

Workplace Training Strategies (21859) 2023 RTO Performance Summary Report

This report details 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). The below overview presents the key Performance Measures across **Student experience**, **Student outcomes**, and **Employer feedback**.

Student Satisfaction Survey












- In 2023, over 70,000 Victorian students across 276 Registered Training Organisations (RTOs) participated in the survey. The state-level response rate for Victoria was 44.0%.
- In 2023, around 41,400 respondents had completed their training (completers) and around 29,600 left training without completing (early leavers).
- A total of 119 students from Workplace Training Strategies (21859) participated in the 2023 Student Satisfaction Survey. This is a response rate of 40.8%.
- In 2023, 86 respondents were completers and 33 were early leavers.

Employer Satisfaction Survey

- 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 38.0%.
- A total of 47 employers of apprentice(s) and/or trainee(s) who either completed their training or were still in training at Workplace Training Strategies (21859) participated in the 2023 Employer Satisfaction Survey. This is a response rate of 40.5%.

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
Student experience				
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%
Student outcomes				
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%
Employer feedback				
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%

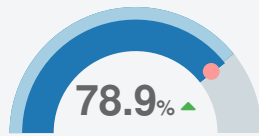
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

Workplace Training Strategies ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who were **satisfied with training** provided by Workplace Training Strategies

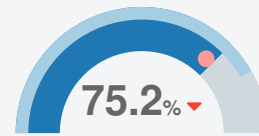


2023 n = 114

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with training provided by the RTO, exclusive of missing items and 'not applicable' responses.

	2021	2022	2023
Overall, how satisfied were you with your training at your training organisation?	81.1	78.3 ▼	78.9 ▲

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

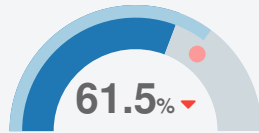


2023 n = 105

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** three components of the question, exclusive of missing items and "Not applicable" responses.

	2021	2022	2023
Clearly taught the subject	83.8	83.6 ▼	80.0 ▼
Understood your learning needs	78.4	86.9 ▲	84.6 ▼
Had current industry experience	91.9	88.5 ▼	87.5 ▼

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

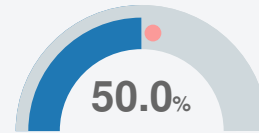


2023 n = 104

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** three components of the question, exclusive of missing items and "Not applicable" responses.

	2021	2022	2023
Clearly outlined to you	86.1	83.6 ▼	76.7 ▼
Appropriate for your studies	88.2	82.0 ▼	76.9 ▼
Carried out as outlined to you	86.1	78.7 ▼	81.6 ▲

Proportion of VET students who were satisfied with **generic skills and learning experiences** in 2023



2023 n = 104

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** five components of the question, exclusive of missing items and "Not applicable" responses.

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.

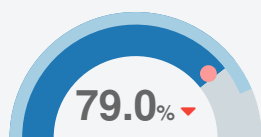
	2021	2022	2023
Problem solving skills	81.3	72.4 ▼	69.6 ▼
Team working skills	87.9	66.1 ▼	70.3 ▲
Communication skills	-	-	74.5
Planning and organisation skills	-	-	75.5
Digital skills (e.g. using information from computers and digital devices)	-	-	60.8

Student outcomes summary

Legend

Workplace Training Strategies ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

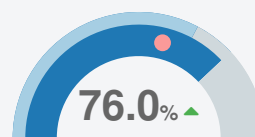


2023 n = 119

This measure is based on the proportion of students who reported they “Strongly Agree” or “Agree” that they achieved their main reason for undertaking training.

	2021	2022	2023
You achieved your main reason for doing the course	66.7	87.3 ▲	79.0 ▼

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

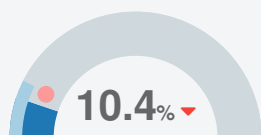


2023 n = 96

This measure is based on student responses to several questions. Students had an “improved employment status after training” if they were employed before training and afterwards had greater responsibility, a promotion, started a new role, earned more, worked more hours, gained extra skills, completed an apprenticeship/traineeship or set up a business. For those who were unemployed, they had “improved employment status” if they got a job or set up a business.

	2021	2022	2023
Proportion of VET students with an improved employment status after training	40.6	65.5 ▲	76.0 ▲

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

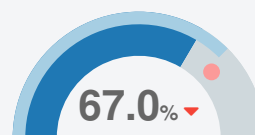


2023 n = 96

Students who commenced another course or further study were asked about the level of the new course. This measure is based on the proportion of students who reported that they were going onto further study at a higher level than the course recorded in their administrative data.

	2021	2022	2023
Proportion of VET students who went on to further study at a higher level than their completed training	14.7	15.0 ▲	10.4 ▼

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



2023 n = 100

This measure is based on the proportion of students who reported that they were “Very likely” or “Likely” to recommend the RTO to other students.

	2021	2022	2023
How likely would you be to recommend the training organisation to other students?	73.0	75.0 ▲	67.0 ▼

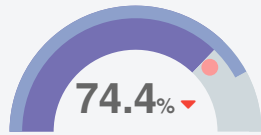
Employer feedback summary

Results from the *Employer Satisfaction Survey* will only be shown where there are five or more employers of apprentices or trainees who responded to the survey.

Legend

Workplace Training Strategies ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

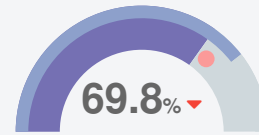


2023 n = 43

This measure is based on the proportion of employers of apprentices and trainees who reported that they were “Very satisfied” or “Satisfied” with training provided by the RTO, exclusive of missing items.

	2021	2022	2023
Overall satisfaction	83.7	84.2 ▲	74.4 ▼

Proportion of employers who would **recommend** Workplace Training Strategies

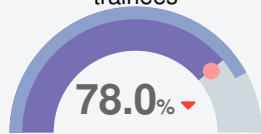


2023 n = 43

This measure is based on the proportion of employers of apprentices and trainees who reported that they were “Very likely” or “Likely” to recommend the RTO to other employers, exclusive of missing items.

	2021	2022	2023
Likely to recommend	81.6	78.9 ▼	69.8 ▼

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



2023 n = 41

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 the technical/job specific skills of their apprentices and trainees.

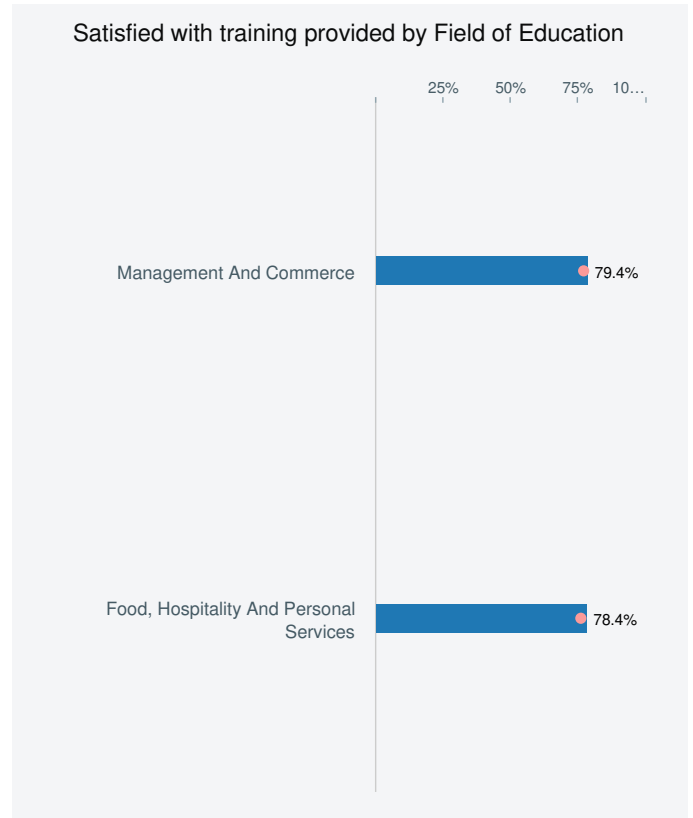
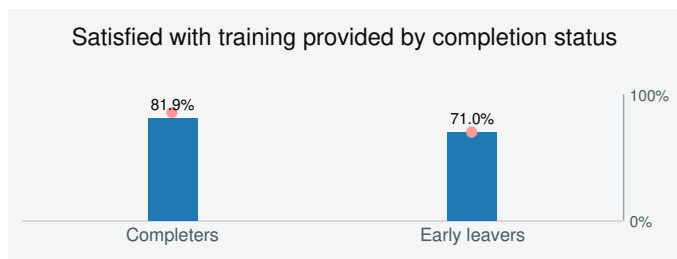
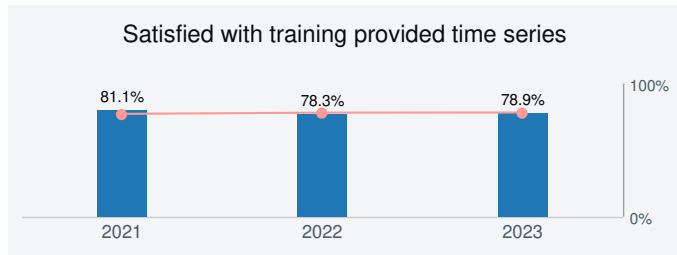
The methodology used to construct this measure was changed in 2023. To allow for comparison, the historical time-series have been revised to be consistent with the 2023 methodology. Consequently, the results for 2022 are different to those reported previously.

	2021	2022	2023
Technical/job specific skills	85.4	84.2 ▼	78.0 ▼

Student experience

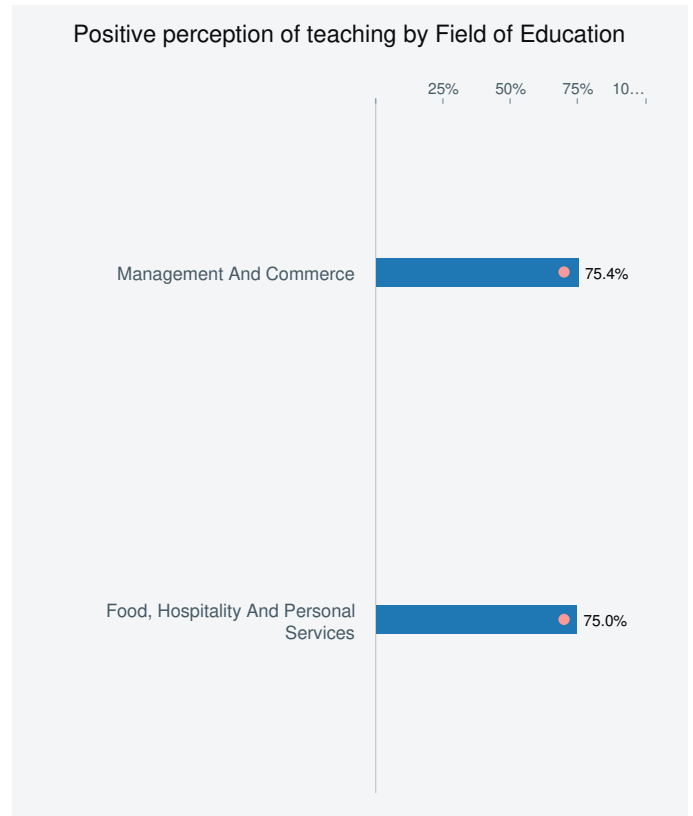
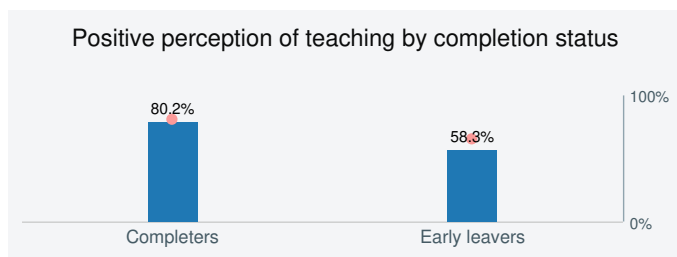
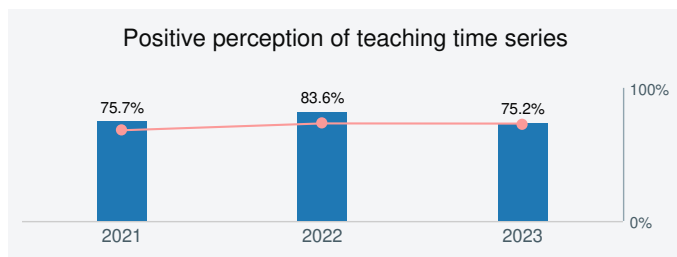
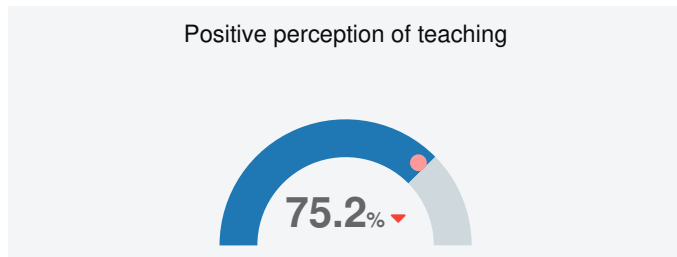
Proportion of VET students who were satisfied with training

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



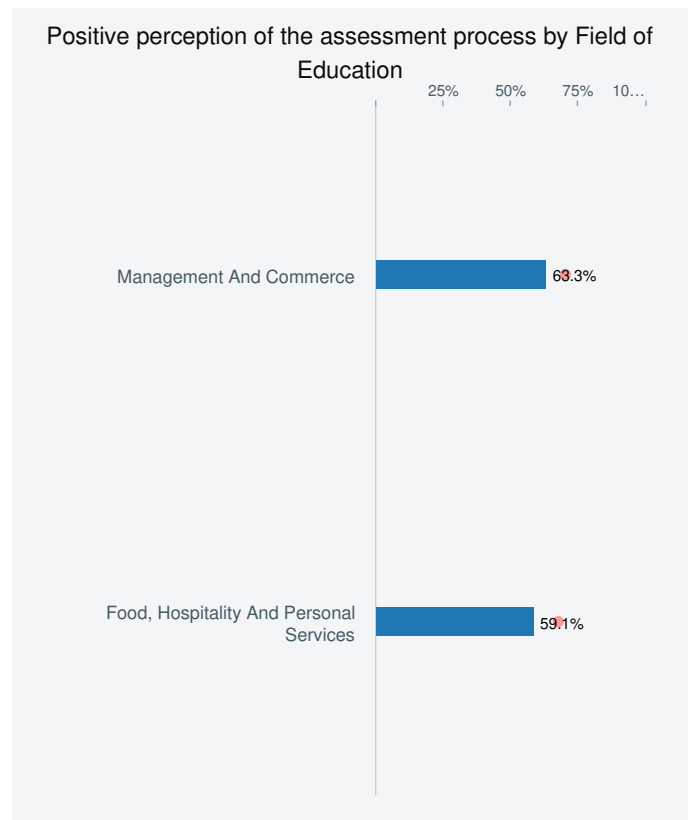
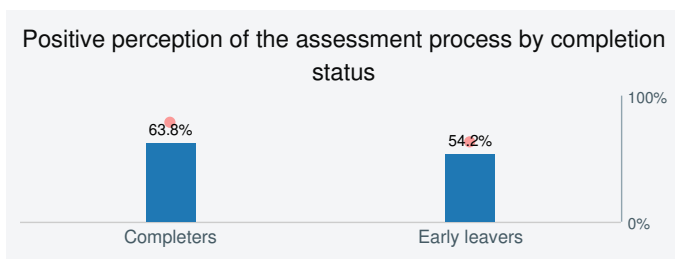
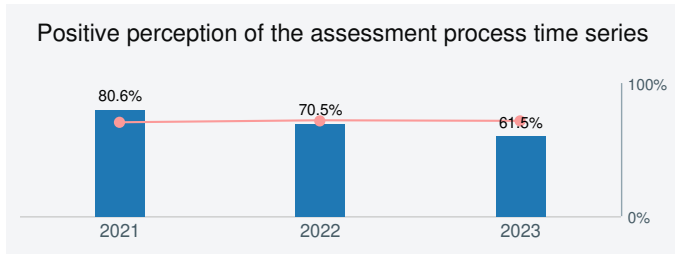
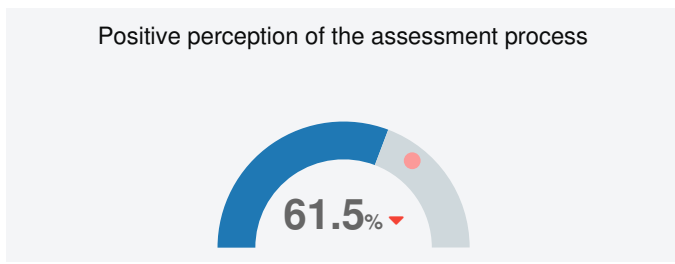
Proportion of VET students who reported a positive perception of teaching

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

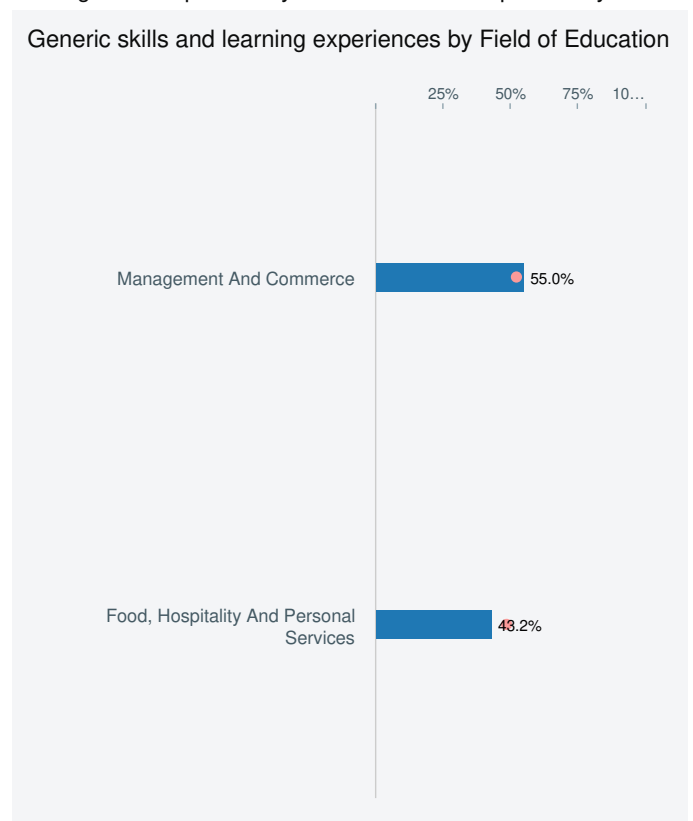
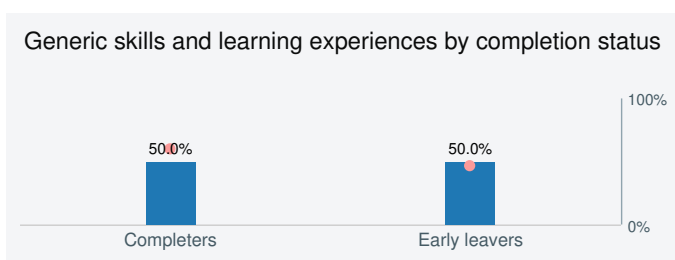
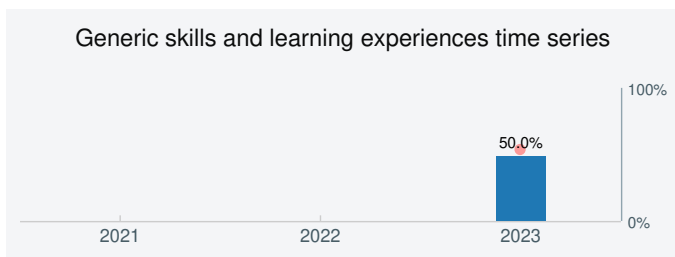
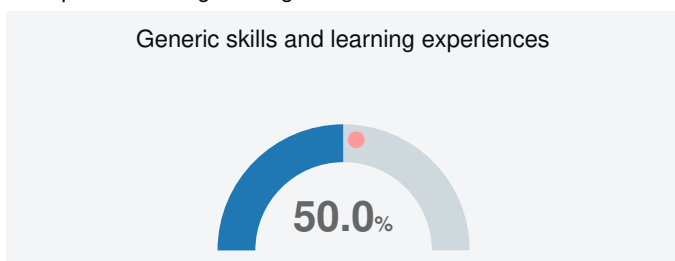
Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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.

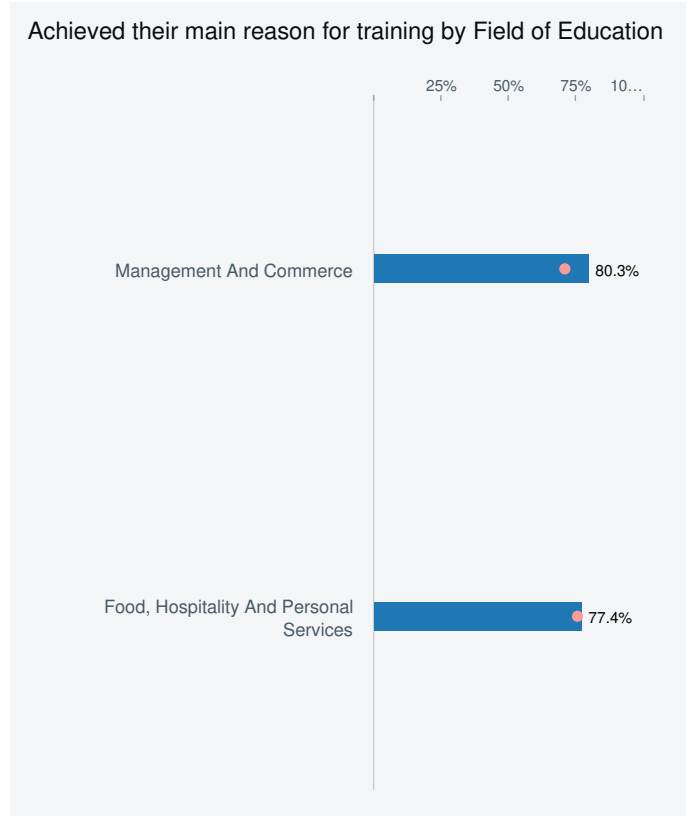
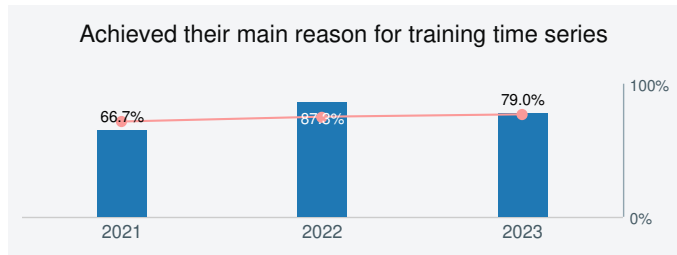
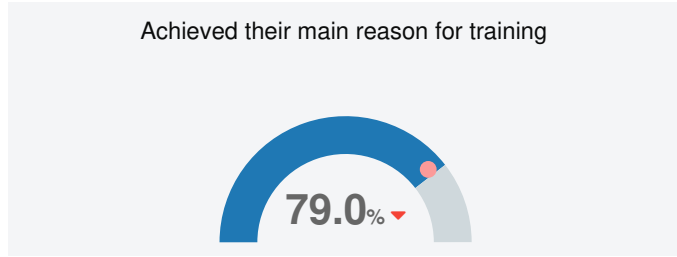
Workplace Training Strategies ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

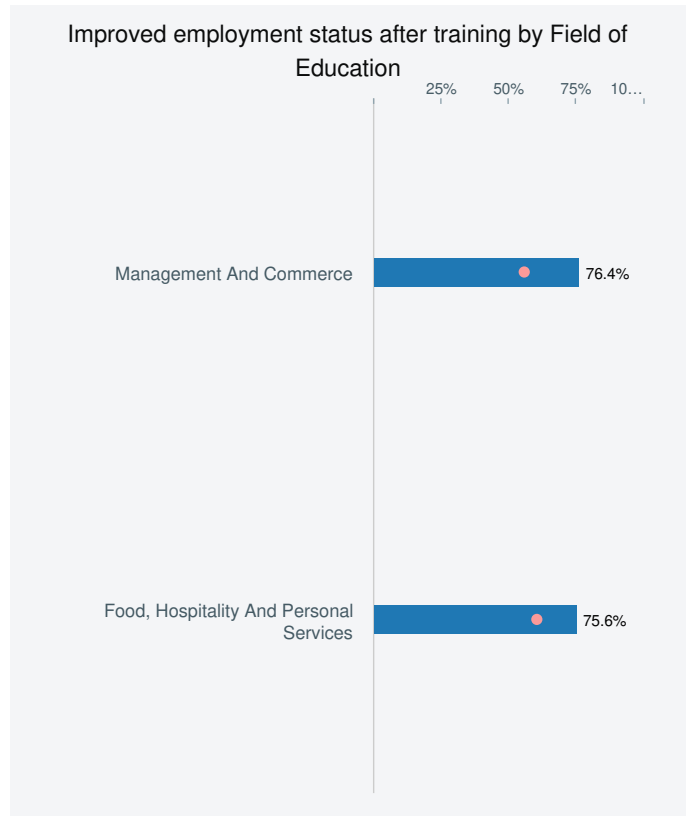
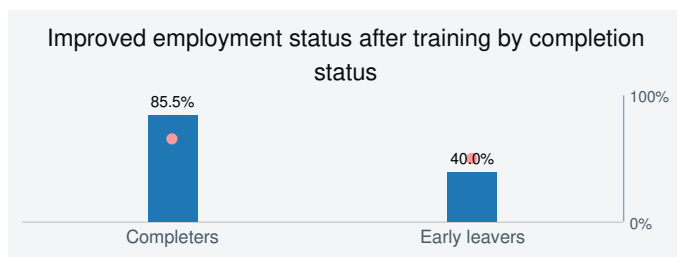
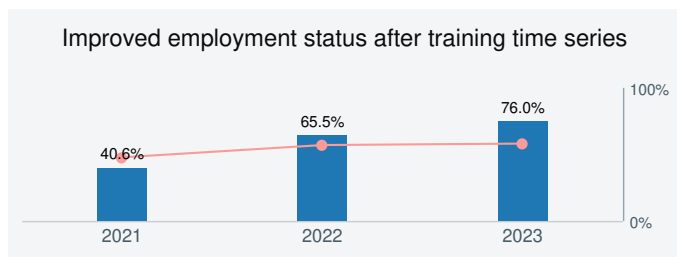
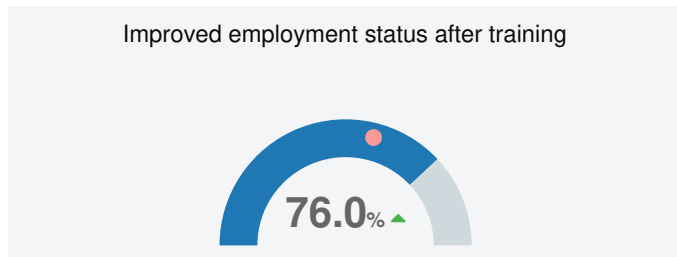
Proportion of VET students who achieved their main reason for training

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



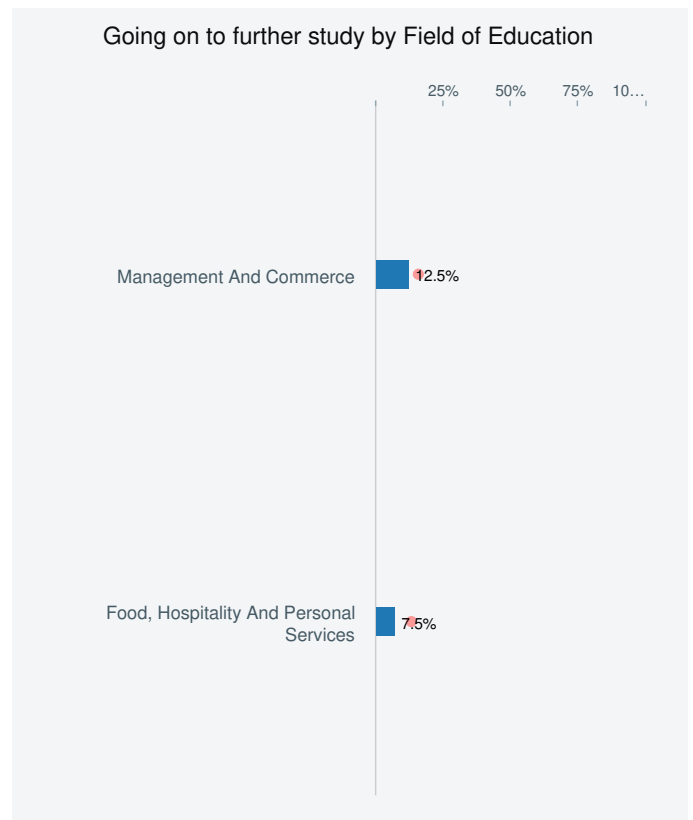
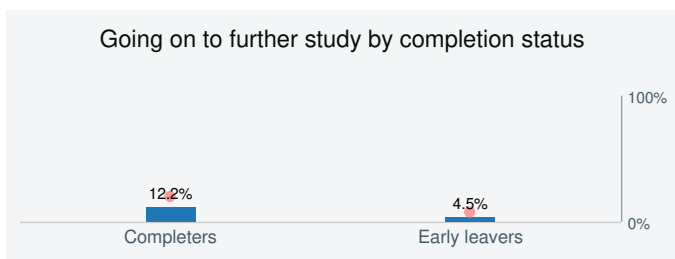
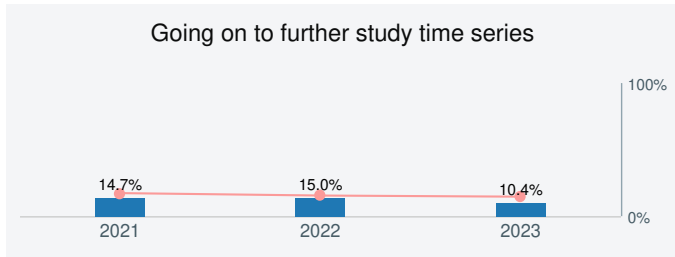
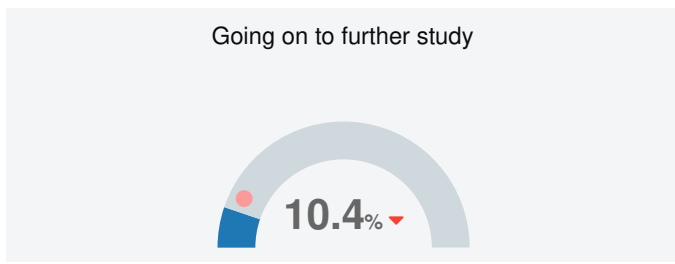
Proportion of VET students with an improved employment status after training

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



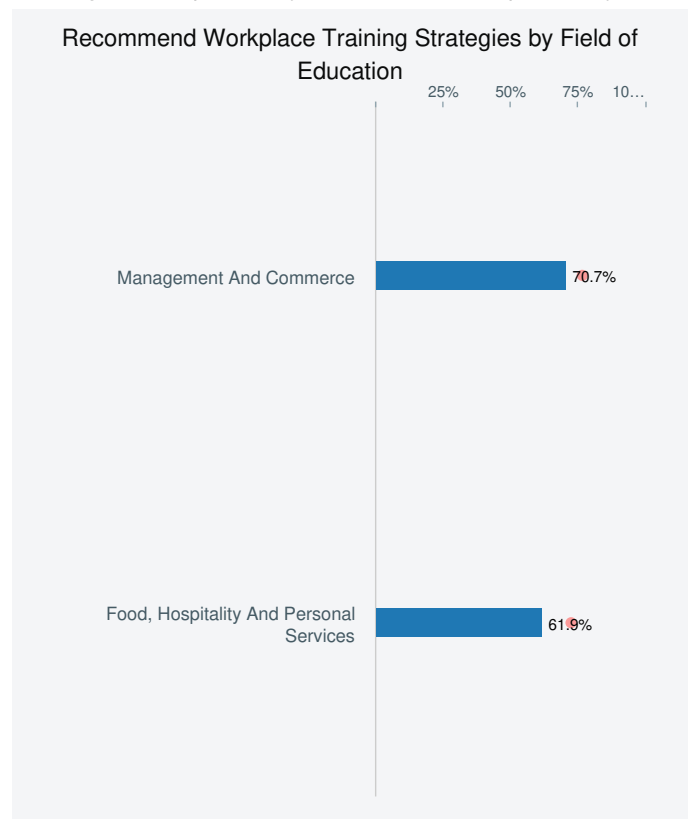
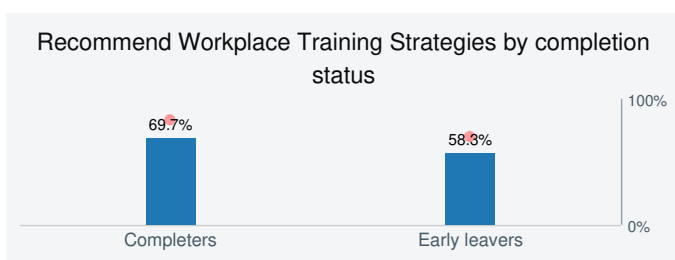
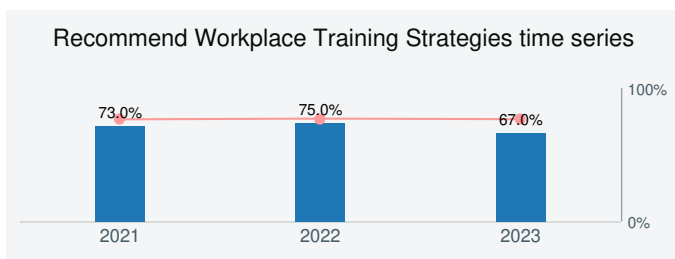
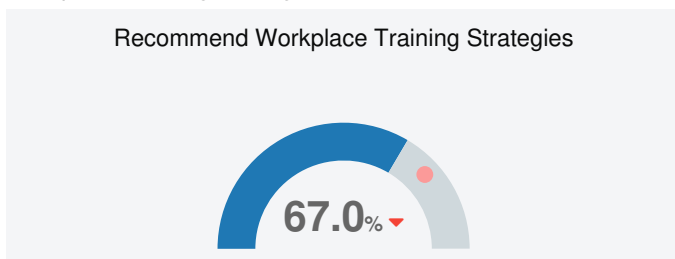
Proportion of VET students who went on to further study at a higher level than their completed training

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

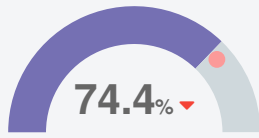


Employer feedback

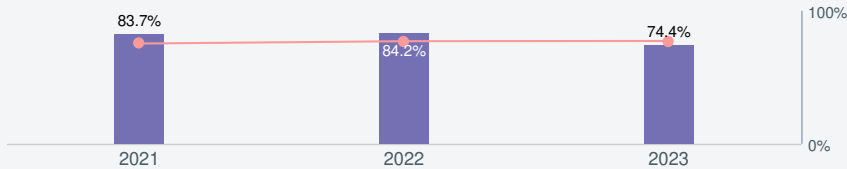
Proportion of employers who were satisfied with training provided by Workplace Training Strategies

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

Satisfied with training provided by Workplace Training Strategies



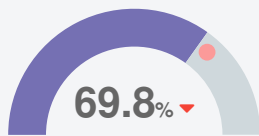
Satisfied with training provided by Workplace Training Strategies time series



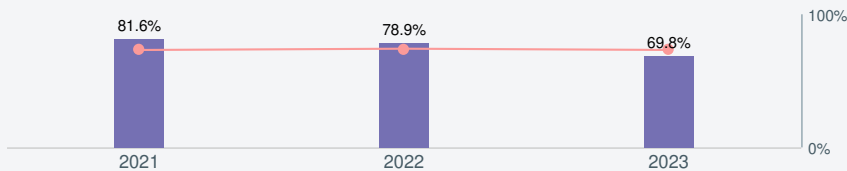
Proportion of employers who would recommend Workplace Training Strategies

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

