

# Workplace Training Strategies (21859)

## 2023 RTO Performance Detailed Report



## Introduction

This report displays the 2023 results of the *Student Satisfaction Survey* and from the *Employer Satisfaction Survey*, as well as results from previous years of the surveys (where available) to allow for examination of trends over time.

Additional information regarding your student profile, the surveys, and how to read and interpret your results are included at the end of the report.

In 2023, 119 students from Workplace Training Strategies (21859) took part in the survey. This is a response rate of 40.8%. The average response rate for all of Victoria was 38.6%.

In 2023, 86 of the respondents in the survey were completers and 33 were early leavers.

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- Your work situation before training
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- Student profile
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# Performance measures

This table provides an overview of the 11 performance measures and is followed by a detailed analysis of these results.

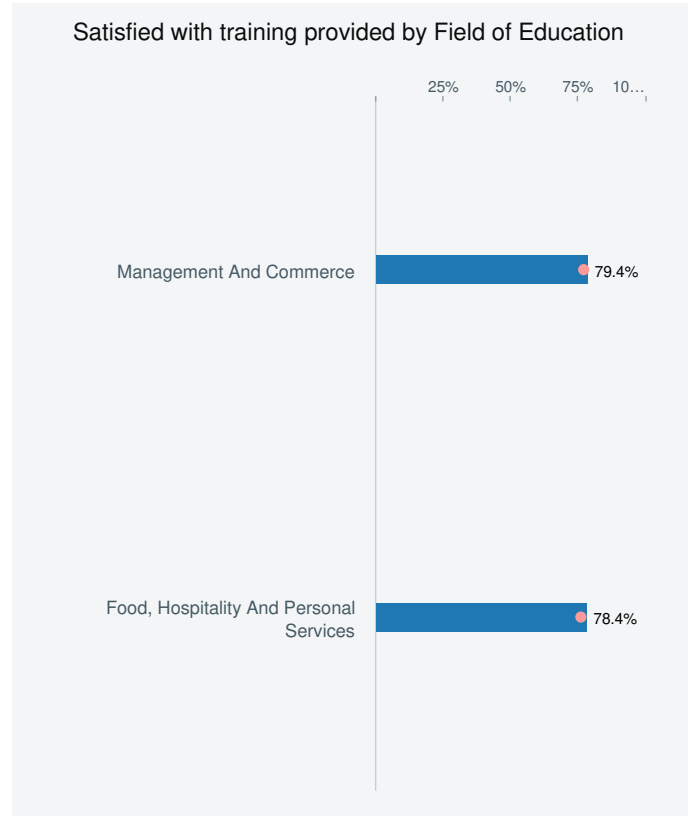
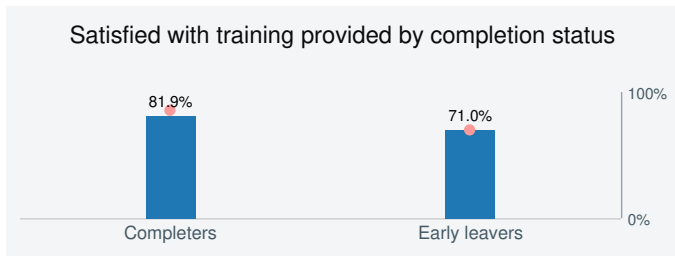
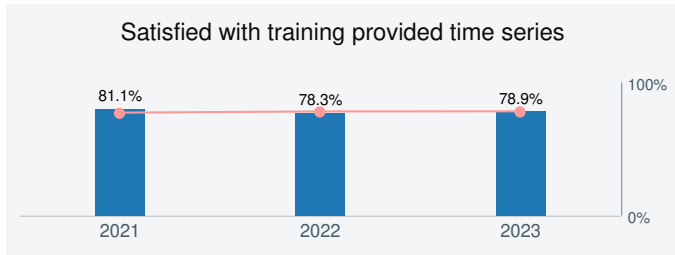
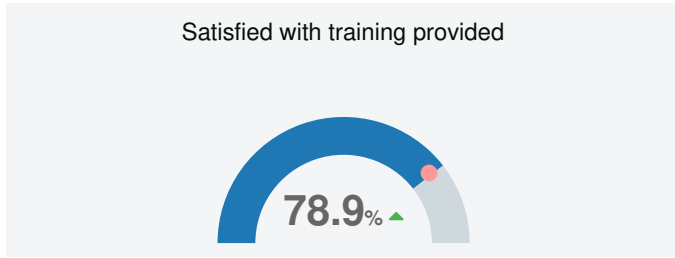
	Workplace Training Strategies			2023 average
	2023	2022	Trend	Victoria
<b>Student experience</b>				
Proportion of VET students who were satisfied with training	78.9% ▲	78.3%		78.4%
Proportion of VET students who reported a positive perception of teaching	75.2% ▼	83.6%		73.1%
Proportion of VET students who reported a positive perception of the assessment process	61.5% ▼	70.5%		71.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	50.0%	%		53.7%
<b>Student outcomes</b>				
Proportion of VET students who achieved their main reason for training	79.0% ▼	87.3%		77.0%
Proportion of VET students with an improved employment status after training	76.0% ▲	65.5%		58.1%
Proportion of VET students who went on to further study at a higher level than their completed training	10.4% ▼	15.0%		14.6%
Proportion of VET students who would recommend Workplace Training Strategies	67.0% ▼	75.0%		76.8%
<b>Employer feedback</b>				
Proportion of employers who were satisfied with training provided by Workplace Training Strategies	74.4% ▼	84.2%		77.3%
Proportion of employers who would recommend Workplace Training Strategies	69.8% ▼	78.9%		73.2%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	78.0% ▼	84.2%		78.4%

▲ Higher than previous year ▼ Lower than previous year

# Student experience

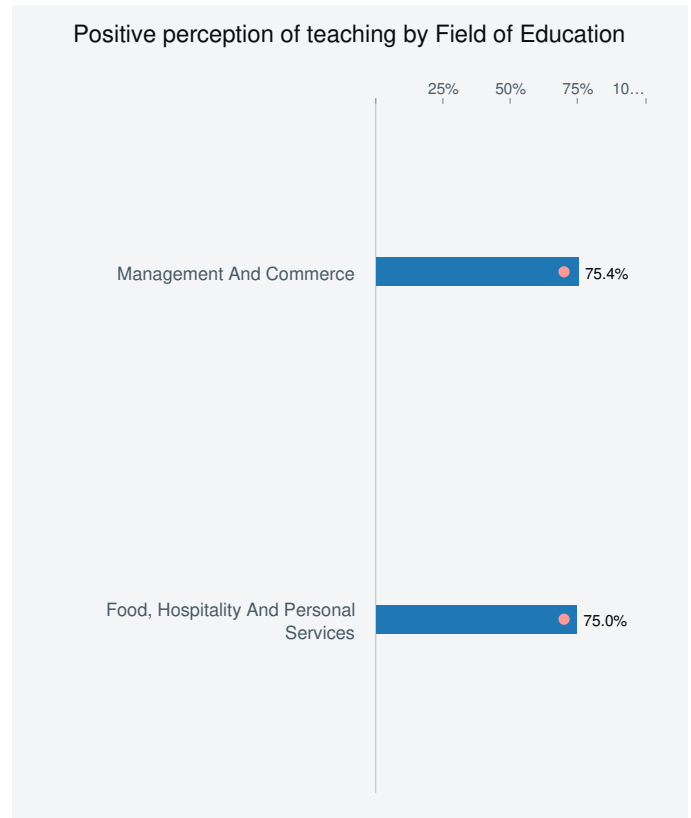
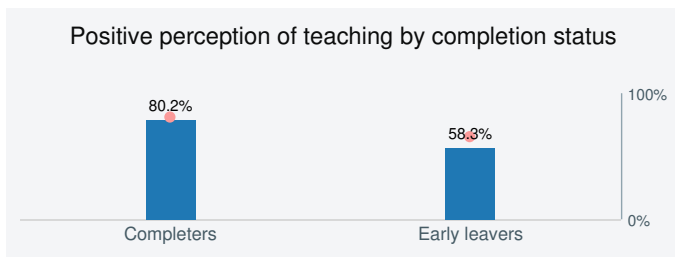
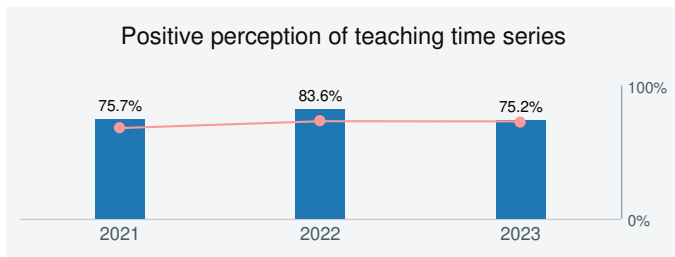
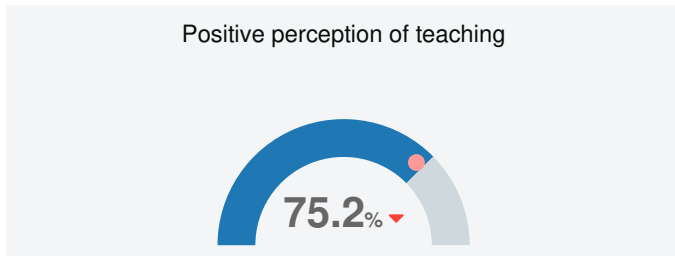
## Proportion of VET students who were satisfied with training

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



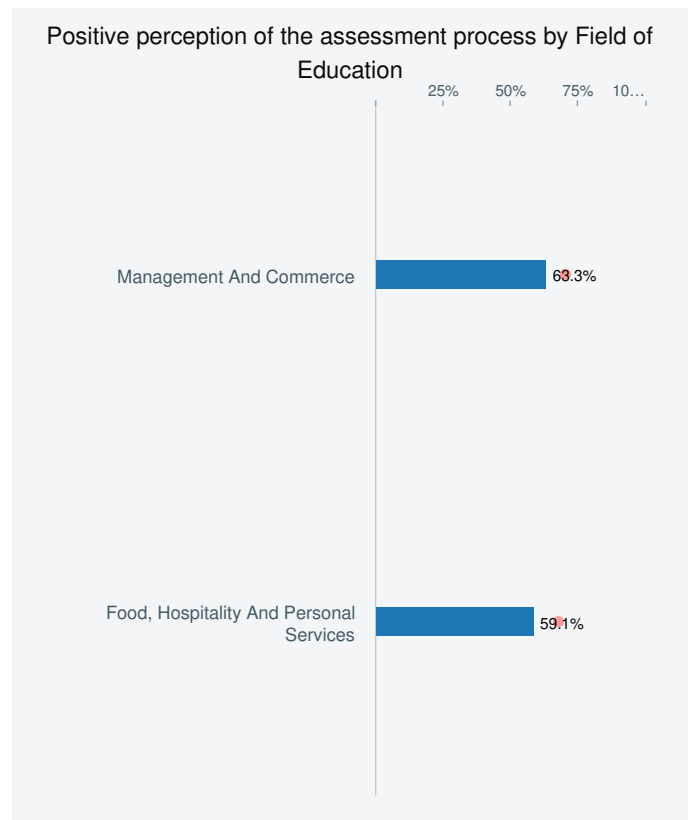
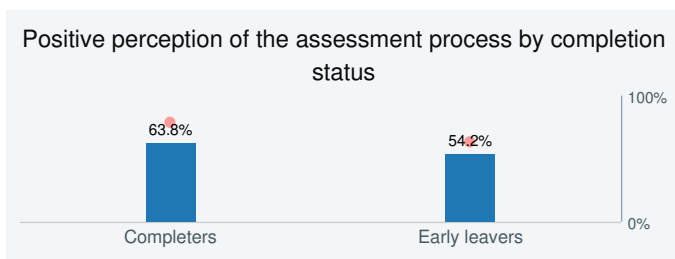
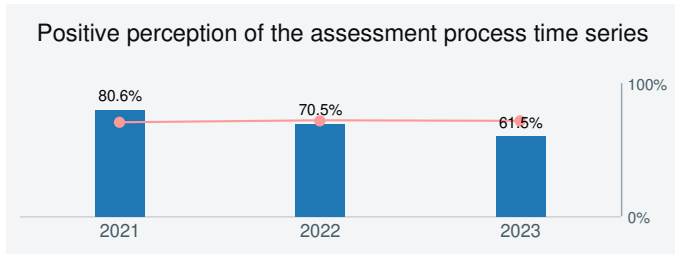
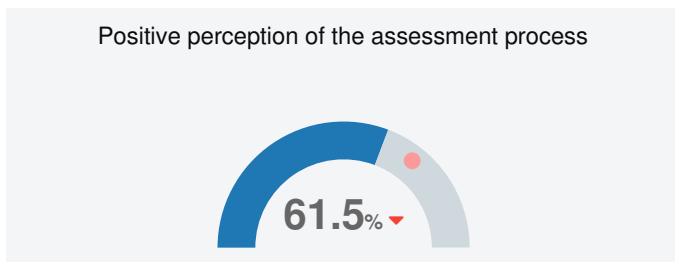
## Proportion of VET students who reported a positive perception of teaching

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Proportion of VET students who reported a positive perception of the assessment process

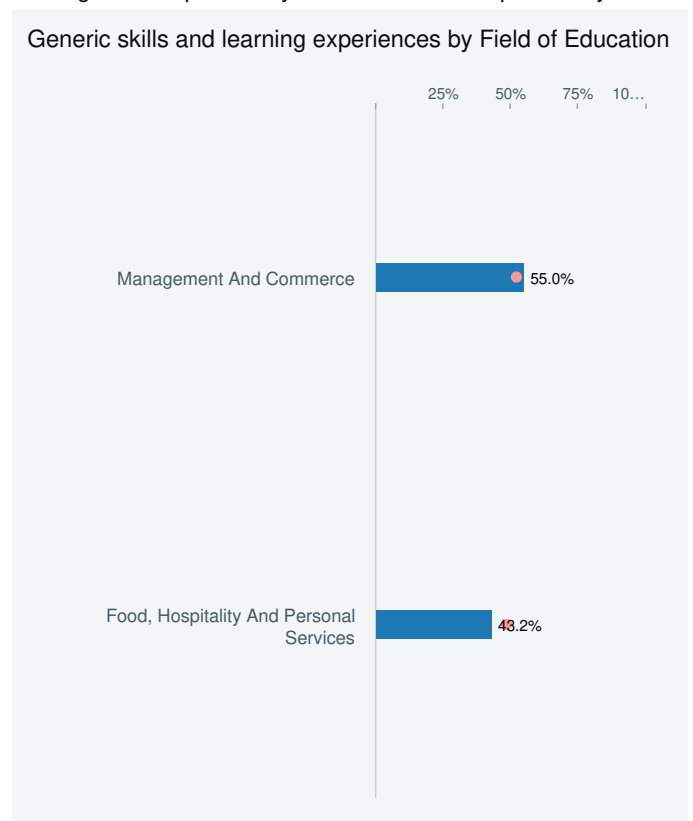
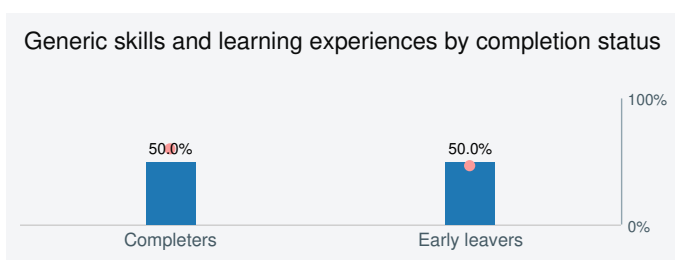
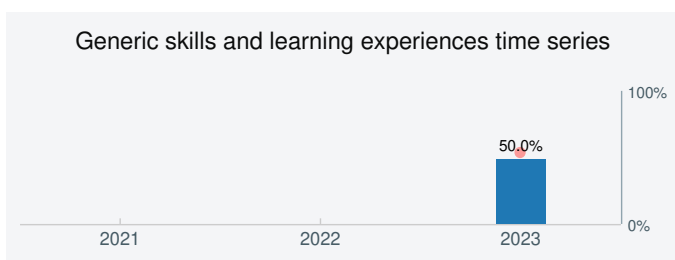
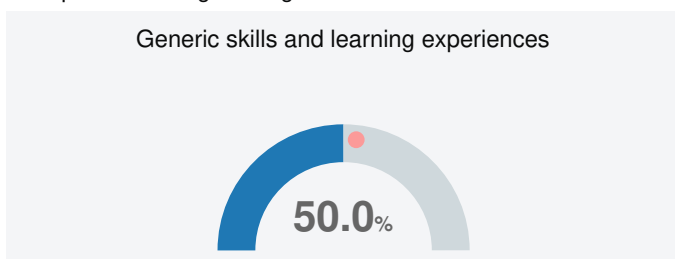
Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Proportion of VET students who were satisfied with generic skills and learning experiences

The methodology used to construct this measure was changed in 2023. Consequently, results for prior years are not comparable and have not been included in the 2023 release of VETStat.

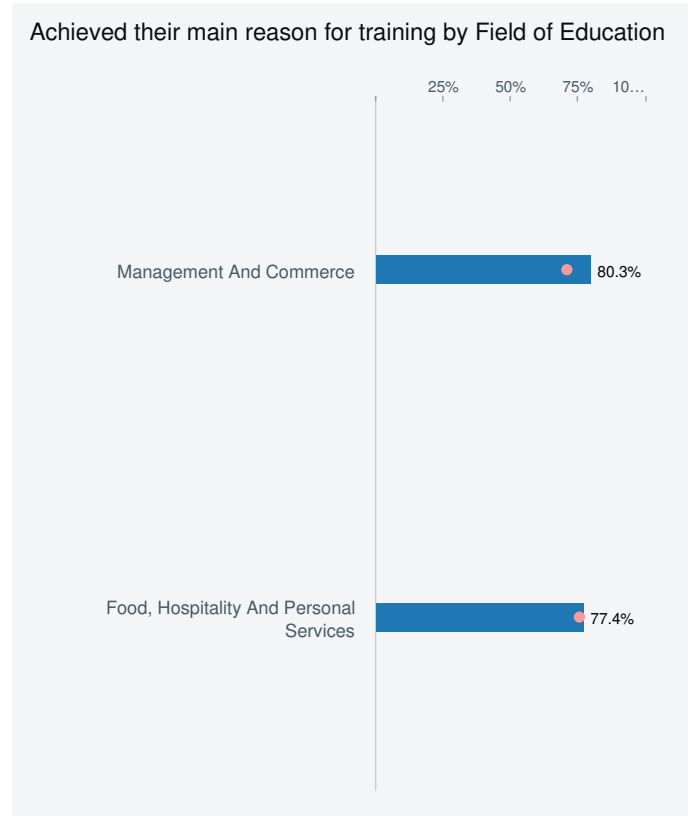
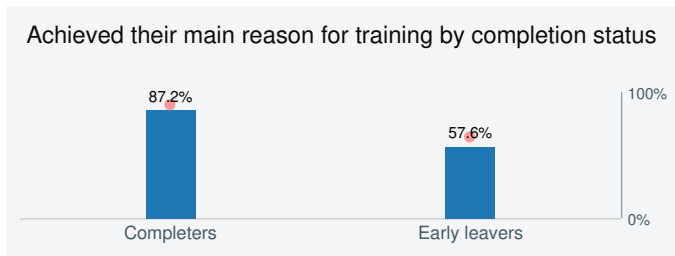
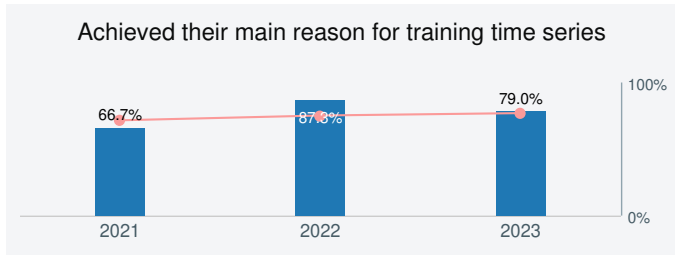
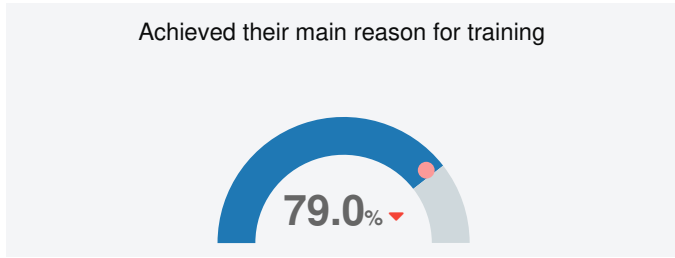
Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



# Student outcomes

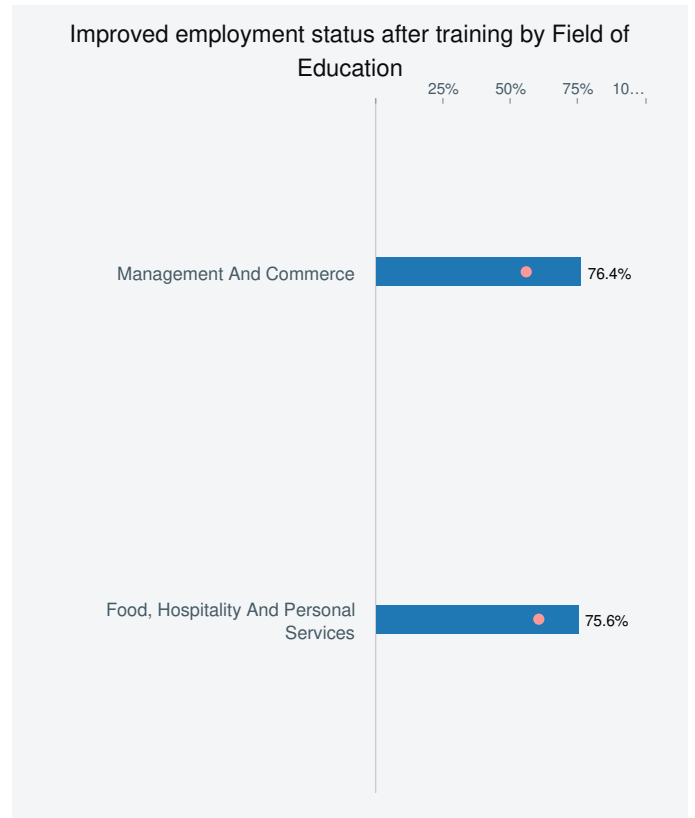
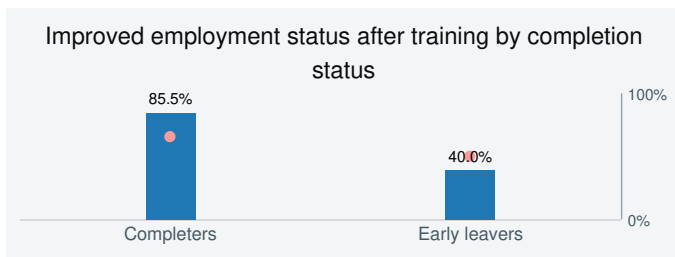
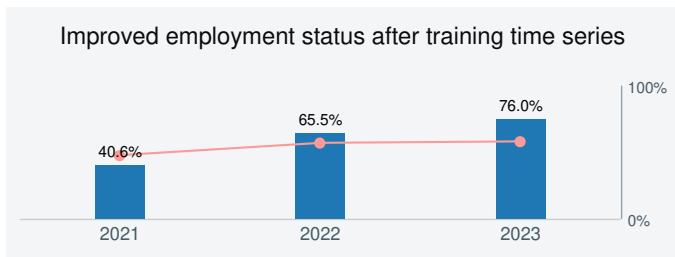
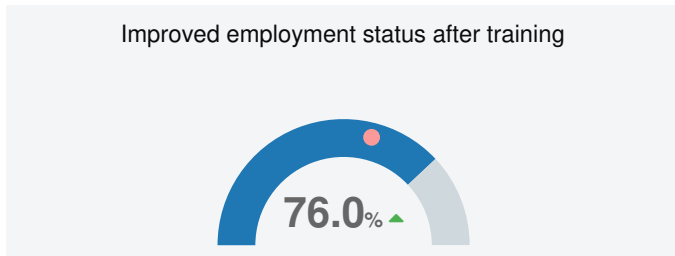
## Proportion of VET students who achieved their main reason for training

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



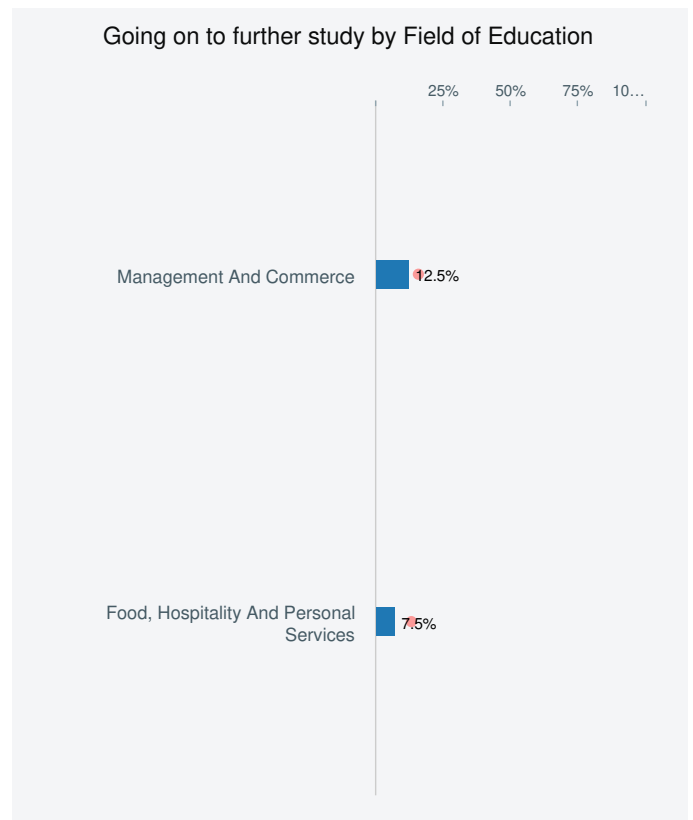
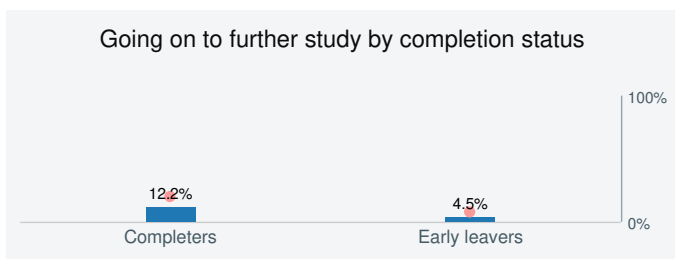
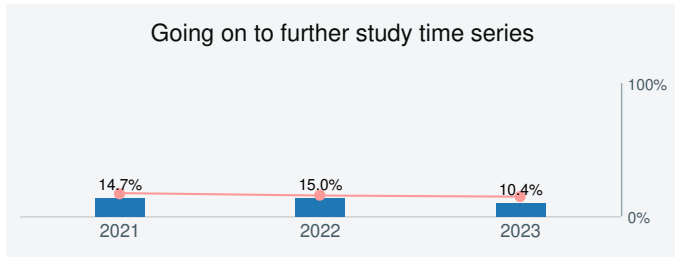
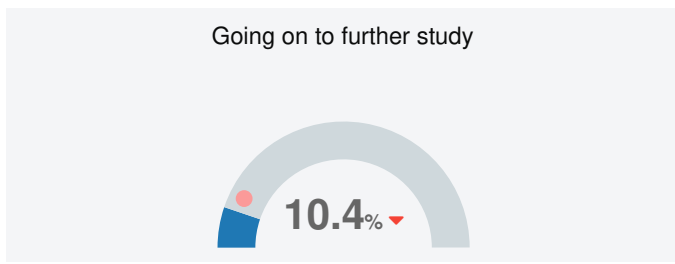
## Proportion of VET students with an improved employment status after training

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



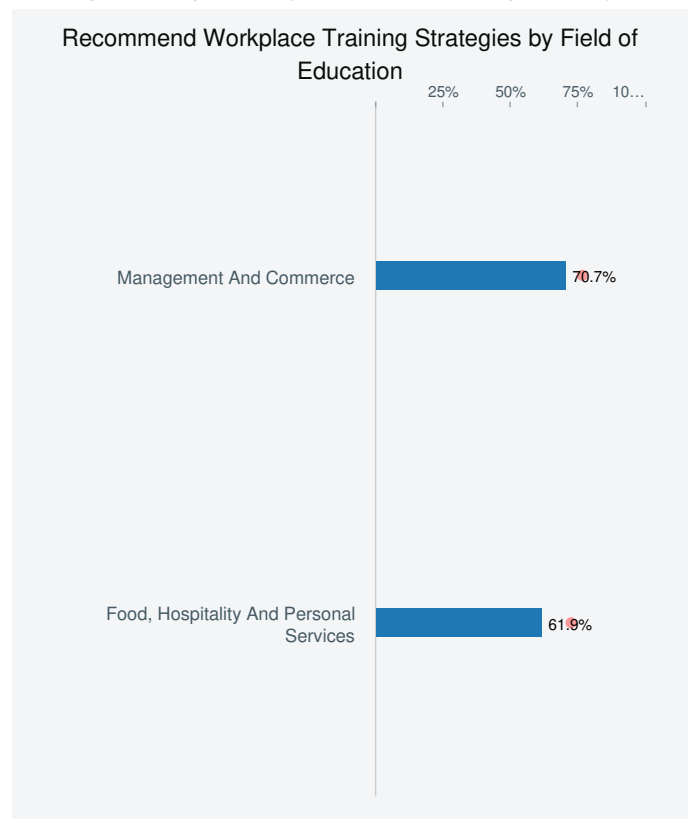
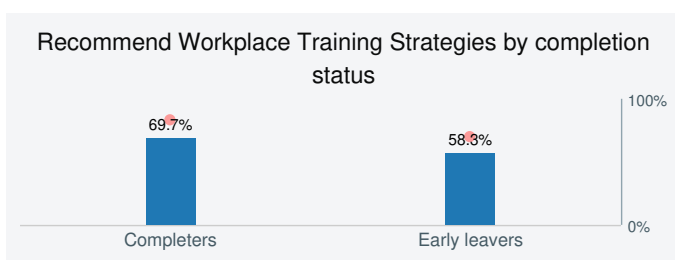
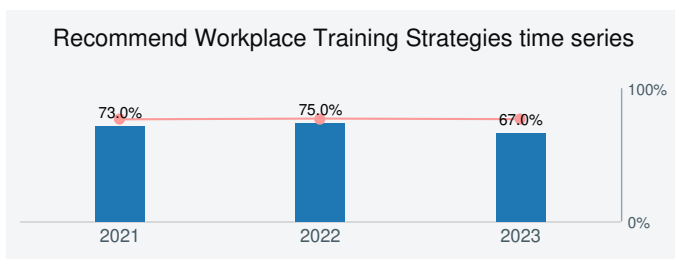
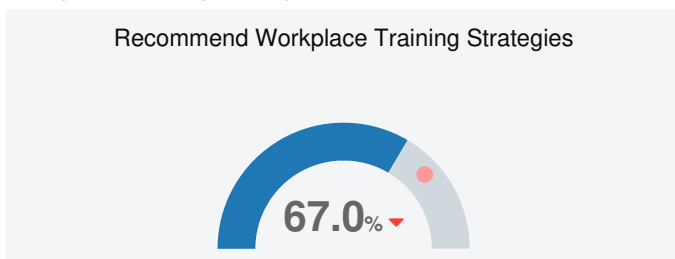
## Proportion of VET students who went on to further study at a higher level than their completed training

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Proportion of VET students who would recommend Workplace Training Strategies

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

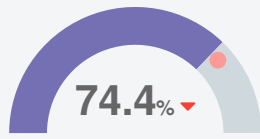


# Employer feedback

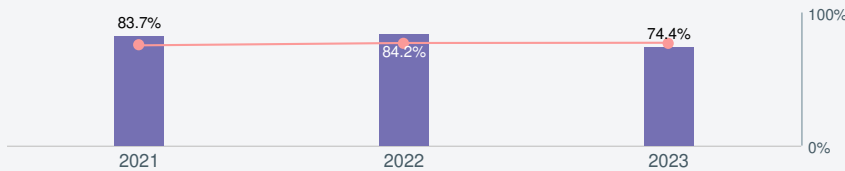
## Proportion of employers who were satisfied with training provided by Workplace Training Strategies

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Satisfied with training provided by Workplace Training Strategies



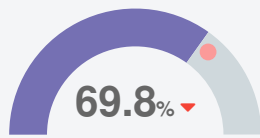
Satisfied with training provided by Workplace Training Strategies time series



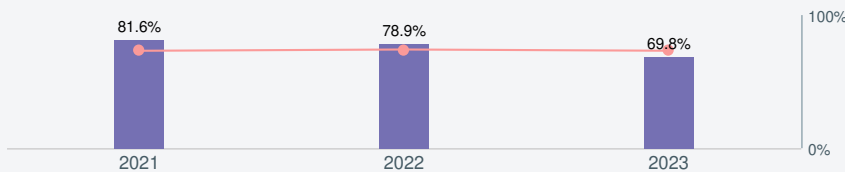
## Proportion of employers who would recommend Workplace Training Strategies

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend Workplace Training Strategies



Would recommend Workplace Training Strategies time series

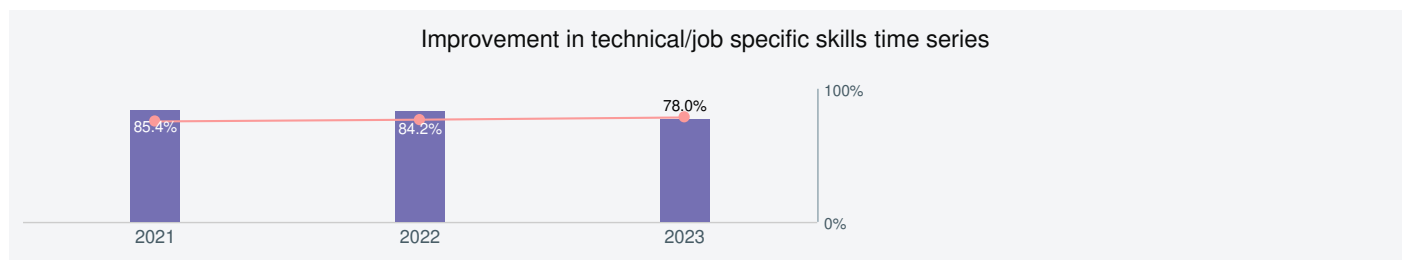
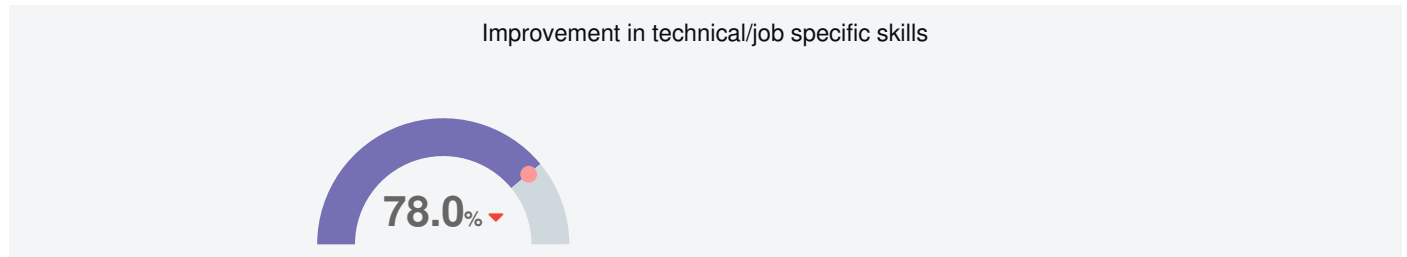




## Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees

This measure is based on the proportion of employers who reported that they were “Highly Satisfied” or “Satisfied” that the RTO contributed to an improvement in their apprentice(s)/trainee(s)’ technical/job specific skills. The methodology used to construct this measure was changed in 2022. To allow for comparison, the historical time-series have been revised to be consistent with the 2022 methodology. Consequently, the numbers for 2021 are different to those reported previously.

Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



# Student Satisfaction Survey question level results

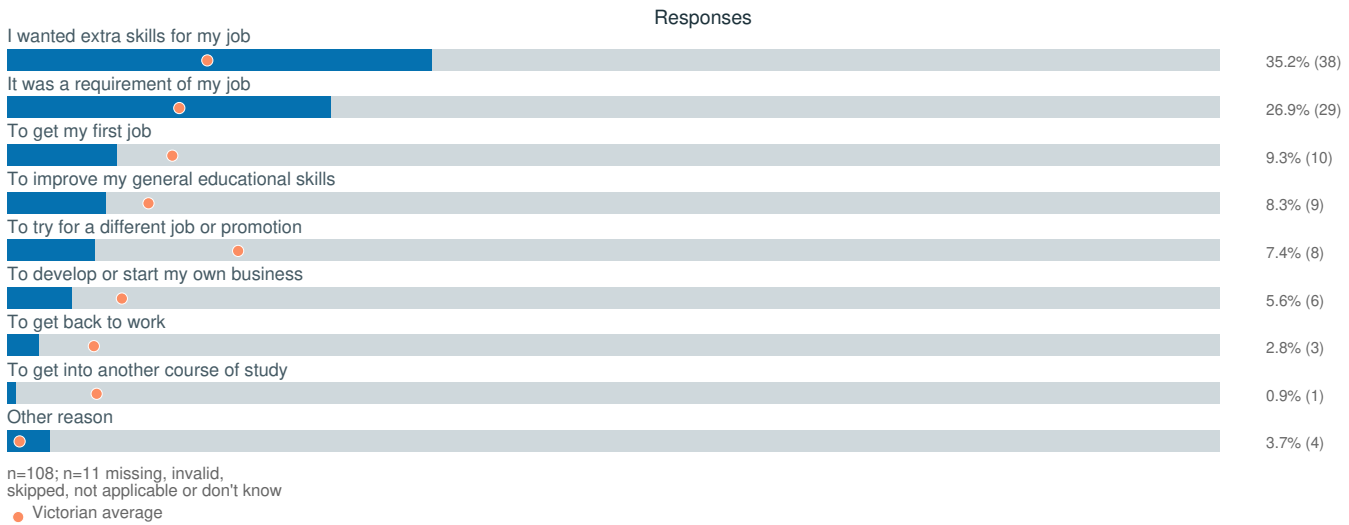
This section provides a detailed analysis of your Student results at the question by question level, including comparison against previous years of the surveys.

## About your training

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

When asked "What was your main reason for doing this course?":

- 35.2% said *I wanted extra skills for my job*
- 26.9% said *It was a requirement of my job*
- 9.3% said *To get my first job*
- 8.3% said *To improve my general educational skills*
- 7.4% said *To try for a different job or promotion*
- 5.6% said *To develop or start my own business*
- 3.7% said *Other reason*
- 2.8% said *To get back to work*
- 0.9% said *To get into another course of study*

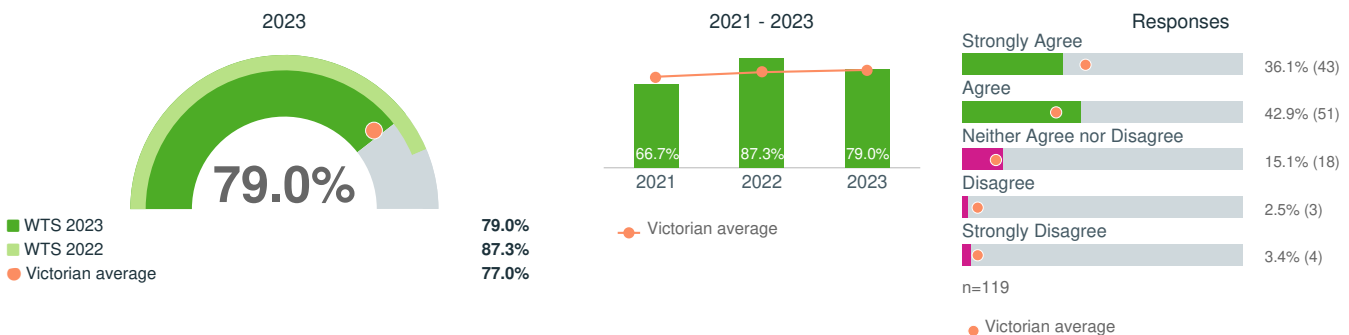


### 2. To what extent would you agree that you achieved your main reason for doing this course?

When asked "To what extent would you agree that you achieved your main reason for doing this course?":

- 36.1% said *Strongly Agree*
- 42.9% said *Agree*
- 15.1% said *Neither Agree nor Disagree*
- 2.5% said *Disagree*
- 3.4% said *Strongly Disagree*

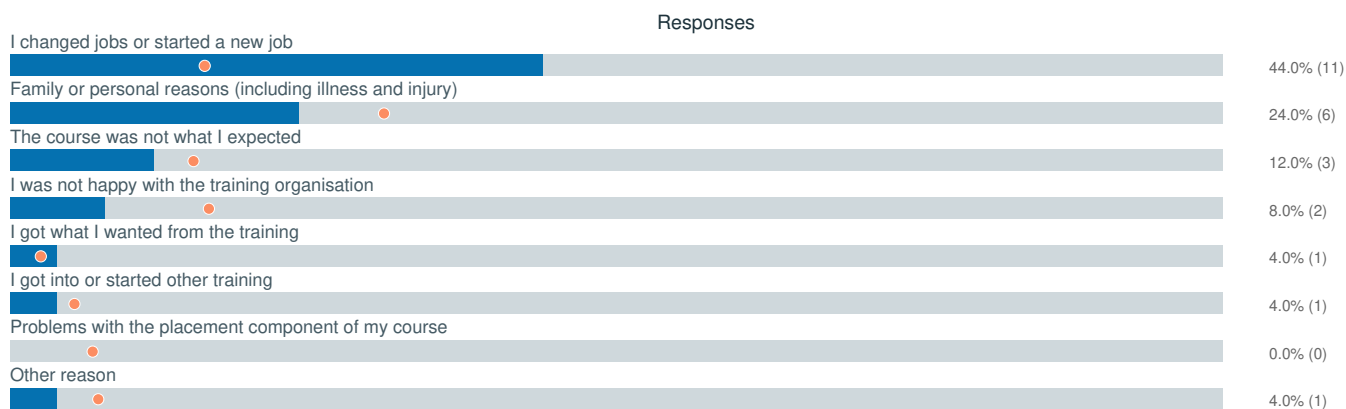
In last year's survey, (87.3%) chose *Strongly Agree and Agree*.



#### 4. What was your main reason for not continuing your course? \*

When asked "What was your main reason for not continuing your course? \*\*":

- 44.0% said *I changed jobs or started a new job*
- 24.0% said *Family or personal reasons (including illness and injury)*
- 12.0% said *The course was not what I expected*
- 8.0% said *I was not happy with the training organisation*
- 4.0% said *I got what I wanted from the training*
- 4.0% said *I got into or started other training*
- 4.0% said *Other reason*
- None (0%) said *Problems with the placement component of my course*



n=25; n=94 missing, invalid, skipped, not applicable or don't know

● Victorian average

\*Question 4 applies to students who did not complete the training required to gain the qualification for this course.

# Satisfaction with training

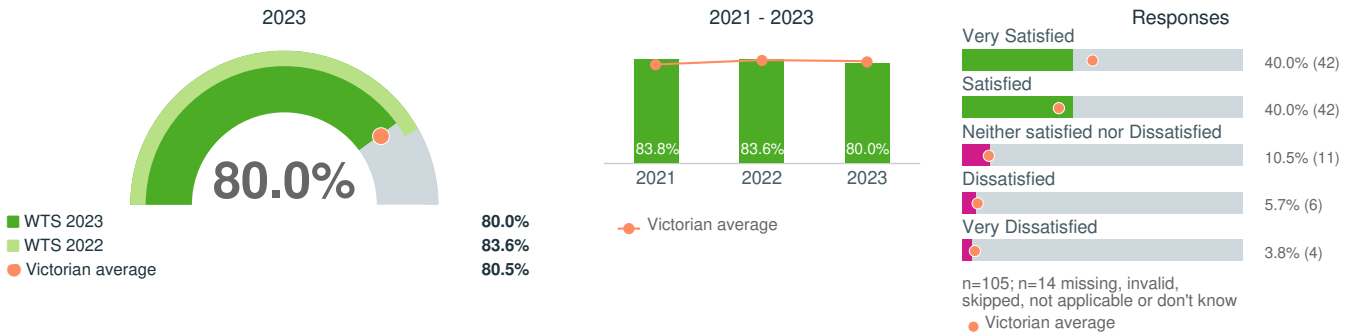
## 5. How satisfied are you that the trainers/teachers for this course...?

### Clearly taught the subject

When asked "How satisfied are you that the trainers/teachers for this course...? clearly taught the subject":

- 40.0% said *Very Satisfied*
- 40.0% said *Satisfied*
- 10.5% said *Neither satisfied nor Dissatisfied*
- 5.7% said *Dissatisfied*
- 3.8% said *Very Dissatisfied*

In last year's survey, (83.6%) reported *Very Satisfied and Satisfied*.

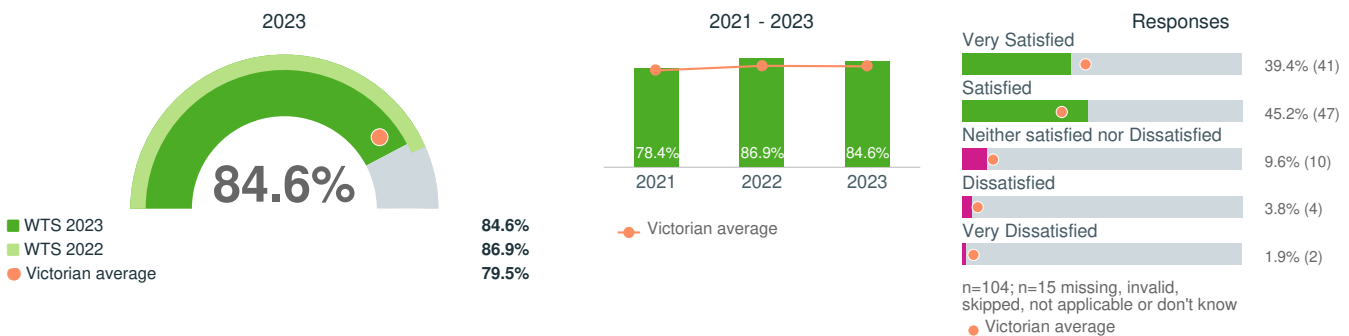


### Understood your learning needs

When asked "How satisfied are you that the trainers/teachers for this course...? understood your learning needs":

- 39.4% said *Very Satisfied*
- 45.2% said *Satisfied*
- 9.6% said *Neither satisfied nor Dissatisfied*
- 3.8% said *Dissatisfied*
- 1.9% said *Very Dissatisfied*

In last year's survey, (86.9%) chose *Very Satisfied and Satisfied*.

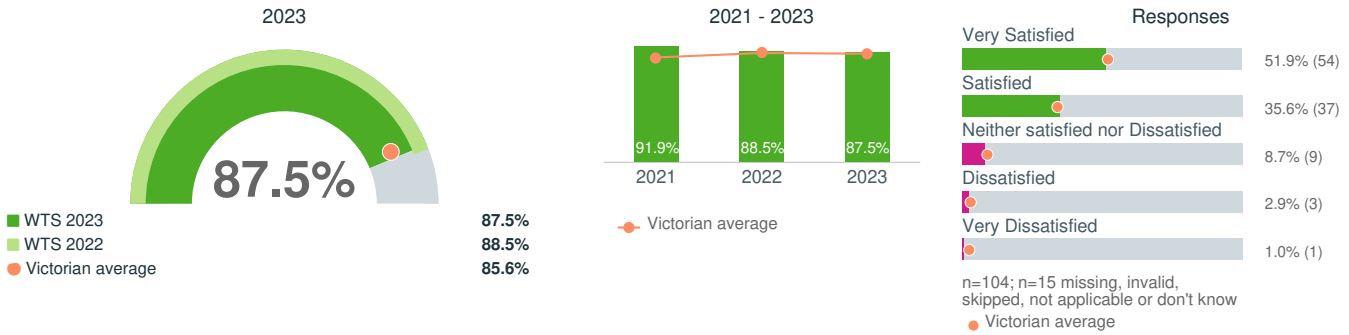


## Had current industry experience

When asked "How satisfied are you that the trainers/teachers for this course...? had current industry experience":

- 51.9% said *Very Satisfied*
- 35.6% said *Satisfied*
- 8.7% said *Neither satisfied nor Dissatisfied*
- 2.9% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*

In last year's survey, (88.5%) said *Very Satisfied and Satisfied*.

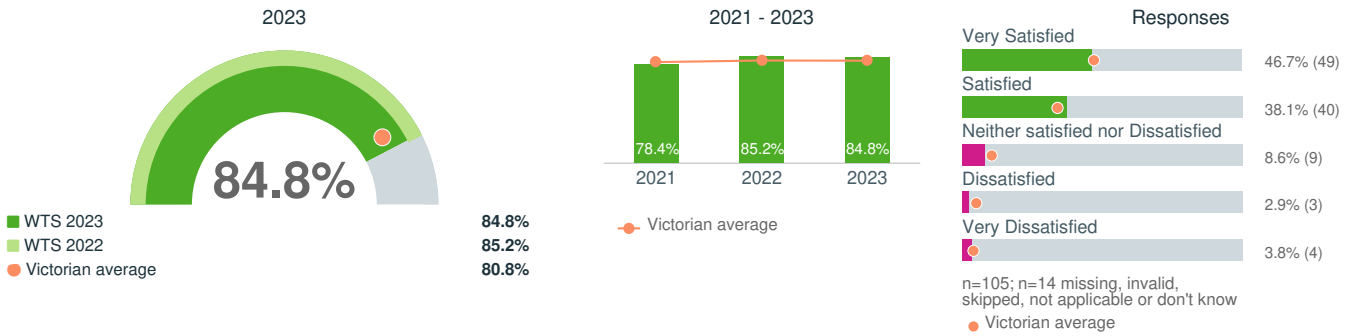


## Promoted a supportive learning environment

When asked "How satisfied are you that the trainers/teachers for this course...? promoted a supportive learning environment":

- 46.7% said *Very Satisfied*
- 38.1% said *Satisfied*
- 8.6% said *Neither satisfied nor Dissatisfied*
- 2.9% said *Dissatisfied*
- 3.8% said *Very Dissatisfied*

In last year's survey, (85.2%) said *Very Satisfied and Satisfied*.



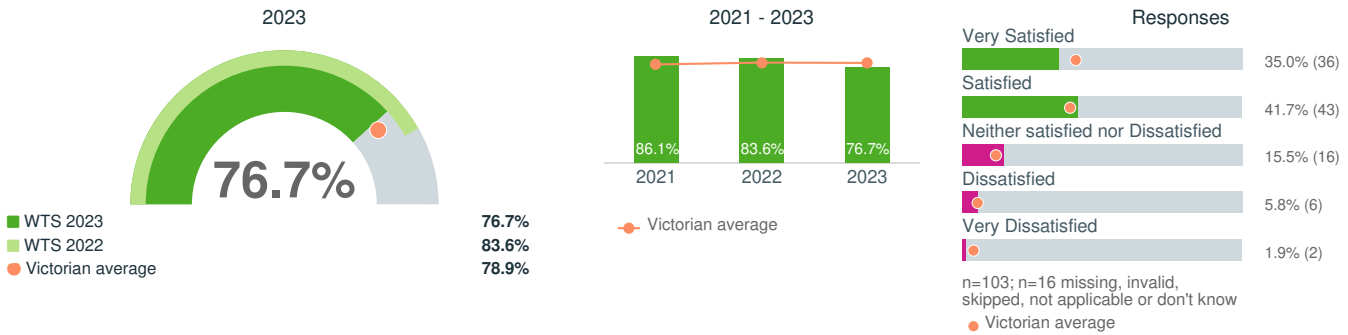
## 6. How satisfied are you that the assessment of your learnings was...?

### Clearly outlined to you

When asked "How satisfied are you that the assessment of your learnings was...? clearly outlined to you":

- 35.0% said *Very Satisfied*
- 41.7% said *Satisfied*
- 15.5% said *Neither satisfied nor Dissatisfied*
- 5.8% said *Dissatisfied*
- 1.9% said *Very Dissatisfied*

In last year's survey, (83.6%) selected *Very Satisfied and Satisfied*.

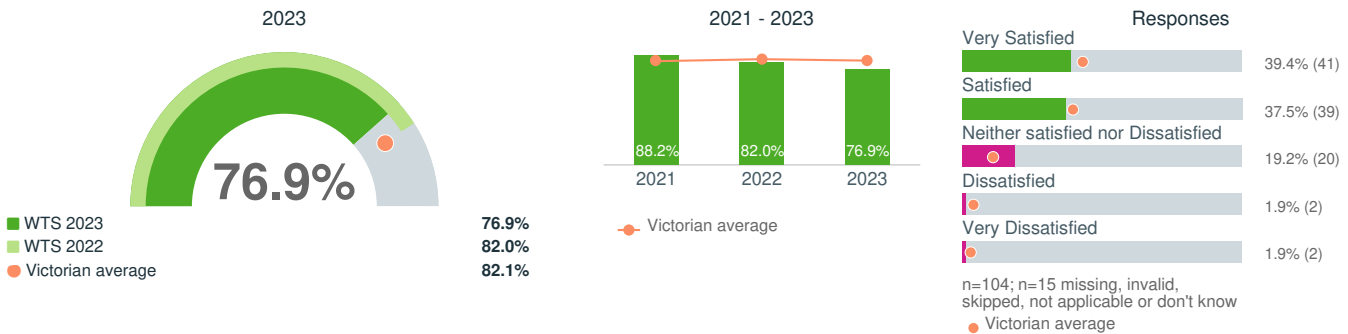


### Appropriate for your studies

When asked "How satisfied are you that the assessment of your learnings was...? appropriate for your studies":

- 39.4% said *Very Satisfied*
- 37.5% said *Satisfied*
- 19.2% said *Neither satisfied nor Dissatisfied*
- 1.9% said *Dissatisfied*
- 1.9% said *Very Dissatisfied*

In last year's survey, (82.0%) stated *Very Satisfied and Satisfied*.

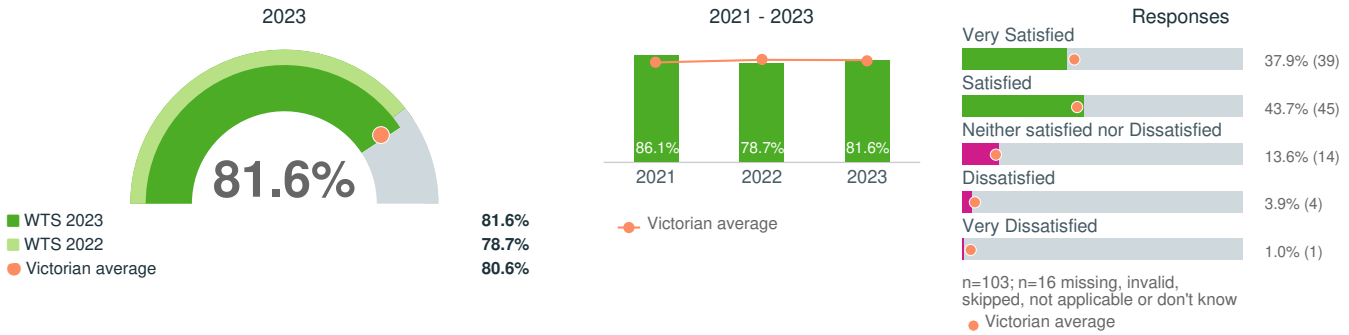


**Carried out as outlined to you**

When asked "How satisfied are you that the assessment of your learnings was...? carried out as outlined to you":

- 37.9% said *Very Satisfied*
- 43.7% said *Satisfied*
- 13.6% said *Neither satisfied nor Dissatisfied*
- 3.9% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*

In last year's survey, (78.7%) said *Very Satisfied and Satisfied*.



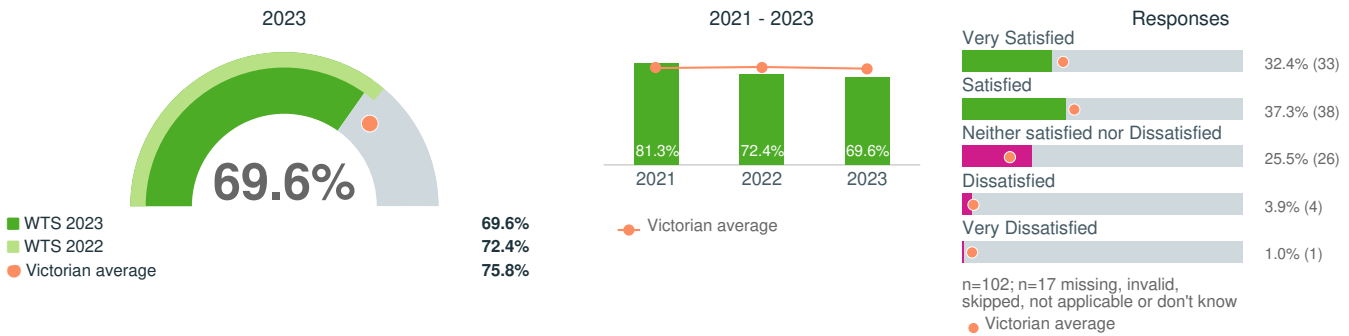
**7. How satisfied are you that the training for this course improved your...?**

**Problem-solving skills**

When asked "How satisfied are you that the training for this course improved your...? problem-solving skills":

- 32.4% said *Very Satisfied*
- 37.3% said *Satisfied*
- 25.5% said *Neither satisfied nor Dissatisfied*
- 3.9% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*

In last year's survey, (72.4%) chose *Very Satisfied and Satisfied*.

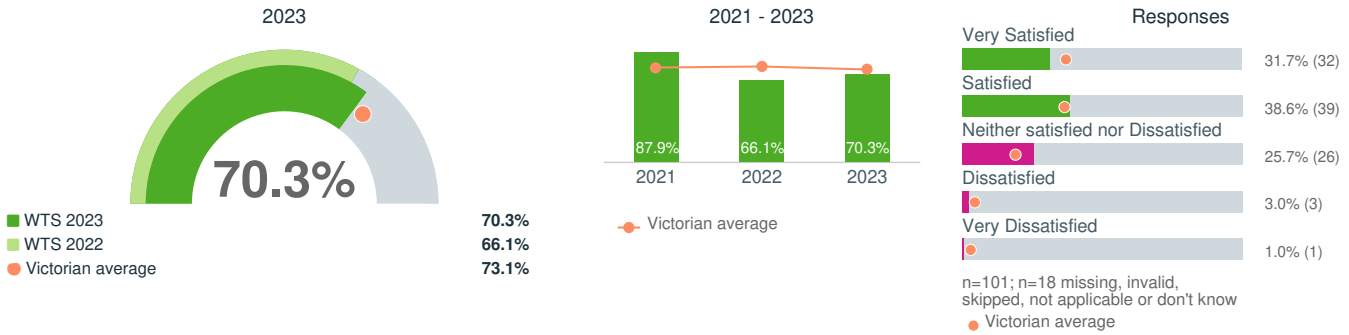


## Team-working skills

When asked "How satisfied are you that the training for this course improved your...? team-working skills":

- 31.7% said *Very Satisfied*
- 38.6% said *Satisfied*
- 25.7% said *Neither satisfied nor Dissatisfied*
- 3.0% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*

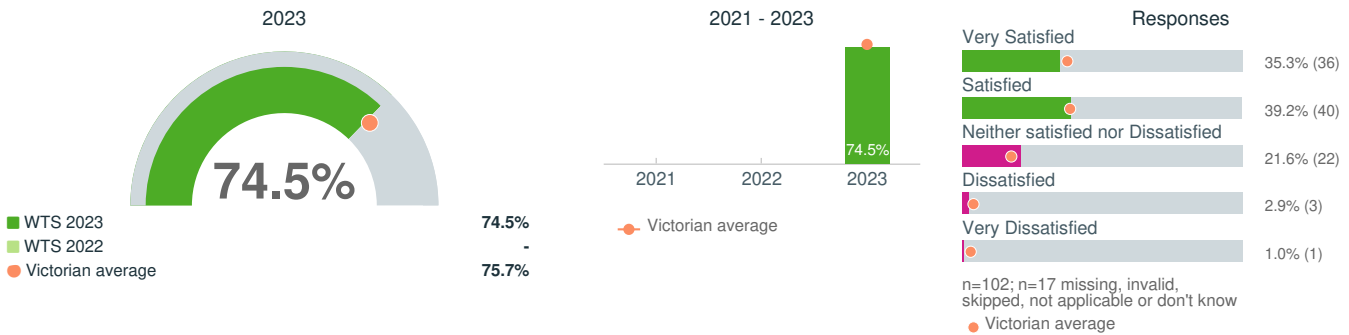
In last year's survey, (66.1%) selected *Very Satisfied and Satisfied*.



## Communication skills

When asked "How satisfied are you that the training for this course improved your...? communication skills":

- 35.3% said *Very Satisfied*
- 39.2% said *Satisfied*
- 21.6% said *Neither satisfied nor Dissatisfied*
- 2.9% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*

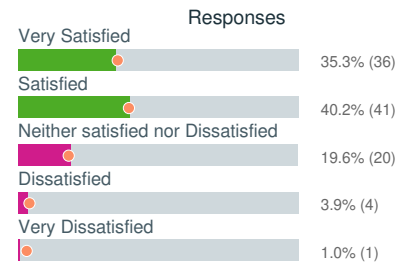
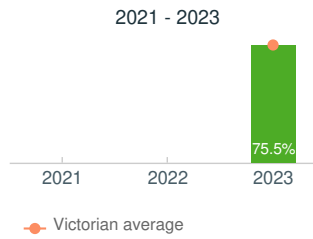
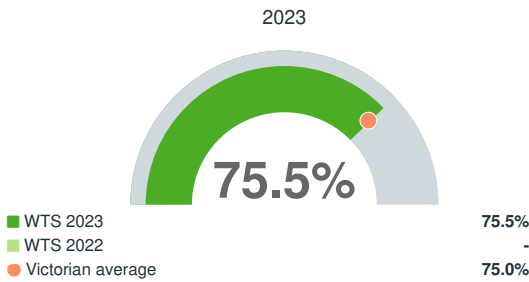




## Planning and organisation skills

When asked "How satisfied are you that the training for this course improved your...? planning and organisation skills":

- 35.3% said *Very Satisfied*
- 40.2% said *Satisfied*
- 19.6% said *Neither satisfied nor Dissatisfied*
- 3.9% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*

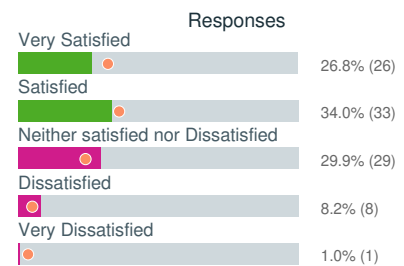
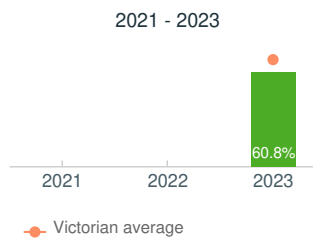
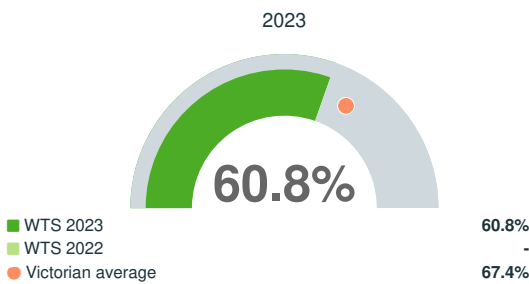


n=102; n=17 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

## Digital skills (e.g. using information from computers and digital devices)

When asked "How satisfied are you that the training for this course improved your...? digital skills (e.g. using information from computers and digital devices)":

- 26.8% said *Very Satisfied*
- 34.0% said *Satisfied*
- 29.9% said *Neither satisfied nor Dissatisfied*
- 8.2% said *Dissatisfied*
- 1.0% said *Very Dissatisfied*



n=97; n=22 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

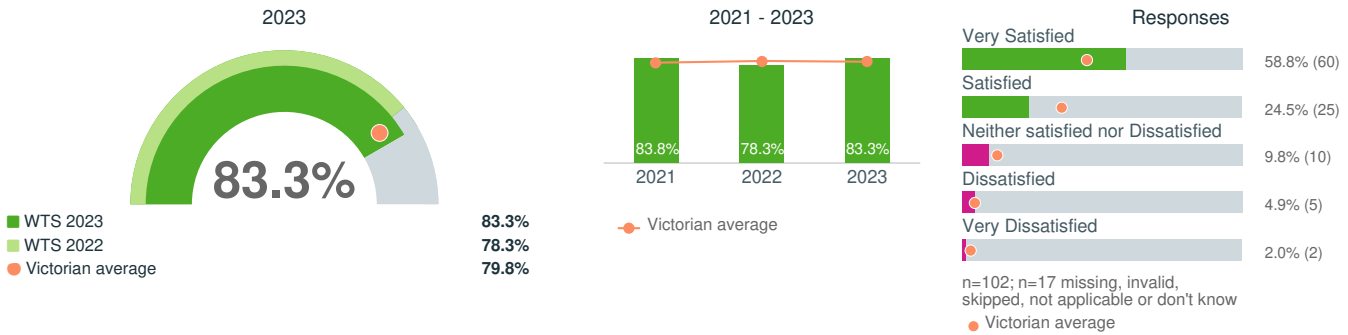
## 8. How satisfied are you with the following aspects of your training...?

### Convenience of training location

When asked "How satisfied are you with the following aspects of your training...? convenience of training location":

- 58.8% said *Very Satisfied*
- 24.5% said *Satisfied*
- 9.8% said *Neither satisfied nor Dissatisfied*
- 4.9% said *Dissatisfied*
- 2.0% said *Very Dissatisfied*

In last year's survey, (78.3%) reported *Very Satisfied and Satisfied*.

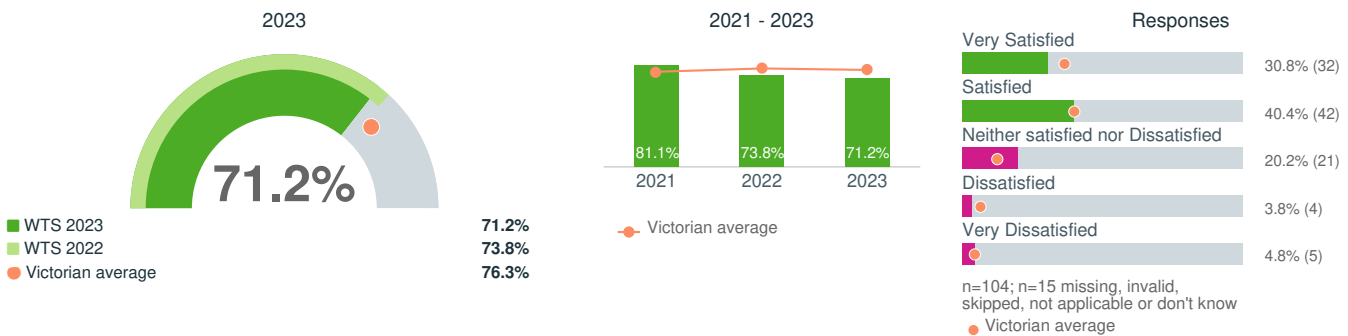


### Quality of the course materials and content

When asked "How satisfied are you with the following aspects of your training...? quality of the course materials and content":

- 30.8% said *Very Satisfied*
- 40.4% said *Satisfied*
- 20.2% said *Neither satisfied nor Dissatisfied*
- 3.8% said *Dissatisfied*
- 4.8% said *Very Dissatisfied*

In last year's survey, (73.8%) stated *Very Satisfied and Satisfied*.

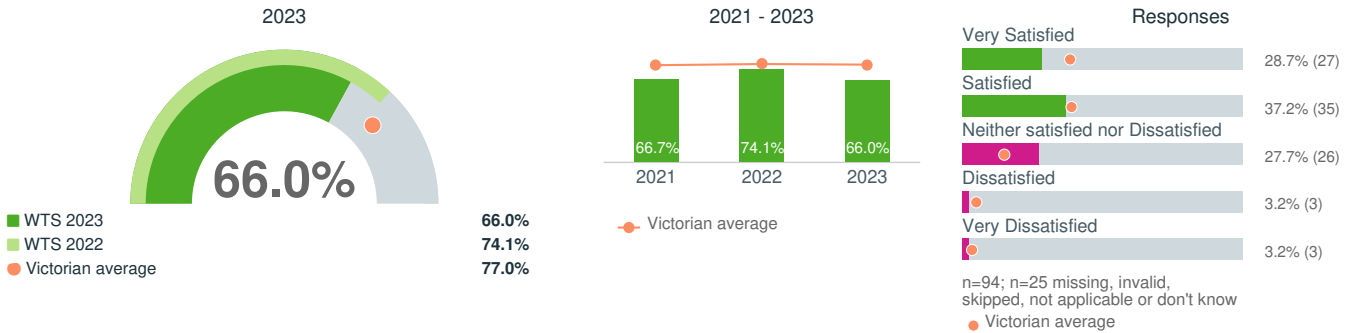


## Facilities and equipment

When asked "How satisfied are you with the following aspects of your training...? facilities and equipment":

- 28.7% said *Very Satisfied*
- 37.2% said *Satisfied*
- 27.7% said *Neither satisfied nor Dissatisfied*
- 3.2% said *Dissatisfied*
- 3.2% said *Very Dissatisfied*

In last year's survey, (74.1%) stated *Very Satisfied and Satisfied*.

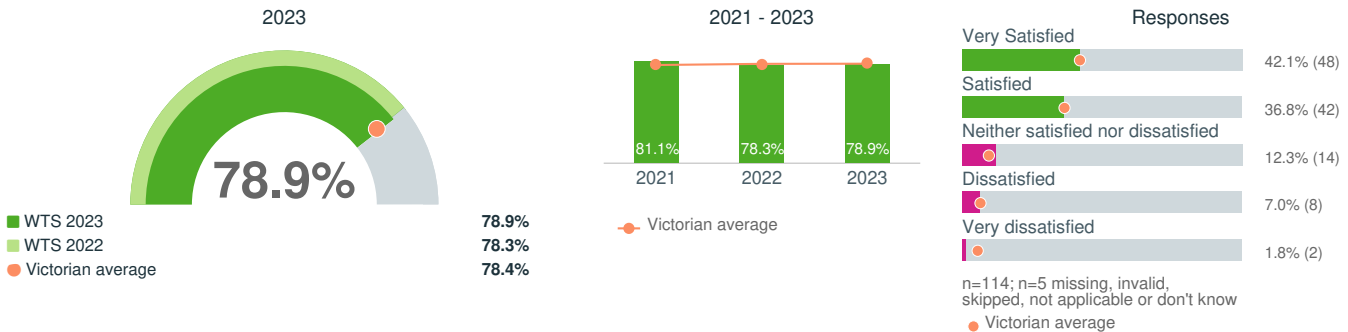


## 9. Overall, how satisfied were you with your training at your training organisation?

When asked "Overall, how satisfied were you with your training at your training organisation?":

- 42.1% said *Very Satisfied*
- 36.8% said *Satisfied*
- 12.3% said *Neither satisfied nor dissatisfied*
- 7.0% said *Dissatisfied*
- 1.8% said *Very dissatisfied*

In last year's survey, (78.3%) said *Very Satisfied and Satisfied*.

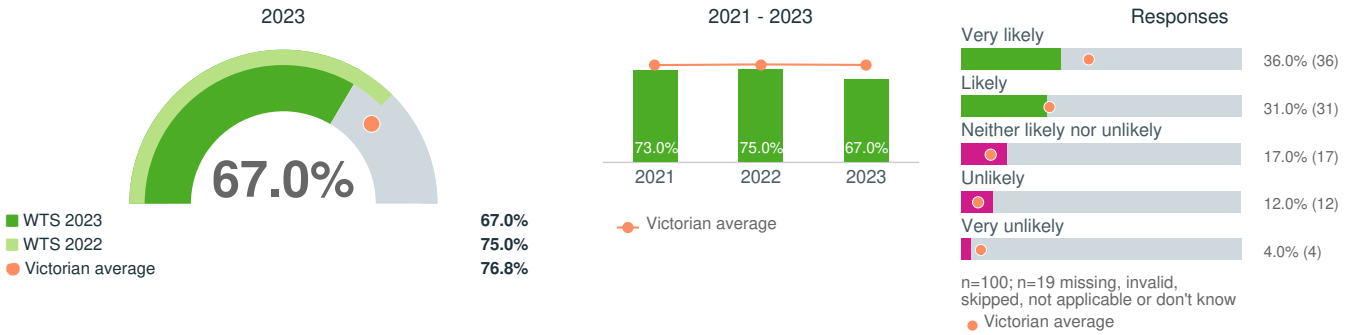


## 10. How likely would you be to recommend the training organisation to other students?

When asked "How likely would you be to recommend the training organisation to other students?":

- 36.0% said *Very likely*
- 31.0% said *Likely*
- 17.0% said *Neither likely nor unlikely*
- 12.0% said *Unlikely*
- 4.0% said *Very unlikely*

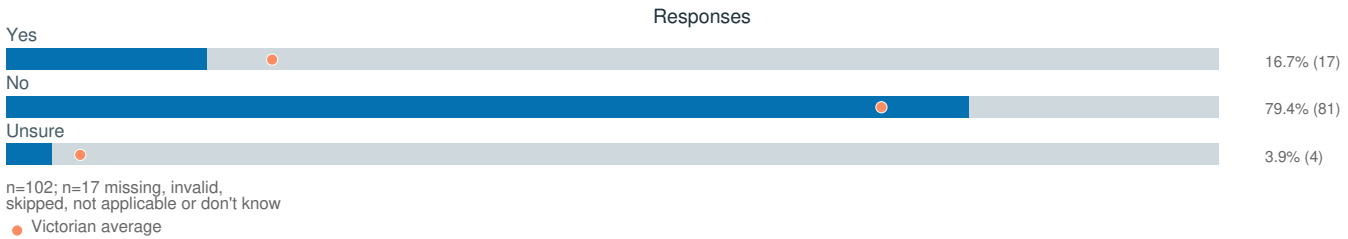
In last year's survey, (75.0%) selected *Very likely and Likely*.



## 12. Have you started another course or further study?

When asked "Have you started another course or further study?":

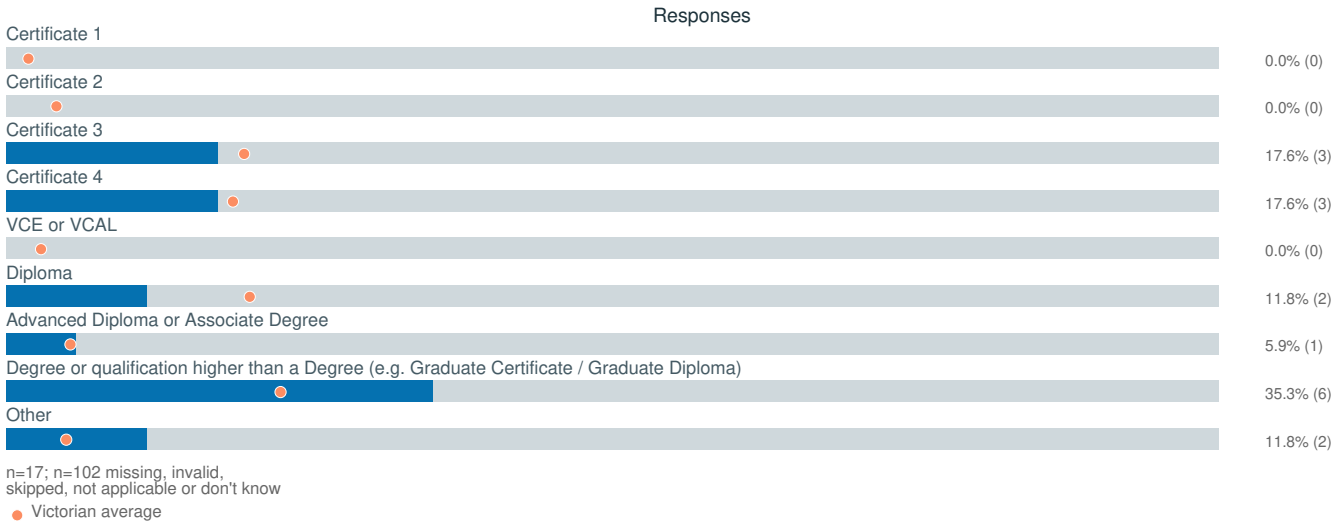
- 79.4% said *No*
- 16.7% said *Yes*
- 3.9% said *Unsure*



**13. What is the level of this new course? \***

When asked "What is the level of this new course? \*\*":

- 35.3% said *Degree or qualification higher than a Degree (e.g. Graduate Certificate / Graduate Diploma)*
- 17.6% said *Certificate 3*
- 17.6% said *Certificate 4*
- 11.8% said *Diploma*
- 11.8% said *Other*
- 5.9% said *Advanced Diploma or Associate Degree*
- None (0%) said *Certificate 1*
- None (0%) said *Certificate 2*
- None (0%) said *VCE or VCAL*



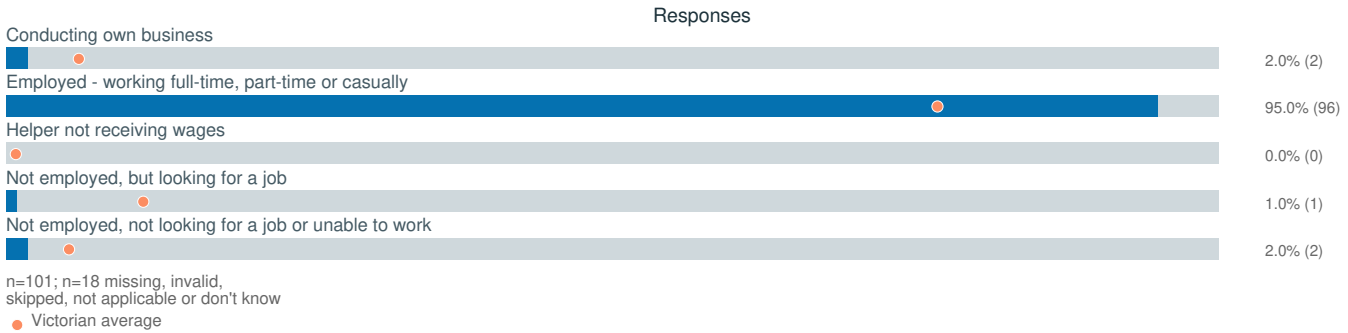
\*Question 13 applies to students who indicated they have commenced another course or further study.

## Your work situation now

### 15. Which of the following best describes your work situation now?

When asked "Which of the following best describes your work situation now?":

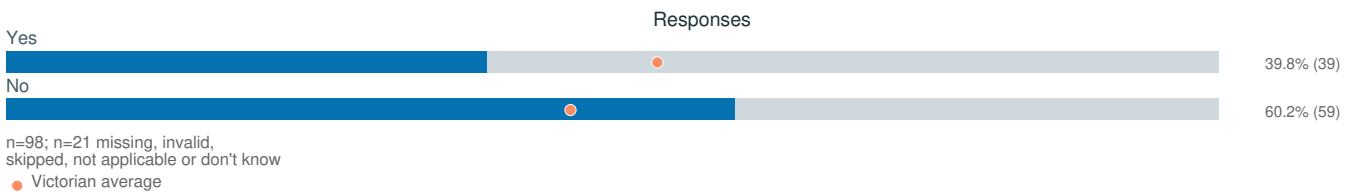
- 95.0% said *Employed - working full-time, part-time or casually*
- 2.0% said *Conducting own business*
- 2.0% said *Not employed, not looking for a job or unable to work*
- 1.0% said *Not employed, but looking for a job*
- None (0%) said *Helper not receiving wages*



### 16. Thinking about how many hours you usually work each week in your main job, are you now working more hours than you did before training?

When asked "Thinking about how many hours you usually work each week in your main job, are you now working more hours than you did before training?":

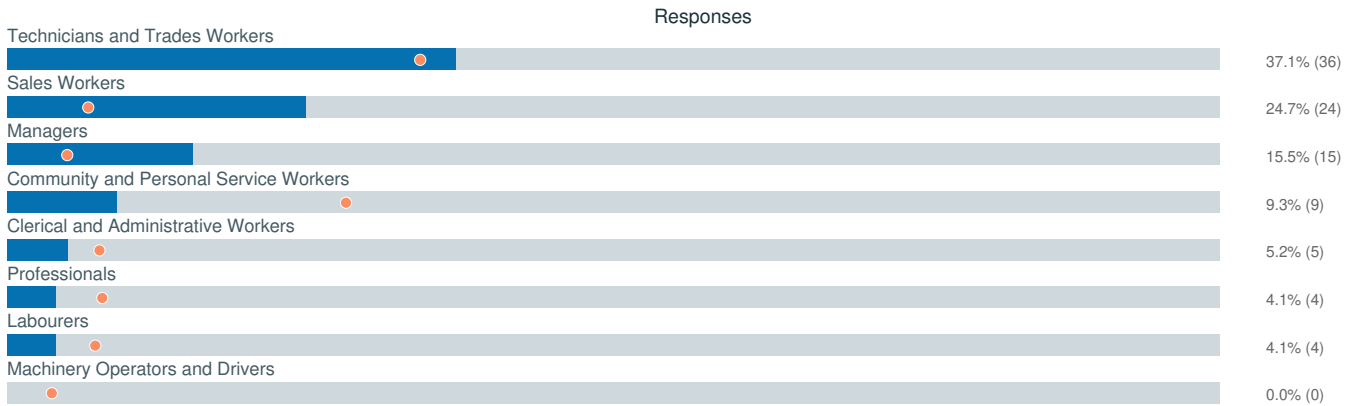
- 60.2% said *No*
- 39.8% said *Yes*



**17. What is the full title of your main job?\*** (ANZSCO Level 1)

When asked "What is the full title of your main job?\*" (ANZSCO Level 1)":

- 37.1% said *Technicians and Trades Workers*
- 24.7% said *Sales Workers*
- 15.5% said *Managers*
- 9.3% said *Community and Personal Service Workers*
- 5.2% said *Clerical and Administrative Workers*
- 4.1% said *Professionals*
- 4.1% said *Labourers*
- None (0%) said *Machinery Operators and Drivers*



n=97; n=22 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

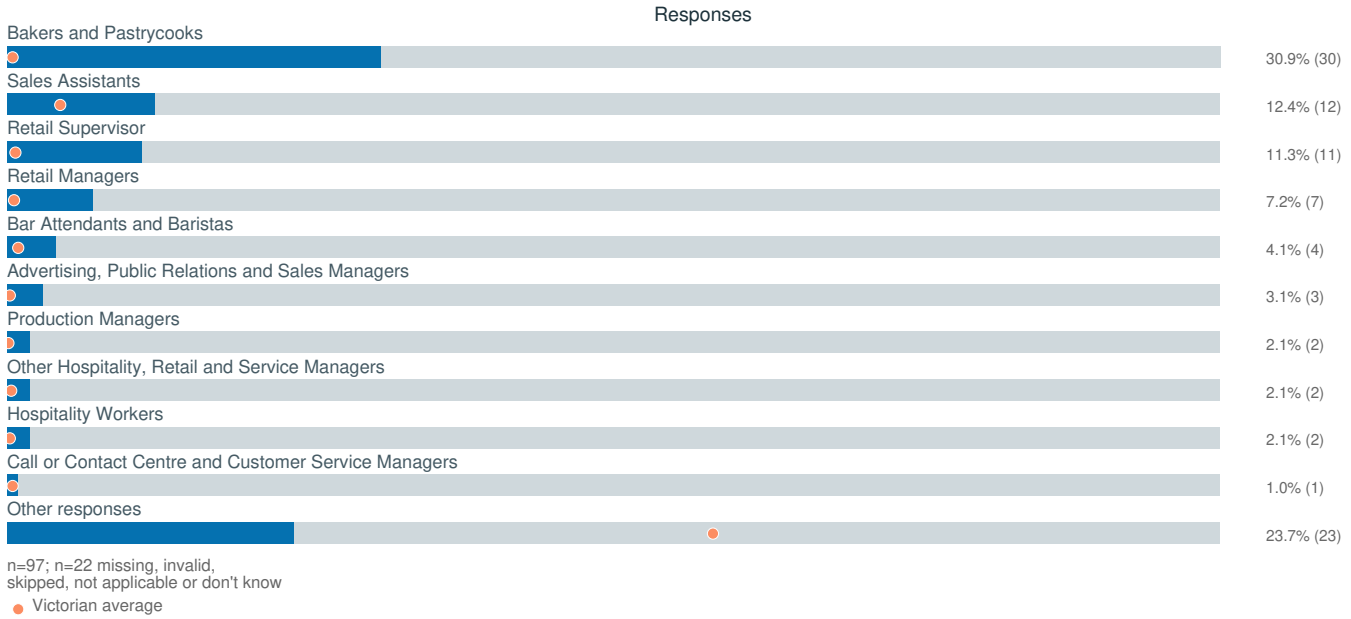
\*Question 17 applies to students who indicated they currently have a job.

**17. What is the full title of your main job? \* (ANZSCO Level 4)**

When asked "What is the full title of your main job? \* (ANZSCO Level 4)":

- 30.9% said *Bakers and Pastrycooks*
- 12.4% said *Sales Assistants*
- 11.3% said *Retail Supervisor*
- 7.2% said *Retail Managers*
- 4.1% said *Bar Attendants and Baristas*
- 3.1% said *Advertising, Public Relations and Sales Managers*
- 2.1% said *Production Managers*
- 2.1% said *Other Hospitality, Retail and Service Managers*
- 2.1% said *Hospitality Workers*
- 1.0% said *Call or Contact Centre and Customer Service Managers*
- 23.7% said *Other responses*

**Top 10 responses**



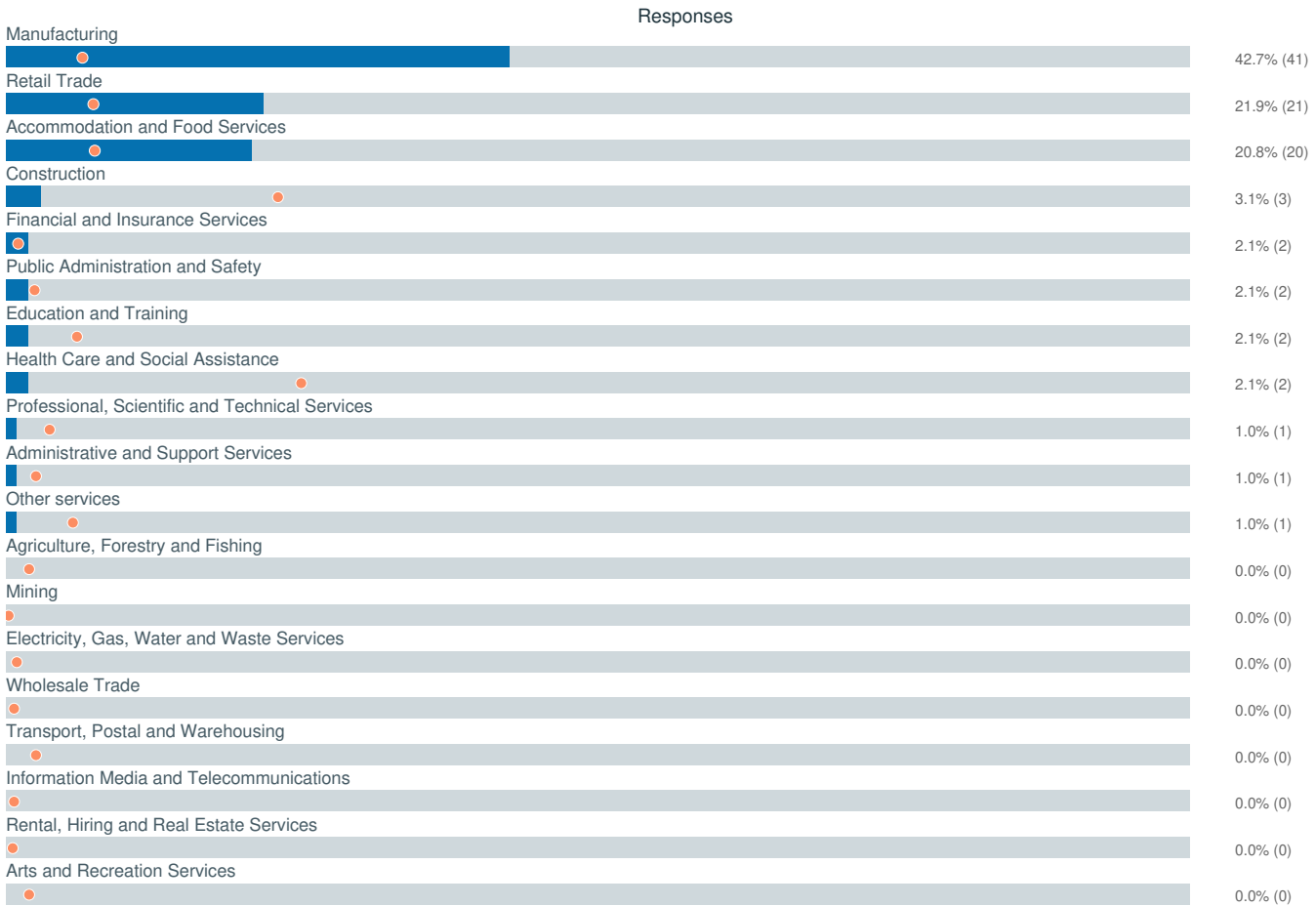
\*Question 17 applies to students who indicated they currently have a job.



**19. What kind of industry, business or service is carried out by your employer/business in your main job?\*** (ANZSIC Level 1)

When asked "What kind of industry, business or service is carried out by your employer/business in your main job?\*" (ANZSIC Level 1)":

- 42.7% said *Manufacturing*
- 21.9% said *Retail Trade*
- 20.8% said *Accommodation and Food Services*
- 3.1% said *Construction*
- 2.1% said *Financial and Insurance Services*
- 2.1% said *Public Administration and Safety*
- 2.1% said *Education and Training*
- 2.1% said *Health Care and Social Assistance*
- 1.0% said *Professional, Scientific and Technical Services*
- 1.0% said *Administrative and Support Services*
- 1.0% said *Other services*
- None (0%) said *Agriculture, Forestry and Fishing*
- None (0%) said *Mining*
- None (0%) said *Electricity, Gas, Water and Waste Services*
- None (0%) said *Wholesale Trade*
- None (0%) said *Transport, Postal and Warehousing*
- None (0%) said *Information Media and Telecommunications*
- None (0%) said *Rental, Hiring and Real Estate Services*
- None (0%) said *Arts and Recreation Services*



n=96; n=23 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

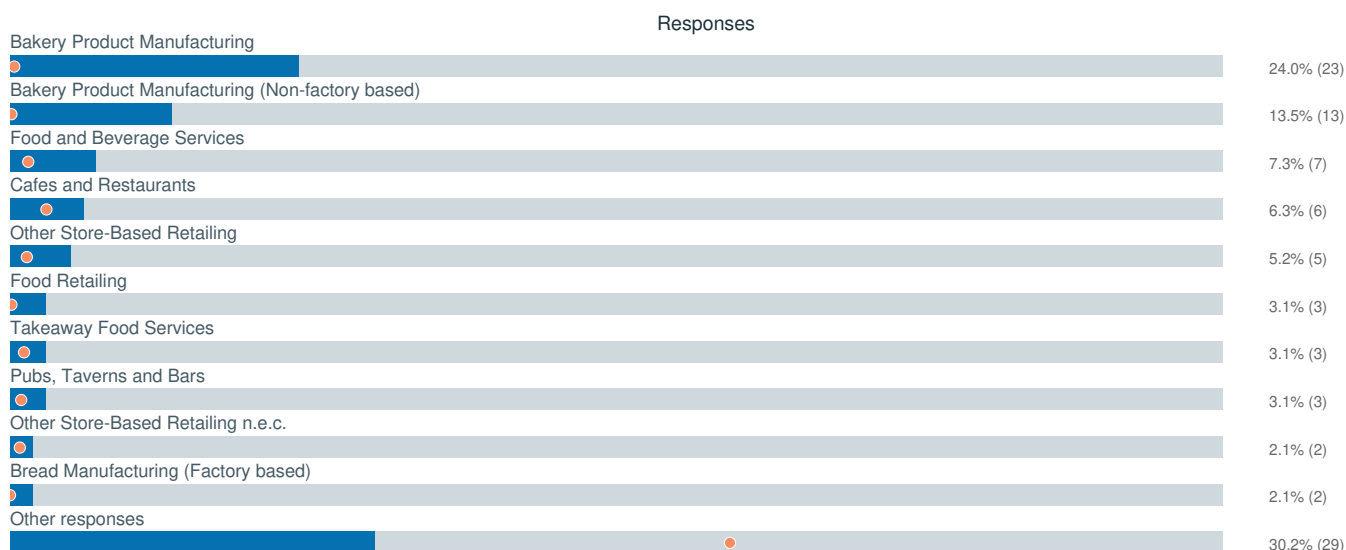
\*Question 19 applies to students who indicated they currently have a job.

**19. What kind of industry, business or service is carried out by your employer/business in your main job? \* (ANZSIC Level 4)**

When asked "What kind of industry, business or service is carried out by your employer/business in your main job? \* (ANZSIC Level 4)":

- 24.0% said *Bakery Product Manufacturing*
- 13.5% said *Bakery Product Manufacturing (Non-factory based)*
- 7.3% said *Food and Beverage Services*
- 6.3% said *Cafes and Restaurants*
- 5.2% said *Other Store-Based Retailing*
- 3.1% said *Food Retailing*
- 3.1% said *Takeaway Food Services*
- 3.1% said *Pubs, Taverns and Bars*
- 2.1% said *Other Store-Based Retailing n.e.c.*
- 2.1% said *Bread Manufacturing (Factory based)*
- 30.2% said *Other responses*

**Top 10 responses**



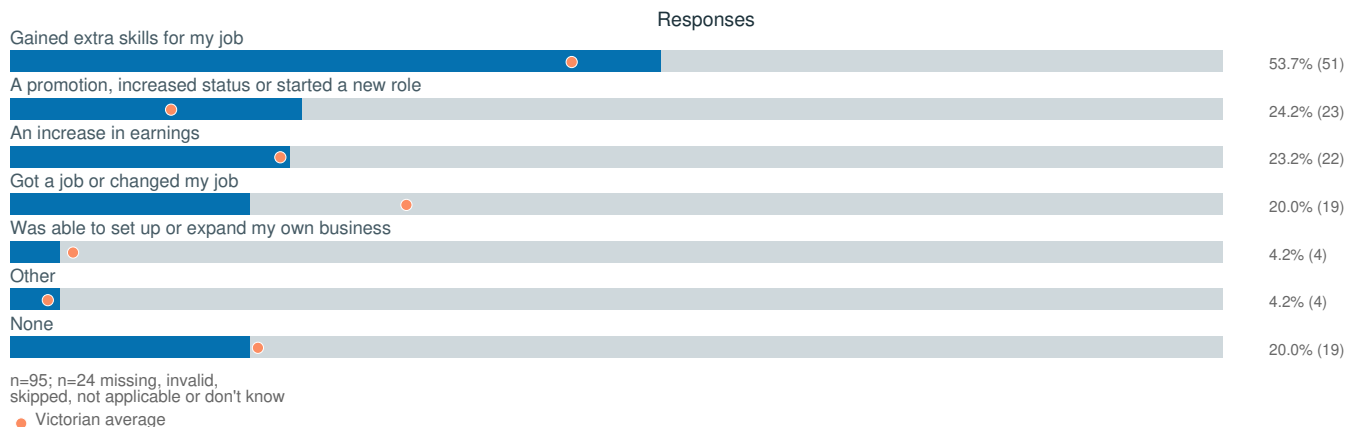
n=96; n=23 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

\*Question 19 applies to students who indicated they currently have a job.

## 21. Which of the following job-related benefits have you received from undertaking the training?

When asked "Which of the following job-related benefits have you received from undertaking the training?":

- 53.7% said *Gained extra skills for my job*
- 24.2% said *A promotion, increased status or started a new role*
- 23.2% said *An increase in earnings*
- 20.0% said *Got a job or changed my job*
- 20.0% said *None*
- 4.2% said *Was able to set up or expand my own business*
- 4.2% said *Other*

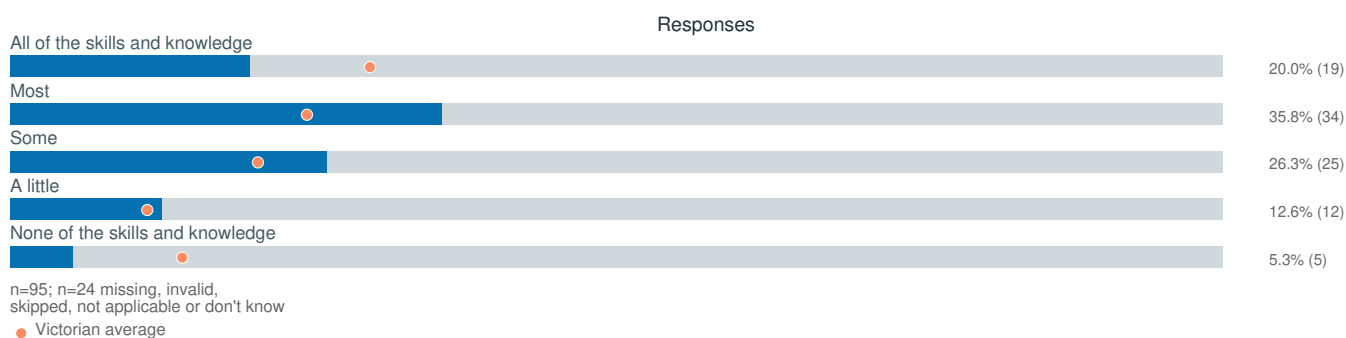


\*Question 21 applies to students who indicated they currently have a job.

## 22. In your main job, do you use any of the skills and knowledge you learnt in your course?

When asked "In your main job, do you use any of the skills and knowledge you learnt in your course? ":

- 35.8% said *Most*
- 26.3% said *Some*
- 20.0% said *All of the skills and knowledge*
- 12.6% said *A little*
- 5.3% said *None of the skills and knowledge*

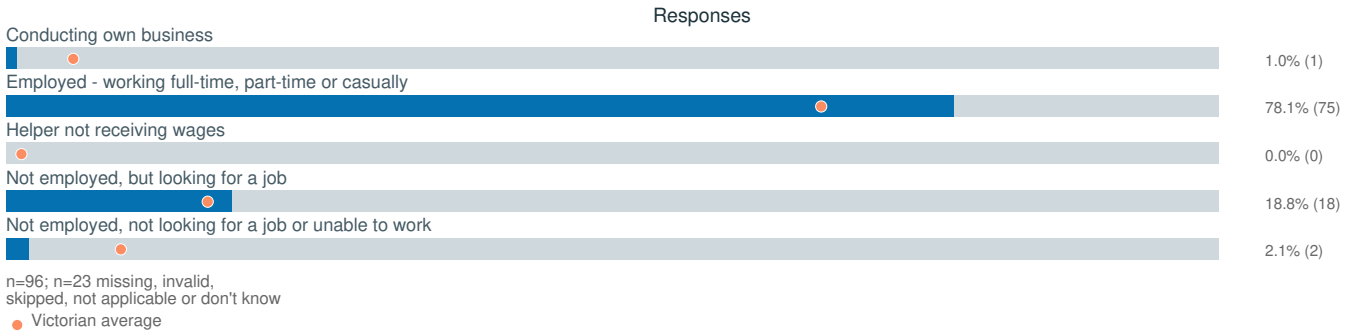


## Your work situation before training

### 23. Which of the following best describes your work situation six months before undertaking the training?

When asked "Which of the following best describes your work situation six months before undertaking the training?":

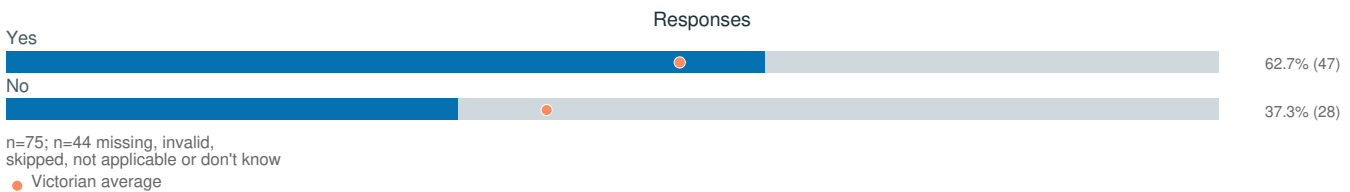
- 78.1% said *Employed - working full-time, part-time or casually*
- 18.8% said *Not employed, but looking for a job*
- 2.1% said *Not employed, not looking for a job or unable to work*
- 1.0% said *Conducting own business*
- None (0%) said *Helper not receiving wages*



### 24. Is your current job still with the same employer or business (as the previous job you had during the six months before undertaking the training)? \*

When asked "Is your current job still with the same employer or business (as the previous job you had during the six months before undertaking the training)? \*":

- 62.7% said *Yes*
- 37.3% said *No*

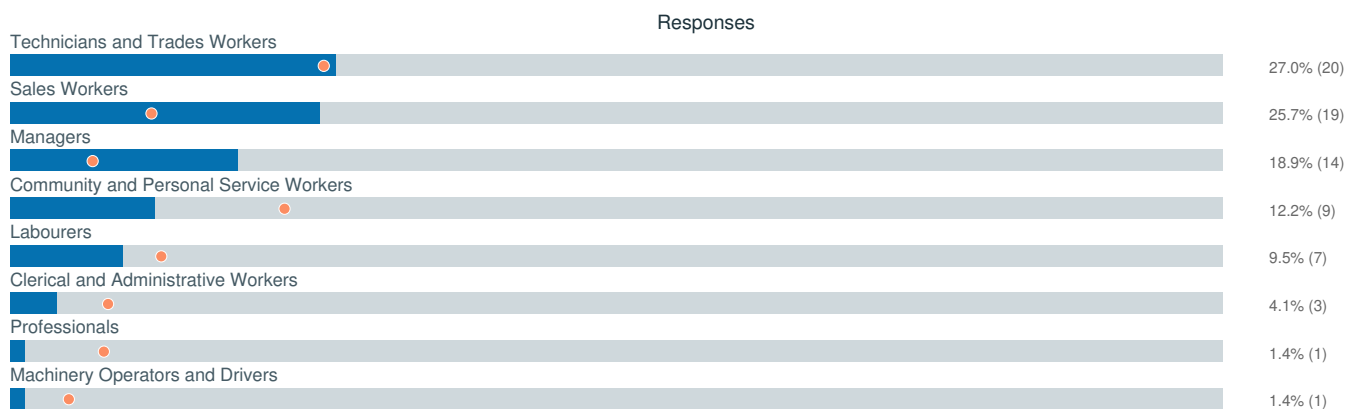


\*Question 24 applies to students who indicated they had a job in the six months before undertaking training.

**25. What was the full title of your main job during the six months before undertaking the training?\*** (ANZSCO Level 1)

When asked "What was the full title of your main job during the six months before undertaking the training?\*" (ANZSCO Level 1)":

- 27.0% said *Technicians and Trades Workers*
- 25.7% said *Sales Workers*
- 18.9% said *Managers*
- 12.2% said *Community and Personal Service Workers*
- 9.5% said *Labourers*
- 4.1% said *Clerical and Administrative Workers*
- 1.4% said *Professionals*
- 1.4% said *Machinery Operators and Drivers*



n=74; n=45 missing, invalid, skipped, not applicable or don't know

● Victorian average

\*Question 25 applies to students who indicated they had a job in the six months before undertaking training.

**25. What was the full title of your main job during the six months before undertaking the training? \* (ANZSCO Level 4)**

When asked "What was the full title of your main job during the six months before undertaking the training? \* (ANZSCO Level 4)":

- 24.3% said *Bakers and Pastrycooks*
- 13.5% said *Sales Assistants*
- 12.2% said *Retail Supervisor*
- 8.1% said *Retail Managers*
- 5.4% said *Advertising, Public Relations and Sales Managers*
- 4.1% said *Fast Food Cooks*
- 2.7% said *Other Hospitality, Retail and Service Managers*
- 2.7% said *Hospitality Workers*
- 2.7% said *Bar Attendants and Baristas*
- 2.7% said *Waiters*
- 21.6% said *Other responses*

**Top 10 responses**



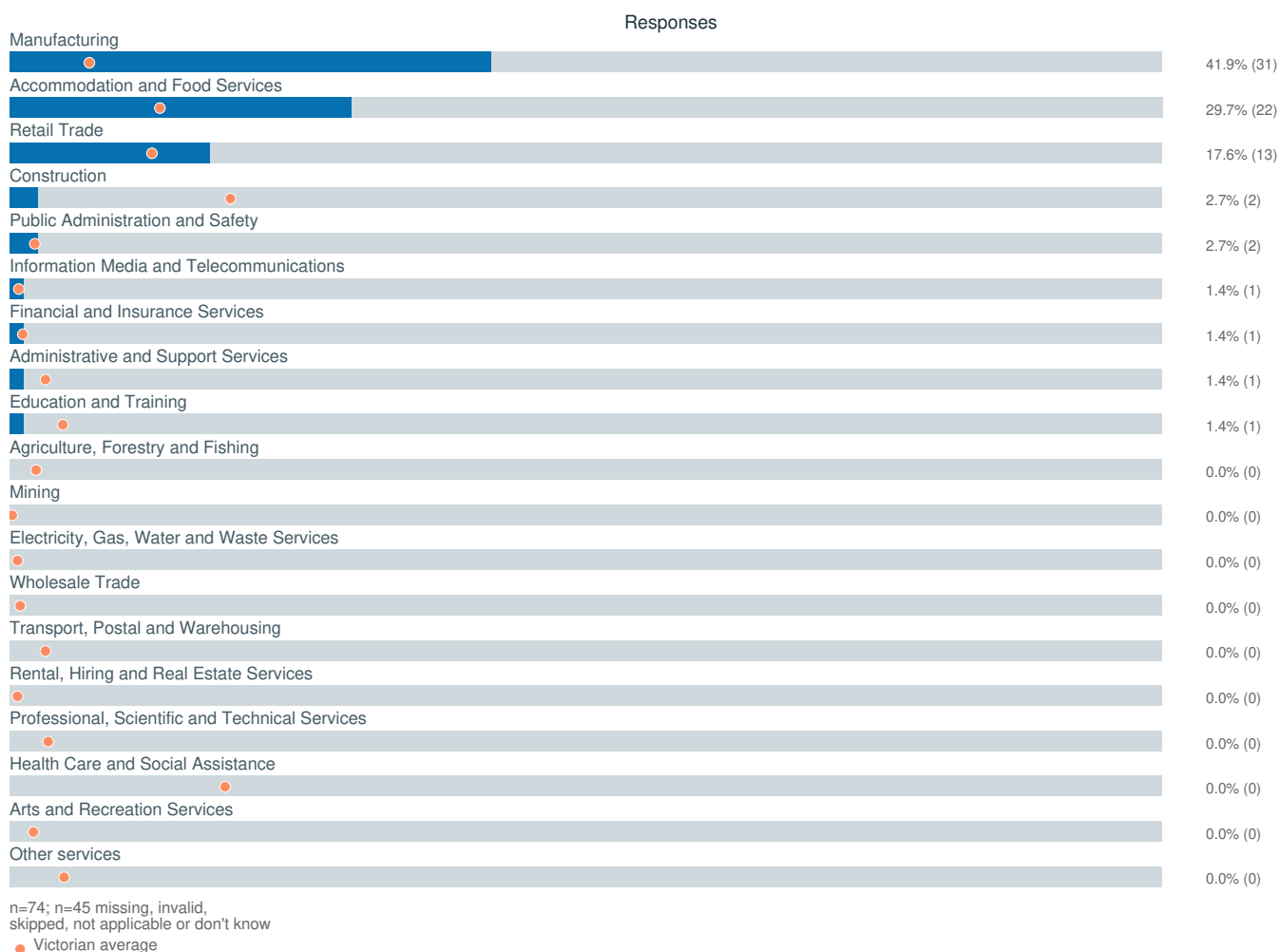
n=74; n=45 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

\*Question 25 applies to students who indicated they had a job in the six months before undertaking training.

## 27. 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?\* (ANZSIC Level 1)

When asked "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?\* (ANZSIC Level 1)":

- 41.9% said *Manufacturing*
- 29.7% said *Accommodation and Food Services*
- 17.6% said *Retail Trade*
- 2.7% said *Construction*
- 2.7% said *Public Administration and Safety*
- 1.4% said *Information Media and Telecommunications*
- 1.4% said *Financial and Insurance Services*
- 1.4% said *Administrative and Support Services*
- 1.4% said *Education and Training*
- None (0%) said *Agriculture, Forestry and Fishing*
- None (0%) said *Mining*
- None (0%) said *Electricity, Gas, Water and Waste Services*
- None (0%) said *Wholesale Trade*
- None (0%) said *Transport, Postal and Warehousing*
- None (0%) said *Rental, Hiring and Real Estate Services*
- None (0%) said *Professional, Scientific and Technical Services*
- None (0%) said *Health Care and Social Assistance*
- None (0%) said *Arts and Recreation Services*
- None (0%) said *Other services*



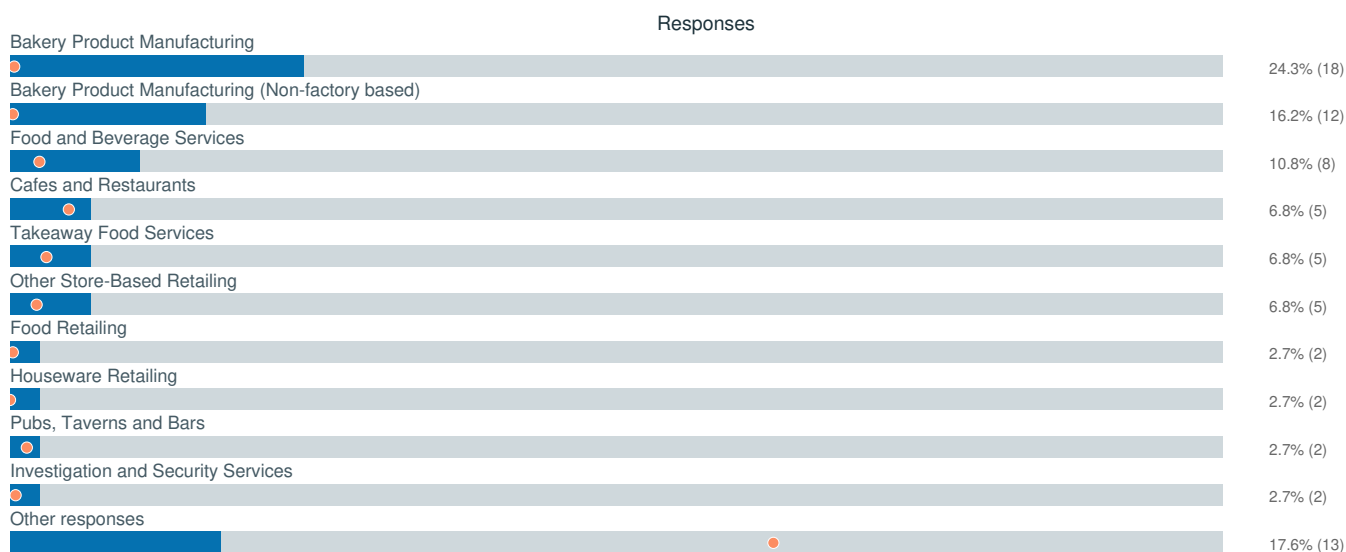
\*Question 27 applies to students who indicated they had a job in the six months before undertaking training.

**27. 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?\*** (ANZSIC Level 4)

When asked "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?\*" (ANZSIC Level 4)":

- 24.3% said *Bakery Product Manufacturing*
- 16.2% said *Bakery Product Manufacturing (Non-factory based)*
- 10.8% said *Food and Beverage Services*
- 6.8% said *Cafes and Restaurants*
- 6.8% said *Takeaway Food Services*
- 6.8% said *Other Store-Based Retailing*
- 2.7% said *Food Retailing*
- 2.7% said *Houseware Retailing*
- 2.7% said *Pubs, Taverns and Bars*
- 2.7% said *Investigation and Security Services*
- 17.6% said *Other responses*

**Top 10 responses**



n=74; n=45 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

\*Question 27 applies to students who indicated they had a job in the six months before undertaking training.

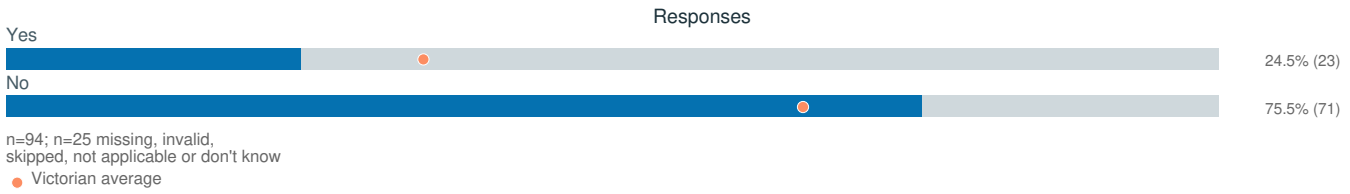


# Work Placement

## 28. Did you do any work placement as part of your training?

When asked "Did you do any work placement as part of your training?":

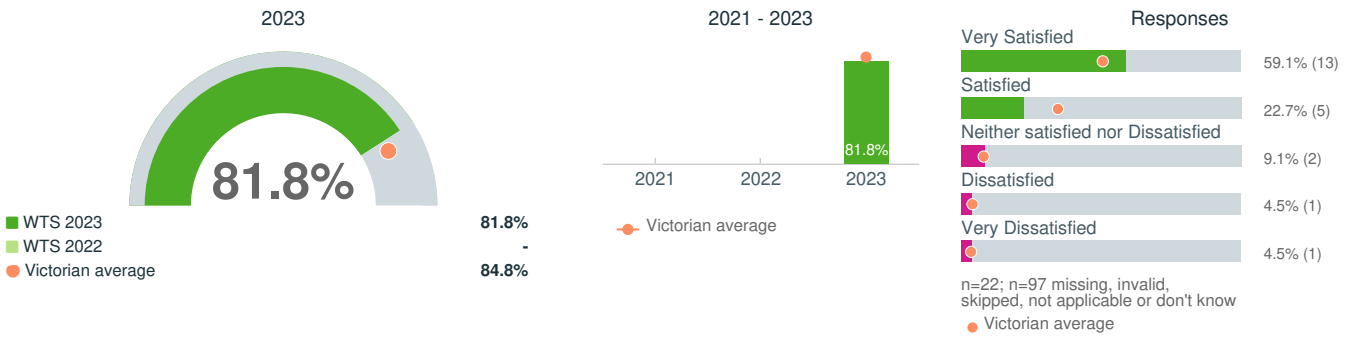
- 75.5% said *No*
- 24.5% said *Yes*



## 29. How satisfied were you with your overall work placement experience?

When asked "How satisfied were you with your overall work placement experience?":

- 59.1% said *Very Satisfied*
- 22.7% said *Satisfied*
- 9.1% said *Neither satisfied nor Dissatisfied*
- 4.5% said *Dissatisfied*
- 4.5% said *Very Dissatisfied*

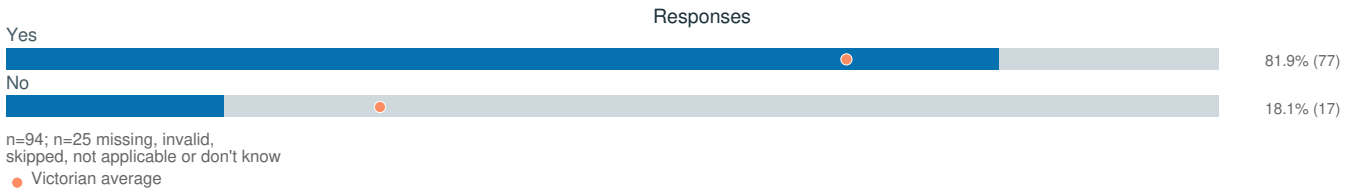


# Online Learning

## 30. Did you do any online learning during the course?

When asked "Did you do any online learning during the course?":

- 81.9% said *Yes*
- 18.1% said *No*

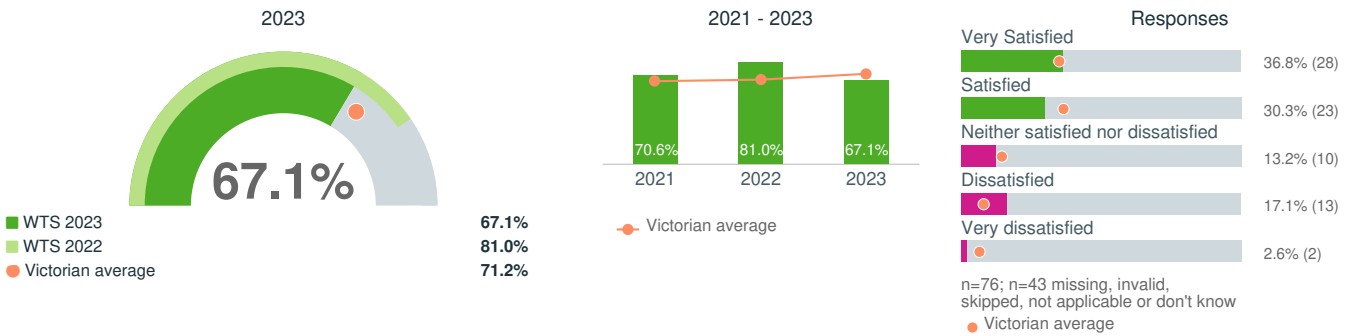


## 31. How satisfied are you with the overall quality of your online learning?

When asked "How satisfied are you with the overall quality of your online learning?":

- 36.8% said *Very Satisfied*
- 30.3% said *Satisfied*
- 13.2% said *Neither satisfied nor dissatisfied*
- 17.1% said *Dissatisfied*
- 2.6% said *Very dissatisfied*

In last year's survey, (81.0%) stated *Very Satisfied and Satisfied*.



# About your training organisation

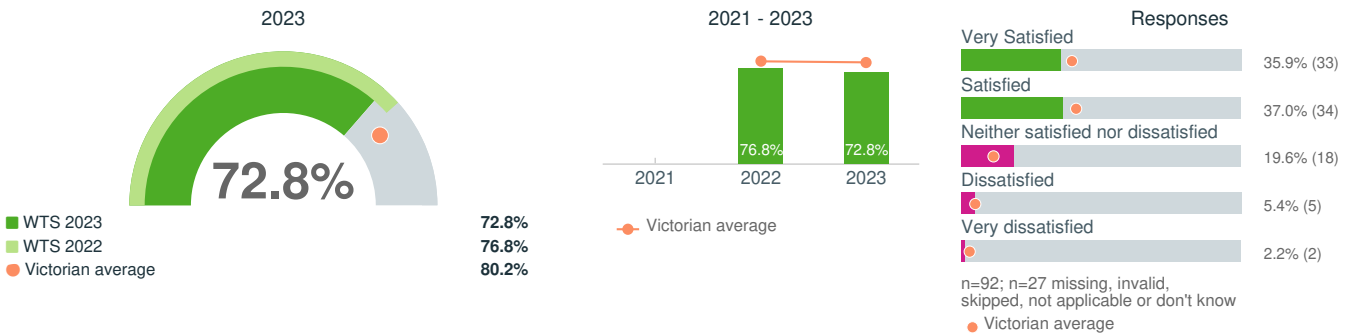
## 32. How satisfied are you with the following aspects of your training at your training organisation...?

### How easy you found the enrolment process

When asked "How satisfied are you with the following aspects of your training at your training organisation...? how easy you found the enrolment process":

- 35.9% said *Very Satisfied*
- 37.0% said *Satisfied*
- 19.6% said *Neither satisfied nor dissatisfied*
- 5.4% said *Dissatisfied*
- 2.2% said *Very dissatisfied*

In last year's survey, (76.8%) chose *Very Satisfied and Satisfied*.

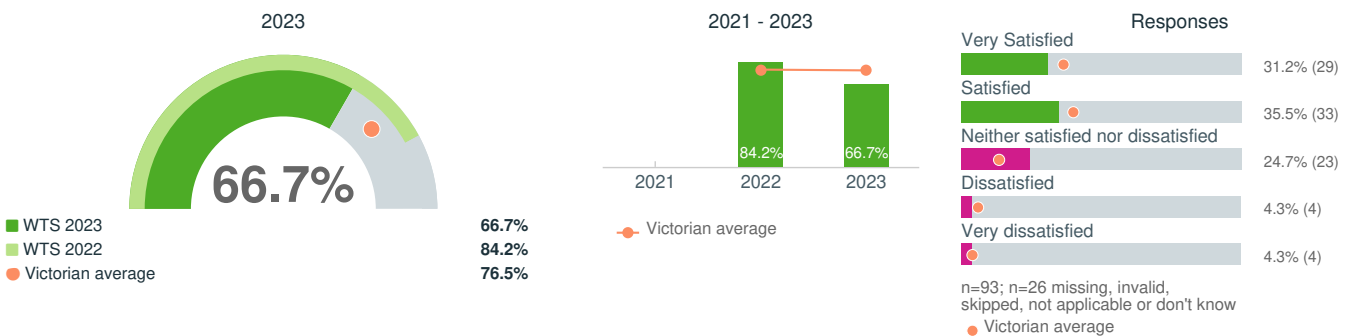


### How engaging they made the training

When asked "How satisfied are you with the following aspects of your training at your training organisation...? how engaging they made the training":

- 31.2% said *Very Satisfied*
- 35.5% said *Satisfied*
- 24.7% said *Neither satisfied nor dissatisfied*
- 4.3% said *Dissatisfied*
- 4.3% said *Very dissatisfied*

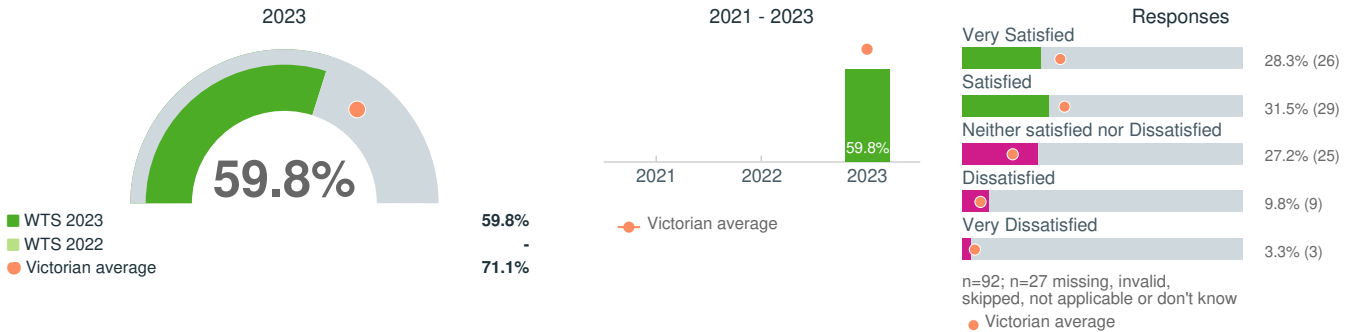
In last year's survey, (84.2%) selected *Very Satisfied and Satisfied*.



## Your exposure to industry professionals during your training

When asked "How satisfied are you with the following aspects of your training at your training organisation...? your exposure to industry professionals during your training":

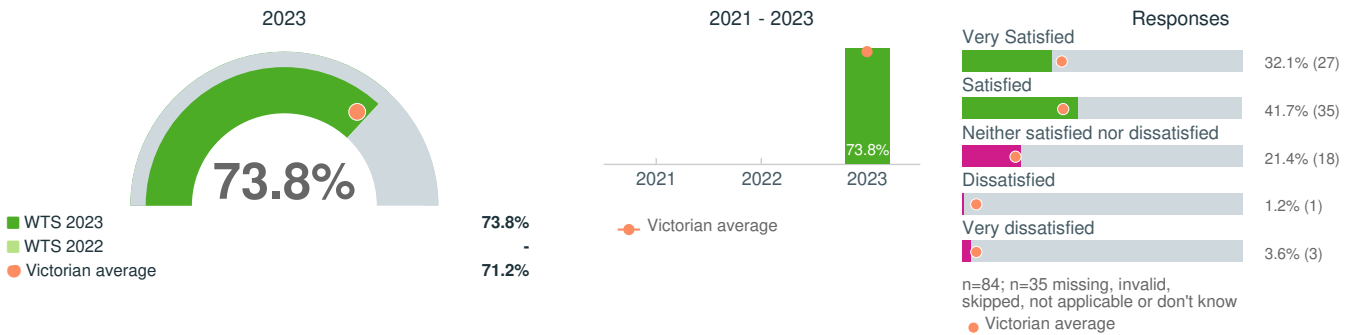
- 28.3% said *Very Satisfied*
- 31.5% said *Satisfied*
- 27.2% said *Neither satisfied nor Dissatisfied*
- 9.8% said *Dissatisfied*
- 3.3% said *Very Dissatisfied*



## The student support services offered by your provider

When asked "How satisfied are you with the following aspects of your training at your training organisation...? the student support services offered by your provider":

- 32.1% said *Very Satisfied*
- 41.7% said *Satisfied*
- 21.4% said *Neither satisfied nor dissatisfied*
- 1.2% said *Dissatisfied*
- 3.6% said *Very dissatisfied*



\*This question was revised in 2023. Consequently, results for prior years are not comparable and have not been included in the 2023 release of VETStat

# Employer Satisfaction Survey question level results

This page lists the questions asked in the Employer Satisfaction Survey. Given the impact of COVID-19 on Victorian businesses, a number of questions were not asked in the 2020 Employer Survey. As a result, only selected questions are shown for 2020. In addition, the 2022 survey asked specific questions related to COVID-19. These are also presented below.

## Satisfaction with training

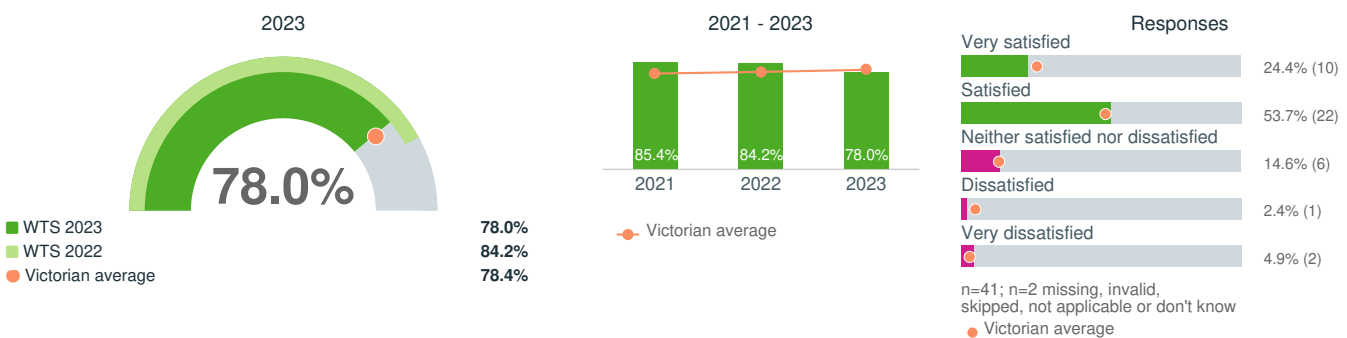
### 4. How satisfied are you that the training improved their...

#### Technical/job specific skills

When asked "How satisfied are you that the training improved their... technical/job specific skills":

- 24.4% said *Very satisfied*
- 53.7% said *Satisfied*
- 14.6% said *Neither satisfied nor dissatisfied*
- 2.4% said *Dissatisfied*
- 4.9% said *Very dissatisfied*

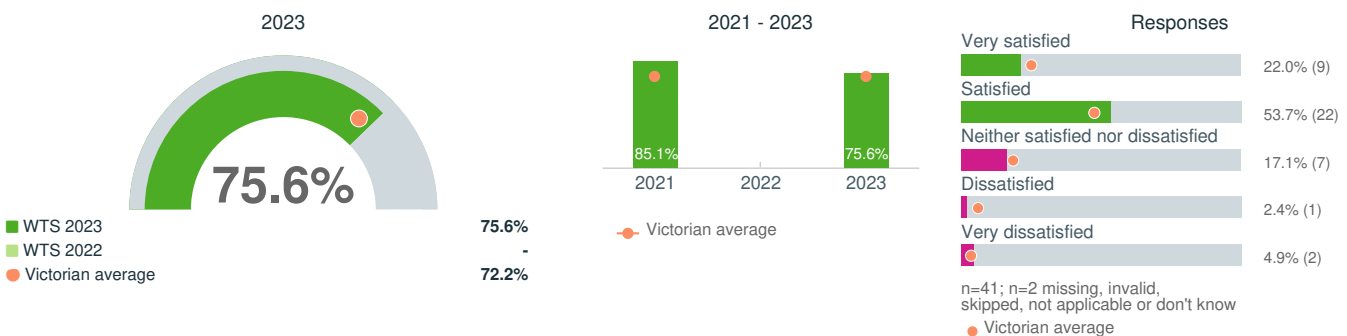
In last year's survey, (84.2%) selected *Very satisfied and Satisfied*.



#### Communication skills

When asked "How satisfied are you that the training improved their... communication skills":

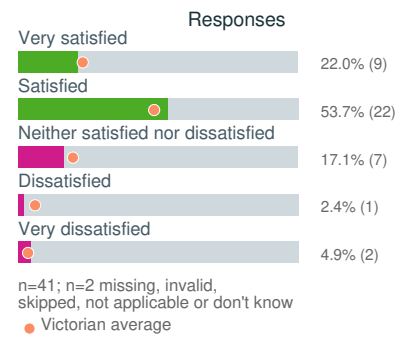
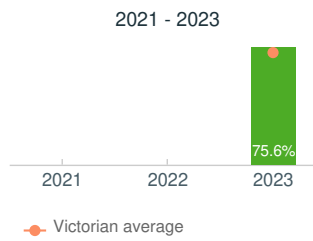
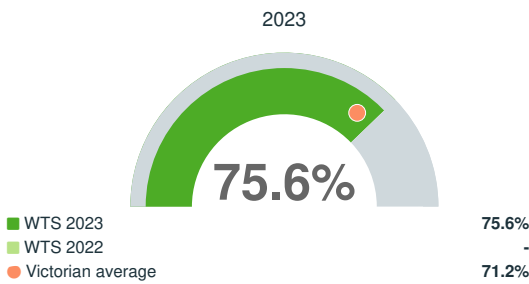
- 22.0% said *Very satisfied*
- 53.7% said *Satisfied*
- 17.1% said *Neither satisfied nor dissatisfied*
- 2.4% said *Dissatisfied*
- 4.9% said *Very dissatisfied*



## Planning/organising skills

When asked "How satisfied are you that the training improved their... planning/organising skills":

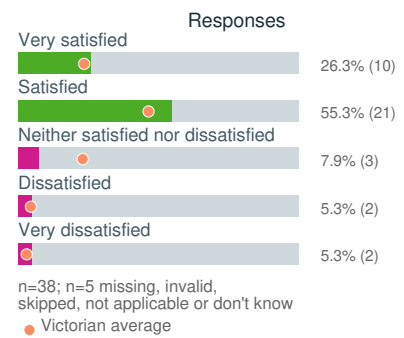
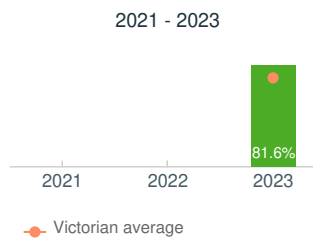
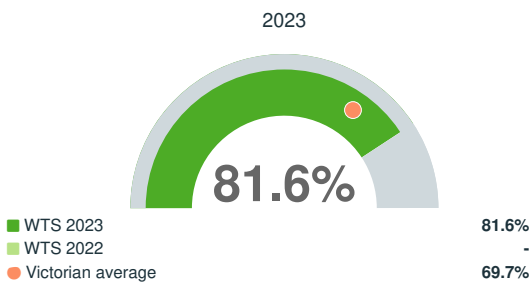
- 22.0% said *Very satisfied*
- 53.7% said *Satisfied*
- 17.1% said *Neither satisfied nor dissatisfied*
- 2.4% said *Dissatisfied*
- 4.9% said *Very dissatisfied*



## Digital skills (e.g. using information from computers and digital devices)

When asked "How satisfied are you that the training improved their... digital skills (e.g. using information from computers and digital devices)":

- 26.3% said *Very satisfied*
- 55.3% said *Satisfied*
- 7.9% said *Neither satisfied nor dissatisfied*
- 5.3% said *Dissatisfied*
- 5.3% said *Very dissatisfied*

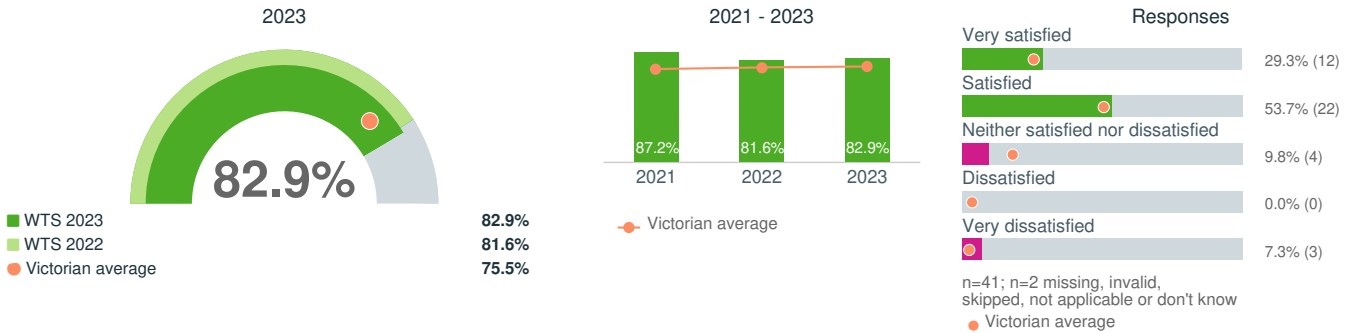


## Teamwork skills

When asked "How satisfied are you that the training improved their... teamwork skills":

- 29.3% said *Very satisfied*
- 53.7% said *Satisfied*
- 9.8% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 7.3% said *Very dissatisfied*

In last year's survey, (81.6%) stated *Very satisfied and Satisfied*.

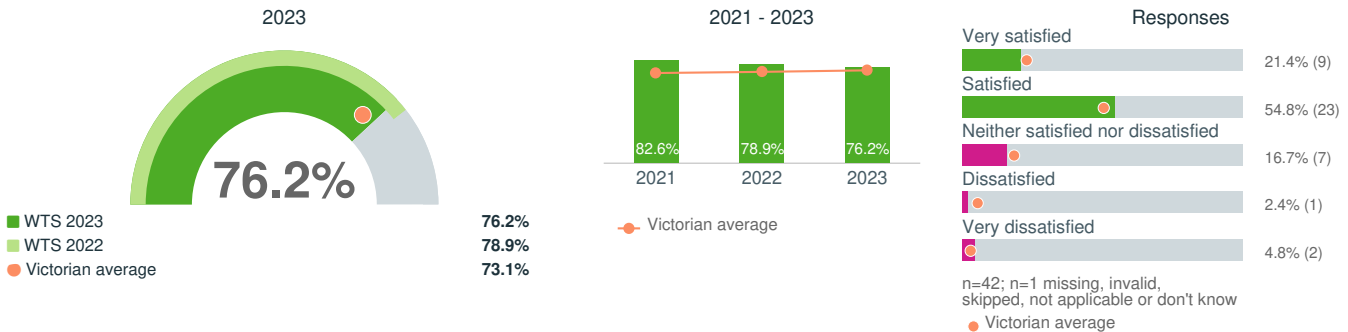


## Problem-solving skills

When asked "How satisfied are you that the training improved their... problem-solving skills":

- 21.4% said *Very satisfied*
- 54.8% said *Satisfied*
- 16.7% said *Neither satisfied nor dissatisfied*
- 2.4% said *Dissatisfied*
- 4.8% said *Very dissatisfied*

In last year's survey, (78.9%) stated *Very satisfied and Satisfied*.

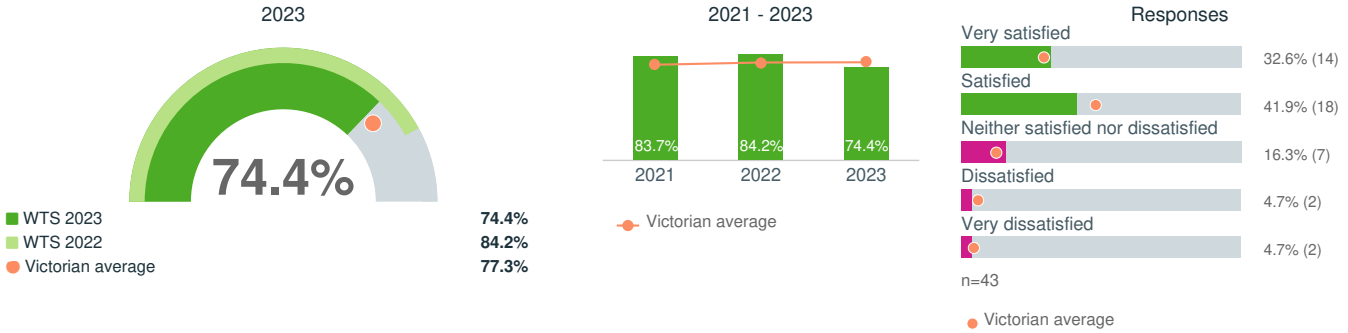


### 5. Overall, how satisfied are you with the training they received from your training providers?

When asked "Overall, how satisfied are you with the training they received from your training providers?":

- 32.6% said *Very satisfied*
- 41.9% said *Satisfied*
- 16.3% said *Neither satisfied nor dissatisfied*
- 4.7% said *Dissatisfied*
- 4.7% said *Very dissatisfied*

In last year's survey, (84.2%) reported *Very satisfied and Satisfied*.

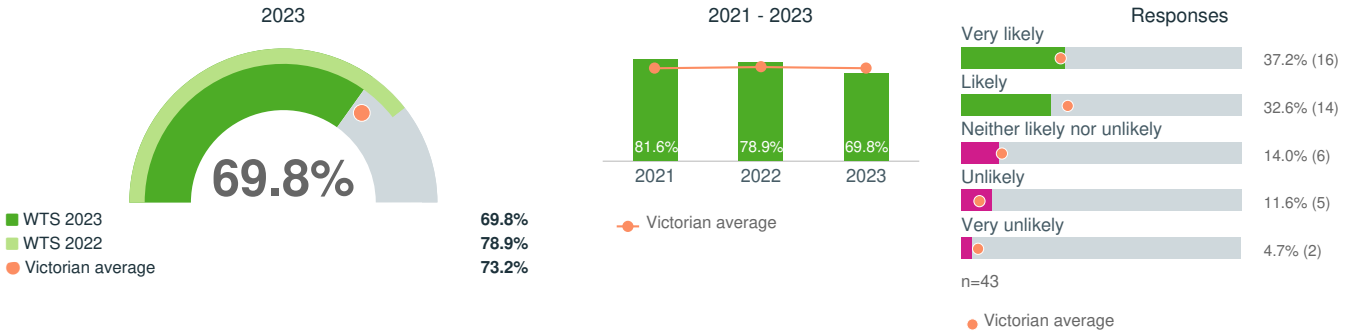


### 6. How likely are you to recommend your training provider to other employers?

When asked "How likely are you to recommend your training provider to other employers?":

- 37.2% said *Very likely*
- 32.6% said *Likely*
- 14.0% said *Neither likely nor unlikely*
- 11.6% said *Unlikely*
- 4.7% said *Very unlikely*

In last year's survey, (78.9%) reported *Very likely and Likely*.





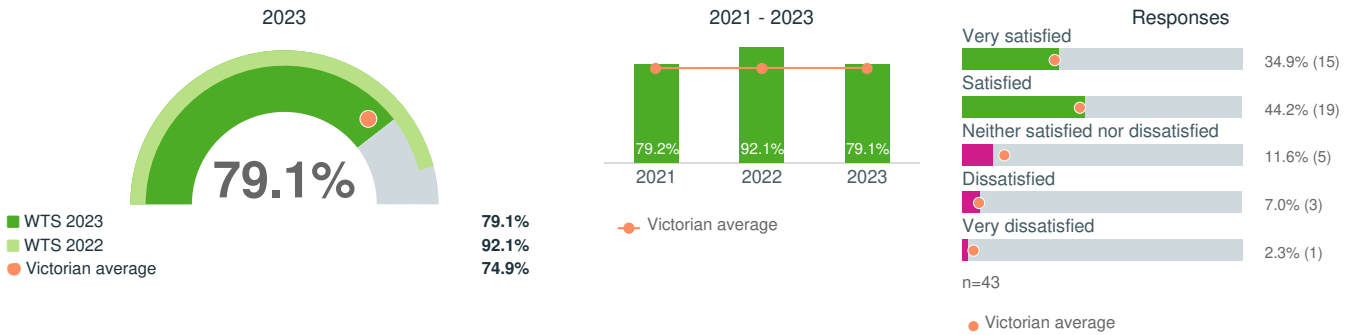
## 7. How satisfied were you with each of the following...?

### Flexibility of the provider in meeting your workplace needs

When asked "How satisfied were you with each of the following...? flexibility of the provider in meeting your workplace needs":

- 34.9% said *Very satisfied*
- 44.2% said *Satisfied*
- 11.6% said *Neither satisfied nor dissatisfied*
- 7.0% said *Dissatisfied*
- 2.3% said *Very dissatisfied*

In last year's survey, (92.1%) reported *Very satisfied and Satisfied*.

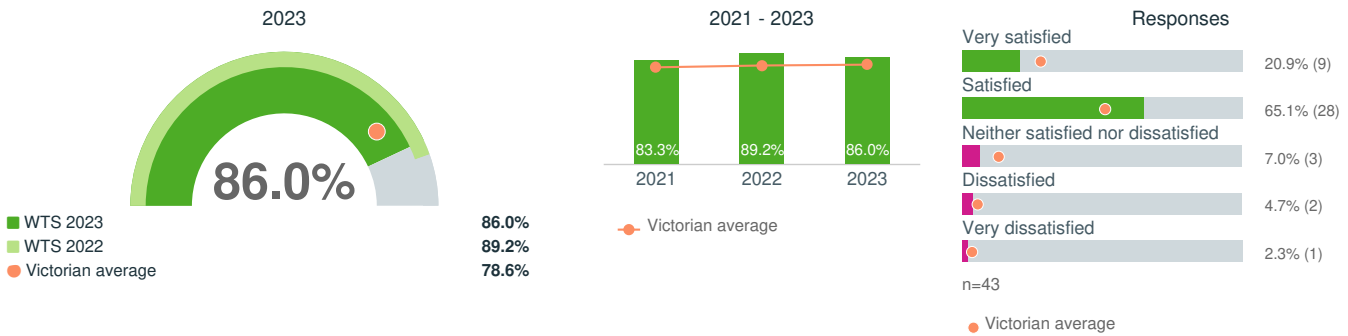


### Skills taught to your apprentice(s)/(trainee(s) being up-to-date in your industry

When asked "How satisfied were you with each of the following...? skills taught to your apprentice(s)/(trainee(s) being up-to-date in your industry":

- 20.9% said *Very satisfied*
- 65.1% said *Satisfied*
- 7.0% said *Neither satisfied nor dissatisfied*
- 4.7% said *Dissatisfied*
- 2.3% said *Very dissatisfied*

In last year's survey, (89.2%) reported *Very satisfied and Satisfied*.

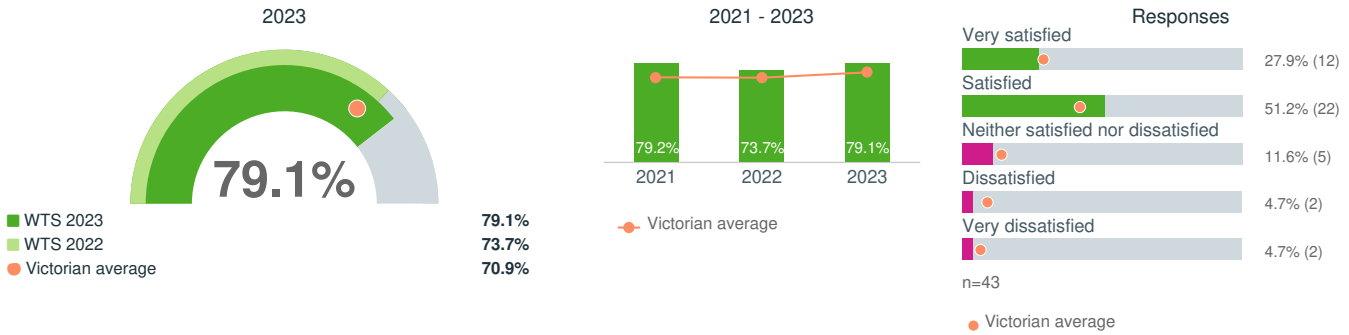


## The quality of your communication with the training provider

When asked "How satisfied were you with each of the following...? the quality of your communication with the training provider":

- 27.9% said *Very satisfied*
- 51.2% said *Satisfied*
- 11.6% said *Neither satisfied nor dissatisfied*
- 4.7% said *Dissatisfied*
- 4.7% said *Very dissatisfied*

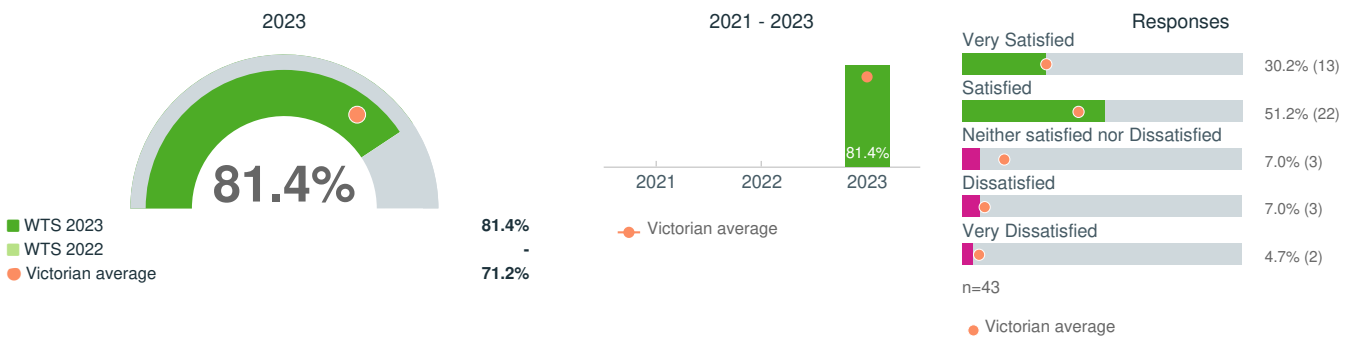
In last year's survey, (73.7%) reported *Very satisfied and Satisfied*.



## Ease of interacting with your training provider

When asked "How satisfied were you with each of the following...? ease of interacting with your training provider":

- 30.2% said *Very Satisfied*
- 51.2% said *Satisfied*
- 7.0% said *Neither satisfied nor Dissatisfied*
- 7.0% said *Dissatisfied*
- 4.7% said *Very Dissatisfied*



# Additional information

This section provides an overview of your student profile. It also includes information to help you understand and analyse the data included in this report.

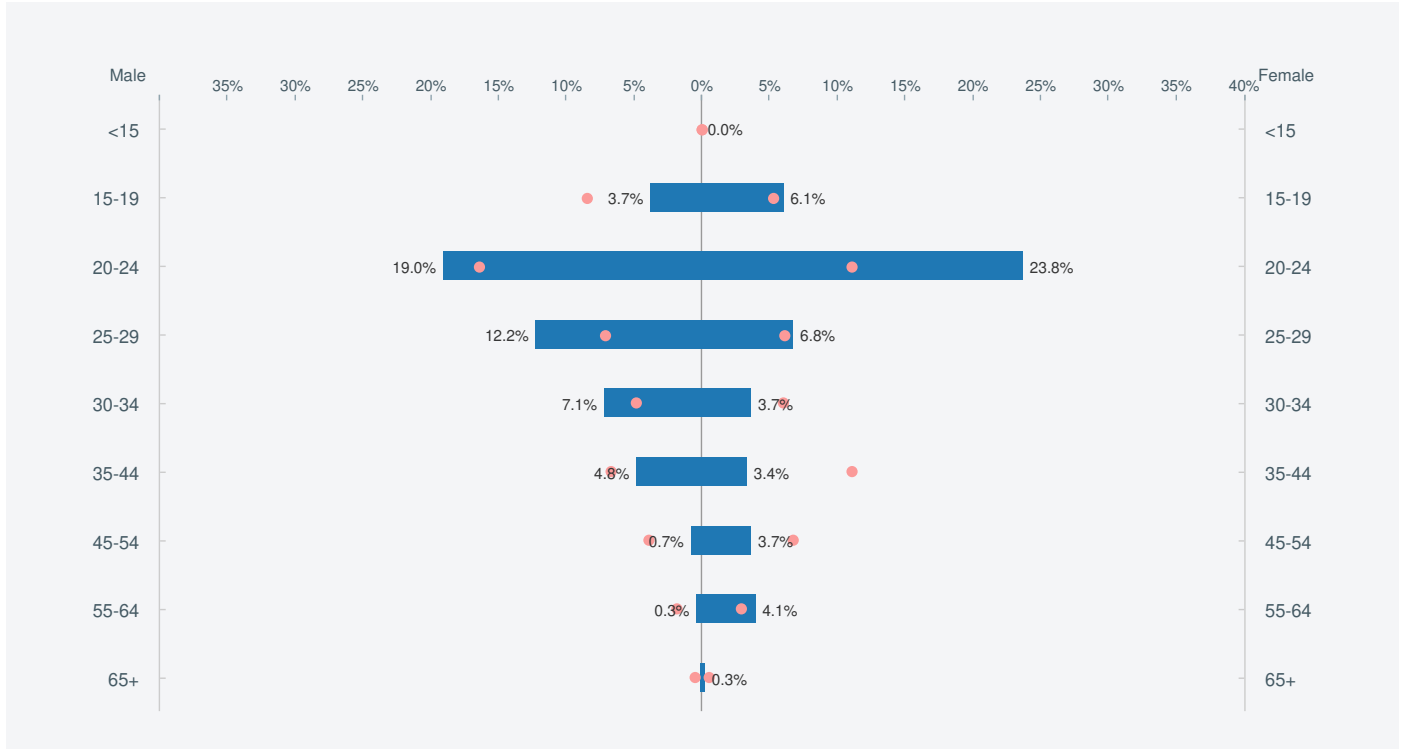
## Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2023 Student Satisfaction Survey – the survey population. Eligible students are all Victorian students enrolled in a government subsidised VET course, who completed or discontinued their vocational training in 2022.

All averages shown in this profile refer to the survey population.

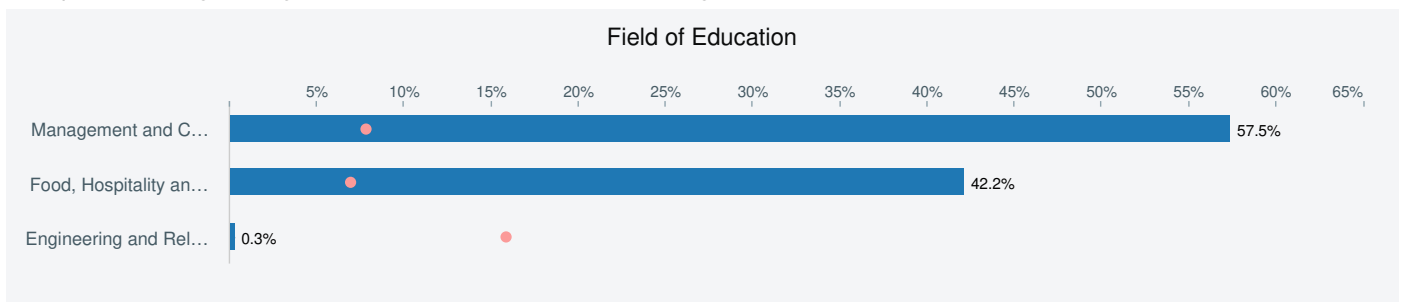
### Age and Gender

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



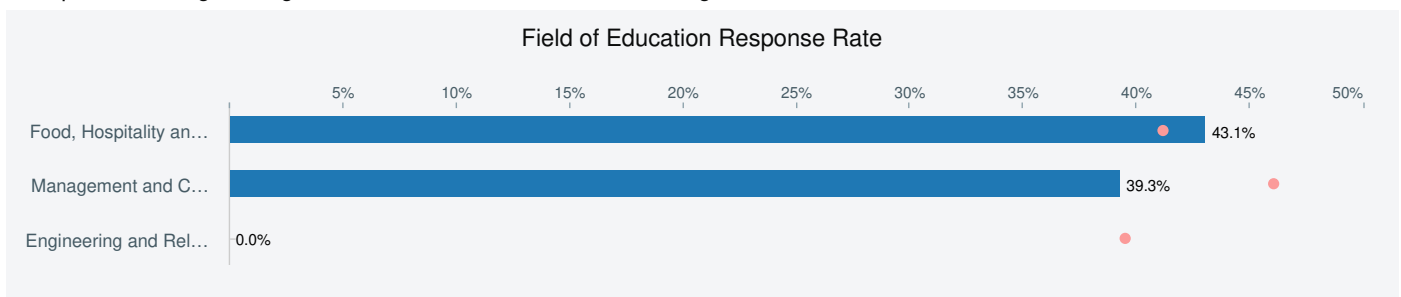
### Field of Education

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



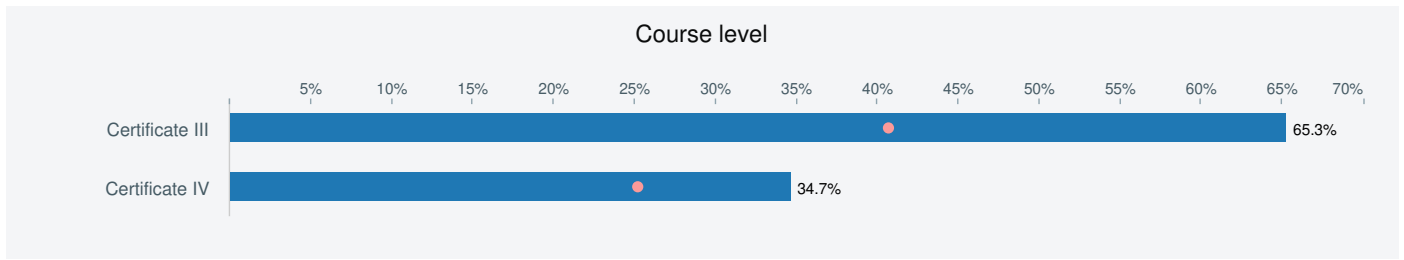
### Field of Education Response Rate

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



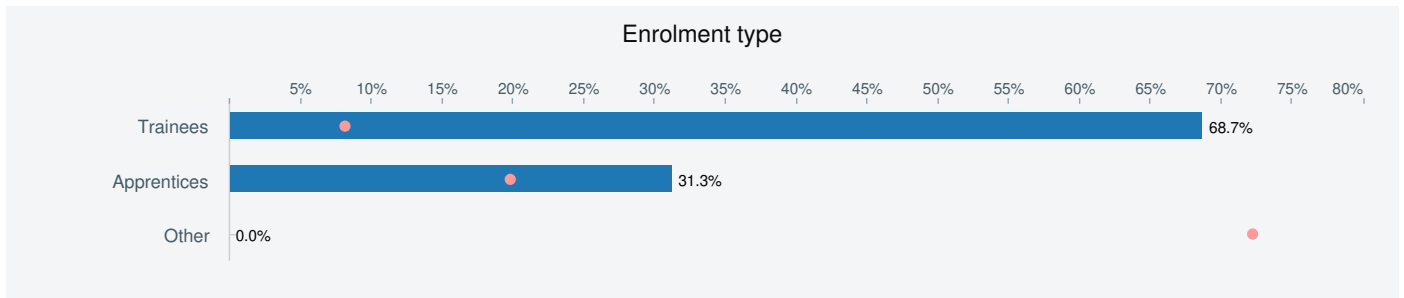
## Course Level

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



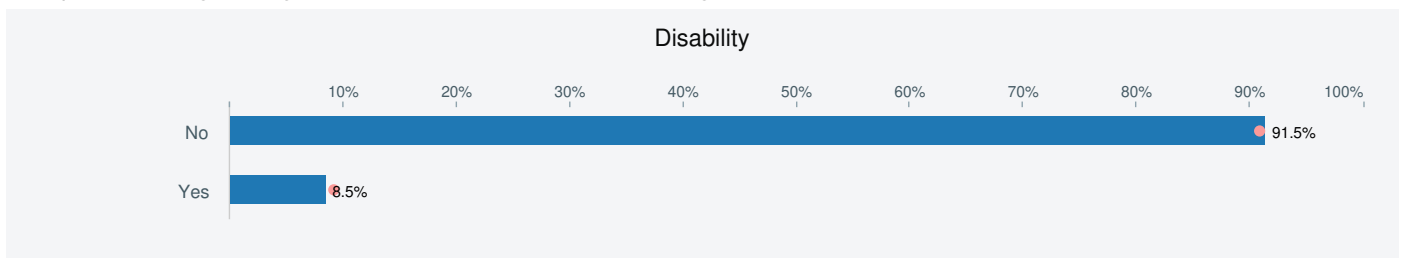
## Enrolment type

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



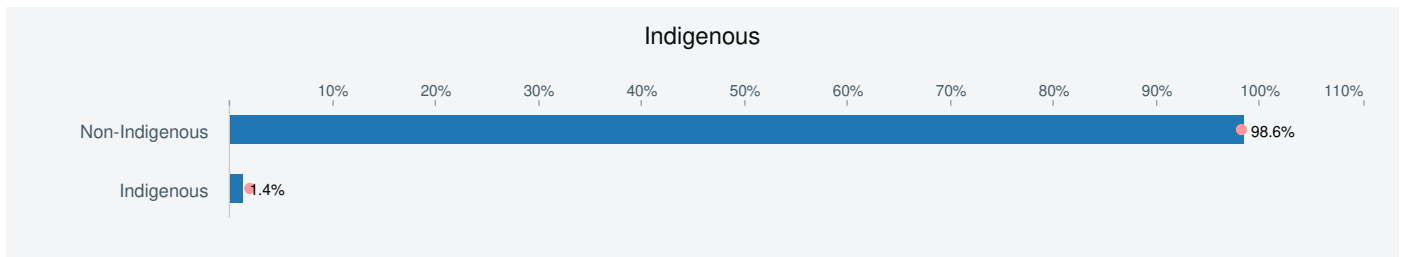
## Disability

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



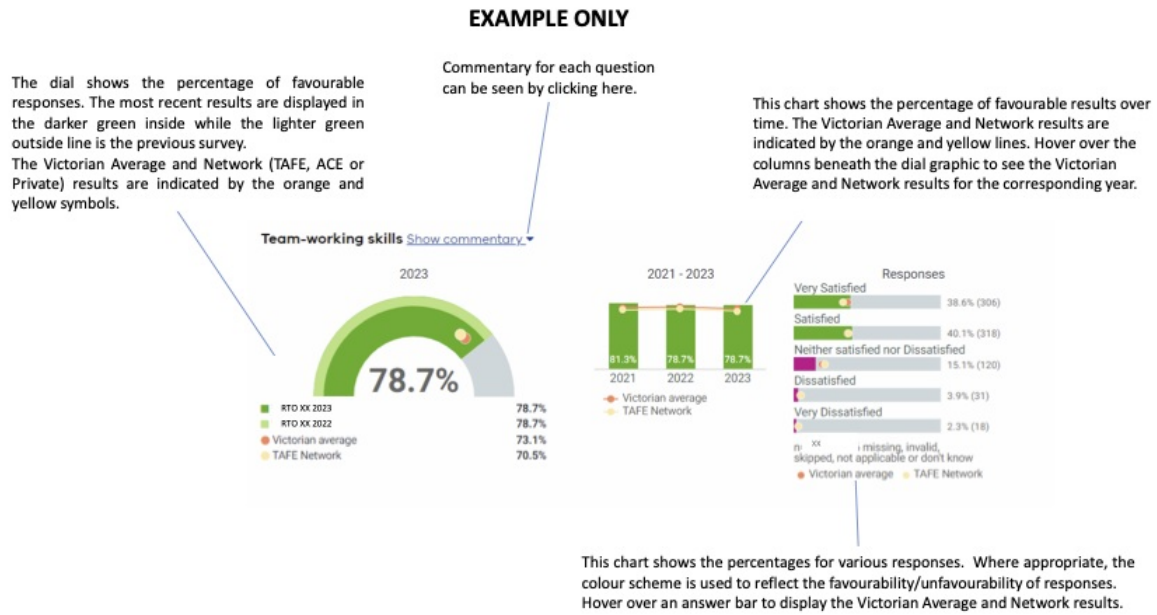
## Indigenous

Workplace Training Strategies ■ 2023 ● 2023 Victorian average



## Chart Help

The below instructions detail how to interpret the charts presented in the report.



## Definitions

### Completers:

- Have completed their course, and qualification issued
- Apprenticeship/traineeship completed
- Program completed, no qualification issued
- Course nominally completed – course hours expended and /or average number of course units completed and passed

### Early leavers:

- No study occurring – some units completed, but no further enrolment activity
- Module only enrolment – no intention to complete the whole course

### FOE: See [Field of Education definitions](#)

The Australian Standard Classification of Education (ASCED) classification 'Field of Education' is a statistical classification for use in the collection and analysis of data on educational activity and attainment.

### RTO: Registered Training Organisation

**ANZSCO:** The Australian and New Zealand Standard Classification of Occupations is used to classify all occupations and jobs in the Australian and New Zealand labour markets. ANZSCO has a hierarchy comprising five levels – major group, sub-major group, minor group, unit group and occupation. Levels 1 (major group) and 4 (unit group) are published on VETStat.

**ANZSIC:** The Australian and New Zealand Industrial Classification is used to analyse industry statistics in Australia and New Zealand. The ANZSIC has a hierarchy comprising four levels – divisions, subdivisions, groups and classes. Levels 1 (divisions) and 4 (classes) are published on VETStat.

## Results and analysis

**Response rate:** A low survey response rate can affect the quality of data, and should be taken into account when interpreting results.

**Number of respondents:** In some instances, there may be insufficient data to present findings. For some training providers there are too few students or employers who responded to the survey. To protect privacy, results will only be shown for questions where there are five or more survey respondents, and where there are more than twenty enrolments.

**Weighting:** All RTO level survey data presented are not weighted, to provide the most accurate reflection of actual feedback of those students who responded to the survey. All other data (e.g. Victorian state average) has been weighted to be representative of the student population attending the Victorian TAFE and training system.

**Missing responses:** For some questions, there are 'missing' responses which have been excluded from results. These 'missing' responses include missing answers, invalid answers, skips (questions not asked because they're not relevant to that survey respondent), and for some questions those who answered 'not applicable' or 'don't know'.

## About the survey

This website, VETStat, presents information on training quality and outcomes. The information comes from two state-wide surveys undertaken by the [Victorian Skills Authority \(VSA\)](#) – the [Student Satisfaction Survey](#) and the [Employer Satisfaction Survey](#). Prior to August 2021, these surveys were run by the Victorian Department of Education.

The survey results are reported back to individual training providers via this secure, online portal, VETStat. Access to VETStat is restricted to the CEOs at eligible training organisations and staff nominated by them. The results from these surveys are used to construct a range of performance measures which can help training providers identify opportunities for improvement.

There are eight student-related performance measures:

- Students with an improved employment status after training
- Students satisfied with generic skills and learning experiences
- Students who went on to further study at a higher level than their completed training
- Students who achieved their main reason for training
- Students who reported a positive perception of teaching
- Students who would recommend their RTO
- Students who reported a positive perception of the assessment process
- Students who were satisfied with training provided by an RTO

There are three employer-related performance measures:

- Employers of apprentices and trainees who reported an improvement in the generic skills of their apprentices and trainees
- Employers of apprentices and trainees who were satisfied with the training provided by their RTO
- Employers of apprentices and trainees who would recommend their RTO

Question-level results are also presented on this website.

VETStat has been developed with input from several stakeholders, including TAFEs, private RTOs, peak bodies, as well as a range of Victorian government organisations including VSA, Office of TAFE Coordination and Delivery, Department of Jobs, Skills, Industry and Regions and Department of Education.

### Student Satisfaction Survey

The Victorian Student Satisfaction Survey (Student Survey) is an annual large-scale survey that collects information from all government-subsidised Victorian VET students who completed or discontinued their study in the previous calendar year. The Student Survey invites these students to have their say about their training experience and outcomes. In 2023, over 70,000 students across 276 RTOs took part in the survey. The average response rate for all of Victoria was 44%.

The Student Survey is administered using a multi-modal data collection methodology. This allows students to complete the survey in their preferred method: over the phone; online (on a personal computer, or mobile device); or by completing a paper questionnaire upon request.

The survey asks students a range of questions, including:

- why they chose the training
- satisfaction with their training
- their employment situation after training
- what further training, if any, they are currently enrolled in
- why they did not complete their training (if applicable)

### Employer Satisfaction Survey

The Victorian Employer Satisfaction Survey (Employer Survey) is an annual survey that collects information from employers on the training experiences their apprentice(s) and/or trainee(s) received at an individual RTO. In 2023, almost 9,500 employers of apprentice(s) and trainee(s) took part in the survey/ The state-level response rate for Victoria was 38%.

The Employer Survey is administered using a multi-modal data collection methodology. This allows employers to complete the survey in their preferred method: over the phone; online (on a personal computer, or mobile device); or by completing a paper questionnaire.

### Notes on data and analysis

**Response rate:** Care should be exercised when analysing the results of RTOs with low survey response rates.

**Number of respondents:** In some instances, there may be insufficient data to present findings. To protect the privacy of survey

respondents, results for RTOs are published on VETStat if the Department's threshold for reporting is met. This threshold is at least 20 people invited to respond to the survey in 2023 and 5 survey respondents

**Green and red arrows:** These represent a percentage change on the previous year, not a statistically significant change.

**Weighting:** RTO level survey data presented on this website are not weighted. All other data (e.g. Victorian state average) are weighted to be representative of the student population in the Victorian TAFE and training system.

**Missing responses:** For some questions, there are 'missing' responses which have been excluded from the results. These 'missing' responses include missing answers, invalid answers, skips (questions not asked because these were not relevant to that survey respondent), and those who answered 'not applicable' or 'don't know'.

For any queries, please see [Frequently Asked Questions](#)