was lower in 2015 (11) compared to 2014 (62). Rates may be lower because many employers participating in practical work experience placement do so on a recurring basis and had already recently completed survey feedback in the previous collection year.
Section 2  Survey information feedback

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

• Consistent with previous feedback, online learners regularly acknowledged the flexibility of self-paced training, the comprehensive online resources, the navigational ease and functionality of the online learning platform and access to student support as some of the positive aspects of training and assessment.
• Whilst many learners indicated the training materials were informative and comprehensive, face to face students expressed the course manuals could be enhanced by adding an index and online learners suggested improvements to the audio of some online lecture presentations.
• Similar to previous feedback, learners repetitively commented about the efficient and effective student support staff and services and how these were readily accessible to all students.
• Learners also identified that lecturers, assessors and support staff had a high level of knowledge and experience, not only at qualification level but also within the industry.
• As anticipated, face to face learners consistently expressed the practical activities and access to a fully equipped fitness facility on site as best qualities of the training and assessment. Some of these students also suggested that more time could be allocated to the practical activities within the course delivery and to complete the assessments.
• Feedback from learners also suggested a review of course content to include more extensive and recent information surrounding nutrition and healthy lifestyles. It is noted that the fitness qualifications contain limited content on nutrition (there is only 1 unit in each of the Certificate III and IV in Fitness).
• Online students had an enjoyable and beneficial experience throughout the Practical Work Placement. They benefited from practical learning in a real industry setting, mixed mode of training and assessment and feedback from employers.
• The Practical Placement Work Experience aspect of the training delivery was also highly regarded by employers. Feedback indicated the training was thorough, detailed, realistic and closely reflected current industry standards. Employers were impressed with the diversity of the course content and believed the practical training successfully prepared the learner for employment.
• Employers indicated the training and assessment did not need improvement, but emphasised the need to continue maintaining currency of course resources and content. It is noted that the fitness industry training package was updated at the end of 2015 to contain current industry information.

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

• The overall learner satisfaction rate indicates students are highly satisfied with the quality of training received throughout their learning experience across all areas. Learners are confident they received industry relevant training that provided clear expectations and effectively assessed the competencies they expected to develop throughout the course.
• The results of the survey indicate Australian Fitness Academy provides learners with a stimulating, active learning environment. AFA’s strengths include high quality training resources, access to knowledgable trainers with currency in the industry and effective student support.
• Training provided by Australian Fitness Academy is highly regarded by industry employers, particularly due to the diversity of course content and relevance of training to employment outcomes and job readiness.
Section 3 Improvement actions

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

The feedback provided by learners and employers was used in the development of Training and Assessment strategies for the new version of the fitness industry qualifications delivered in 2016 (SIS30315 & SIS40215). These actions included:

1. Increased course timeframes to allow students to build on their learning and practice their skills in both simulated and real work environments. As part of the delivery for the new qualifications, content, resources, assessments and lesson plans were developed and upgraded.

2. A comprehensive index was added to the new versions of the course manuals to enhance the learner's ability to efficiently access relevant information.

3. Online lecture presentations have been updated with current training package and industry information. Presentations have been rerecorded and published to the online learning platform using a different software program with improved audio and greater compatibility across different types of learning devices (laptops, Ipads, etc).

4. The new versions of the qualifications included more current nutritional content. For 2016 delivery, the nutrition topics in both Certificate III and IV in Fitness have been updated to include more comprehensive and recent information consistent with the current national Eat for Health Program and the nutritional scope of practice for fitness professionals.

5. As identified within the surveys completed by employers, the new versions of the qualifications included updated industry information. The new training and assessment materials we developed for 2016 delivery (including those used in the Practical Work Experience Placement) aligned with current fitness industry trends and standards.

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

1. Our continuous improvement process enables us to monitor changes to qualifications and our delivery methods. It utilises both the Learner and Employer Engagement surveys and our own evaluations completed by students and staff. It enables us to be responsive to feedback and implement changes as required.

2. For example, the feedback from the surveys is discussed monthly in staff meetings and follow up actions are identified and completed. This process ensures the feedback provided by students is used to effectively improve the quality of training they receive.

3. Regular industry engagement and validation meetings with industry representatives ensures the training and assessment are effective and are adequately preparing students for the workplace.

4. The Education staff review the surveys to obtain feedback from students on their performance as a trainer, assessor or support staff. The reviews are discussed within education team meetings to ensure staff are continuously improving the services they provide.