

# 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	36	21	58.33
Employer satisfaction	6	3	50.00

#### Trends of response statistics:

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

Our learner engagement results for 2020 were overwhelmingly positive, with students saying that they appreciated the flexibility and adaptability of their course delivery throughout the challenges of COVID-19. The feedback students gave about challenges in the course were mostly due to the rapid changeover from face-to-face to online delivery, students were sympathetic to the rapid changeover of delivery mode and the readjustment of that process for trainers and students.

Learner Engagement response rates from 2019 to 2020 increased by 11.66% from 46.67% in 2019 to 58.33% in 2020. This increase can be attributed to robust feedback checks being conducted by the Accredited team throughout the 2020 year.

Our Employer Satisfaction data experienced a 50% decrease in responses from the 2019 calendar year. This represents a 50% drop in response rates for feedback. This response rate is not unexpected, as it represents disruptions in the management structure of several of the external organisations we engaged with in the 2020 year. In 3 out of 6 cases the employer left the organisation as a result of the pandemic workplace closures.



## Section 2 Survey information feedback

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

Our 2020 Survey results indicated that students were highly satisfied with the flexibility and adaptability of their course and the transition of CMTO courses from face-to-face to online delivery. Unexpectedly, there was very little adverse feedback about the rapid transition. Students were highly complimentary of the CMTOs transition into online learning, noting that they only faced minimal disruption. This favourable feedback can be attributed to the personalised approach of the staff and trainers in supporting all students in the transition process.

We received feedback from a student involved in the print disability sector about how the resources for the course were not properly adapted to be used by screen readers. This feedback was placed in our feedback register and brought to our managers meeting for action. The resources are undergoing amendment to enhance usability for vision impaired stakeholders.

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

The feedback received throughout 2020 indicates that the CMTO were responsive and adaptable to the challenges and rapid changes caused by COVID-19. LE and ES feedback indicated that students felt well supported by the CMTO and that students feel the quality of learning they receive with the CMTO is of a high standard.

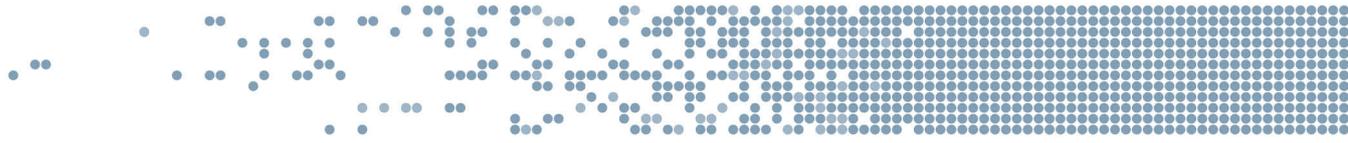
The CMTO was able to pivot effectively from face-to-face to online delivery with minimal disruption to the student cohort. The effectiveness of this rapid transition is demonstrative of the strength of the CMTO policies, procedures and staffing. The success of this pivot can also be attributed to the forward planning of having course materials on moodle prior to COVID-19, with the major piece of work for our team being the creation of online resources for trainers to use in their online delivery sessions.

## Section 3 Improvement actions

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

Even though the CMTO implemented a quick turnaround transitioning from face-to-face to online delivery, there were still parts of the process that were bumpy. Some students fluctuated between completing their student work in their physical resource book and the online moodle platform. This made processing student work more challenging than usual as the training staff and compliance officer had to review and chase up multiple points of student work and data.

As a result of this, all resources and course material for our Accredited offerings that hadn't already been put on to Moodle have now been transitioned into online learning packages and materials for students. Presentation materials for trainers have been created with the view that they may be required to train in future via zoom or other online delivery platforms. Ongoing research and work is going into making online sessions feel interactive and engaging for participants, and the compliance officer has created new tracking processes in the Head Assessor Checklist to ensure that all student data has been received, and what mode the data was delivered in (ie electronic or physical copy).



The CMTO have also invested in upskilling our staff and trainer body with digital literacy skills and Mental Health First Aid Training to best identify students that may require support.

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

The CMTO keeps a robust register of all student and trainer feedback and monitors feedback weekly. The Student Services and Compliance Officer role is being split in to two separate roles to dedicate one person to the entirety of our Student Services processes and protocols. The Student Services Support Officer will assist the Accredited team and Compliance Officer in meeting the performance targets set by the CMTO and implementing regular checks on learner engagement and employer satisfaction feedback to report at managers meetings. Future work on updating our moodle resources is underway, with a scoping project on H5P currently being researched.

The Compliance Officer is implementing new processes and procedures to monitor the collection of student work and responsive implementation of trainer feedback as a part of our continuous improvement activities.