# Department of Education and Training

# Higher Education and Skills Group

# Participation Branch Memo: *2018 / March / 20*

**TO: Learn Local organisations - *ALL***

 **ACFE Board**

 **ACFE Regional Councils**

 **Adult Education Institutions**

 **Learn Local Stakeholders**

 **Participation Branch Staff**

**FROM:** Ryan Collins, Director - Participation Branch

**DATE:** 20 / March / 2018

**SUBJECT: Opening of the Victorian Student Satisfaction Survey**

## Actions / Critical Dates:

* *The 2018 Victorian Student Satisfaction Survey is now open and includes for the first time pre-accredited learners from 2017.*
* *Social Research Centre has been commissioned by the Department of Education and Training to undertake the survey and will be contacting students by phone, SMS or email.*
* *The survey will close in May 2018.*

## 2018 Victorian Student Satisfaction Survey

The fourth annual Victorian *Student Satisfaction Survey* is now open and will run until the beginning of May 2018. The Department of Education and Training has commissioned the Social Research Centre (SRC) to conduct the 2018 student survey.

The survey collects information from all Victorian students who completed or left the training and TAFE system in the previous calendar year. Results from the survey are used to improve the quality of the vocational training and TAFE system in Victoria, which is a key element of *Skills First*.

For the first time students who participated in a 2017 pre-accredited program will be surveyed in 2018, along with students who undertook a Victorian Government subsidised accredited program. The survey provides students with the opportunity to provide the Department with information on their course and what they have been up to since undertaking the training.

In the coming weeks, students will receive communication about the survey from SRC by phone, SMS or email, inviting them to participate. Contact details provided to SRC will only be used to administer the survey, which complies with the requirements of the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

If students have any questions about the survey they can contact the Social Research Centre on 1800 799 841 or email at ssat@srcentre.com.au.