



# FORM

## Quality Indicator annual summary report

### Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21062	Australian Fitness Academy Pty Ltd

#### Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	N/A	255	N/A
Employer satisfaction	N/A	49	N/A

#### 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:

- Learners were invited via email to complete the feedback survey upon completion of their qualification. All 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, 25% were from learners studying via online delivery methods and 75% from those studying face to face. Whilst it is easier to capture responses from face to face students, it was pleasing to see the response rate of online learners successfully increased in 2016 compared to 2015.
- Learner Engagement response count increased from 2015 (192) compared to 2016 (255) which may be explained by an increase in enrolments and improved correspondence with students upon completion.

#### Employer Satisfaction:

- Within the Fitness sector it is not common practice for Employers to source and commission training for Employees.



Therefore employer feedback sample size was limited.

- Australian Fitness Academy heavily involves employers in the training delivery process as supervisors of student work experience placement and obtains feedback from industry about the quality and training of assessment by:
  - inviting all employers who participated as hosts for student work experience practical placement to complete the feedback survey
  - inviting key industry contacts who have previously employed Australian Fitness Academy graduates to provide feedback
- The Employer Satisfaction response count was higher in 2016 (49) compared to 2015 (11) due to more frequent contacts with the industry from our Student Support Team.



## 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 and the comprehensive online resources as some of the most positive aspects of training and assessment.
- Learners provided frequent positive comments regarding access to student support staff and the high level of skills, knowledge, experience and professionalism demonstrated by trainers and assessors.
- As anticipated, face to face learners consistently expressed the practical activities and access to a fully equipped fitness facility on site as the best qualities of the program delivery. Some of these students also suggested that whilst the facility was extensive, it could be improved with faster wifi internet speed for submitting assessments and by making minor replacements to weary equipment.
- Feedback from both face to face and online learners also suggested that assessments were sometimes lengthy and heavily clustered towards the end of the course delivery. Marking times for large work requirements such as Professional Practice assessments were sometimes seen as lengthy.
- As expected from previous years, students had an enjoyable and valuable experience throughout the Practical Work Placement. They benefited from practical learning in a real industry environment and from feedback provided by their supervisor. Again, the Practical Placement Work Experience aspect of the training delivery was also highly regarded by employers. Feedback indicated employers were impressed with the diversity of the course content, the comprehensive training and assessment resources 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 to include comprehensive, compulsory, structured, practical workplace training and assessment as part of the program delivery.

### 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 the students 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 of trainers and assessors, effective student support and the ability to develop the student's confidence in their new skills, knowledge and capabilities upon course completion.
- Training provided by Australian Fitness Academy is highly regarded by industry employers, particularly due to the clear, specific and comprehensive tasks involved during workplace training and assessment. Survey results indicate Australian Fitness Academy promotes practical, realistic training with relevance to employment outcomes and job readiness.



## Section 3 Improvement actions

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

- In response to employer and learner survey feedback, the following actions were implemented throughout 2016 as preventative/corrective actions:
  - Standard marking time expectations for assessors was reduced from 14 days to 5 days for comprehensive assessments such as Professional Practice and additional assessors were employed to account for higher submission demands.
  - Campus internet speed and reliability was updated to ensure students were able to access resources and submit assessments promptly during class time. Additional upgrades to teaching aids and facility equipment also occurred.
  - To ensure the practical work experience placement aspect of the course continues to be included as a successful component of all qualifications, a dedicated Work Experience Relationship Development Officer was appointed. The role involves overseeing the practical placement work experience program and further developing relationships with industry partners to provide quality training to students and ongoing feedback on Australian Fitness Academy's training and assessment delivery.
- The feedback provided by learners and employers in 2016 was also used in the development of Training and Assessment strategies for a revised delivery of the SIS30315 Certificate III in Fitness and SIS40215 Certificate IV in Fitness qualifications for 2017. These actions included
  - A revised delivery structure for both face to face, blended and online students for 2017. The improved delivery involved a full re-mapping of units of competency to address heavy clustering and to provide a more sequential introduction of units across the course teaching period.
  - Consequently, a completely new suite of assessment tools was developed which included smaller assessments distributed more frequently and evenly throughout the course duration.

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

- Australian Fitness Academy's continuous improvement policy ensures evaluation and modification of training and assessment delivery regularly occurs across all qualifications. Responses from both the Learner Satisfaction and Employer Engagement surveys remain an integral source of feedback and enables the organisation to identify and implement changes as required.
- Feedback from learner and employer surveys will continue to be discussed monthly in staff meetings and follow up actions completed and recorded. This process ensures feedback provided by key stakeholders is promptly and effectively used to improve the quality of training.
- Regular engagement and validation with industry representatives will continue to ensure training and assessment is effective and is adequately preparing students for the workplace.
- Assessment validation and moderation processes will continue to occur annually and will review whether corrective actions to assessments in newly implemented deliveries remains effective.
- Survey feedback will continue to be discussed during regular Education team meetings and used in conjunction with Education staff performance reviews to ensure a high level of student support and trainer quality continues to be provided.

