



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
21150	Australian College of Fitness & Bodywork Pty Ltd

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	300	69	23%
Employer satisfaction	N/A	N/A	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)

The Learner questionnaire is automatically sent to students through our Student Management System. Similar to the previous years results, students studying a Fitness course at ACFB engage in there eLearning Platform more than a student studying a Massage course.



Section 2 Survey information feedback

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

Expected results include the need to open a new campus to cater for our growing Fitness cohorts. Nothing unexpected was found through these survey results that have not already been address.

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

Overall, the training departments are working hard to maintain a required and high level of training and support. From feedback received in previous years, we have continually addressed required updates to our programs, support and the services we provide to students, however we can always do more.

The intrduction of the a dedicated team member to support our FLEXI students seems to be making an impact.

Section 3 Improvement actions

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

At this stage, no prevetantive or corrective actions have been implemented that were not already in affect from the previous years results.

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

Since 2017, our word of mouth marketing for enrolments has increased due to a more positive experience for our students, which demonstrates the effectiveness of our continuous improvement.

ACFB provide multiple avenues for feedback from our students and view these responses on a regular basis, which will provide as a messure of the effectiveness of our training experience.