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| *Victorian Registered Training Organisation*  *Performance Indicator Project*  *Department of Education and Training*  *Higher Education and Skills Group*  *Summary of student survey*  *Completed and discontinued students*  *April to June 2015*  **Purpose of this document**  The Victorian Department of Education and Training released a survey to 220,000 students who either completed or discontinued training in 2014. The invitation was sent by letter and invitees were asked to complete an online survey. This survey supports the collection of nine Registered Training Organisation (RTO) performance measures. This collection builds on data collected in 2014 when the measures were trialled.  The following document provides a summary of the survey sent to students. Respondents were presented questions and response options based on the answers they provided. Due to the complicated survey logic sequences not all questions and response categories are presented in the summary. The following document presents the key survey sections that respondents progressed through. These were:   * The survey introduction * Section 1- *Verification, scope and training status (completed or discontinued)* * Section 2- *Reasons for training and satisfaction with training and likelihood for recommendation of RTO* * Section 3 -*Employment status before training and employment outcomes after training* * Section 4 -*Choice of training organisation and further training*   More information about the project and the 2015 student survey can be found at http://www.education.vic.gov.au/training/providers/rto/Pages/performanceindicator.aspx | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **The Invitation**  Students who had participated in Victorian funded training in 2014 were invited to participate in the survey by mail. The letter included details of the Registered Training Organisation they had trained with and a specific course. Upon entering the online survey, the participant viewed the following introduction.  **Survey Introduction**  *Most students who enrolled in a Government subsidised training course in 2014 have been invited to participate in this survey. The aim of the survey is to understand reasons for training, satisfaction with training and what students did after completing training.*  *You were sent Training Organisation details that are held in the 2014 Departmental records for you. The Department would like to hear about your satisfaction with the training provided by this Training Organisation for this course whether you completed the training or not. The Department is interested in your response even if you did not attend training or only trained for a short time.*  *The survey will show you different questions or options depending on your situation. Some questions are compulsory to make sure you see all of the relevant questions to you. The survey asks that you confirm your information. The best and quickest way to manage any incorrect information is to start the survey and to let it guide you. While the survey is voluntary we ask that you complete it because everyone’s response will contribute to improving the quality of training in Victoria.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **SECTION 1**  **Verification, scope and training status (completed or discontinued)**  This section was logic based which means that questions were presented based on the previous responses provided by the respondent. The key aim of this section was to verify the specified Registered Training Organisation and course for the participant by asking the following core questions:  The core verification and scoping questions were:   * **Our records show that you have recently trained with the specified RTO. Is this correct?** * **Our records show that you started the specified course. Is this correct?** * **Have you finished all of the training and assessment for this course?**   + **When did you finish the course? (for participants indicating they completed the course) or**   + **When did you stop attending the course? (for participants indicating they discontinued the course)**   The above questions and responses confirmed that the respondent was in scope for the remainder of the survey prior to presenting questions from the next sections.  Within this section the respondent also indicated if they had only planned to do part of a course or if they discontinued a course prior to completion. These respondents were asked a subset of questions to collect reasons for not doing a full course. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **SECTION 2**  **Reasons for training, satisfaction with training and likelihood for recommendation of RTO**  This section collected data about the respondent’s reason for training and satisfaction with their training experience. All respondents were asked the same base questions for this section. | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **What was your main reason for doing this course - *If you had more than one reason, please choose the most important reason.* Please specify** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | to get a job (become employed) | | | | | | to get into another course of study | | | | | | | | | | | to explore a personal interest | | | | | | | | | | | | | | to get extra skills for my job | | | | | | | | | | | | | | |
|  | to get a new job with a new employer | | | | | | to change my occupation or career | | | | | | | | | | | to set up a business | | | | | | | | | | | | | | to grow my business | | | | | | | | | | | | | | |
|  | to meet my job requirements | | | | | | to develop myself | | | | | | | | | | | to get a new role or promotion with my employer | | | | | | | | | | | | | | to reach another goal  ***(open ended entry)*** | | | | | | | | | | | | | | |
| **To what extent would you agree or disagree that you achieved your main purpose……?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Disagree completely | | | Mostly disagree | | | | | Disagree more than agree | | | | | | Equally agree and disagree | | | | | | | | | Agree more than disagree | | | | | | | | | | Mostly agree | | | | | | | | | | Agree completely | | |
| **What was the main way that you did this course? *Choose the way that was used most of the time.*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | In the class room | | | | | | Employer or workplace training or field placement | | | | | | | | | | | Self-directed and self-paced through online material or other correspondence | | | | | | | | | | | | | | What was the **main way** that you did this course? | | | | | | | | | | | | | | |
|  | Skype, videoconference or audio conference | | | | | | Recognised prior learning (RPL) | | | | | | | | | | | Credit transfer or recognition of current competency (RCC) | | | | | | | | | | | | | | Other | | | | | | | | | | | | | | |
| **Please rate your English reading skills before starting this course.** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Basic | | Very low | | | | | | | | Low | | | | | Average | | | | | | | | | | | | High | | | | | | | Very high | | | | | | | | Advanced | | | |
| **Please rate your English writing skills before starting this course.** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | Basic | | Very low | | | | | | | | Low | | | | | Average | | | | | | | | | High | | | | | | | | | | Very high | | | | | | | | | | Advanced | |
| **How satisfied are you that the training for this course improved your ...** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **English writing skills** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor*  *dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely*  *satisfied* | | | | | | | *Not Applicable for this course* | |
| **Numerical skills** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor*  *dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely*  *satisfied* | | | | | | | *Not Applicable for this course* | |
| **Problem solving skills** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor*  *dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely*  *satisfied* | | | | | | | *Not Applicable for this course* | |
| **Team working skills** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor*  *dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely*  *satisfied* | | | | | | | *Not Applicable for this course* | |
| **Confidence and initiative** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor*  *dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely*  *satisfied* | | | | | | | *Not Applicable for this course* | |
| **Career outlook** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor*  *dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely*  *satisfied* | | | | | | | *Not Applicable for this course* | |
| **How satisfied are you that the trainers for this course ...** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Clearly taught the subject** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither*  *Satisfied nor dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely satisfied* | | | | | | |  | |
| **Understood your learning needs** | | *Completely*  *dissatisfied* | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither satisfied nor dissatisfied* | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | | *Completely satisfied* | | | | | | |  | |
| **How satisfied are you that the trainers for this course had ...** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **A thorough knowledge of**  **the subject** | | *Completely*  *dissatisfied* | | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | *Neither*  *Satisfied nor dissatisfied* | | | | | | *Somewhat*  *satisfied* | | | | | | | | *Mostly*  *satisfied* | | | | | | | | *Completely satisfied* | | | | | | *Don’t know* | |
| **Current industry**  **experience** | | *Completely*  *dissatisfied* | | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | *Neither satisfied nor dissatisfied* | | | | | | *Somewhat*  *satisfied* | | | | | | | | *Mostly*  *satisfied* | | | | | | | | *Completely satisfied* | | | | | | *Don’t know* | |
| **How satisfied are you that your training organisation’s assessment of your learning was ...** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Clearly outlined to you** | | *Completely*  *dissatisfied* | | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | | *Neither*  *Satisfied nor dissatisfied* | | | | | | | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | *Completely*  *satisfied* | |
| **Appropriate for your studies** | | *Completely*  *dissatisfied* | | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | | *Neither*  *Satisfied nor dissatisfied* | | | | | | | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | *Completely*  *satisfied* | |
| **Carried out as outlined to you** | | *Completely*  *dissatisfied* | | | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | | *Neither*  *Satisfied nor dissatisfied* | | | | | | | | | | | *Somewhat*  *satisfied* | | | | | | | | | *Mostly*  *satisfied* | | | | | | *Completely*  *satisfied* | |
| **Overall, how satisfied were you with your training?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | *Completely dissatisfied* | | *Mostly*  *dissatisfied* | | | | | | | *Somewhat*  *dissatisfied* | | | | | *Neither Satisfied nor dissatisfied* | | | | | | | | | | | | *Somewhat*  *satisfied* | | | | | | | | | | *Mostly*  *satisfied* | | | | | *Completely*  *satisfied* | | | | |
| **How likely are you to ...?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **Recommend this course to other students** | | | *Extremely*  *unlikely* | | | | | | | *Very*  *unlikely* | | | | | *Unlikely* | | | | | | *Neither likely nor unlikely* | | | | | | | | *Likely* | | | | | | | *Very likely* | | | | | | | | | *Extremely likely* | |
| **Promote or recommend this training organisation to other students** | | | *Extremely*  *unlikely* | | | | | | | *Very*  *unlikely* | | | | | *Unlikely* | | | | | | *Neither likely nor unlikely* | | | | | | | | *Likely* | | | | | | | *Very likely* | | | | | | | | | *Extremely likely* | |
| **SECTION 3**  **Employment status before training and employment outcomes after training**  As per section 1, this section was logic based which means that questions were presented based on the previous responses provided by the respondent. The key aim of this section was to collect measures for:   * improved employment status * whether the respondent was employed in the same occupation as they trained in at the time of the survey and * the average salary of students employed full time after training.   All respondents were asked the following base question and provided two response options:   * **What was your employment situation before you started this course?** *Paid work* ***includes*** *any type of full time, part time, casual, temporary or contract employment. It* ***does NOT include*** *volunteer work or work experience.*   + **Response 1- Employed in paid work**   + **Response 2 - Not employed in paid work** * Those selecting Response 1 (employed before training) were asked their industry of employment and occupation prior to training and the respondent’s employment situation after training. * All respondents were presented a series of categories to best describe their current employment situation compared to when they started the course. Available response categories were dependent on the pre-training employment status selected earlier in the survey. * Respondents indicating that they were employed after training were asked:   + their industry of employment and occupation after training where this was different from the pre training information   + their annual salary and hours worked weekly to earn this salary * Respondents indicating that they had the same employer before and after training were asked a series of questions. * Depending on the responses provided this sequence culminated in the request for provision of employer details who may be contacted as part of the employer survey.   *Note- This final question trialled one avenue to expand the cohort for the existing employer survey which in 2014 focussed on employers of apprentices and trainees only.* | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **SECTION 4**  **Choice of training organisation and further training**  This section asked the following questions about choosing a training organisation. These were additional questions and not part of the current performance measures. The base questions were:   * **Did you think about training with any other training organisations when planning to do this course?** * **If yes, how many other training organisations, including the one you trained with, did you consider for the course?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **What was the main reason for choosing to train with the specified Training Organisation?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|  | *I heard good things about it from friends, family, work colleagues or employers* | | | | | | *It was easy to get to* | | | | | | | | | | | | | | | | | | | *The course or organisation had good industry networks and job placement opportunities* | | | | | | | | | | | | | | | *Another organisation (eg school, job network provider) suggested I train there* | | | | | |
|  | *I was told by the training organisation that I would get a job if I trained with them* | | | | | | *I liked the website or course brochures or what they said when I met with them* | | | | | | | | | | | | | | | | | | | *It was easy to apply for and to enrol into the course* | | | | | | | | | | | | | | | *There were no upfront fees or I could afford the fees, or the organisation had a flexible payment plan* | | | | | |
|  | *I had done previous training with them* | | | | | | *The organisation or campus had good training facilities, equipment, machinery or libraries to support the training I wanted or needed to do* | | | | | | | | | | | | | | | | | | | *Other reason- Please specify* | | | | | | | | | | | | | | | | | | | | |
| **How satisfied were you with the following aspects of your training with the specified Training Organisation?** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **The flexibility of training delivery options provided to you, for example, class room based, e-learning, work -based training and placements** | | | | | | | | *Completely*  *dissatisfied* | | | | | | *Mostly*  *dissatisfied* | | | | | | *Somewhat*  *dissatisfied* | | | | | | *Neither Satisfied nor dissatisfied* | | | | | | | *Somewhat*  *satisfied* | | | | | | | *Mostly*  *satisfied* | | | | | | *Completely*  *satisfied* |
| **The ability to tailor your training experiences to meet your training, work or career goals** | | | | | | | | *Completely*  *dissatisfied* | | | | | | *Mostly*  *dissatisfied* | | | | | | *Somewhat*  *dissatisfied* | | | | | | *Neither Satisfied nor dissatisfied* | | | | | | | *Somewhat*  *satisfied* | | | | | | | *Mostly*  *satisfied* | | | | | | *Completely*  *satisfied* |
| **Options for when to start the course or do training** | | | | | | | | *Completely*  *dissatisfied* | | | | | | *Mostly*  *dissatisfied* | | | | | | *Somewhat*  *dissatisfied* | | | | | | *Neither Satisfied nor dissatisfied* | | | | | | | *Somewhat*  *satisfied* | | | | | | | *Mostly*  *satisfied* | | | | | | *Completely*  *satisfied* |
| Respondents were then asked about their further training through the following questions:   * **Have you commenced another course or further study?** * **What is the level of this new course?** * **What is the name of this new course? *For example Building and Construction (Carpentry) or Project Management or Bachelor of Science-Biotechnology*** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| **End survey** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |