

CIRCULAR



Title:	Education aXcelerate Optimisation Project - Feedback form
Document ID:	020.06.2026
Department:	Education
Audience:	Club CTO, Club Admin, Branch Admins, All TAFs
Type:	Response Required
Date:	16/06/2025

As part of our ongoing commitment to enhancing the member, trainer, and learner experience, we recently engaged aXcelerate to conduct a comprehensive Health Check of our Learning Management System (LMS).

This initiative is intended to evaluate our system performance, usability, and content delivery from the perspectives of trainers, assessors, administrators, and our learners.

The Health Check highlighted several key areas for continuous improvement, aimed at increasing system functionality, engagement, and overall user satisfaction.

To support the next phase of this project, we kindly ask that you complete and provide your feedback on/or before **Friday, 27 June 2025**. **Please refer to Page 2 summary of aXcelerate Health Check | Key Findings*

Jotform Link: <https://form.jotform.com/SLSQEducation/aXcelerate-Feedback>

Your insights will directly inform the prioritisation and implementation of future enhancements to our in-house Learning Management System, aXcelerate.

Thank you for your ongoing contribution and support and commitment to quality training delivery.

L. Bowart

Laura Bowart
Head of Education
lbowart@lifesaving.com.au

CIRCULAR



**SURF LIFE SAVING
QUEENSLAND**

aXcelerate Health Check | Key Findings

Focus Area/s	Key Finding	Area for Improvement
Courses > Workshop Types	100+ Workshop types identified	<ul style="list-style-type: none">Streamline workshop types to assist administrators/trainers and improve quality reporting
Settings > System Users	281 Admins & 367 Facilitators	<ul style="list-style-type: none">Review current users & deactivate users, per branch where appropriate
Dashboard > Widgets	Majority of users do not have any dashboard widgets enabled	<ul style="list-style-type: none">Recommend popular widgets such as upcoming training schedule and learner submission activity/online assessment or allow a quick overview for trainers/administrators of to improve workflows
Workflow > Automated Tasks	No warnings to staff, trainers, or students who are approaching course end date with minimal progression or upcoming expiry dates	<ul style="list-style-type: none">Create Workflow automation to advise relevant parties of learners with low progression %, X number of days before expected completion date
	"Renewal" workflow to encourage learners with expiring credentials to re-book to renew credentials	<ul style="list-style-type: none">Build an automated workflow to send to learner prior to expiry of credential 90/60/30-day reminders
Resources > Equipment Setup	Lack of asset booking in the platform	<ul style="list-style-type: none">Opportunity to "booking out/allocate" assets (e.g. CPR Manikins) during training and manage annual maintenance/repairs schedule

Surf Life Saving Queensland

18 Manning Street
South Brisbane QLD 4101
PO Box 3747
South Brisbane QLD 4101

t. +61 7 3846 8000
f. +61 7 3846 8008
w. lifesaving.com.au
ABN 27 360 485 381

Document Name: Circulars Template

Document ID: TGOV0091

Version: 2

Review: August 2027