Department of Education and Training

Higher Education and Skills Group

Participation, Inclusion and Regional Engagement — Branch Memo

**TO:** ACFE Board

ACFE Regional Councils

Adult education institutions

Peak bodies and key stakeholders

PIRE Branch staff

RegisteredLearn Local providers — ALL

**FROM:** Ryan Collins, Director — Participation, Inclusion and Regional Engagement Branch

**DATE:** 17 March 2020

**SUBJECT:** **The 2020 student satisfaction survey**

Actions

* Student satisfaction survey period: 16 March to 10 May 2020
* Note the attached Learn Local Factsheet to assist Learn Locals that may receive questions about the survey from students and learners

2020 student satisfaction survey

Between 16 March and 10 May 2020, the Department will conduct a survey of students that undertook government subsidised accredited and pre-accredited courses. The pre-accredited student survey, undertaken by the Social Research Centre on behalf of the Department and the ACFE Board, seeks to understand how students perceive the quality of their education and training and the impact the training has had in achieving their goals.

Students will receive a letter inviting them to take part. This letter will include a Login code and instructions on how to access the survey online. They may also receive a text message from 0439 018 320 or a phone call from 03 8580 2139.

If your students have any questions about the survey, they can contact the Social Research Centre on: Telephone: 1800 799 841or Email: [ssat@srcentre.com.au](mailto:ssat@srcentre.com.au)

The attached Learn Local Factsheet may assist Learn Local organisations to respond to questions from students who have been invited to participate in the survey.

# **THE 2020 STUDENT SATISFACTION SURVEY**

## **LEARN LOCAL FACTSHEET**

This Factsheet is to assist Learn Locals to respond to questions from students that have received an invitation to participate in the 2020 Student Satisfaction Survey.

Between **16 March and 10 May 2020**, the Department of Education and Training will conduct the 2020 Student Satisfaction Survey. Students who undertook government subsidised accredited and pre-accredited courses in 2019 will be sent a letter inviting them to complete the survey.

This letter will include a Login code and instructions on how to access the survey online. They may also receive a text message or a phone call asking them to complete the survey. Students will be able to complete the survey online, via SMS or by post.

**If approached about the survey,**

**please encourage all students who received a letter to participate.**

Everyone who completes the survey goes in the running to win one of 15 prizes of $500 or $1,000 (a total of $10,000 worth).

**Frequently Asked Questions**

**Why have I received a letter asking me to complete this survey?**

You have received an invite letter to partake in the survey because you took a course in 2019 and the Department of Education and Training wants to know what you think of your course and training.

**What is the survey about?**

The Victorian Department of Education and Training sends the Student Satisfaction Survey to all Victorian students who completed or left early from government funded vocational training in 2019.

Results from the survey are used to improve the quality of the training in Victoria. Better quality vocational training helps Victorian students improve their skills and obtain better outcomes after training, such as getting a first job or getting a new job.

**Why should I participate?**

We want to know what you think of your training. Your answers from the survey will be used to evaluate, monitor and improve the quality of vocational training for future students.

Completing the Victorian Student Satisfaction Survey is voluntary, but the more students who respond to the survey the better.

**What information will I be asked about?**

The survey will ask a range of questions, including:

* How and why did you choose the training?
* Were you satisfied with the training?
* What was your employment situation before the training?
* What is your employment situation after the training?
* If you didn’t complete the training, why not?

**How long will it take to complete?**

The survey takes about 5 to 10 minutes to complete.

**How did they (DET) get my contact details?**

Your training organisation is required to provide DET with your contact details in accordance with the *Victorian VET Student Statistical Collection Guidelines*. This information had been provided to the Social Research Centre (SRC) to conduct this survey in accordance with these guidelines.

Contacting you for a DET-endorsed project is consistent with the *Victorian Government VET Student Enrolment Privacy Notice* provided to you when you enrolled for your training. Contact details provided to SRC will only be used to administer the survey.

**How will my privacy be protected?**

When the survey closes, the Social Research Centre will link your survey responses with information about your course and training organisation. The resulting data will be used for purposes consistent with the *Victorian Government VET Student Enrolment Privacy Notice*.

Your data will be dealt with in accordance with the *Public Records Act 1973* and the *Privacy and Data Protection Act 2014 (Vic.)*. Further information on the Victorian Information Privacy Principles is available at: <https://ovic.vic.gov.au/privacy/for-agencies/information-privacy-principles/>

**What if I don’t think I did the training?**

That’s OK – you may have undertaken similar training to the training shown on your invitation letter or in your invitation email in 2019. If so, you can complete the survey.

If you did not undertake similar training, never enrolled in any vocational training in 2019 or would like to make a complaint about your training organisation, please call the TAFE and Training Help Line on 131 823 or email [tafe.courseline@edumail.vic.gov.au](mailto:tafe.courseline@edumail.vic.gov.au)

**What if I don’t recognise the training provider?**

That’s OK – sometimes training organisations change names, use different names for parts of their business, or they organise the training to be conducted by another training organisation. You can still complete the survey.

**I only completed one or two subjects. Do I still complete the survey?**

Yes, your response to the survey is important, even if the training was only of a short duration (e.g. a one-day course provided by your workplace). All responses to the survey will be used to improve vocational training in Victoria.

***Any other questions***

For any other questions you should contact the Social Research Centre on 1800 799 841 or email them at [ssat@srcentre.com.au](mailto:ssat@srcentre.com.au).