

# 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	1382	213	15.41
Employer satisfaction	1160	118	10.17

#### 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 learners were invited to complete the electronic feedback survey upon completion of their qualification.
- Unlike recent years, where the majority of responses received were from learners studying via face to face methods, 2018 results indicated an increase in the online learner response rate (48%) to a rate similar to that of the face to face cohort (52%).
- Learner Engagement response count decreased slightly in 2018 (213) in comparison to the previous year (261).

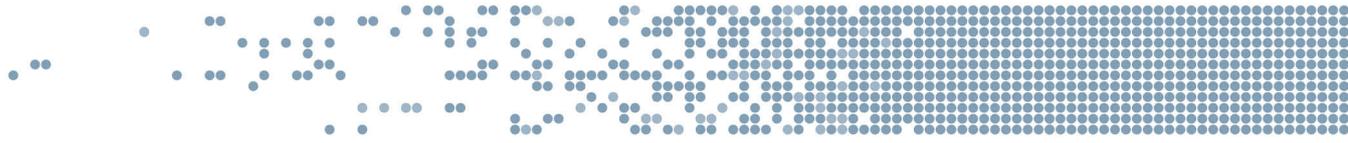
#### Employer Satisfaction:

- Within the Fitness sector it is not common practice for Employers to source and commission training for Employees. However, Australian Fitness Academy actively involves fitness industry employers as practical work experience program supervisors in all training delivery. Therefore employer feedback was obtained by inviting all employers



who participated as hosts for student work experience practical placement to complete the feedback survey.

- The Employer Satisfaction response count decreased slightly in 2018 (118) compared to 2017 (137) which may be explained by the absence of a dedicated staff member to administer surveys during a staffing handover period.



## Section 2 Survey information feedback

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

#### Expected findings:

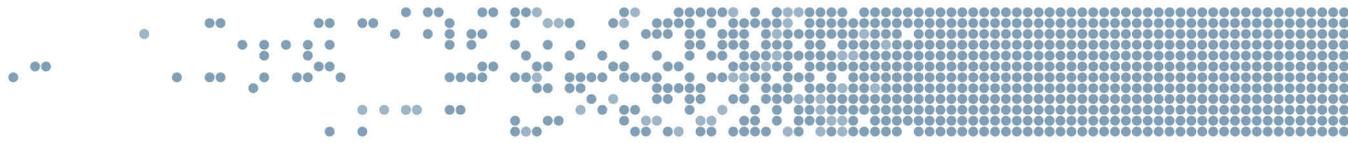
- Online learners regularly acknowledged the flexibility of self-paced training and the comprehensive online resources as some of the most positive aspects of training and assessment.
- Face to face learners consistently expressed the practical class activities and time spent in a fully equipped fitness facility on campus as the best qualities of the program delivery.
- Learners provided frequent positive comments regarding:
  - accessibility to student support staff
  - the high level of skills, knowledge, experience and professionalism demonstrated by trainers and assessors.
- Students had an enjoyable and valuable experience throughout the Practical Work Experience Placement. They benefited from practical learning in a real industry environment and from feedback provided by their supervisor.
- The Practical Work Experience Placement aspect of the training delivery was also highly regarded by employers. Feedback indicated employers were impressed with the comprehensive and well structured training and assessment resources and believed the practical training was relevant and industry specific.

#### Unexpected findings:

- Most findings followed trends from previous years so there were no major unexpected findings.
- Employers indicated that training and assessment could be improved by including business, sales and marketing skills. This was unexpected, as these skills are comprehensively covered in the Certificate IV in Fitness. However, it was discovered that at the time of commenting, these employers were only involved in the delivery of Certificate III in Fitness qualifications and were unaware these topics were specified in the Certificate IV in Fitness.
- As employers highly regarded the Work Experience Practical Program, it was unexpected that some suggested the program could be enhanced by including more communication between the training organisation, the student and the supervisor.
- Learners highlighted the extensive variety of online resources as a positive aspect of the course, so it was surprising to discover feedback suggested that the course manual and video presentations could include more information and be presented in a more updated, engaging manner.
  - It was unexpected to receive feedback indicating that learners experienced difficulty determining the type of responses required to successfully pass an assessment or to comprehend what was required when addressing assessor feedback, especially given that Australian Fitness Academy conducts an assessment validation process every year to identify these issues.

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

- General survey feedback is consistently positive and confirms Australian Fitness Academy continues to provide quality training and produce a high calibre of 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.

### 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 2018 as preventative/corrective actions:
  - Both Certificate III and IV Course Manuals were upgraded using modern design software. Changes included updated formatting, more comprehensive content, added pictures and diagrams, interactive website links, study tips, revision activities and colour printing options.
  - A wider library of exercise demonstration videos was added to the online platform across both Certificate III and IV in Fitness courses. Videos included updated industry equipment, a larger variety of exercises, exercise analysis information and more comprehensive teaching points.
  - A full review of the assessment process was completed in 2018 and modifications were made to assessment tools. Changes included simplified and more specific question wording and interactive links to assessment resources and advice. Annual professional development was completed with assessors in July and September to provide training on the new tools and offer guidelines and strategies to enhance marking skills.
  - Whilst a formal procedure to regularly contact work experience facility supervisors throughout the duration of the students placement was already in place, the procedure was reinforced during a staff handover in 2018 to ensure contact continued and remained a priority focus.

#### 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.