

# CMTO Annual Feedback Report

YEAR: 2021

## Executive Summary:

Student, station and trainer feedback for 2021 was overwhelmingly positive.

2021 continued to bring Covid-19 pandemic related challenges to the training that was offered.

However, the CMTO online and virtual training provided a suitable substitute to face-to-face training in the majority of cases, with stations, trainers and students expressing their understanding of the difficult environment all stations were operating in.

Trainer quality was one of the areas that students were most satisfied with.

Further training in Media Law, in particular Copyright, was the most requested by survey respondents.

From the analysis, students prefer more face-to-face sessions and stations are looking for more participation from volunteers.

## Overview:

The CMTO collects and analyses feedback from all Pathways and Accredited courses in line with POLPRO 14 Quality Management & Continuous Improvement Policy and Procedure.

Feedback is collected from the following stakeholders:

- Students
- Staff/Trainers
- Station/Employers
- External Clients (agents, consultants, potential students or any other person who deals with the RTO in a professional capacity)

Feedback is collated and entered into the Feedback Register (DOC 28). This form and the feedback entered is reviewed at monthly staff meetings, where decisions are made about the course of action to take, if any, regarding any issues identified by the responses on the feedback forms.

As an RTO registered with ASQA the CMTO must collect feedback against standardised quality indicators for all Accredited courses and provide an annual summary report of their performance. CMTO's [Quality Indicator Annual Summary Report](#) is published on the CMTO website and also included in full in this report.

This report extends that analysis to present the key areas of achievement and improvement for the year across all courses.

## Methodology

### Quantitative Data

The learner Engagement and Employee Satisfaction surveys used by the CMTO for **accredited courses** have questions which collect data across the following scales:

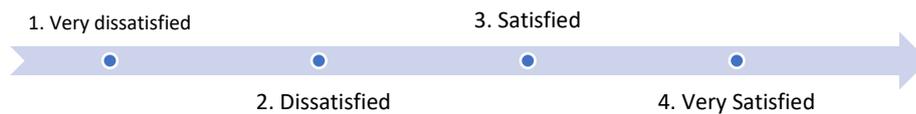
#### Station/Employer Feedback Survey:

Overall, I am satisfied with the training



#### Student Feedback Survey:

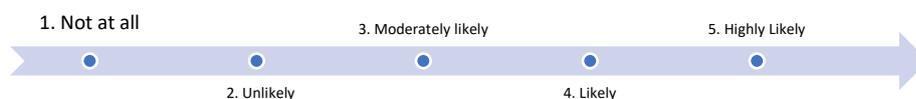
Overall, I am satisfied with the training.



The feedback surveys used by the CMTO for all courses (pathways, accredited and webinars) have questions which collect data across the following scales:

#### Student Feedback Survey:

How likely am I to use the skills and knowledge I gained from this training in my role at the station/organisation?



#### Staff Trainer Survey:

Thinking about the CMTO specifically, overall, how would you rate the CMTO as an employer?



## Qualitative Data

CMTO's feedback surveys also ask a range of questions to collect long form answers. These are a rich source of qualitative data which allow us to get specific feedback on all aspects of courses. This feedback is processed monthly and used in CMTO case studies and student success stories.

In order to present this data for this report, responses to these questions were analysed and distilled into recurring feedback themes and tallied into categories.

The highest rating categories are presented in a Word cloud. The larger words indicate that they were the most frequently mentioned category in the data set.

## The Stats

### **Training delivered and feedback collected:**

From January 2021-December 2021 the CMTO delivered the following training:

- 20 accredited courses to 101 students
- 82 pathways courses to 926 students
- 23 webinars to 504 students

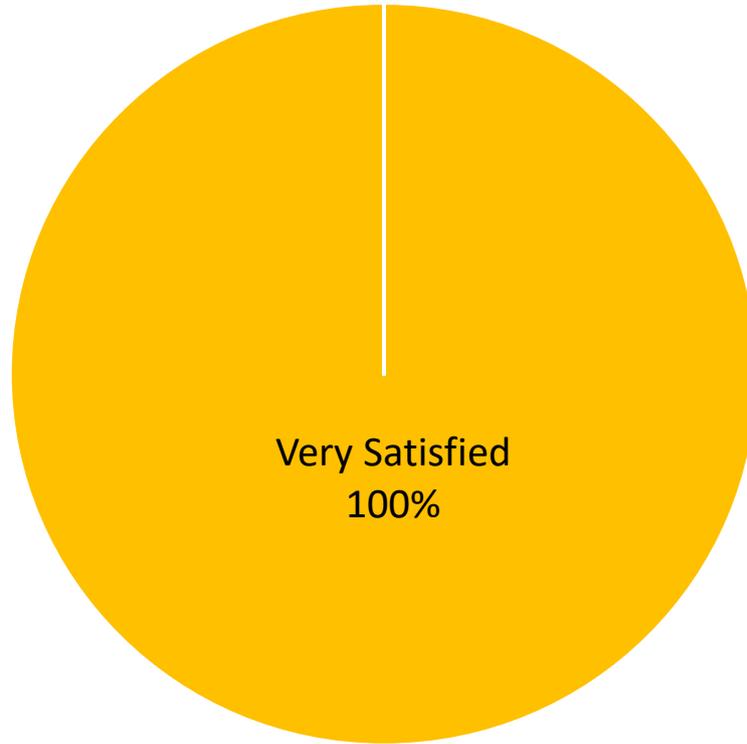
The CMTO collected 699 instances of student feedback, 94 instances of trainer feedback and 50 instances of Station/Organisation feedback.

The CMTO also collected 21 learner engagement surveys for accredited courses and 16 employee satisfaction surveys for accredited courses.

**Station/Employer Feedback:**

Overall, I am satisfied with the training<sup>1</sup>

2021 Station Satisfaction Levels



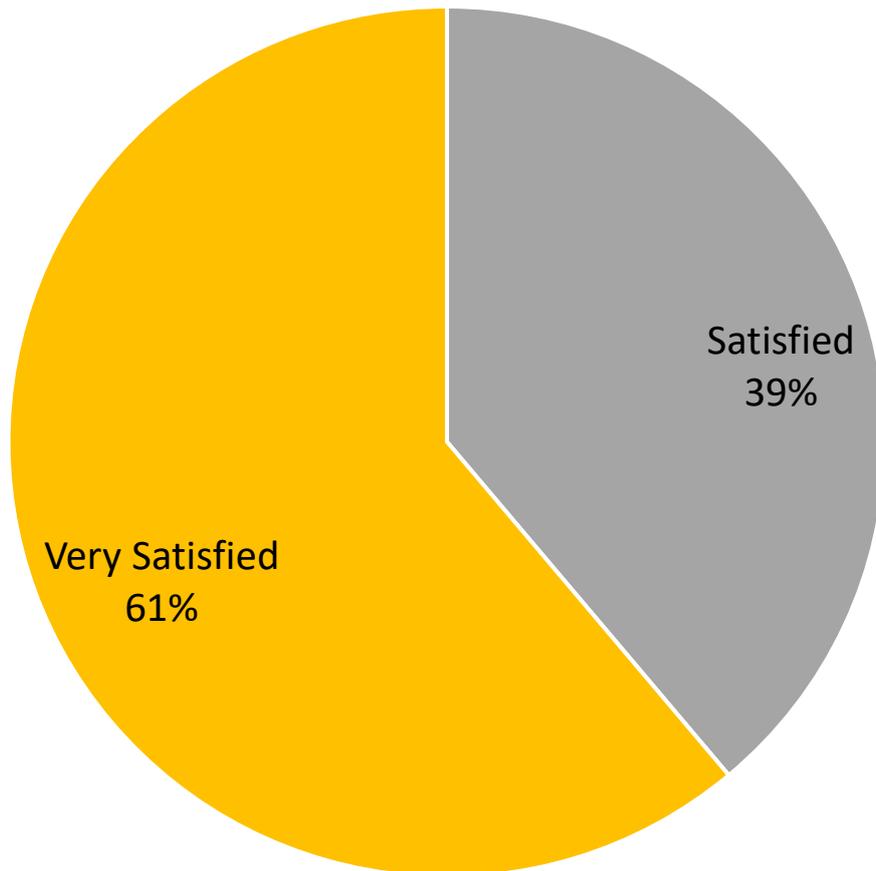
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<sup>1</sup> Collected from Employee Satisfaction Survey for Accredited Courses only

**Student Feedback:**

Overall, I am satisfied with the training<sup>2</sup>

2021 Student Satisfaction Levels

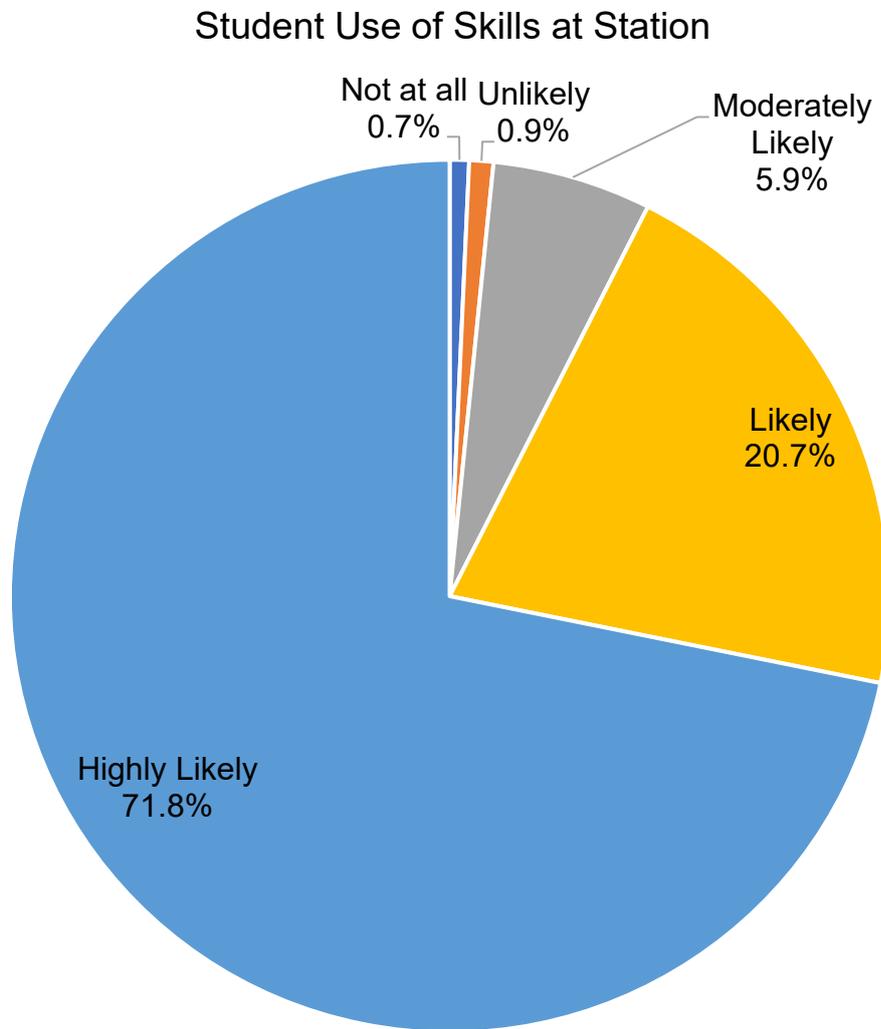


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<sup>2</sup> Collected from Learner Engagement Surveys for Accredited Courses only

**Student Feedback:**

How likely am I to use the skills and knowledge I gained from this training in my role at the station/organisation?<sup>3</sup>

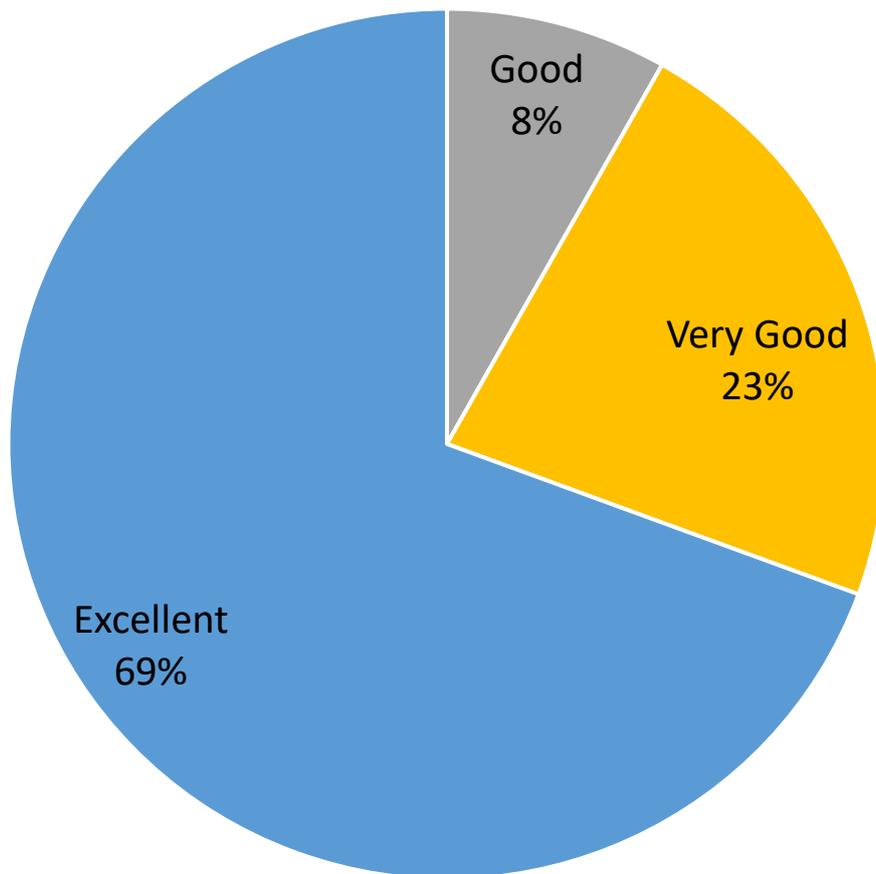


<sup>3</sup> Collected from 564 CMTO Feedback surveys for Pathways and accredited training.

**CMTO Trainer Staff Survey:**

Thinking about the CMTO specifically, overall, how would you rate the CMTO as an employer?<sup>4</sup>

2021 Trainer Satisfaction Levels



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<sup>4</sup> Collected from 49 surveys of CMTO Accredited and Pathways Trainers.

**Station/Organisation Feedback:**

Q. This training allowed our workers and/or volunteers to...<sup>5</sup>



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<sup>5</sup> Collated from 50 instances of Station/Organisation feedback. The larger words indicate that they were the most frequently mentioned category in the data set.

**Station/Organisation Feedback:**

Q. This training would have been more successful if...<sup>6</sup>



<sup>6</sup> Collated from 50 instances of Station/Organisation feedback. The larger words indicate that they were the most frequently mentioned category in the data set.

**Student Feedback Survey:**

Q. What was the most valuable aspect of the training?<sup>7</sup>



<sup>7</sup> Collated from 699 instances of student feedback. The larger words indicate that they were the most frequently mentioned category in the data set.

**Student Feedback Survey:**

Q. I would like more training around...<sup>8</sup>



<sup>8</sup> Collated from 699 instances of student feedback. The larger words indicate that they were the most frequently mentioned category in the data set.

## Sample Feedback<sup>1</sup>

Below are five examples selected at random from the feedback instances, which serve to illustrate the quality of feedback received.

### Student Feedback samples:

Feedback Received For	Course Name/Unit	What was the most valuable part of the training?	What skills and knowledge did I gain from the training?	What will I be able to do now that I couldn't do before the training?	I would like more training around...	Comments OR Feedback Summary
PATHWAYS	Interviewing	Connecting with other participants. Handbook for future reference.	How to package a "radio package"	Work with others to create news content.	Audio technical and editing. Present the package.	This is really valuable and generous training. I am very grateful for the opportunity.
ONLINE SELF PACED MODULE	Creating Content Remotely (ONLINE)	Learning a variety of ways to prepare content. Great for assisting in the skilling up of a range of producer-presenters with different personal styles and equipment.	Navigating around REAPER and Hindenburg AND some new knowledge re Audacity.	Assist others to work with REAPER and Hindenburg and do a bit more with Audacity.	How to ensure metadata is recorded such that the tracks I use are identifiable for any relevant auditing purposes (e.g. Australian content).	It would be good if the Running Sheet was the same as what was available via Moodle, or at least if both were provided in Moodle.
ACCREDITED	Cert III Interview Skill Set	Getting trained from one of the most experienced trainer, helped me learn about community media and its importance.	I learnt about interview skills and editing skills. Having to play with editing, software and really helpful.	Editing an audio clip is something new, I am able to do.	Technical parts more about panel controlling. Ethical values of community media.	It was great experience and enjoyed this class. I would love to learn and do more courses which would help me improve my skills and knowledge.
WEBINAR	Technorama Tuesdays: Talking Tech to Your Board	More aware in understanding the functions and processes of technology in a Community Radio Station. Very helpful			Due to technology changing with new innovations, maybe a presentation on the difference between internet and traditional radio station.	
PATHWAYS	Leadership learning Online	Being present in person to participate with fellow community broadcasters.	Insights into my realised and unrealised strengths and how I can use them.	Recognise what energises and what drains me and how to balance the skills.	Team-based strengths profiling.	It would be great if the trainer were able to share the workshop pack.

**Station sample Feedback:**

Type of feedback	Course/Unit Name	This training contributed to our station/organisation by...	This training allowed our workers and/or volunteers to...	This training would have been more successful if...	Our station/organisation would benefit from more training in...	What changes have you observed amongst students as a result of the training?	Is there anything outstanding or exceptional which has occurred as a result of the training?
STATION	Outside Broadcasting	helping us develop the technical skills among our volunteers when it comes to outside broadcasting. This capacity will greatly assist the station in taking the station more directly into the communities we're trying to represent.	increase their skills and knowledge out outside broadcasting technology and techniques.	As a station better coordinated with the volunteers to encourage better attendance.	Everything! Outside broadcasting is great, podcasting potentially. Let me have a think and I'll get back to you.	Everyone was much, much more comfortable and confident using the outside broadcasting kit that we have at the station.	I haven't had the opportunity to speak with all of the participants about this yet but I have no doubt they'll be some outstanding outside broadcasts that stem from this.
STATION	Grant Writing	The station has a very small pool of team members who know how to write and submit grants. This course will help grow that number and allow the station to apply for more grants to help keep the station running.	Understand how community organisations work and how much we rely on funding through Grants. They will be able to apply their knowledge to their time at the station and in their future endeavours in the community sector.	we had supplied an existing Grant that the station was going for. Unfortunately, we did not get this in in time.	-	None so far as it's only been a couple of days.	None so far - as it's only been a couple of days.
STATION	Emergency Preparedness	reinforcing the participants' desire to become more actively involved with local emergency management planning	take a more structured approach to developing the station's role in	more people were able to participate.	N/A	It's too early to tell whether the enthusiasm will dissipate over time.	Some of the participants have committed to some 'homework', such as compiling a current local contact list.

		in our community. I believe the group who participated are now more confident and knowledgeable in this regard.	emergency preparedness.				
STATION	Script Writing	Providing training to current Presenters who require further skills in scriptwriting	Navigate this space using the interactive session to test and gain further knowledge	More students attended	Presentation Skills	The student is independently practicing the skills learnt.	No
STATION	Cert III Broadcaster Skill Set	"On behalf of the station, the trainee group and the management, I would like to thank you for having given us this opportunity to learn and develop. It has certainly boosted our enthusiasm for radio presenting and improved our presentation styles. Student 1 will be on for his program tonight. He is becoming a real support volunteer and has helped with our last week's Christmas OB on the River Ferry. This Friday he will support the Christmas Flotilla a 2.5 hour Christmas song program. Student 2 is doing well and has started to help with other things at the station, which is great. I, myself have changed my program format and people have said my voice sounds clearer and more confident. Student 3 is all fired up and enthusiastically doing his programs, production and OBs. Student 4 is on holidays and we will see how he is getting on when he comes back from Melbourne. The training was a success. CMTO thank you for organising it and pushing that we got it in this year, it was hard but worth it. Trainer, thank you very much for your support, expertise and skill and for coming up from the Gold Coast. I hope we will be able to welcome you here at the station again and that we can continue the Cert III courses in 2022. Now, that other presenter/volunteers see the result in us and our presenting, there is certainly good interest from others to be able to receive this training too."					

### Sample trainer Feedback

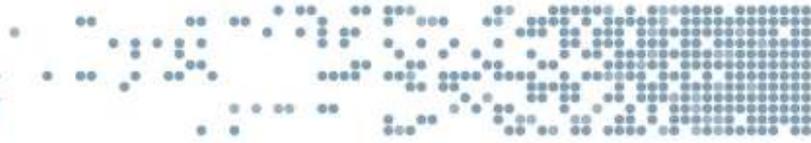
Type of feedback	Course/Unit Name	Did you experience any specific problems when delivering this training?	What do you think were the main outcomes of the training for the students and station/organisation?	Please detail any highlights or special achievements by the participants during the training:	What challenges did you experience when delivering this training and how did you deal with them?	Do you have any further comments you would like to make about any aspect of the training?
Trainer	RPH Presentation	No problems	the station really appreciated the training for general presentation tips as well as the RPH specific training. There was a student who had been previously involved in RPH presenting and is keen to	The students recorded themselves reading which was a great experience and rewarding for them to get some feedback from their peers at the station.	I would like to help update the training materials to incorporate some other aspects of what RPH stations are doing in regards to information and advocacy for the	

			do some for the region, so it was great to have them involved and refresh on specific skills relevant to RPH training.		disabilities sector more generally.	
TRAINER	Emergency Preparedness	No	Understanding of their role, and ideas for the future to improve the stations preparation for emergency broadcasting	One participant had over 40 years of experience with the station! I think the new participants, and the experienced ones, left with new enthusiasm and practical plans to follow up	Low numbers. At one stage there were just 3 participants. We ended up with 6. Some 'forgot'.	Station decided not to print all resource booklets, but emailed to team members. Lunch was bring your own, which I didn't know about - thought it would be a sandwich or something. One of the team slipped out and got something for themselves and me
Trainer	Tech For Non-Tech	Both groups were very enthusiastic, so the class was quite buoyant, and quite secular.	This class has the potential to reframe a radio station, and we explored many potential outcomes.	Working together and the stations equipment.	culture and studio skills within class members	After asking and checking, I provided the class with the colour version of the handout.
Trainer	Podcasting	Two issues 1) the organisations contact was uncontactable on the morning when I had issues with parking 2) one attendee had low to no computer skills	Understanding what a podcast is and is not. Limitations of music use. Assessing if a radio show could be a podcast and vice versa. Setting up a podcast platform account. Recording, Editing and uploading sound to the platform.	There were two pairs that have decided to work on original content together to produce podcasts and continue with the platforms we set up on the day. Students were grateful for information on creative commons places to get original music and talked about supporting local artists to commission something.	The skill levels and technical expertise was varied. I was fortunate and was able to use peer learning and circulate the mentors ( those with strong IT skills ) with those who had little and still ensure they learned something.	A good course. However the practical training time was short and assumes some competence. A short LNA needs to be done to make sure people have the competence to complete the program BEFORE enrolling.

Trainer	Strategic Planning	No working whiteboard markers, data projector lamp dull, no butchers paper or sufficient post it notes, room double booked so delay in getting started.	A better understanding of what is required for a proper Strat Plan and what to do next to take it to the various stakeholders for their input.	Creative solutions brainstormed for membership and fundraising drives, merchandise as well as financial viability and skill sets required in recruiting volunteers.	Fewer attendees than expected (28 apologies) so only 6 present meaning less input and group breakouts not viable.	No
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<sup>i</sup> Sample feedback has been deidentified in line with the CMTO Privacy Policy



# 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	42	21	50%
Employer satisfaction	24	16	37.5%

#### Trends of response statistics:

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

There has been a slight increase in the number of surveys sent to learners. There has been an 8% reduction in the response rate of the surveys from learners compared to 2020. This can be partly due to less accredited courses being delivered in 2021.

There has been a reduction in the employer satisfaction surveys received compared to the prior year (from 58.33% to 37.5%). However, there has been a significant increase in the number of surveys sent to employers in comparison to last year. This is mainly attributed to the fact that students who are studying as part of the Smart and Skilled courses come from different radio stations. This means that each employer survey will go to different radio stations. Normally all the employer surveys would go to the one radio station.

Overall the Smart and Skilled students had a lower survey response rate than the students who are funded to undertake the course from the radio stations.

The employers who were surveyed where students who volunteered at their radio station from the Smart and Skilled program tended to have a lower response rate than the employers who have students funded directly from the radio stations. There was not a great distinction in response rates from learners or from employers from the regional



stations compared to metropolitan stations.



## Section 2 Survey information feedback

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

Overall students mentioned that they felt that they gained important skills from the course.

Some students indicated that the training may have been easier in a face to face situation as opposed to conducting online training.

Some students commented that there needs to be improvement in the online learning portal. It was suggested that more breaks may be needed in Zoom training to maintain concentration levels. Also, some students commented that the assessment deadlines were not clear to them.

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

100% of all the learner and employer responses that we received indicated they would recommend the training to others.

The student and employee surveys were largely very positive. The trainers were provided with positive feedback in the surveys received. The comments included that the trainers were professional and knowledgeable. According to the comments the knowledge and skills acquired in the course were quite useful. One learner acknowledged that delivering online learning can be difficult.

Comments from the employers were very positive. They agreed or strongly agreed that the trainers were very professional. The employers commented that the training was flexible. They commented that the Covid disruptions posed a challenge to the training.

The CMTO was able to continue with training delivery relatively smoothly through online delivery in 2021 despite the uncertainty and disruption resulting from the Covid restrictions in 2021.

## Section 3 Improvement actions

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

All assessment deadlines are outlined in the timetable given students upon class commencement, adding these deadlines to the online submission platform has been added to the CMTO's Changes to be Made Register. This action should help students be aware of their assessment dates for online, face to face and blended courses.

As part of their post-assessment validation process all online assessment submissions are being checked for any improvements that are required for conversion into an online format. These will be added to the CMTO's Changes to be Made Register as part of our continuous improvement process.

The CMTO are actively making improvements to its current online learning software through consultation on e-learning best practice with an external contractor.

Current assessments can still be submitted via a combination of hard copy and soft copy, which can cause some confusion. The CMTO is working to transfer all hard copy assessment submissions to an online format as part of the CMTO's three year digital transformation strategy. In the meantime the Head Assessor checklist continues to be



used. This checklist specifies whether the assessments are online or hard copy. This makes it easier for trainers, students and staff to be aware of which assessments have been submitted as a hard copy or a soft copy.

In their weekly meetings with the National Training Manager, trainers are encouraged to report any improvements with the course material including possible improvements to the learning management software. These are routinely recorded in the Changes to be Made Register and actioned as part of our continuous improvement process.

A series of 5-minute stretch breaks for each hour of online training has been added to all session plans. In addition, 6 hour face-to-face sessions are now broken up into 2 X 3 hour sessions for the online equivalent. This was a direct result of trainer and student feedback.

Management at the CMTO are looking into automating the scheduling of surveys by particular deadlines so that stations and learners will receive a survey at a specified time. Currently the surveys are sent manually to learners and employers. Managers at the CMTO are also looking for automation of reminders of student assessment deadlines.

In November each year, year-to-date survey responses can be checked and students and learners who have not been contacted will be reminded to submit a survey. A communication flier will also be sent out to the stations to remind the employers to submit a survey.

An online calendar item has been implemented for the Compliance Officer to monitor the survey response rates on a monthly basis and take action where appropriate.

#### **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 Compliance Officer monitors the Accelerate learner engagement and employer engagement surveys on a monthly basis. The National Training Manager has weekly meetings with the trainers who are undertaking accredited courses and they will report if they received any trainer feedback with regards to all facets of the training.

In the annual review and declaration of compliance in 2023 the CMTO will monitor the effectiveness of these actions in relation to the survey response rate and implement any further improvements if required.