

## 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

**2** Was your course conducted or arranged by the **training organisation** shown on the front of this form?

**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

**3** And just to confirm, did you do any government funded vocational training in 2017?

Yes

No

**4** Did you complete all of the training required to gain the qualification for this course?

Yes  → **Go to 6**

No  → **Go to 5**

**5** What was your **main reason** for **not continuing** this 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

Other reason (*please specify*)

## Reasons for training, satisfaction

6 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
- Other reason (please specify)

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

- |                          |                          |                                   |                          |                          |
|--------------------------|--------------------------|-----------------------------------|--------------------------|--------------------------|
| <b>Strongly agree</b>    | <b>Agree</b>             | <b>Neither agree nor disagree</b> | <b>Disagree</b>          | <b>Strongly disagree</b> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>          | <input type="checkbox"/> | <input type="checkbox"/> |

8 How **satisfied** are you that the training for this course in 2017 **improved** your...

Please select one option for each row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable for this course
English writing skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Numerical skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Problem solving skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Team working skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Self-confidence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Career outlook	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9 How **satisfied** are you that the **trainers/teachers** for this course...

Please select one option for each row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable for this course
Clearly taught the subject	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understood your learning needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Had current industry experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**10** How **satisfied** are you with the following aspects of your **course**...?

Please select one option for each row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable for this course
Amount of time provided to learn new skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The facilities and equipment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Course materials and content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The training location is convenient for you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The availability of your trainer/teacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support from your trainer/teacher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of the course	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**11** How **satisfied** are you that your **training organisation's assessment** of your learnings was...?

Please select one option for each row

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable for this course
Clearly outlined to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appropriate for your studies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carried out as outlined to you	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12** Overall, how **satisfied** are you with your training?

	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Not applicable for this course
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13** How likely would you be to recommend this **course** to other students?

	Very likely	Likely	Neither likely nor unlikely	Unlikely	Very unlikely	Not applicable
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**14** 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
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**15** What is the reason for your response to the question above (14)?

Unsure

16

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

17

Have you commenced another **course** or **further study**?

- Yes  → Go to 18
- No  → Go to 19
- Unsure  → Go to 19

18

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.

19 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

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

Please enter number of hours in the box below

Enter number of hours:

21 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

22 What is the full title of your **main** job?

e.g. Apprentice chef, Childcare aide

23 What are the main tasks or duties you usually perform in your **main** job?

e.g. Preparing food/cooking food, Typing

24 What kind of industry, business or service is carried out by your employer/business in your **main** job?

25

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
- Other (please specify)
- 
- None

26

How relevant was your training to your main job?

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

27

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

28

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.

**29** 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

**30** 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

**31** 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

**32** 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 number of hours:

**33** 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

34 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)

35 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)

  

36 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)

37 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.*

38 Did you consider other **training organisations** when deciding to do this course?

Yes  → Go to 39

No  → Go to 40

39 How many other **training organisations** did you consider when deciding to do this course?

One

Two

Three or more





**40** 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

Other (*please specify*)

None of these

**41** 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

Other reason (*please specify*)

## Suggestions for improvement

**42** Do you have other comments to make about anything to do with your training?


None



# Thank you for completing this form

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

**Victorian Student Satisfaction Survey**  
**Reply Paid 91376**  
**HAWTHORN VIC 3122**

## Want more information?

**Web:** [www.srcentre.com.au/ssat](http://www.srcentre.com.au/ssat) **Telephone:** 1800 799 841 **Email:** [ssat@srcentre.com.au](mailto:ssat@srcentre.com.au)

### 2018 VICTORIAN STUDENT SATISFACTION SURVEY - PRIZE DRAW TERMS AND CONDITIONS

**Method of entry:** The Social Research Centre is offering a prize draw for the 2018 Victorian Student Satisfaction Survey. Entry is open to Victorian respondents of the 2018 Victorian Student Satisfaction Survey. To be automatically included in the rolling prize draw those invited to complete the Victorian Student Satisfaction Survey must complete the survey via the survey link provided in the SMS, email or QR code invitation, visiting [www.srcentre.com.au/ssat](http://www.srcentre.com.au/ssat) or by returning the completed survey form.

**Duration of entry period:** The total entry period for inclusion in the competition is from survey launch on 14 March 2018 to 11.59pm AEST 11 May 2018. Five prize draws will occur during this period, with the following schedule:

Entry into Prize Draw #1 is open to all those who complete online or return the survey by 11.59pm AEDT 23 March 2018.

Entry into Prize Draw #2 is open to all those who complete online or return the survey by 11.59pm AEDT 30 March 2018.

Entry into Prize Draw #3 is open to all those who complete online or return the survey by 11.59pm AEST 6 April 2018.

Entry into Prize Draw #4 is open to all those who complete online or return the survey by 11.59pm AEST 13 April 2018.

Entry into Prize Draw #5 is open to all those who complete online or return the survey by 11.59pm AEST 11 May 2018.

**Details of prizes and prize values:** In each Prize Draw the first entry drawn (i.e. the major prize winner) by the Social Research Centre will receive a maximum of \$1,000 to be spent towards work or study related materials, technology or aides, the next two entries drawn will receive a maximum of \$500 each to be spent towards work or study related materials, technology or aides. To receive the prize, prize draw winners will be required to provide a written plan detailing how they intend to spend the prize. The Social Research Centre will need to approve the written plan before the prize is awarded. The prize will be awarded in the form of a voucher (or equivalent). The total national prize pool is valued at \$10,000.

**Date, time and place of draw:** The Prize Draw will be conducted with the following schedule:

Prize Draw #1: 1:00 pm AEDT 27 March 2018

Prize Draw #2: 1:00 pm AEST 3 April 2018

Prize Draw #3: 1:00 pm AEST 10 April 2018

Prize Draw #4: 1:00 pm AEST 17 April 2018

Prize Draw #5: 1:00 pm AEST 16 May 2018

All draws will be conducted at Level 9, 277 William St, Melbourne, Victoria 3000. Winners will be identified through a random computer generated draw.

**Publication of winner names:** Winners will be notified by telephone or email and in writing. The names of all major prize winners will be published in 'The Australian' newspaper on 23 May 2018. All winners will be published on [www.srcentre.com.au/ssat](http://www.srcentre.com.au/ssat)

**Traders name and address:** The trader is the Social Research Centre Pty Ltd, Level 9, 277 William St, Melbourne, Victoria, 3000. ABN: 91096153212

**Unclaimed prize draw:** If any prizes are unclaimed by 17 August 2018, an unclaimed prize draw will take place at 1:00 pm on 20 August 2018 at the above address. The winners will be notified by telephone or email and in writing. The names of all winners will be published in 'The Australian' newspaper on 27 August 2018.

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