



FORM

Quality Indicator annual summary report

Learner engagement and employer satisfaction surveys

RTO No.	RTO legal name
91800	Community Media Training Organisation

Section 1 Survey response rates

	Surveys issued (SI)	Surveys received (SR)	% response rates = SR *100 / SI
Learner engagement	135	67	49.63
Employer satisfaction	25	6	24

Trends of response statistics:

- which student/employer cohorts provided high/low response rates
- how did response rates compare with previous years (if applicable)

The trends seen above in the 2018 response rate appear to be lower than those reported in 2017. It is noted that a significantly larger number of surveys were issued in this period due to significant increases in enrollment numbers during a new training application round.

An analysis of quantitative feedback questions 1 – 35 demonstrates a high overall standard in the CMTO's performance in 2018. Student expectations and support needs were consistently met. The training resources and quality of the trainer employed was of a high standard and 94% of respondents reported they would recommend CMTO training to others.

In 2017 we reported that students with higher learning needs and students based in regional locations provided the lower response rate. An analysis of the 2018 data shows this trend has slightly improved. As reported last year, the feedback process has since been amended to ensure there is one-on-one assistance provided to students who are less likely to complete the survey independently. In 2019 this process was further improved to ensure feedback



forms are completed in a Final Assessment Session with the assistance of a station member. The station member is engaged in the course from an early stage so they have familiarity with the feedback cycle processes.



Section 2 Survey information feedback

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

An analysis of the 2018 qualitative feedback reflects a positive response to the changes the CMTO has made to its training products to improve the student learning experience. Earlier in 2018 a small number of students reported double assessments or over lapping resource content. This valuable feedback has since been processed and actioned and the feedback provided in very late 2018 on this specific issue has been very positive.

The CMTO is pleased to report that other feedback provided was not unexpected and as part of our continuous improvement program, has been processed and actioned or scheduled for action.

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

The feedback surveys give the CMTO a great understanding of the organisations performance throughout 2018. As mentioned above we were fortunate enough to be able to see a positive response to the changes implemented to the training and assessment materials and feedback cycle. The response to the new format of the resources has been consistently positive and this is evidenced in the vast majority of students (consistently 85% and above) agreeing or strongly agreeing to the statements provided in the Learner Engagement Survey. Similar results are provided in the Employer Satisfaction survey. As our two major stakeholders, these results provide the CMTO with a clear understanding of the quality of our performance.

Section 3 Improvement actions

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

Corrective actions ave been implemented as part of the CMTO's Continuous Improvement Policy and Procedure regularly throughout the year. As mentioned above we have focused on the clarity of our training and assessment resources and the feedback cycle with positive results. Other feedback not mentioned above included use of Moodle and random outages. To support students in their online learning experience we have worked closely with the host site to ensure students are informed well in advance of planned outages and report site glitches directly back to the programmer.

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

The systems we have in place already effectively monitor the outcomes of the actions. This involves a number of CMTO staff to ensure transparency and quality control. The actioned are documented in detail in the Feedback Register and Changes to be Made Register and bought to the fortnightly staff meeting for consultation and action or scheduled action.

