# 2019 STUDENT SATISFACTION SURVEY

## 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. A1. Do you remember doing some or all of the course shown on the front of this form in 2018?

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

1. A2. Was your course conducted or arranged by the training organisation shown on the front of the 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

1. A2A. And just to confirm, did you do any government funded vocational training in 2018?

* Yes
* No

1. A3. 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** this course? Please select one option only

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

**If “Yes” to option 2 at question 5, go to question 5b else go to Q6.**

5b. What was the main reason for intending to do only part of this course? (NEW)

* Less time in training/off the job
* I got the skills that I needed
* Part of the course covers regulatory or licencing requirement for my 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

## Other reason (please specify)

Regardless of the time you spent doing this course, your feedback is valuable. If the questions are not relevant to you, please respond by choosing “Not applicable for this course”

## 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 2018 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

1. 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”

* The facilities and equipment
* Course materials and content
* Flexibility of training delivery
* Convenience of training location
* 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
* Appropriate for your studies
* Carried out as outlined to you

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 (13)? Free Text

Unsure

1. To the best of your knowledge which of the following student support 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 student support services (please specify)
* Training organisation did not offer any student support services
* Unsure

1. Have you commenced another course or further study?

* Yes Go to 17
* No Go to 18
* Unsure Go to 18

1. What is the level and name 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 19
* No Go to 26

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
2. 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
* 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
* Improved communication skills
* Made new friends
* Satisfaction of achievement
* 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 29
* No Go to 36

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 21)

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 22)

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 23)

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. When deciding to do this course, how many **other** training organisations did you consider (excluding the one you trained with)?

* None
* 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
* 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
* Training options were flexible
* Fees were affordable or payments were flexible
* 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

1. Do you have other comments to make about anything to do with your training? (If during the course of completing this survey you require assistance, help is available through these services: Lifeline [www.lifeline.org.au](http://www.lifeline.org.au) Beyond Blue [www.lifeline.org.au](http://www.lifeline.org.au), Mensline <https://mensline.org.au> Kids Helpline [www.kidshelpline.com.au](http://www.kidshelpline.com.au) - among others)

* Free Text
* None