



Astutis.

Health, Safety and Environmental Training

Learner Report 23-24



Astutis.

Health, Safety and Environmental Training

Learner Report 2023

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Foreword



A recent survey of over 400 learners has revealed a fascinating insight into the current perceptions of digital and traditional learning methodologies. Given the significant impact that the past pandemic has had on employees working patterns, not to mention the effects of inflation on the employer budget allocation, there remains a resolute preference towards a mixture of learning solutions.

Astutis surveyed over 400 past and current learners as well as 100 external Health and Safety Professionals. Of the learners who had attended Astutis' live-online virtual or online courses via the Astutis Digital Learning Campus **74% expressed a preference that a remote or digital learning method was the most effective.** However, the result was the opposite for those who were not Astutis learners. A resounding message from the survey is that those participants who were exposed to the Astutis Digital learning campus clearly rated the experience.

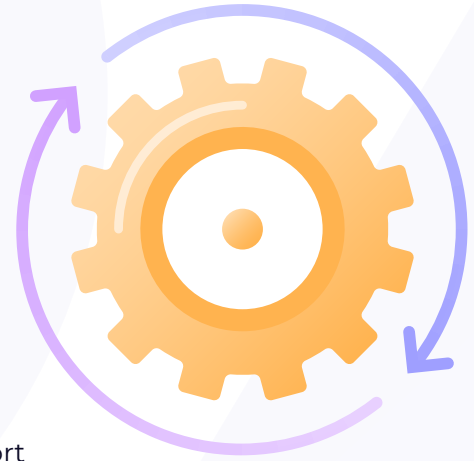
During COVID, we listened and responded to our customers' requirements which led Astutis to develop our 'live on-online virtual first approach'. It was this approach that was fundamental to ensuring that our courses were designed to generate camaraderie and peer interaction, something all survey participants ticked as being important – this has most certainly been endorsed by those who have attended our courses but maybe not so much by everyone else. The proof is in the pudding, so some might need an open mind when choosing course methodologies – what they get could surprise them.

Many thanks,

Steve Terry, Managing Director of Astutis



Methodology



An accurate and trusted report is founded on the sound and competent methodologies that helped shape it. In that vein, here is our methodology.

We asked 418 Astutis learners, all at differing stages on their learning journeys, about their experience. The aim of this report was to accurately platform the views of our learners concerning their learning experience.

We wanted to unearth and analyse the needs and requirements of our learners to best aid them in the future. The data also allows us to ensure continual improvement is practiced for the benefit of our learners and future partnerships.

Not all questions asked will come to 418 answers as some were deemed not applicable to some learners on specific courses. Furthermore, some specific answers may fall under the label of 'other' to avoid overly complex data entries.

This report holds weight as a depiction of learner feelings and requirements as training providers swoop to attend to the needs of learners.

However, we refuse to see it like that.

The **Astutis Learner Report 2023-2024** is our most valued document to date. It gives voice to the most important component of the Astutis family; the learners.

Through the report we can remedy issues, address concerns, and continually improve our educational offerings for the benefit of our learners.

The Astutis Learner Report 2023-2024 can also assist organisations to make the right decisions on what courses their staff need and how.

The Astutis Learner Report 23-24 is for everyone.

Phase One

The Changing Landscape

Why attitudes towards course delivery have changed



At Astutis, we believe that the workplace training we deliver reflects the workplace we operate in.

This idea also extends to the attitudes towards training.

Organisations will constantly ask themselves, *'How will this training investment improve our operational performance?'*

One emerging question our partners ponder more than ever before concerns the delivery method of their training: ***'What training method best suits me or my organisation?'***

Research undertaken by Astutis in 2019 suggested that classroom-based training was the most favoured learning method, but this report widely suggests that depending on the learners exposure to modern digital learning methods, opinions are changing. .

The COVID pandemic not only extended a forensic lens over global health, safety and environmental procedures but also enforced adaptability. Tutors were forced out of their traditional classrooms, and our learners continued their training journey from the comfort of their own homes.

It is no secret that organisations and individuals are now driven by ecological and financial impact when making important decisions in everyday life; this also goes for training.

Online training dramatically reduces the carbon footprint of everyone involved in the training.

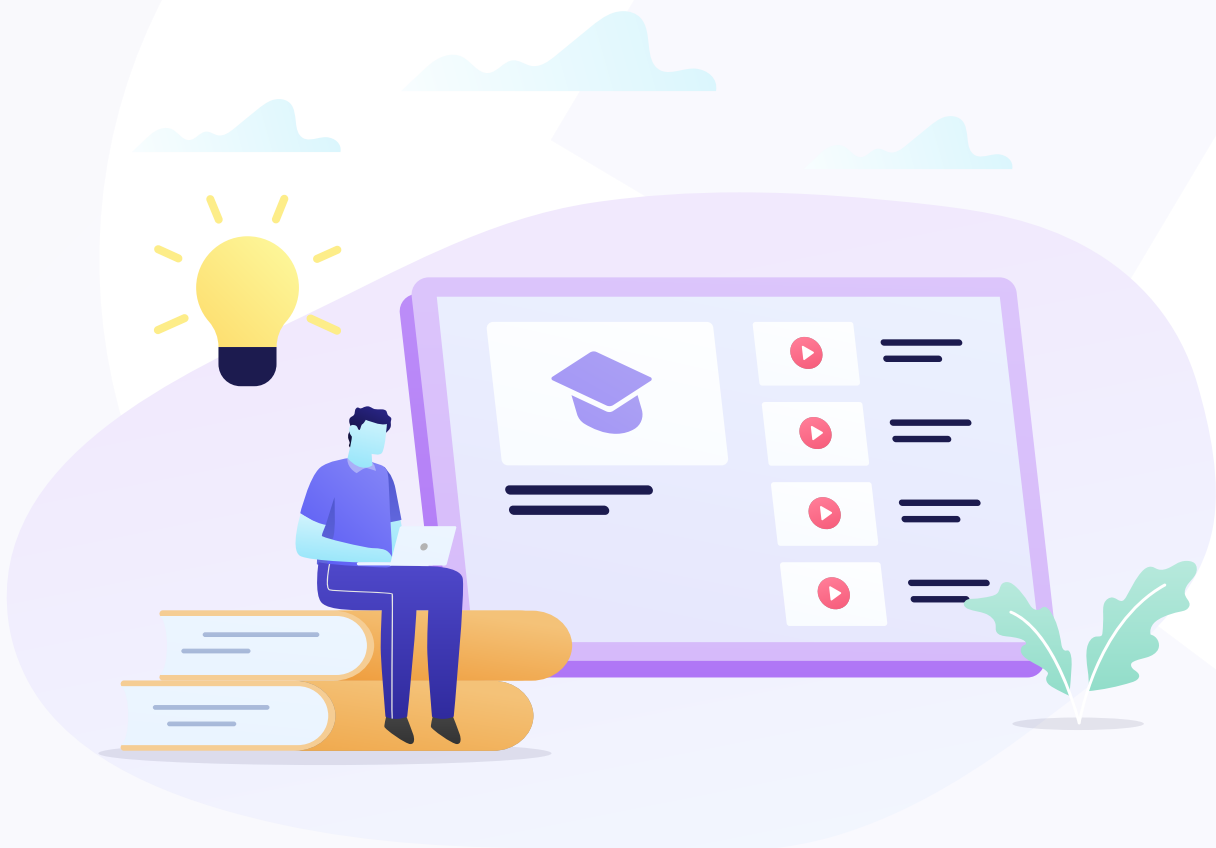
Without the need for transport, learners can benefit from strengthened convenience in choosing to study where and when they wish. Most online learners have reiterated that eliminating transportation, accommodation, and operational disruption has inspired them to favour online training in the future.

The lowered cost of online training has allowed for further investment into our online training evolution. Effective training requires a formula of proactive and collaborative elements working together;

- 1 A proactive and attentive learner
- 1 Engaging and thought-provoking learning materials/tutors, and
- 2 A collaboration between the two.

Without full-time tutor support, online courses are engineered for effective self-study. The incorporation of learner theory makes online training completely learner centric. Theory-led elements like bitesize learning allow for a streamlined experience that reduces information overload, and gamified tasks in the course promote learner proactiveness.

Organisations are also reaping the benefits of transitioning out of the classroom. Our customers have reiterated the peace of mind that comes from enrolling their employees digitally. With learners set up online, day-to-day operations are not disrupted, and the impact of training is wholly minimised. Online training also affords organisations maximum control and foresight over the learner journey of their staff, with live reports analysing employee progress.



Phase Two

Unleashing the Potential

The bright future of online training

Online training offers many benefits to individuals and organisations alike, but one benefit might appeal more than the rest: cost.

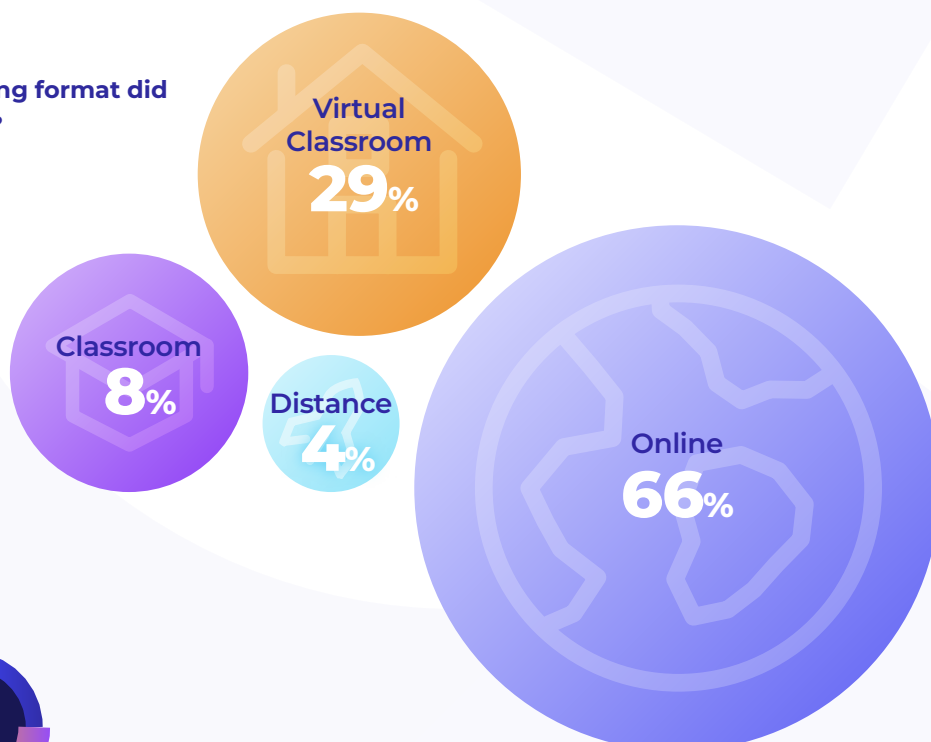
The cost of running an online training course is traditionally lower than a classroom or virtual training course. Hidden costs include hotels, travel and sustenance, so for a business, choosing online learning has multiple cost savings attached. For most training providers the comparable price of online training against traditional classroom training will often reflect that. Online training can be much more financially accessible than its alternatives, and its appeal is only supplemented by the control and flexibility it offers.

Online training also provides a tailored, unique learning approach that can cater to all learners. It is important to remember that not all learners are the same. Different learners learn in different ways, and the flexibility of online training ensures that all learners are given what they need to succeed.

Survey Results

Of the 418 Astutis learners we surveyed, 265 (over two-thirds) said they enrolled in an online Astutis course. This figure, in comparison to five years ago, has skyrocketed. Furthermore, **over two-thirds of our respondents stated online and virtual training is as effective as classroom training.**

Q11 What learning format did you choose?



A successful online training experience is reliant on a learner-friendly training platform. The online training platform should be intuitive, user-friendly, and accessible. Participants should be able to navigate, access the content, and track their progress effortlessly.

25% of our respondents claim their organisation is transitioning towards more online training, whilst **29% claim they are mixing online and virtual training** to meet their training needs. Overall, the picture our learners paint is a general transition away from classroom-based training. Out of the 418 Astutis learners we surveyed, **only 31 (7%) claim to have or be studying in the physical classroom.**

Astutis online training incorporates several elements that differentiate online training, amplifying its impact on our learners. These elements are;

- ▶ **Multimedia-rich courses:** Research dictates that learners need to be proactively engaged in the course to get the most out of it. Learners cannot be expected to stay engaged with their materials if they are consistently asked to read blocks of text. Astutis courses incorporate a wide range of multimedia-rich elements such as videos, podcasts, webinars, gamified activities and learning checks to keep the training experience fresh and intuitive for our learners.
- ▶ **'Learner-centrifcation':** Everything about an effective and successful online training course must only exist to serve and aid the learner. Our Learning and Design team are responsible for constructing our online training courses; every single decision they make is wholly with the learner in mind.
- ▶ **Less might be more:** The surge in interest in online training has made many training providers look inward at their online offerings. Astutis are no different. One huge change we made to our online courses is understanding information overload. For some, online learning can be the ultimate form of self-study; learners are in complete control. However, if learners are presented with too much information, how are they supposed to know which parts are more important than others?
- ▶ **Health, Safety, Environmental and Psychological:** Because of the flexibility of the online platform, online training gives training providers a fresh blank canvas. The exciting part is things that could never be incorporated into the physical classroom can easily enhance the online training experience. Because of this flexibility, we have invested thousands of hours into understanding how science can better our training. Predominantly we have focused our research on how we can incorporate psychological elements into our online offerings to maximise the success of our learners.

Phase Three

Embedding Success:

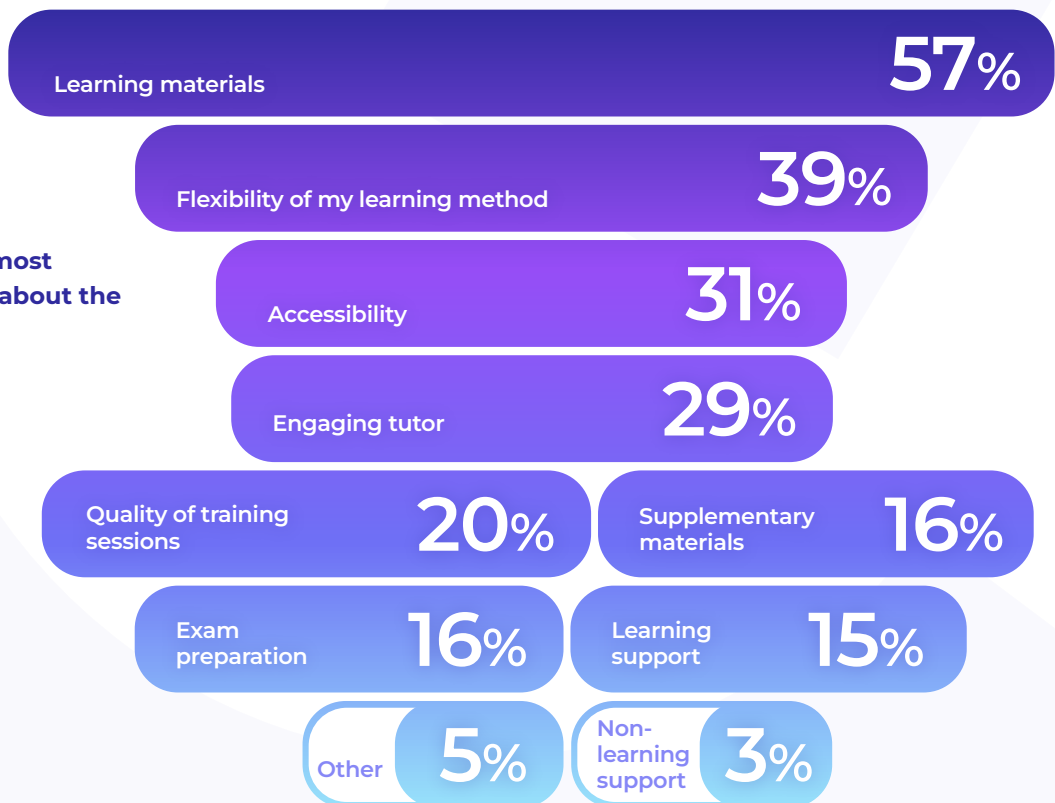
Analysing the success of the Astutis Learning Campus training courses

The key performance indicators on the measurement of the success of our courses is our resolute industry-leading Operations team. They measure our success in through exemplary customer service. Our Learning and Development team, measure our success from the feedback on the world-class training experience we offer. However, one general overlap everyone agrees on is our learner success. Learner success is the metric we hold the dearest when measuring the success of our courses.

We take great pride in consistently helping learners achieve their potential with pass marks they can be proud of. This success extends to our online course catalogue, which have an average pass rate of 95%*.

We were keen to understand which elements of our online courses impressed our learners the most during their online study; **58% of our respondents voted for Astutis learning materials;** meanwhile, **31% claimed the course accessibility most impressed them.**

Q7 What was most impressive about the training?



*Pass rates are key assessment statistics which are calculated over a specific time range and include total attempts. Total attempts also include first attempt and repeat attempts.

We asked those who took our survey whether Astutis training helped improve their skills; **95% of our respondents said yes**. The reasoning behind that success varies. However, several traits perpetuate educational success. These are some we incorporate into our training.

- ▶ **Transparent objectives:** Objectives should be communicated to participants at the course's inception, ensuring they understand what they will learn and why it is important. This promotes heightened learner motivation as they know their gains from the beginning.
- ▶ **Practical applicability:** The training should emphasise the practical application of health, safety and environmental principles in real-world scenarios. Participants should understand how the concepts and practices can be implemented in their daily work routines to promote a safer and healthier environment.
- ▶ **Engagement and interaction:** Active learning techniques, such as group discussions, case studies, simulations, and hands-on activities, should be incorporated into the training program. This encourages participants to engage with the material, ask questions, and participate actively, leading to better retention and application of knowledge.
- ▶ **Knowledge reinforcement:** A successful training program includes a system to assess and measure the effectiveness of the training. We achieve this through evaluations, quizzes, assessments, or practical demonstrations. Feedback from participants and performance indicators can help identify areas of improvement and ensure the training meets its intended goals. Furthermore, activities that reinforce knowledge, especially in the run-up to assessments/examinations, are pivotal to embedding confidence in the learner. Our research reflects this, with **over 54% of our respondents stating that knowledge reinforcement (through consistent learning checks and mock exams) benefits their experience**.

Another critical facet of effective online learning is continual improvement. The beauty of online training is its individuality. A learner can educate themselves and transform their lives all by themselves. The understated cog in the online training machine is ensuring the training is continually improved. Speaking for ourselves, we consistently sit Astutis staff through training to gauge their experience. We strive for feedback from our learners at any opportunity and always act when necessary. Regular communication with our learners allows us to make essential improvements, update content, and adapt instructional strategies to optimise the learning experience.

One of the main drivers for the Astutis Learner Report is understanding of how Astutis can practice effective continual improvement. We asked our respondents what resources would benefit their training experience. Here is what we found.

Q9

Which of the resources do you feel might be helpful if you were participating on an online learning training course?



69% of our respondents believe additional videos would help create an alternative learning experience. Over 27% suggest audio content would aid them in their studies, whilst over 23% think infographics would help embed knowledge through visual stimulation.

To ensure the online training experience runs smoothly, training providers must provide incredible customer service, support and guidance to their learners. Learners need to know they are not alone. They need access to technical support and guidance throughout the online training process. Outstanding customer support must promptly remedy any technical issues learners may encounter. Having a dedicated support system in place increases learners' confidence and reduces frustration. Astutis are delighted that faith has been reflected in the feedback we have from our learners. In January 2023, Feefo awarded Astutis their Platinum Award Status—the award results from holding an average customer rating between 4.5 and 5 for three years.

Popular Courses Trending amongst Participants

In this report, we also wanted to showcase the product and accreditation body divide in our client base. i.e., how many of our learners study NEBOSH courses compared to IOSH or IEMA courses? With that in mind, we asked our respondents which course they opted to study with Astutis.

Out of the 418 respondents, 273 chose to study NEBOSH courses with Astutis. The highest enrolled NEBOSH course (in this sample) is the NEBOSH General Certificate in Occupational Health and Safety, with 175 (out of 273 learners).

The next with over 19% of our respondents, is IEMA. Of the 418 respondents we surveyed, 78 learners chose an environmental course with Astutis. Interestingly, the IEMA Foundation Certificate in Environmental Management and its sibling, the IEMA Certificate in Environmental Management, share the most enrolments in the survey. Both courses had 27 learners enrol respectively, demonstrating a clear desire for environmental upskilling.

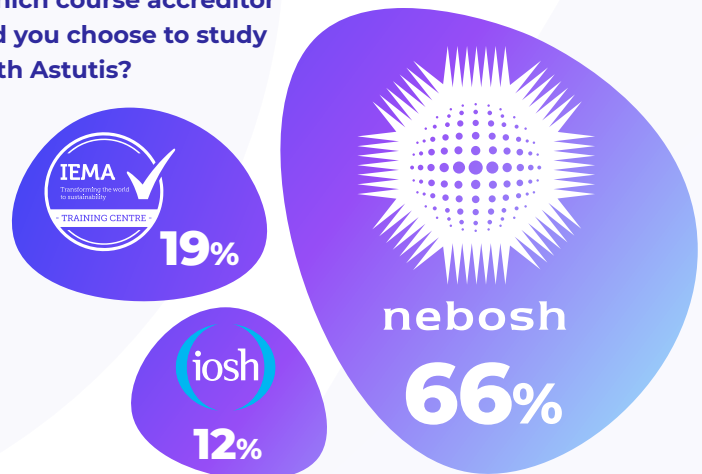
IOSH swept the rest of the respondents, with 50 learners (out of the 418) enrolling on their courses. Their most popular course is IOSH Managing Safely, occupying a hefty 83% of the responses.

73% of our respondents believe their Astutis course was worth the price they paid, whilst over 17% are still sitting their course and prefer to wait to finish their course before commenting.

Our data concludes that organisations continue to enrol their managerial and supervisory staff in health, safety and environmental management courses. Thankfully, for the safety of global workplaces, this is nothing new. However, we are seeing a surge in the interest in foundational health, safety and environmental training courses. More than ever, organisations strive to upskill their workforce to managerial health and safety levels, even if their staff does not hold an executive position. Our partners have informed us that by enrolling their ground-level staff on supervisory-level training, they embed a managerial mindset amongst a wider berth of their workforce. We support this strategy for several reasons;

- ▶ More staff understand managerial responsibilities and have foresight on the day-to-day role of their superiors.
- ▶ Staff will begin to adopt the group mentality rather than focusing on their individual roles and requirements.
- ▶ Staff with a managerial mindset will proactively uncover risks and hazards before they happen, making the workplace safer.

Q2 Which course accreditor did you choose to study with Astutis?



Phase Four

Training for the Future:

Understanding the future of Astutis training



The future of training looks incredibly bright. Innovations in technology help to continually improve, streamline and add convenience to the product and this is where online, especially, overcomes the long history of the classroom.

Online training allows for an intensely personalised experience with courses written to incorporate an organisation's or individual's finer details. This level of intricacy brings learners closer to the training and precise minutiae that embeds the messaging into organisations' core.

Adaptive learning systems use data analytics and artificial intelligence to assess learners' knowledge and skills and then customise the training content and pace accordingly. This approach ensures that employees receive training relevant to their roles, experience levels, and specific health, safety and environmental requirements.

Virtual reality (V.R.), augmented reality (A.R), and mobile applications are all around the corner. These technologies provide interactive and immersive training experiences, making it easier for learners to grasp complex concepts and practice real-life scenarios in a safe environment. The power of such technologies can never be understated. Employees will be able to simulate the act of putting out fires and minimising the risks associated with them. This experience can save lives and give staff the confidence to implement their training.

Aside from exciting tech, environmental sustainability is gaining prominence in health, safety and environmental training. Organisations recognise the importance of minimising their environmental impact and promoting sustainable practices. Training programs now cover energy conservation, waste management, pollution prevention, and sustainable resource use. This helps employees understand the interconnectedness of health, safety, and environmental concerns and encourages them to adopt sustainable behaviours at work and in their personal lives.

But why?

Since the COVID-19 pandemic, a renewed focus on environmental sustainability has created a demand for professionals with specialised knowledge and skills in environmental management, conservation, renewable energy, and other fields. People are enrolling in ecological training programs to enhance their employability and pursue careers in the green sector.

As a training provider, we are seeing more organisations enrol their staff in environmental health and safety training than ever before. We anticipate this surge in interest from global companies will only continue as the world reinforces its efforts in the battle against climate change.

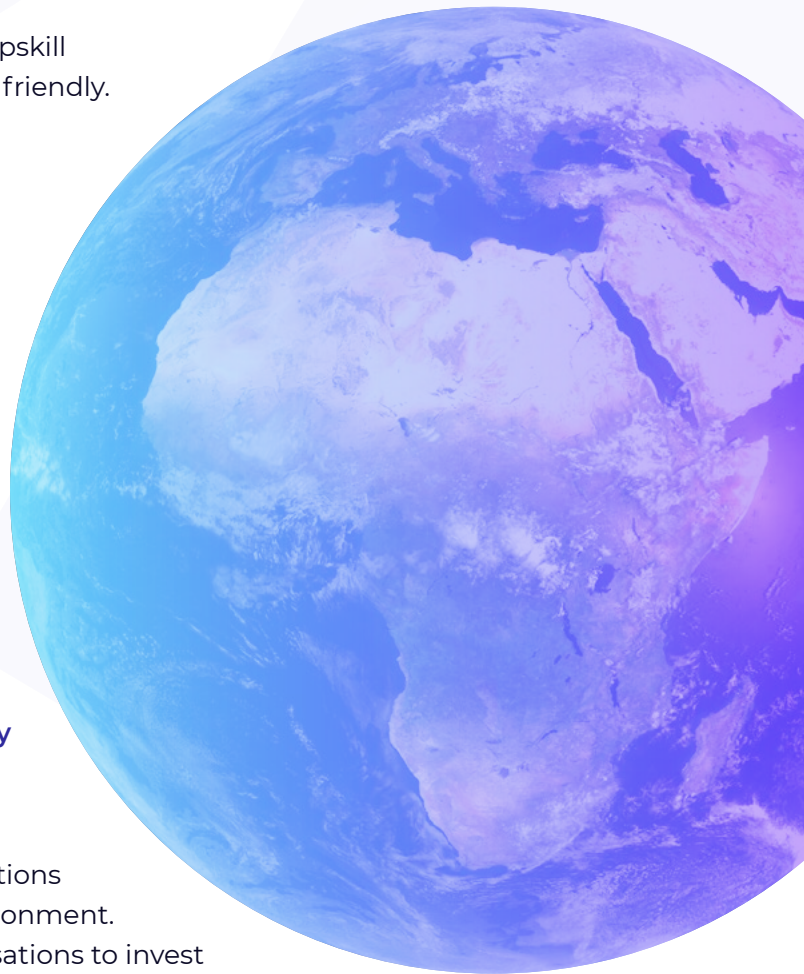
It is for good reason, too.

Effective environmental training can radically upskill organisations and make them environmentally friendly. This is becoming all the more important when consumers are driven to buy (or not to) by the ecological pledges and positions organisations possess. A continuing study by Deloitte highlights;

“Consumers are increasingly making conscious decisions with sustainability and the environment in mind.”

According to the study, **40% of the participants surveyed proactively pursue services and products from companies with sustainable practices or values.** This is only going to escalate. In the same study, Deloitte revealed **34% have stopped purchasing specific from brands or products because they had ethical or sustainability-related concerns about them.**

Consumers are taking a stand against organisations they perceive as not doing enough for the environment. This makes it all the more important for organisations to invest in environmental training to sustain their relationship with their client base and retain their market share.



Conclusion

Our learners have been very clear.

Flexible, digital training is now their preferred method of study. Organisations voice the same sentiment (95% of our respondents choose digital training) – digital training ultimately minimises operational disruption by tailoring the structure and rollout of the activity around the learner and/or organisation. Learners are no longer made to accommodate their schedule and routine around their learning.

Instead, the innovations made to our digital platform in recent years now mean learners are gifted with training that moulds around the lives of our learners.

The results are in the pudding, as the saying goes.

Over 57% of our respondents claimed the digital learning materials to be the most impressive feature of the training. Meanwhile, over 29% found the accessibility of the online learning format to be the most remarkable feature. Ultimately, learners found a lot to be impressed about. And why not? Over 93% of respondents said their training helped improve their skills.

This culminates in 72% of our respondents believing their course was well worth the price.

The future looks bright, with over 40% of our respondents saying they will utilise the online format again over other formats. Meanwhile, over 21% also claimed to adopt virtual training in the future – the future is digital training.

Interestingly, data indicates environmental training as the trendiest area of training. The impetus of protecting our planet, preserving its health and ensuring a green future for future generations is a sentiment that corporations have slowly begun to adopt. Organisations see the value of possessing green talent to embed eco-friendly enterprises. Ultimately, organisations with a more viable commitment to Net-Zero or environmental protection in general are beginning to relish the renewed attention of consumers.



Consumers are acting on their power and are influencing the investment organisations put into their environmental training, or lack thereof. Data indicates that businesses worldwide feel pushed into environmental training because of the volatile attitudes towards passive organisations. High street protests, boycotts and whistleblowers threaten to damage the share price of any organisation looking to bypass the topic.

Record fines have been handed down to organisations that have committed repeat offences resulting in environmental health damage. The reputational damage that follows can be arguably worse. On one side, if the organisation takes training, it would be seen as unacceptable and careless to still commit an offence. However, if the organisation hasn't enrolled on training and then commits an offence, it could face an atrocious battle to keep its tarnished reputation.

All of this means IEMA courses are drastically growing in popularity. It seems only apt that environmental training courses are being taken at record levels whilst utilising the least environmentally damaging learning formats possible. Thankfully it is what we are seeing.

Organisations are enrolling their staff in environmental training at record rates; this indicates that organisations are now seeing the urgency and proactive attitude required to sustain their commercial position and protect the planet.

One of the key benefits of the Astutis Learner Report is understanding what is working and what could be improved in our courses.

69% of our respondents suggested that multimedia would help them on their learner journey. Therefore, using this example, we have designed a drastic upheaval of our digital course library, incorporating a vast collection of attentive multimedia rich content into our Online and Virtual Classroom formats. This is only one example of how the report will only make health, safety and environmental training better for all.

'Learner-centrifcation' has been an undeniable mission statement in the last year. **The innovations made to our Online NEBOSH General Certificate** exemplify the strides we have made. For us, it is all about making the learner journey seamless and positive for our learners – all without minimising their chances of success.

Pass rates have, for many years, been the be-all and end-all of everything concerning health, safety and environmental training. Whilst we agree to a large extent, we equally value the learner's experience.

As Ralph Waldo Emerson famously once said, *"it's not about the destination, it's about the journey"*.

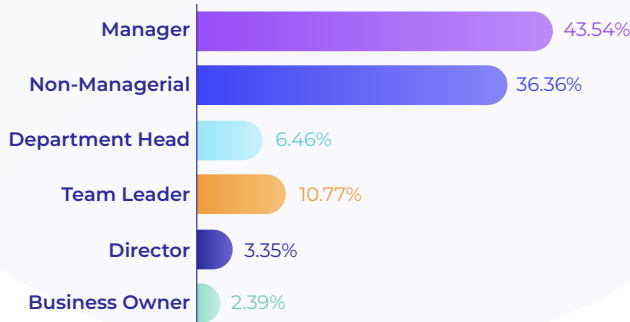
Therefore, investing in the journey has maximised the chances of our learners reaching their destination of eventually passing with flying colours.

We have strived to supplement and enhance the learner journey, incorporating bite-sized modules, critical learning checks and proactive activities, all designed to aid our learners on their path to success.

Statistics Index

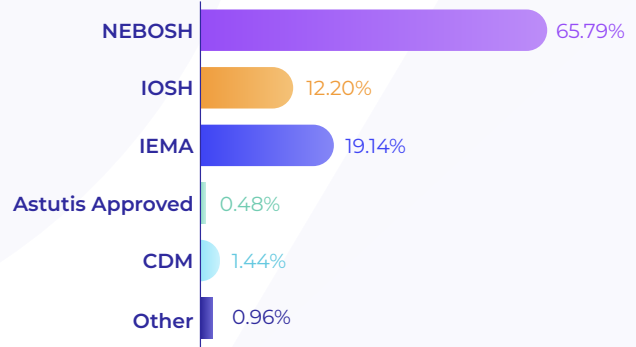
Q1

Which title best describes your role within your organisation?



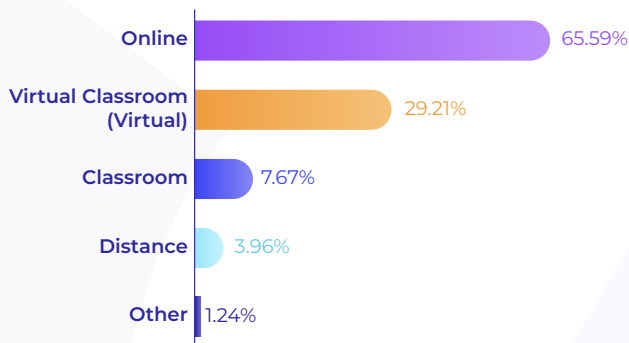
Q2

Which course accreditor did you choose to study with Astutis?



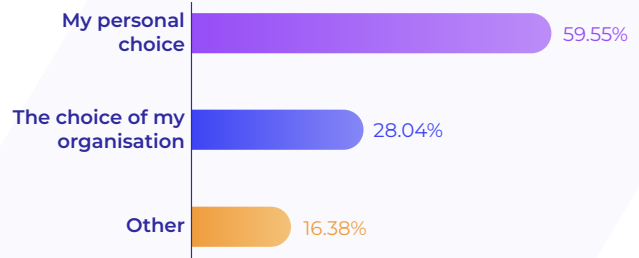
Q3

What learning format did you choose?



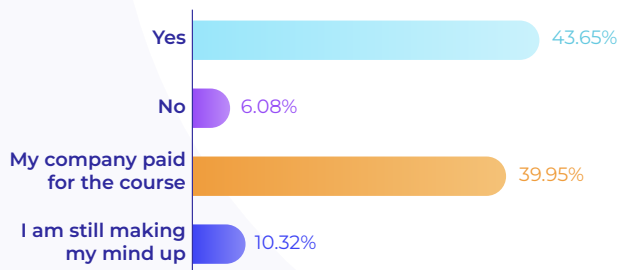
Q4

What was the reasoning behind that preferred learning style?



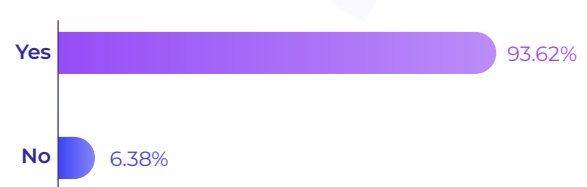
Q5

Do you feel the course you studied was/is worth the price?

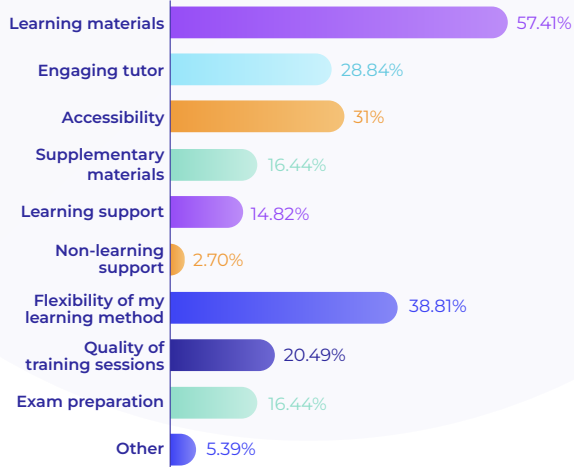


Q6

Do you feel your training has helped you improve your skills?



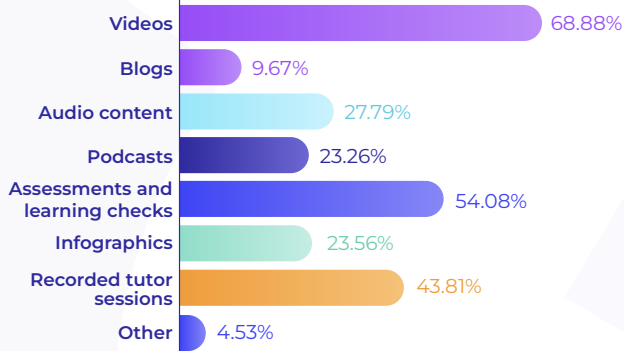
Q7 What was most impressive about the training?



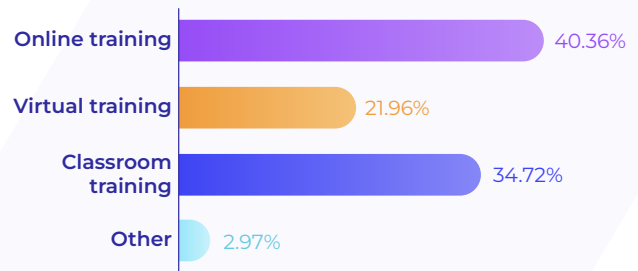
Q8 What do you think could be improved?



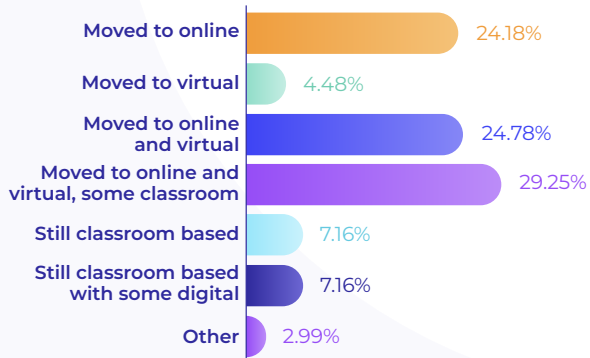
Q9 Which of the resources do you feel might be helpful if you were participating on an online learning training course?



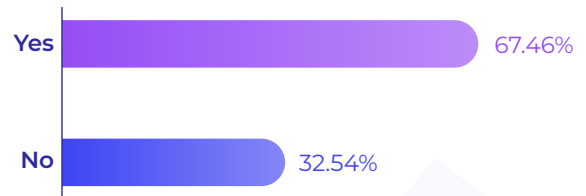
Q10 Which learning style would you opt for in future training?



Q11 Has your organisation seen a shift from classroom to digital learning?

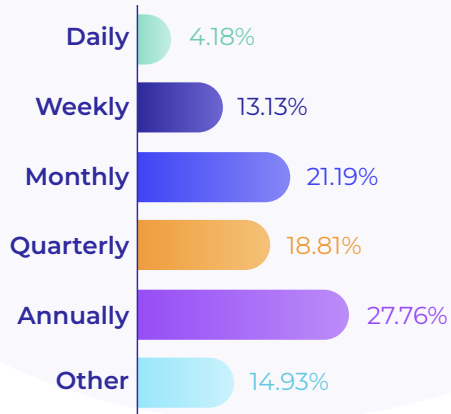


Q12 Do you believe that virtual or online learning can be as effective as classroom?



Q13

How frequently do you attend health and safety training sessions?



Q14

Would you recommend a similar Astutis training experience to your friends or colleagues?

