

Elevating the Learning Experience

Dietitians Australia's 83% Decrease in Course Setup Time with TopClass LMS

OVERVIEW

Dietitians Australia is the leading professional body for dietitians in Australia, dedicated to advancing the field of dietetics and promoting healthier lives through nutrition. The organization provides the only government-recognized national credential for dietitians, ensuring high standards in nutrition and dietetics services across the country.

PROBLEM

Before implementing TopClass, Dietitians Australia's previous learning management system (LMS) lacked a single sign-on (SSO). Staff manually enrolled course participants and answered countless inquiries about the login process because members didn't understand how to find and access things.

Staff couldn't brand the platform the way they wanted, or make it more visually appealing.

The LMS' limited communication options also frustrated them. It was impossible to send bulk emails to course registrants, so they had to export lists into Outlook to communicate.

AT A GLANCE



INDUSTRY

Professional Trade
Association for Dietitians

SOLUTIONS

TopClass, iMIS, OpenWater

MEMBER SIZE

9,000+ individual members
in Australia and overseas

WEBSITE

dietitiansaustralia.org.au

“ *The TopClass SSO is a gamechanger for everyone. It makes life so much easier for our team, saving us at least five hours a week. Since switching to TopClass, we've had no log-in inquiries from members* ”

- Education Centre Course Coordinator at Dietitians Australia

THE IMPACT



5+

Weekly Hours
Saved



99%

Decrease in
Support Inquiries



83%

Decrease in Course
Set-Up Time



3,000

Learners in the
First Year

SOLUTION

Dietitians Australia implemented TopClass LMS to host 16 online self-paced courses for members and non-members. They plan to offer other program formats and bring events into TopClass too.

- ✓ **Simplified course building and maintenance.** Since the transition three new courses were easily launched while efficiently maintaining existing ones.
- ✓ **Consistent branding.** Staff love TopClass for its design control and consistent branding.
- ✓ **Timesaving SSO.** The TopClass SSO has saved more than five hours a week and eliminated member login issues.
- ✓ **Increased Revenue.** Promoting related courses is easy and opens previously untapped revenue paths.
- ✓ **Improved user experience.** Learners have immediate course access, easy navigation, consistent feedback, and require minimal support.
- ✓ **Easy communication.** Email functionality allows better communication with participants.
- ✓ **Responsive TopClass support.** The TopClass team provided excellent training and support.

“ *It's been a really smooth process switching from our old LMS to TopClass. Everything is where our members expect it to be, plus we have course consistency across the board and can now focus on building new courses.* ”

- Education Centre Course Coordinator at Dietitians Australia