



# Quality Indicator annual summary report

## Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21062	Australian Fitness Academy

### 1. Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	1355	261	19.26
Employer satisfaction		137	

#### 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:

- Both online and face to face students were invited via email to complete the feedback survey upon completion of their qualification.
- Because the survey is completed in class we are able to obtain responses from almost all of our face to face students. The sample of responses from online students was representative of the cohort.
- Learner Engagement response count was 261 and was very similar to the previous year (255).

#### Employer Satisfaction:

- Within the Fitness sector it is not common practice for Employers to source and commission training for Employees. Therefore employer feedback was obtained by:
  - inviting all employers who participated as hosts for student work experience practical placement to complete the feedback survey
  - inviting employers who have previously employed Australian Fitness Academy graduates to provide feedback

- 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:
- The Employer Satisfaction response count was higher in 2017 (137) compared to 2016 (49) due to more frequent contacts with the industry from our Student Support Team.

In reviewing individual learner and employer responses, we noticed that the survey is not particularly clear. We had several employers and students who provided very positive feedback regarding our courses and delivery but they mistakenly selected the 'disagree' option – which was a complete contrast to their written response. As a result, our overall ratings were affected.

## 2. Survey information feedback

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

#### Expected findings

Learners enjoyed the practical components of the course and work experience

Received positive feedback from learners regarding;

- Presenters' knowledge of the course content and experience within the industry
- Course content and thoroughness of resources
- Assistance provided by our student support team
- Enjoyed the training delivery method and working with other people in class who were passionate about fitness

Assessments – feedback regarding repetition of assessments but students accepted this as a requirement of the course and demonstration of competency.

Feedback about assessment timeframes – we adhered to the 10 day timeframes as a maximum (and in most cases shorter timeframes) but students' always want assessments marked more quickly!

Positive feedback from employers (work experience mentors) regarding the thoroughness of the work experience activities and the content covered.

#### Unexpected findings

- There was nothing identified in the surveys that was unexpected.
- Some negative feedback about the facility being a little dated which was not unexpected. We had planned a renovation for the end of the year in the break between classes – students knew this which probably highlighted the issue to them. The renovations occurred as planned.
- A couple of employers (work experience mentors) indicated the fitness content

in Certificate III was basic and didn't cover current training trends or business and marketing skills. But they didn't realise the course content is specified in the training package and it has to be included in the qualification. They also didn't realise that the Certificate IV included more advanced training systems and the business skills.

- Feedback about the assessments being difficult to answer using the LMS. We amended the software used on the LMS to ensure it was compatible on all devices (laptops, Ipads, tablets, etc).

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

- We were pleased with the overall feedback from students and employers as it confirmed we were doing things well and achieving our goal of providing highly trained graduates.
- 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.

### 3. Improvement actions

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

- Review of assessments to ensure they are clear and easy to understand.
- We regularly monitor assessment timeframes and employ additional assessors to ensure we achieve desired timeframes.
- We have employed specialised staff to:
  - Develop and upgrade resources
  - Handle the administration of the work experience
  - Maintain our LMS to ensure it is compatible with all devices and handle any technical updates.

#### 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 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.
- 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.