# 2018 STUDENT SATISFACTION SURVEY (Students enrolled govt subsided VET course)

## About your training

For all questions in this survey, please refer to the course or training organisation shown on the front of this form.

1. Do you remember doing some or all of the course shown on the front of this form in 2017?

* Yes, I recognise these course details
* No
* Unsure

1. Was your course conducted or arranged by the training organisation shown below?

Note: Sometimes training organisations change names, use different names for different parts of their business, or they organise for the training to be conducted by another training organisation.

* Yes
* No
* Unsure

1. Did you do any government funded vocational training in 2017?

* Yes
* No

1. Did you complete all of the training required to gain the qualification for this course?

* Yes Go to 6
* No Go to 5

1. What was your main reason for not continuing the course?

Please select one option only

* I am still enrolled in this course/still completing this course
* I changed jobs or started a new job
* I lost my job
* I learnt the skills I needed for my job
* I achieved my training goals
* I started other training
* The training was not what I expected
* The training timetable was not flexible enough
* I was not happy with the training organisation
* Illness/injury
* Location/transport difficulties
* Family/personal reasons
* I learnt the skills I needed to get a job
* Other reason (please specify)

## Reasons for training, satisfaction

## What was your main reason for doing this course?

## Please select one option only

* To get a job
* To develop or start my own business
* To try for a different career
* To get a better job or promotion
* It was a requirement of my job
* I wanted extra skills for my job
* To get into another course of study
* To improve my general educational skills
* To get skills for community/voluntary work
* To increase my self-esteem
* For recreational reasons
* Other reason (please specify)

## To what extent would you agree or disagree that you achieved your main reason for doing this course?

## Strongly Agree

## Agree

## Neither Agree nor Disagree

## Disagree

## Strongly Disagree

## How satisfied are you that the training for this course in 2017 improved your…

## Please select one option for each row from “Very Satisfied” “Satisfied” “Neither satisfied nor Dissatisfied” “Dissatisfied” “Very Dissatisfied” “Not applicable for this course”

## English writing skills

## Numerical skills

## Problem solving skills

## Team working skills

## Self-confidence

## Career outlook

## How satisfied are you that the trainers/teachers for this course…

## Please select one option for each row from “Very Satisfied” “Satisfied” “Neither satisfied nor Dissatisfied” “Dissatisfied” “Very Dissatisfied” “Not applicable for this course”

## Clearly taught the subject

## Understood your learning needs

## Had current industry experience

## How satisfied are you with the following aspects of your course…?

## Please select one option for each row from “Very Satisfied” “Satisfied” “Neither satisfied nor Dissatisfied” “Dissatisfied” “Very Dissatisfied” “Not applicable for this course”

* Amount of time provided to learn new skills
* The facilities and equipment
* Course materials and content
* The training location is convenient for you
* The availability of your trainer/teacher
* Support from your trainer/teacher
* Length of the course

1. How satisfied are you that your training organisation’s assessment of your learnings was…?

Please select one option for each row from “Very Satisfied” “Satisfied” “Neither satisfied nor dissatisfied” “Dissatisfied” “Very Dissatisfied” “Not applicable for this course”

* Clearly outlined to you
* Carried out as outlined to you
* Appropriate for your studies

1. Overall, how satisfied are you with your training?

* Very Satisfied
* Satisfied
* Neither satisfied nor dissatisfied
* Dissatisfied
* Very dissatisfied
* Not applicable for this course

1. How likely would you be to recommend this course to other students?

* Very likely
* Likely
* Neither likely nor unlikely
* Unlikely
* Very unlikely
* Not applicable

1. How likely would you be to recommend this training organisation to other students?

* Very likely
* Likely
* Neither likely nor unlikely
* Unlikely
* Very unlikely
* Not applicable

1. What is the reason for your response to the question above (14)?

* Free Text
* Unsure

1. To the best of your knowledge which of the following services did your training organisation offer?

Please select all that apply

* Career advice
* Advice on course selection
* Job search assistance
* Support for students with a disability
* English language services
* Flexible fee paying arrangements
* Any other services (please specify)
* Training organisation did not offer any services
* Unsure

1. Have you commenced another course or further study?

* Yes Go to 18
* No Go to 19
* Unsure Go to 19

1. What is the level of this new course?

* Certificate 1
* Certificate 2
* Certificate 3
* Certificate 4
* VCE or VCAL
* Diploma
* Advanced Diploma
* Degree
* Qualification higher than a degree
* Other (please specify)

## Your work situation now

The following questions are about your current work situation.

1. Thinking about your work situation...Do you currently have a job of any kind?

Note: A job means any type of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period

Note: If you had more than one job, please answer the following questions in relation to your main job, that is, the job in which you usually worked the most hours.

* Yes Go to 20
* No Go to 27

1. How many hours do you usually work each week in your main job?

If you had more than one job, please answer the following questions in relation to your MAIN job that is the job in which you usually worked the most hours.

Please enter number of hours in the box below

* Enter no. of hours here:

1. On what basis are you employed in your main job?

* Wage or salary earner
* Conducting own business - with employees
* Conducting own business - without employees
* Helper not receiving wages

1. What is the full title of your main job?

e.g. Apprentice chef, Childcare aide

1. What are the main tasks or duties you usually perform in your main job?

e.g. Preparing food/cooking food, Typing

1. What kind of industry, business or service is carried out by your employer/business in your main job?
2. Which of the following job related benefits do you feel you have received as a result of undertaking the training?

Please select all that apply

* Got a job
* Got a new job/changed my job
* Was able to set up or expand my own business
* A promotion/increased status/started a new role
* An increase in earnings
* Gained extra skills for my job
* Continue/keep present job
* Other (please specify)
* None

1. How relevant was your training to your main job?

* Highly relevant
* Some relevance
* Very little relevance
* Not at all relevant

1. Are you actively looking for work (even if you are already working)?

Note: Examples of actively looking for work include: being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work.

* Yes – mainly looking for full-time work
* Yes – mainly looking for part-time work
* No – not looking for work

1. Which of the following personal benefits have you received as a result of undertaking the training?

Please select all that apply

* Got into further study
* Advanced my skills generally
* Gained confidence
* Satisfaction of achievement
* Improved communication skills
* Made new friends
* Seen as a role model for others in the community
* Other (please specify)
* None

## Your work situation before training

The following questions focus on your work situation before you undertook the training shown on the front of this form.

1. Did you have a job of any kind during the six months before undertaking the training?

Note: A job means any type of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period.

Note: If you had more than one job, please answer the following questions in relation to your main job, that is, the job in which you usually worked the most hours.

* Yes Go to 30
* No Go to 37

1. Is your current job still with the same employer/business (as the previous job you had during the six months before undertaking the training)?

* Yes
* No
* Do not currently have a job

1. All things considered, is the job or role you are working in now…

* Better than your previous job/role
* About the same as your previous job/role
* Not as good as my previous job/role
* I’m still in the same job and the same role
* Do not currently have a job

1. How many hours did you usually work each week in your main job during the six months before undertaking the training?

Please enter number of hours in the box below

* Enter no. of hours here:

1. On what basis were you employed in your main job during the six months before undertaking the training?

* Wage or salary earner
* Conducting own business - with employees
* Conducting own business - without employees
* Helper not receiving wages

1. What was the full title of your main job during the six months before undertaking the training?

e.g. Apprentice chef, Childcare aide

Please cross box if same as current job title (as reported in 22)

1. What were the main tasks or duties you usually performed in this job?

e.g. Preparing food/cooking food, Typing

Please cross box if same as current tasks or duties (as reported in 23)

1. What kind of industry, business or service was carried out by your employer/business in your main job during the six months before undertaking the training?

Please cross box if same as current employer (as reported in 24)

1. Were you actively looking for work during the six months before undertaking the training (even if you were already working)?

Note: Examples of actively looking for work include: being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work.

* Yes – mainly looking for full-time work
* Yes – mainly looking for part-time work
* No – not looking for work

## Choosing a training organisation

The following questions are about choosing a training organisation.

1. Did you consider other training organisations when deciding to do this course?

* Yes Go to 39
* No Go to 40

1. How many other training organisations did you consider when deciding to do this course?

* One
* Two
* Three or more

1. When choosing your course and training organisation, did you have access to information about…?

Please select all that apply

* Employment/career opportunities
* Course costs
* Eligibility for government support
* Quality of your course/training organisation
* Eligibility for government support
* Other (please specify)
* None of these

1. What was the main reason for choosing to train with your chosen training organisation?

Please select one option only

* I heard good things about them
* I had done previous training with them
* Good facilities or equipment
* Easy to get to
* Easy to apply and enrol
* Fees were affordable or payments were flexible
* I was told by the training organisation that I would get a job
* Told to do course or recommended by Centrelink/JSA
* Told to do course or recommended by employer
* My friends were attending the training organisation
* It was local to where I live
* I liked the website or course brochures
* I liked what they said when I met with them
* Other reason (please specify)

## Suggestions for improvement

1. Do you have other comments to make about anything to do with your training?

* Free Text
* None

## Thank you for completing this form

Please return the form in the envelope provided (no stamp required) to:

Victorian Student Satisfaction Survey

c/o The Social Research Centre

Reply Paid 91376

HAWTHORN VIC 3122

## Want more information?

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