Australian Government
Australian Skills Quality Authority

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	75*	35	46.67
Employer satisfaction	10*	10	100

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

In this data we can see a decrease in response rate from 2018 to 2019. This year's trends have been impacted by the process our student management system (Axcelerate) uses to capture and report quality indicator data. During 2019, Axcelerate transitioned from reporting Quality Indicator results from financial year to calendar year. As such the system is unable to provide our reporting data for half of the calendar year of 2019. Both "Survey issued" and "Survey received" figures reflect data only from June - December 2019. This reporting fault has been reported to ASQA by Axcelerate, as Axcelerate indicated the issue to be unavoidable.

Factoring in the above information, our 2019 trends for Learner Engagement have taken a small dip due to the Axcelerate reporting error, falling by 3.71% from 2018. Our Employer Satisfaction survey results have also been impacted by Axcelerate's system error but given the small data size we were able to cross check the results manually and can confirm 100% response rate. This is a 24% improvement on 2018.
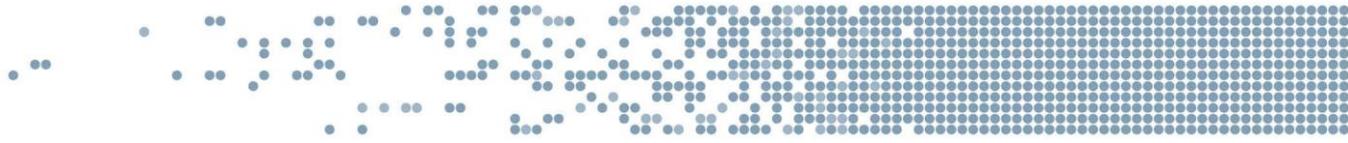
Whilst our Learner Engagement results trended towards the highly positive, There was a notable negative result in the survey data of our CUA31015 Certificate III in Screen and Media due to the course not being flexible to the equipment needs of one of our delivery locations. This was noted in our feedback register and has since been rectified.

Employer Satisfaction rates from 2019 indicate that our stakeholders are notably more satisfied with the training they received in the 2019 calendar year than in 2018. All feedback indicating that the training provided practical sessions which were highly relevant to candidates.

Section 2   Survey information feedback

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

Our 2019 survey results have indicated that the majority of students are highly satisfied with the quality of our Teachers and Accredited course offerings. 2019 was the second year the CMTO rolled out our newly revised accredited skill sets, and we have continued to receive positive feedback throughout 2019 and are closely monitoring any trends in feedback.

Some students indicated that they did not find our Moodle platform user friendly. These issues were not completely unexpected and have been identified and addressed throughout the 2019 calendar year via our Feedback Register and Continuous Improvement strategies. The Moodle platform is under continual review and refinement to accommodate online learners.

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

The feedback received indicates that overall, students are highly satisfied with the quality of the education they receive throughout the CMTO. In particular, we received a significant amount of highly positive feedback on the quality and expertise of our trainers. The survey indicates that the CMTO is catering to the needs of its students in both proactive and reactive ways. Online delivery options for students have always been a priority for the CMTO so as to compliment different learning styles. This approach is regularly being improved to accommodate students with disabilities but also geographic limitations in access to training.

Overall, the data shows that our policies, procedures, and additional staffing are contributing to more robust feedback processes being implemented and enacted upon, increasing the satisfaction rates of our learners and employers.

Section 3   Improvement actions

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

We have tightened the feedback cycle by updating our internal procedures and by hiring new staff to oversee our Continuous Improvement and Compliance activities. We have embedded feedback time more explicitly into the timetable, trainer guides and session plans for trainers to discuss with students and complete. The CMTO have also updated/created new resources and training opportunities for our employees regarding the importance of the feedback cycle.

How will/do you monitor the effectiveness of these actions?
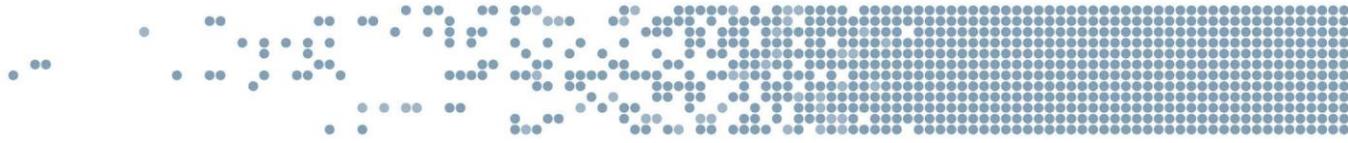
Our Student Services and Compliance Officer will continue to work with our Accredited team to ensure that surveys are sent out promptly and that data is collected and stored accordingly. We will continue to collect and collate learner and employee feedback in our feedback register and changes to be made register in line with our continuous improvement strategies. Feedback is monitored on a fortnightly basis by our Compliance Officer, with pertinent feedback being presented and discussed in fortnightly meetings. This ensures that any necessary consultation or actions will be completed in a timely and professional manner.