

## 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 **2018**?

- 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 **2018**?

- 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 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 learnt 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*)

**5A** What was the **main reason** for intending to do only part of this course?

Less time in training/off the job

I got the skills that I needed

Part of the course covers regulatory or licensing requirement for my job

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?

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

**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'.**

8 How **satisfied** are you that the training for this course in 2018 **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
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"/>
Flexibility of training delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Convenience of training location	<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 **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

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

Yes  → Go to 18

No  → Go to 20

Unsure  → Go to 20

**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*)

**19** What is the name of this new **course**?

Unsure

## Your work situation now

The following questions are about your current work situation.

**20** 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 have more than one job, please answer the following questions in relation to your **main** job, that is, the job in which you usually work the most hours.

Yes  → Go to 21

No  → Go to 28

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

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

Please enter number of hours in the box below

Enter number of hours:

**22** 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

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

e.g. Apprentice chef, Childcare aide

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

e.g. Preparing food/cooking food, Typing

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

**26** 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

**27** How relevant was your training to your **main** job?

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

**28** 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.

*Please select one option only*

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

**29** 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.

**30** 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 31

No  → Go to 38

**31** 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

**32** 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

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

**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.

Please enter number of hours in the box below

Enter number of hours:

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

Please select one option only

Wage or salary earner

Conducting own business - with employees

Conducting own business - without employees

Helper not receiving wages

- 35** 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 23)

- 36** 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 24)

  

- 37** 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 25)

- 38** 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.*

- 39** 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

**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
- 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

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


None

*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.beyondblue.org.au](http://www.beyondblue.org.au), Mensline <https://mensline.org.au>, Kids Helpline [www.kidshelpline.com.au](http://www.kidshelpline.com.au) - among others.*

# 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)

### 2019 VICTORIAN STUDENT SATISFACTION SURVEY - PRIZE DRAW TERMS AND CONDITIONS

**Method of entry:** The Social Research Centre is offering a prize draw for the 2019 Victorian Student Satisfaction Survey. Entry is open to Victorian respondents of the 2019 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 15 March 2019 to 11.59pm AEST 10 May 2019. 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 22 March 2019.

Entry into Prize Draw #2 is open to all those who complete online or return the survey by 11.59pm AEDT 29 March 2019.

Entry into Prize Draw #3 is open to all those who complete online or return the survey by 11.59pm AEDT 5 April 2019.

Entry into Prize Draw #4 is open to all those who complete online or return the survey by 11.59pm AEST 12 April 2019.

Entry into Prize Draw #5 is open to all those who complete online or return the survey by 11.59pm AEST 10 May 2019.

**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 25 March 2019

Prize Draw #2: 1:00 pm AEDT 1 April 2019

Prize Draw #3: 1:00 pm AEST 8 April 2019

Prize Draw #4: 1:00 pm AEST 15 April 2019

Prize Draw #5: 1:00 pm AEST 13 May 2019

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 on [www.srcentre.com.au/ssat](http://www.srcentre.com.au/ssat) within 5 working days of conducting the prize draw.

**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 16 August 2019, an unclaimed prize draw will take place at 1:00 pm on 19 August 2019 at the above address. The winners will be notified by telephone or email and in writing. The names of all winners will be published on [www.srcentre.com.au/ssat](http://www.srcentre.com.au/ssat) within 5 working days of conducting the prize draw.

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