

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	80	21	26.25%
Employer satisfaction	36	13	36.11%

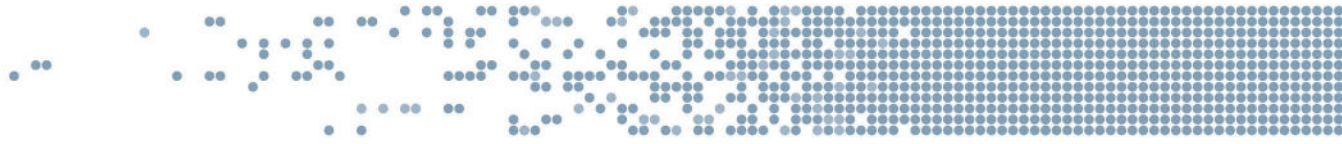
Trends of response statistics:

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

There has been an increase in the number of surveys sent to learners. In 2021 70% of learners were sent surveys whilst 100% of learners were sent surveys in 2022. There has been an 23.75% reduction in the response rate of the surveys from learners compared to 2021. The decrease in learner survey results can be partly due to more accredited courses being delivered in 2022, as well as more surveys being sent to learners.

There has been a very slight reduction in the employer satisfaction surveys received compared to the prior year (from 37.5% to 36.11%). However, there has been a significant increase in the number of surveys sent to employers in comparison to last year. 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. Historically most of the employer surveys would go to the one radio station.

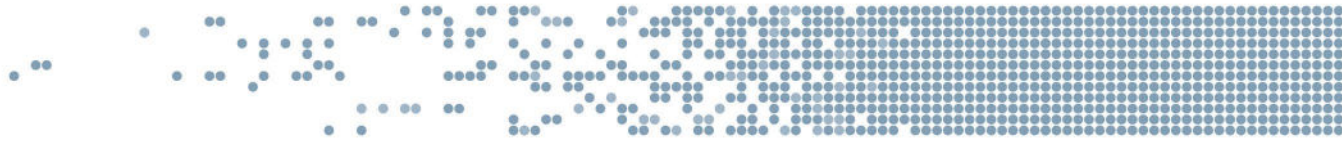
Part of the explanation for the reduction in the learner and employer response rates is that in 2022 several students were transitioned to the new courses on scope for the creative arts and culture package. This means that some employers and learners were surveyed twice as a result of the transition and responded only once.



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 also 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.

It must be noted that these statistics do not take into account our internal CMTO survey feedback and results. These consist of a Student feedback survey, station feedback along with trainer feedback. These forms are sent to stakeholders on a regular basis.



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.

A student commented that there needs to be improvement in the structure of the online course. One student mentioned that the course time intervals could be broken down further. One student mentioned the need to update tasks for more industry relevance.

One employer mentioned that the trainers provided by the CMTO are experts in the sector.

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

100% of all the employer and learner 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 useful.

Comments from the employers were very positive. They agreed or strongly agreed that the trainers had a good knowledge and experience of the industry.

Section 3 Improvement actions

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

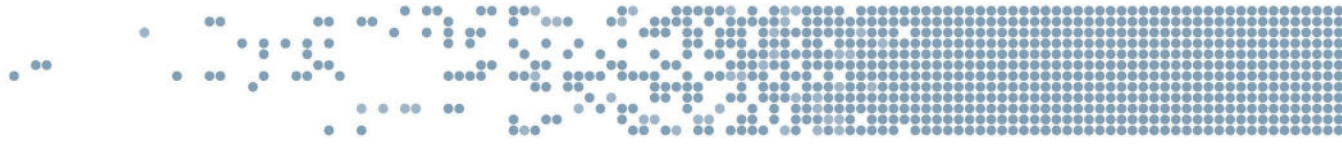
All assessment deadlines are outlined in the timetable, given students upon class commencement, adding these deadlines to the online submission platform has been added to the CMTO's Changes to be Made Register. This action should help students be aware of their assessment dates for online, face to face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

Current assessments can still be submitted via a combination of hard copy and soft copy, which can cause some confusion. However, the CMTO is progressing towards greater online storage and submission of assessments and fewer paper based submission and storage of assessments for our students.

In the 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 improvements are routinely recorded in the Changes to be Made Register and actioned as part of our continuous improvement process.

Management at the CMTO are looking into automating the scheduling of surveys in our student management system 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.

Trainers are also reminded to prompt their students to complete the feedback when the class has finished. The CMTO now has a Training Assistant who also has been contacting students and employers to complete their surveys.

We recently had confirmation from our learning management system that we can introduce text message reminders for the surveys. Therefore we will be introducing text message reminders of the surveys.

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.

Staff look at the CMTO assessments as part of the annual resource review that takes place from December-March each year. Changes are made to assessments where required.

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 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.

The new Training Assistant has and will contact employers/learners as needed in relation to submitted feedback. In the annual review and declaration of compliance in 2024 the CMTO will monitor the effectiveness of these actions in relation to the survey response rate and implement any further improvements if required.