

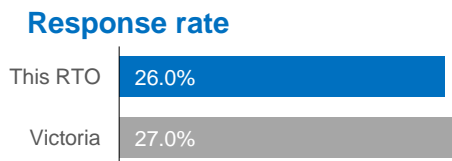
## RTO Performance Indicators Report

### Encompass Community Services Inc

- This Report provides key results from the 2017 *Student Satisfaction Survey* (Student Survey) and the 2017 *Employer Satisfaction and Skills Survey* (Employer Survey) for this RTO. The Student Survey invites students enrolled in a government subsidised course, who have completed or left early from study in 2016, to have their say about their training experience and outcomes. The Employer Survey provides feedback from employers of apprentices and trainees about their interaction with training at this RTO.
- Topics covered in this Report include, overall performance against quality and outcome performance measures, student experience, student outcomes, student preferences and employer feedback. Further information about 'How to read this Report' is provided from page 22 of this Report.

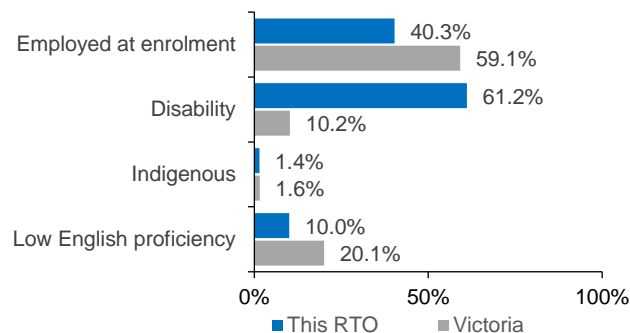
### Survey responses from the Student Satisfaction Survey

- During April and May 2017, the Student Survey invited over 190,000 students who completed or left early from study in 2016 to provide feedback on their training experience and outcomes. Responses were received from 51,315 students across over 400 RTOs, resulting in an overall response rate of 27.0 per cent. A low survey response rate can affect the quality of data shown in this Report and should be taken into account when interpreting results. In some instances, there may be insufficient data to present findings. To protect privacy, results will only be shown where there are five or more survey respondents, and where there are more than 20 enrolments.

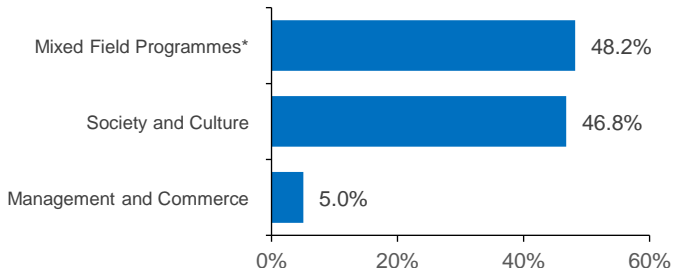


### Characteristics of students at this RTO

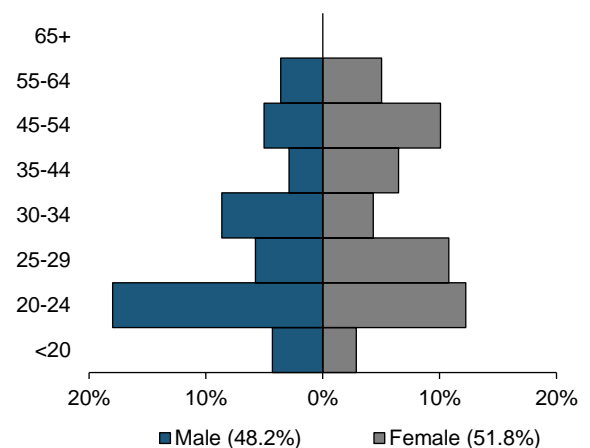
#### Student demographics



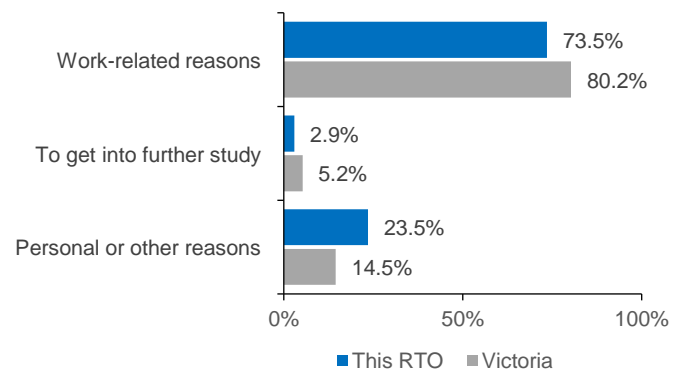
#### Field of education



#### Age and gender



#### Students' main reason for studying



\*Mixed Field Programmes provide general and personal development education. The content broadly covers reading, writing and arithmetic.

# Performance Measures

## Overview of Performance

- The table below provides an overview of how this RTO performed relative to the Victorian state average and for completers and early leavers across 11 performance measures.

### [How to read this page](#)

- This page provides an overview of how this RTO performed against the Victorian average across a range of measures. The performance measures in the table below show that 81.3% of students at this RTO were satisfied with the training provided, higher than the average for all RTOs across Victoria (76.5%).
- The results of these performance measures can often be different for students who complete the course compared to those who leave the course early without completing. Within this RTO, a much higher proportion of completing students were satisfied with the training provided compared to early leavers (90.9% compared to 60.0% in 2017).

Performance Measures	This RTO	State Average	Comparison	This RTO		More info:
				Comp leters	Early leavers	
<b>Student Experience</b>						
Proportion of VET students who are <b>satisfied with training</b> provided by the RTO	81.3%	76.5%		90.9%	60.0%	p4
Proportion of VET students reporting a <b>positive perception of teaching</b>	59.4%	67.7%		68.2%	40.0%	p7
Proportion of VET students reporting a <b>positive perception of the assessment process</b>	68.8%	70.0%		81.8%	40.0%	p9
Proportion of VET students <b>satisfied with generic skills</b> and learning experiences	34.4%	44.0%		31.8%	40.0%	p11
<b>Student Outcomes</b>						
Proportion of VET students who <b>achieved their main reason</b> for training	73.5%	72.7%		86.4%	50.0%	p13
Proportion of VET students with an <b>improved employment</b> status after training	48.4%	42.4%		57.1%	30.0%	p16
Proportion of VET students going onto <b>further study</b> at a higher level than their completed training	3.3%	19.0%		4.5%	0.0%	p17
Proportion of VET students who <b>recommend the RTO</b>	75.0%	73.8%		72.7%	80.0%	p18
<b>Employer Feedback*</b>						
Proportion of employers who are <b>satisfied with training</b> provided by the RTO		76.8%				
Proportion of employers who <b>recommend the RTO</b>		71.6%				
Proportion of employers reporting improvement in <b>generic skills</b> and learning experiences		52.3%				

















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

# Performance Measures

## Overview of Performance

### How to read this page

- This page displays the quartile ranking of performance measures for this RTO relative to all RTOs in Victoria. If the RTO is in quartile 4, it indicates that it is in the top 25% of RTOs, while quartile 1 indicates that the RTO is in the lowest 25%. The table below shows that this RTO was in the second quartile for students satisfied with training. This means that this RTO was between the 25th and 50th percentile of all RTOs.
- To provide an additional comparison of RTO performance against the 11 measures, all RTOs have been allocated to a band within two comparison groups:
  - Size of institutes: grouping of RTOs was based on 2016 government funded enrolments
    - Small (0-100), Medium (101-500), Large (501+)
  - Proportion of low socio-economic students: grouping of RTOs was based on the proportion of students who are eligible for fee concession or fee waiver
    - Low (0-25%), Mid (26-50%), High (51%+)

Performance Measures	This RTO	Quartile	Comparison Groups		This RTO			
			Your size band	Your SES band	Yearly Trends			Trends
Student Experience	Medium	Low	2015	2016	2017			
Proportion of VET students who are <b>satisfied with training</b> provided by the RTO	81.3%	 2	77.3%	77.1%	56.5%	81.6%	81.3%	
Proportion of VET students reporting a <b>positive perception of teaching</b>	59.4%	 1	70.5%	69.6%	56.5%	73.7%	59.4%	
Proportion of VET students reporting a <b>positive perception of the assessment process</b>	68.8%	 2	72.7%	72.0%	68.2%	75.7%	68.8%	
Proportion of VET students <b>satisfied with generic skills</b> and learning experiences	34.4%	 1	46.6%	45.5%	43.5%	56.8%	34.4%	
<b>Student Outcomes</b>								
Proportion of VET students who <b>achieved their main reason</b> for training	73.5%	 2	72.8%	72.8%	56.5%	75.6%	73.5%	
Proportion of VET students with an <b>improved employment</b> status after training	48.4%	 3	41.9%	44.4%	52.2%	44.7%	48.4%	
Proportion of VET students going onto <b>further study</b> at a higher level than their completed training	3.3%	 1	17.9%	17.2%	8.7%	5.6%	3.3%	
Proportion of VET students who <b>recommend the RTO</b>	75.0%	 2	74.5%	74.8%	63.6%	76.3%	75.0%	
<b>Employer Feedback</b>								
Proportion of employers who are <b>satisfied with training</b> provided by the RTO			84.6%	78.3%	NA	-	-	
Proportion of employers who <b>recommend the RTO</b>			81.6%	73.3%	NA	-	-	
Proportion of employers reporting improvement in <b>generic skills</b> and learning experiences			60.6%	53.7%	NA	-	-	

# Student Experience

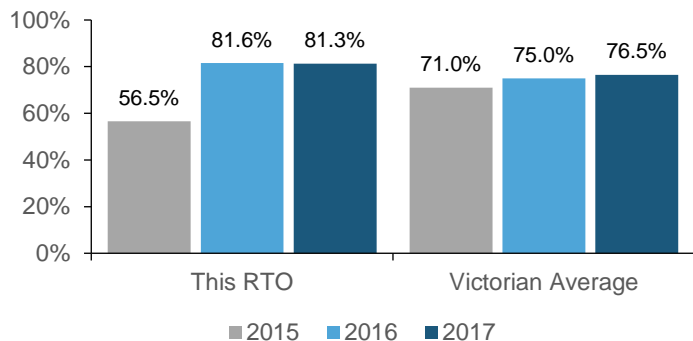
## Overall Satisfaction with Training

This section provides summary results on the overall level of satisfaction that students had with the training provided by their RTO, including trends over time, by completion status, field of education, reason for study, courses with the highest number of respondents and occupation after training.

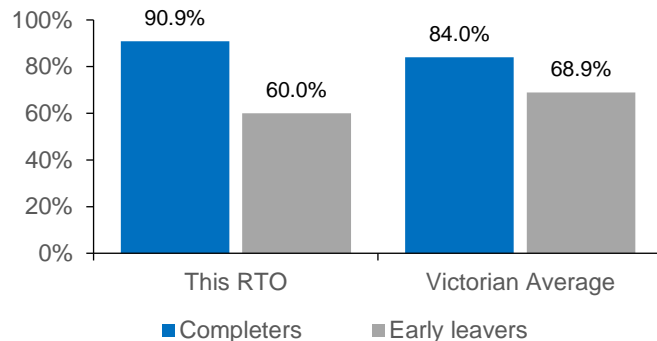
### Trends and Completion Status

- The 2017 Student Survey results show that 81.3% of students at this RTO were satisfied with the training provided. This was similar to the previous year (81.6%) and was higher than the average for all RTOs across Victoria in 2017 (76.5%).
- Within this RTO, a much higher proportion of completing students were satisfied with the training provided compared to early leavers (90.9% compared to 60.0% in 2017).

Proportion of students satisfied with training by year



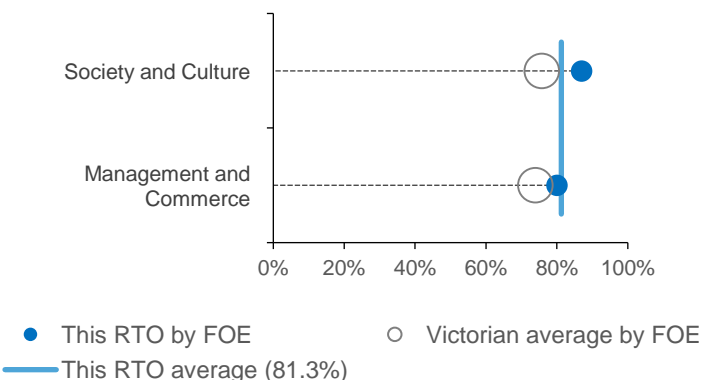
Proportion of students satisfied with training by completion status, 2017



### Field of Education (FOE)

- Students that were studying in the field of 'Society and Culture' had the highest proportion of students who were satisfied with the training provided (87.0% of students) compared to students across other Fields of Education. Conversely, students that were studying in the field of 'Management and Commerce' had the lowest proportion of those who were satisfied with the training provided (80.0%). This result for students in this FOE was slightly lower compared to the average for this RTO (81.3%).

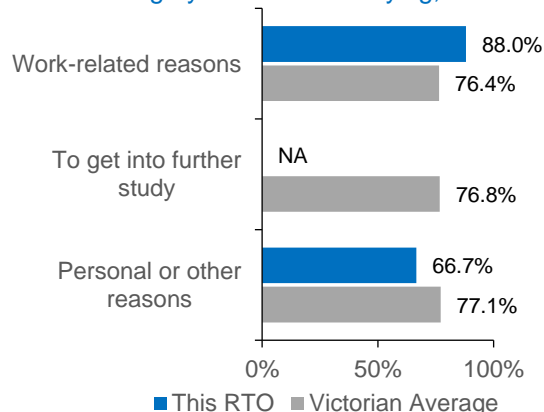
Proportion of students satisfied with training by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'work-related reasons' had the highest proportion of students who were satisfied with the training provided (88.0%) followed by students who attended training for 'personal reasons' (66.7%).

Proportion of students satisfied with training by reason for studying, 2017



# Student Experience

## Overall Satisfaction with Training (continued)

### Course Name

- The graph below examines the proportion of students that were satisfied with training for each of the 3 courses that had the most respondents.
- Students who undertook training in 'Certificate IV in Community Services Work' had the highest proportion of students who were satisfied with their training (all of the 5 students who responded). Conversely, students who were training in 'Advanced Diploma of Disability' had a slightly lower proportion of students who were satisfied (80.0%).

Proportion of students satisfied with their training by course, 2017

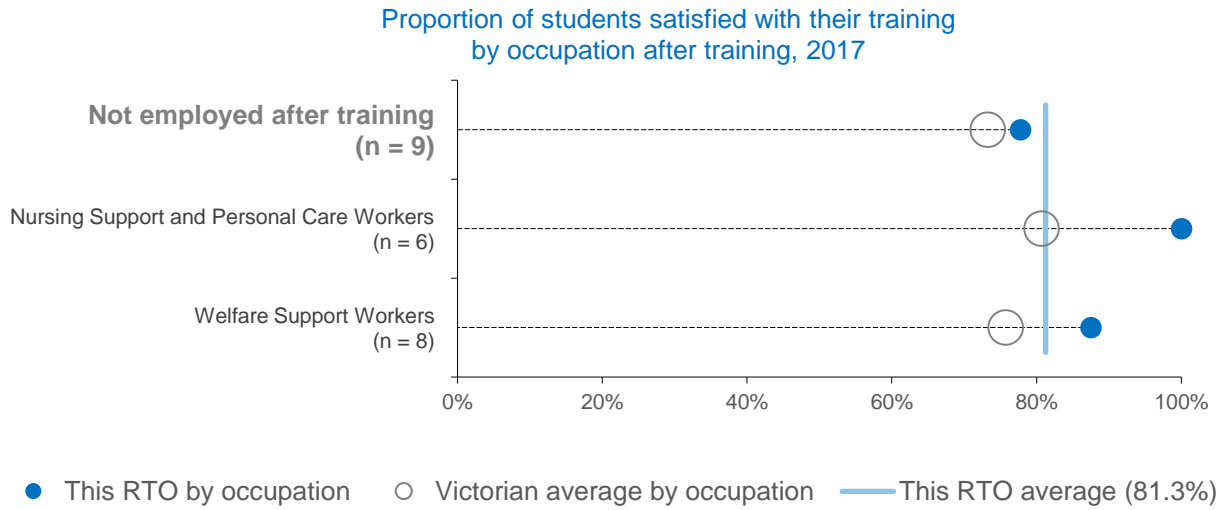


# Student Experience

## Overall Satisfaction with Training (continued)

### Occupation after Training

- The graph below examines whether students were satisfied with training by the occupations held after training with the most number of respondents. Students that were employed in the occupation of 'Nursing Support and Personal Care Workers' had the highest proportion of students who were satisfied with their training (all of the 6 students who responded).
- Those who were not employed after training had a lower proportion of students satisfied with their training compared to the average for this RTO (77.8% compared to 81.3%).



# Student Experience

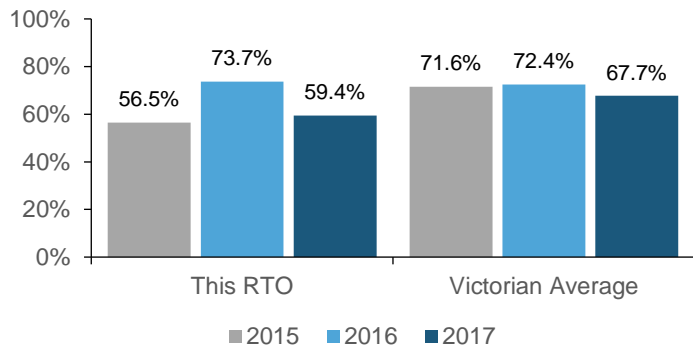
## Positive Perception of Teaching

This section provides summary results on the proportion of students that had a positive perception of teaching at their RTO, including trends over time, by completion status, field of education and reason for study. The results are also presented for the individual components that contribute to this measure.

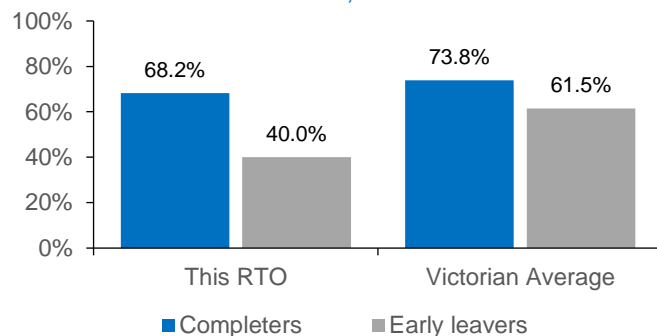
### Trends and Completion Status

- The 2017 Student Survey results show that 59.4% of students at this RTO reported a positive perception of teaching. This was a large decrease from the previous year (73.7%). Also, this was much lower than the average for all RTOs across Victoria in 2017 (67.7%).
- Within this RTO, a much higher proportion of completing students reported a positive perception of teaching compared to early leavers (68.2% compared to 40.0% in 2017).

Proportion of students who had a positive perception of teaching by year



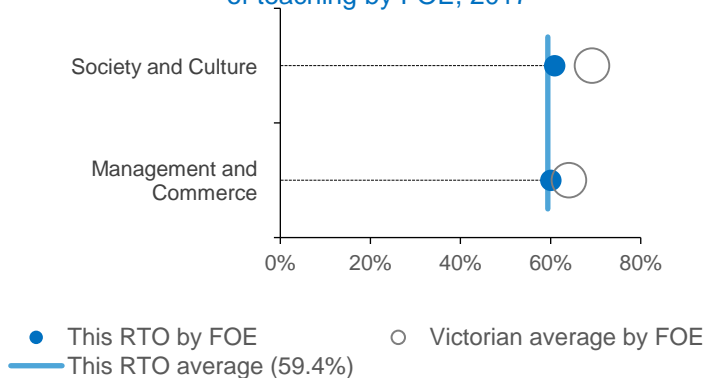
Proportion of students who had a positive perception of teaching by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Society and Culture' had the highest proportion of students who reported a positive perception of teaching (60.9% of students) compared to students across other Fields of Education.

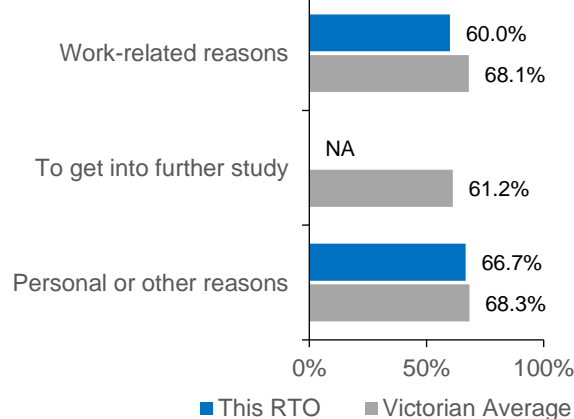
Proportion of students who had a positive perception of teaching by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'personal reasons' had the highest proportion of students who reported a positive perception of teaching (66.7%) followed by students who attended training for 'work-related reasons' (60.0%).

Proportion of students who had a positive perception of teaching by reason for studying, 2017



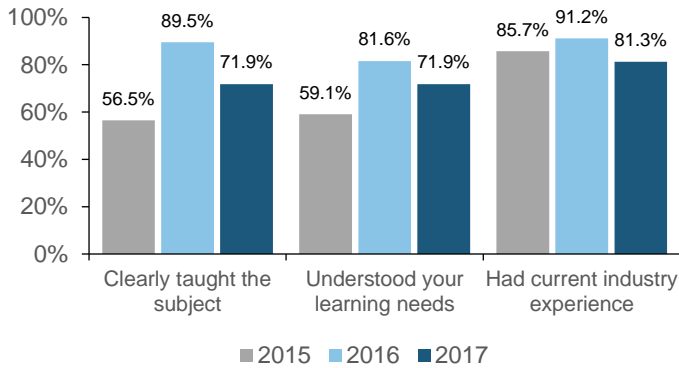
# Student Experience

## Positive Perception of Teaching (continued)

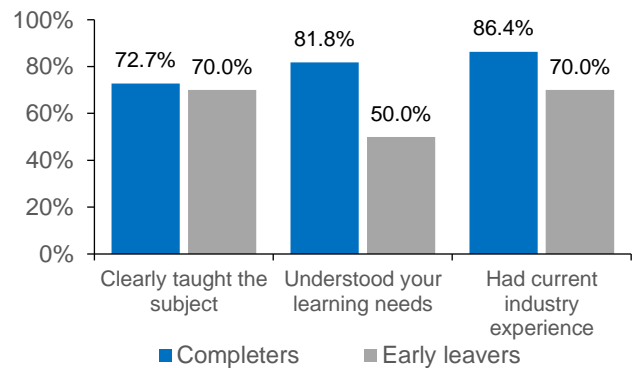
### Trends and Completion Status in Aspects of Teaching

- In 2017, 81.3% of students reported that they were satisfied that the trainers/teachers for their course had current industry experience. This was much lower than the previous year (91.2%).
- In 2017, 72.7% of completers reported that they were satisfied that the trainers/teachers for their course clearly taught the subject. This was higher than the percentage for early leavers (70.0%).

Proportion of students with a positive perception of aspects of teaching by year



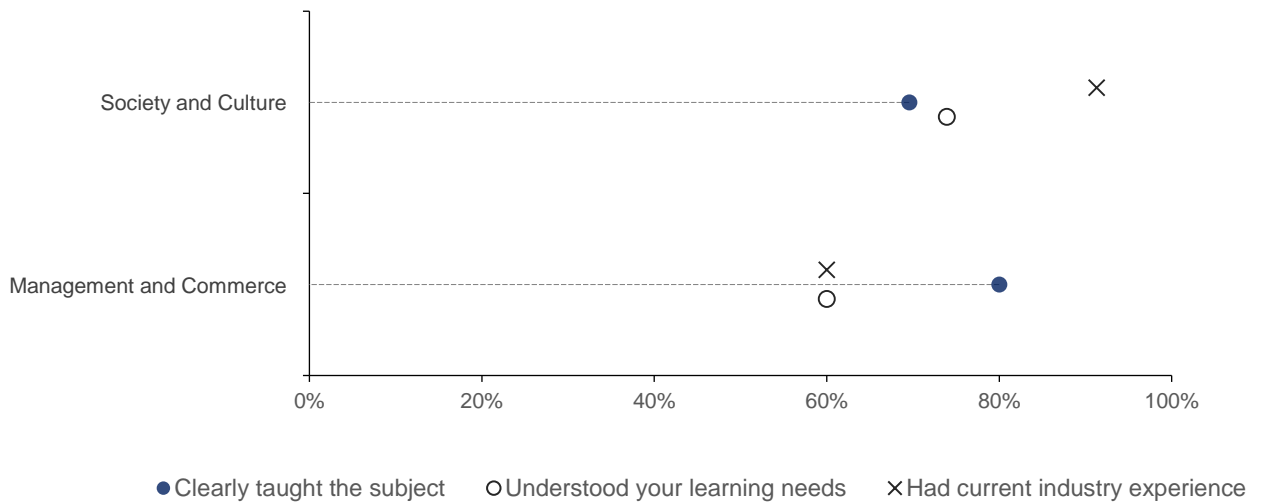
Proportion of students with a positive perception of aspects of teaching by completion status, 2017



### Field of Education

- Students who were studying courses in the field of 'Society and Culture' generally had a more positive perception of the trainers/teachers for their course ('Clearly taught the subject' - 69.6%, 'Understood your learning needs' - 73.9% and 'Had current industry experience' - 91.3%).

Proportion of students who had a positive perception of aspects of teaching by FOE, 2017





# Student Experience

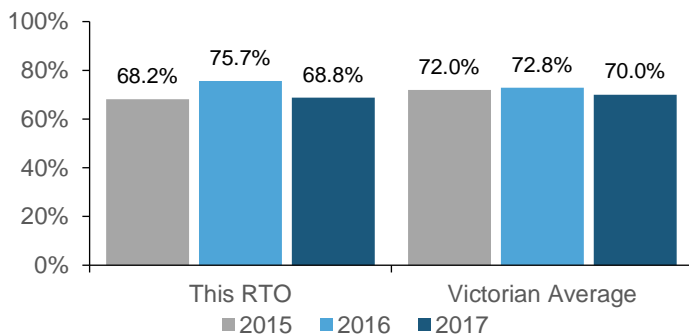
## Positive Perception of the Assessment Process

This section provides summary results on the proportion of students that had a positive perception of the assessment process at their RTO, including trends over time, by completion status, field of education and reason for study. The results are also presented for the individual components that contribute to this measure.

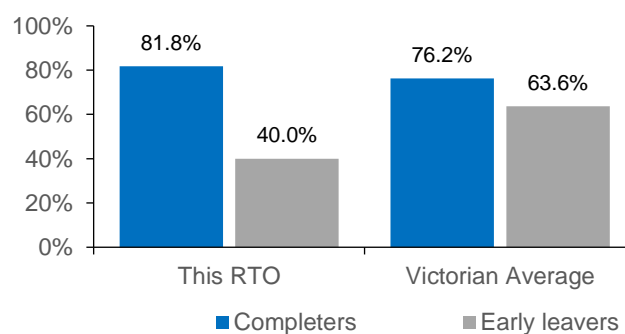
### Trends and Completion Status

- The 2017 Student Survey results show that 68.8% of students at this RTO reported a positive perception of the assessment process. This was a decrease from the previous year (75.7%). The 2017 result for this RTO was slightly lower than the average for all RTOs across Victoria in 2017 (70.0%).
- Within this RTO, a much higher proportion of completing students reported a positive perception of the assessment process compared to early leavers (81.8% compared to 40.0% in 2017).

Proportion of students with a positive perception of assessment by year



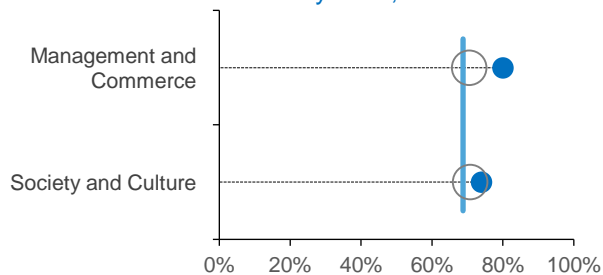
Proportion of students with a positive perception of assessment by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Management and Commerce' had the highest proportion of students who reported a positive perception of the assessment process (80.0% of students) compared to students across other Fields of Education.

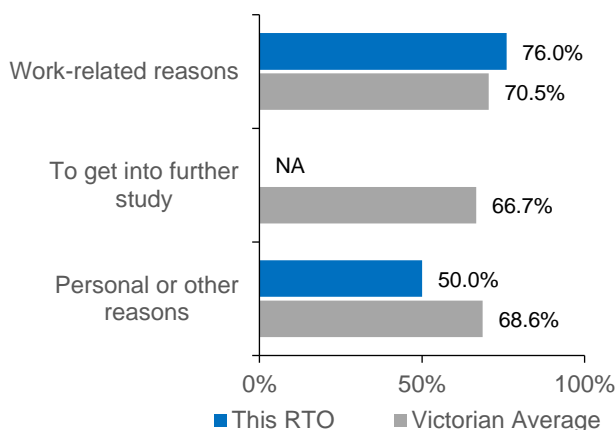
Proportion of students with a positive perception of assessment by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'work-related reasons' had the highest proportion of students who reported a positive perception of the assessment process (76.0%) followed by students who attended training for 'personal reasons' (50.0%).

Proportion of students with a positive perception of assessment by reason for studying, 2017



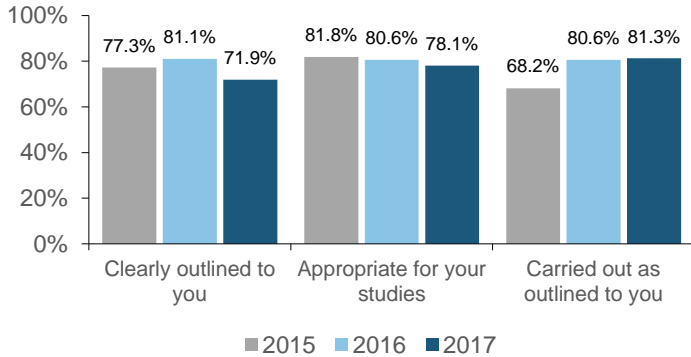
# Student Experience

## Positive Perception of the Assessment Process (continued)

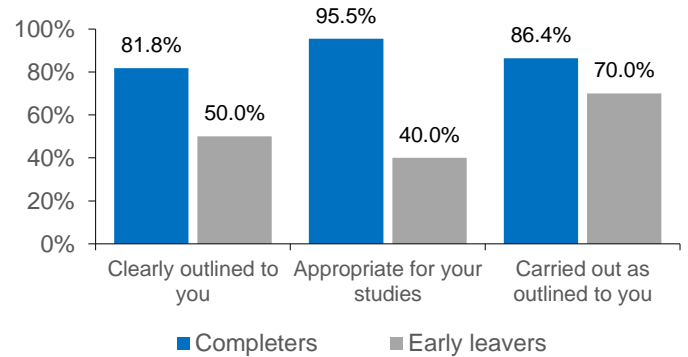
### Trends and Completion Status

- In 2017, 81.3% of students reported that they were satisfied that the assessment was 'carried out as outlined to you'. This was slightly higher than the previous year (80.6%).
- In 2017, 81.8% of completers reported that they were satisfied that the assessment was clearly outlined to them. This was much higher than the percentage for early leavers (50.0%).

Proportion of students with a positive perception of aspects of assessment by year



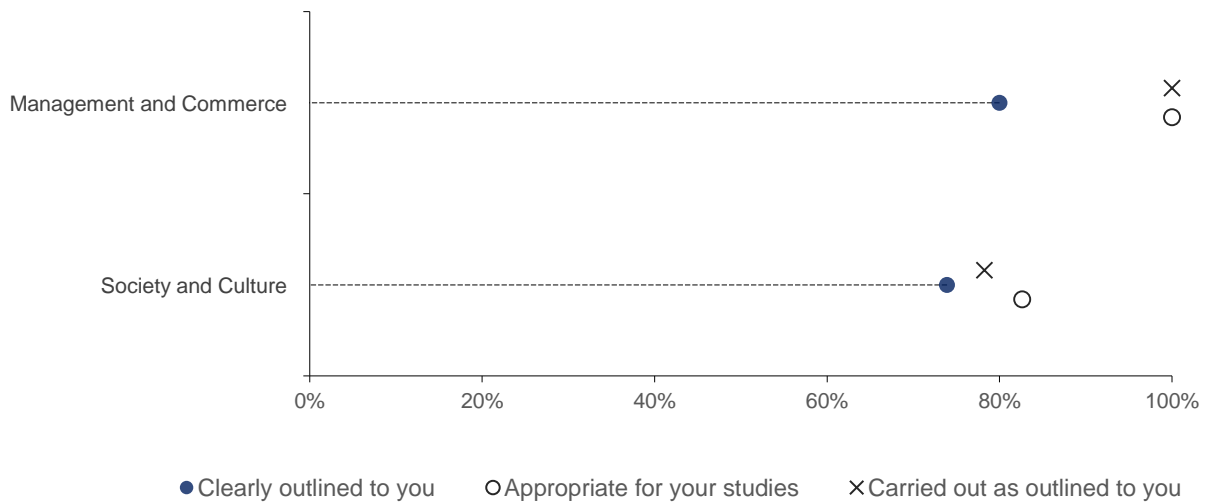
Proportion of students with a positive perception of aspects of assessment by completion status, 2017



### Field of Education

- Students who were studying courses in the field of 'Management and Commerce' generally had a more positive perception of the assessment process ('Clearly outlined to you' - 80.0%, 'Appropriate for your studies' - all students and 'Carried out as outlined to you' - all students).

Proportion of students with a positive perception of aspects of assessment by FOE, 2017



# Student Experience

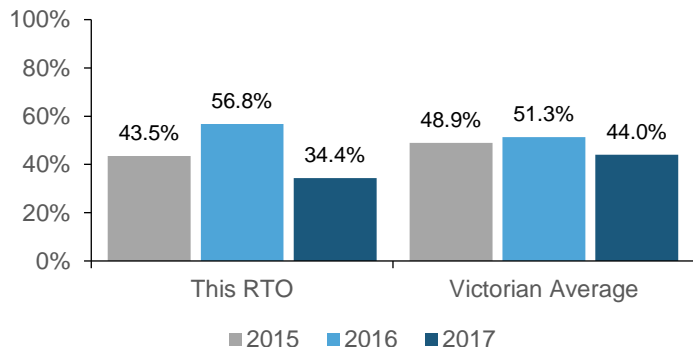
## Satisfaction with Generic Skills and Learning Experiences

This section provides summary results on the overall level of satisfaction that students had with the improvement in their generic skills and learning experiences at their RTO, including trends over time, by completion status, field of education and reason for study. The results are also presented for the individual components that contribute to this measure.

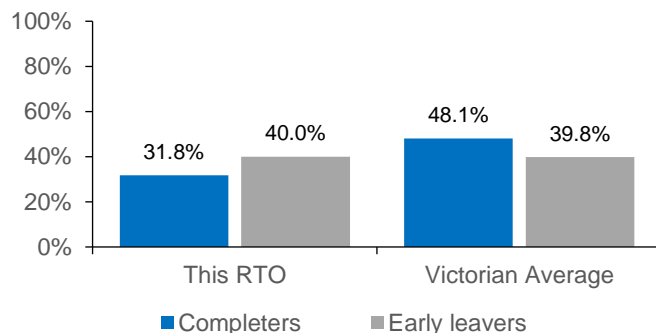
### Trends and Completion Status

- The 2017 Student Survey results show that 34.4% of students at this RTO were satisfied with their generic skills and learning experiences. This was a large decrease from the previous year (56.8%). Also, this was much lower than the average for all RTOs across Victoria in 2017 (44.0%).
- Within this RTO, a much lower proportion of completing students were satisfied with their generic skills and learning experiences compared to early leavers (31.8% compared to 40.0% in 2017).

Proportion of students satisfied with generic skills by year



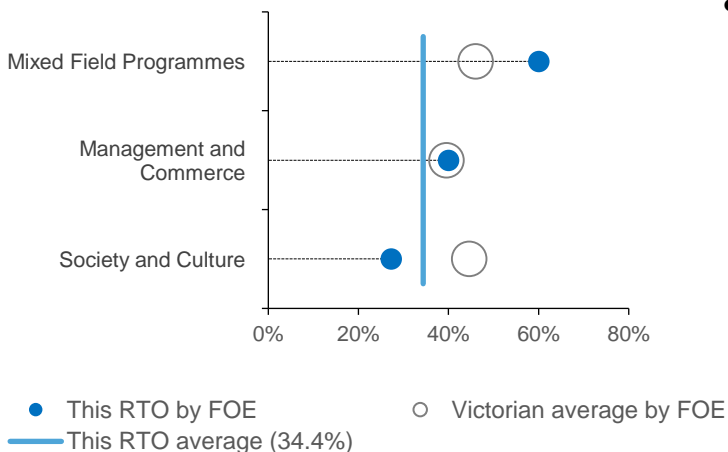
Proportion of students satisfied with generic skills by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Mixed Field Programmes' had the highest proportion of students who were satisfied with their generic skills and learning experiences (60.0% of students) compared to students across other Fields of Education. Conversely, students that were studying in the field of 'Society and Culture' had the lowest proportion of those who were satisfied with their generic skills and learning experiences (27.3%). This result for students in this FOE was lower compared to the average for this RTO (34.4%) and much lower than the average for this FOE across Victoria (44.6%).

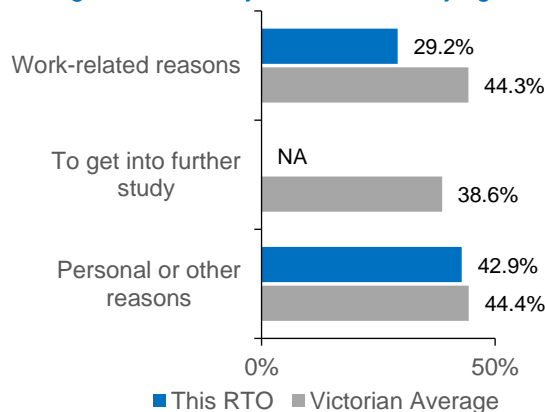
Proportion of students satisfied with generic skills by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'personal reasons' had the highest proportion of students who were satisfied with their generic skills and learning experiences (42.9%) followed by students who attended training for 'work-related reasons' (29.2%).

Proportion of students satisfied with generic skills by reason for studying, 2017



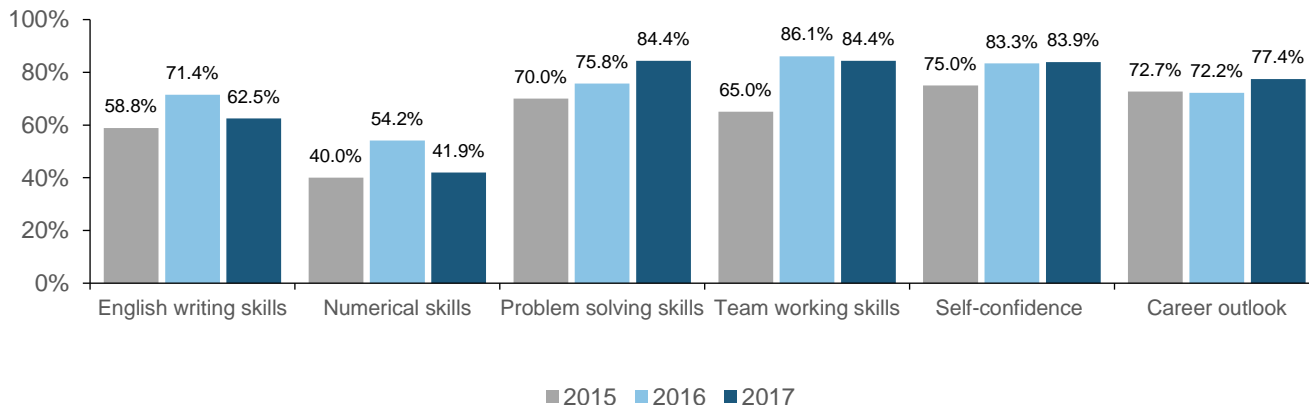
# Student Experience

## Satisfaction with Generic Skills and Learning Experiences (continued)

### Trends in different generic skills

- In 2017, 84.4% of students reported that they were satisfied that the training contributed to an improvement in their problem solving skills. This was much higher than the previous year (75.8%).

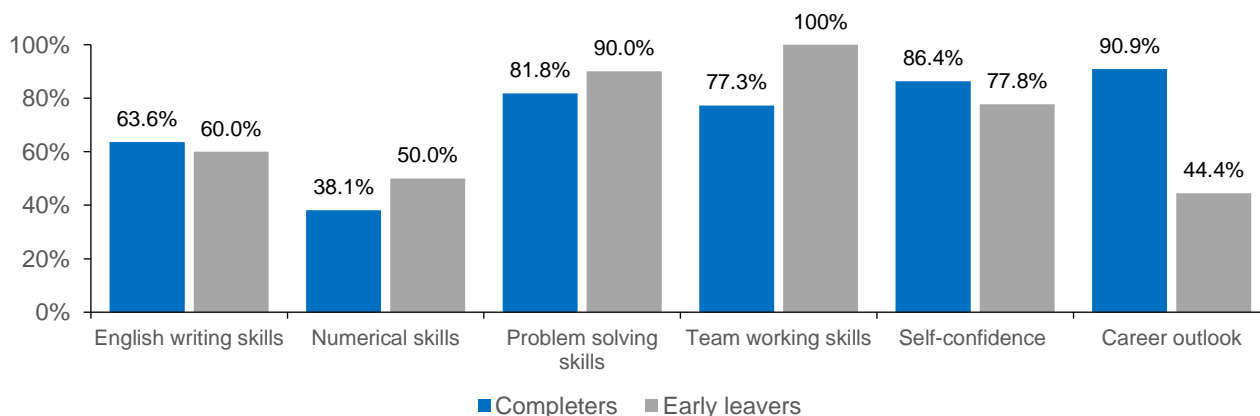
Proportion of students satisfied with generic skills by year



### Completion Status

- In 2017, 63.6% of completers reported that they were satisfied that their course contributed to an improvement in their English writing skills. This was higher than the percentage for early leavers (60.0%).

Proportion of students satisfied with generic skills by completion status, 2017



# Student Outcomes

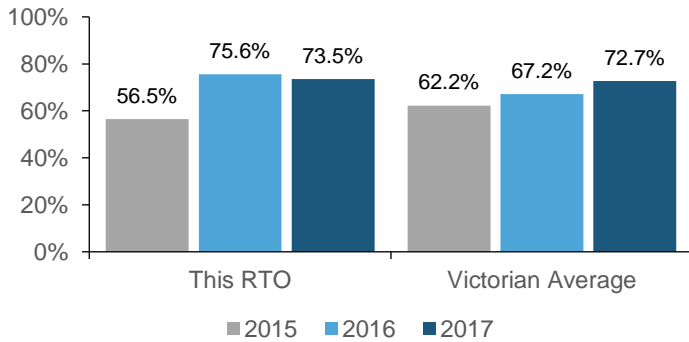
## Achieved main reason for training

This section provides summary results on the proportion of students who achieved their main reason for training, including trends over time, by completion status, field of education, reason for study, courses with the highest number of respondents and occupation after training.

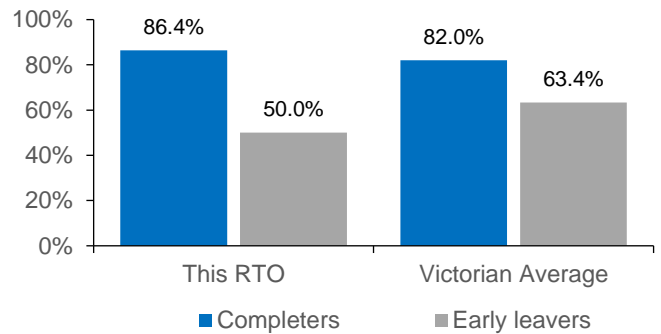
### Trends and completion status

- The 2017 Student Survey results show that 73.5% of students at this RTO achieved their main reason for training. This was a decrease from the previous year (75.6%). The 2017 result for this RTO was slightly higher than the average for all RTOs across Victoria in 2017 (72.7%).
- Within this RTO, a much higher proportion of completing students achieved their main reason for training compared to early leavers (86.4% compared to 50.0% in 2017).

Proportion of students who achieved their main reason for training by year



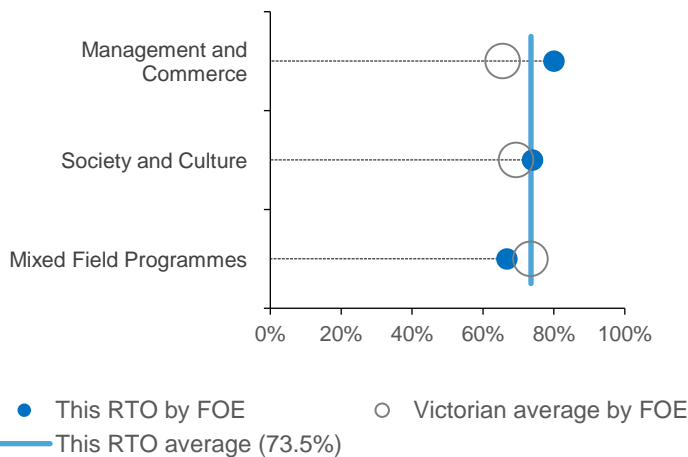
Proportion of students who achieved their main reason for training by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Management and Commerce' had the highest proportion of students who achieved their main reason for training (80.0% of students) compared to students across other Fields of Education. Conversely, students that were studying in the field of 'Mixed Field Programmes' had the lowest proportion of those who achieved their main reason for training (66.7%). This result for students in this FOE was also lower compared to the average for this RTO (73.5%) and lower than the average for this FOE across Victoria (73.4%).

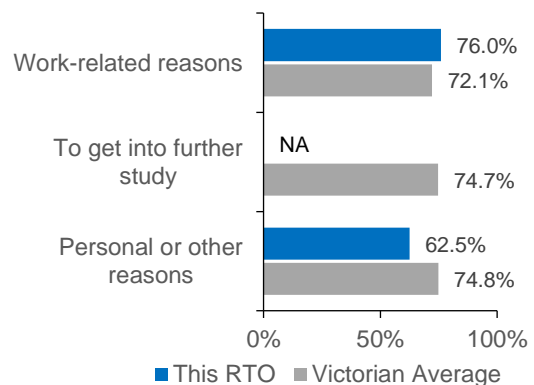
Proportion of students who achieved their main reason for training by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'work-related reasons' had the highest proportion of students who achieved their main reason for training (76.0%) followed by students who attended training for 'personal reasons' (62.5%).

Proportion of students who achieved their main reason for training by reason for studying, 2017



# Student Outcomes

## Achieved main reason for training (continued)

### Course Name

- The graph below shows the proportion of students who achieved their main reason for training for each of the 4 courses that had the most respondents.
- Students who undertook training in 'Advanced Diploma of Disability' had the highest proportion of students who achieved their main reason for training (80.0% of the 5 students who responded). Conversely, students who were training in 'Course in Initial Adult Literacy and Numeracy' had the lowest proportion of students who achieved their main reason for training (66.7%).

Proportion of students who achieved their main reason for training by course, 2017



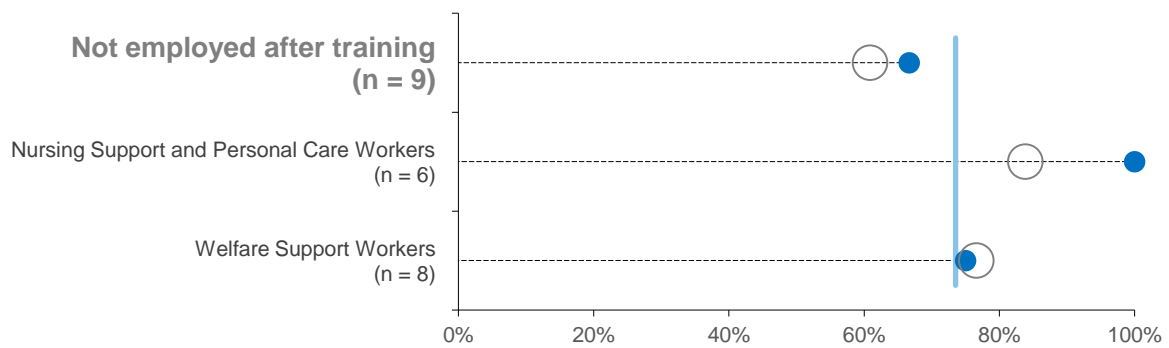
# Student Outcomes

## Achieved main reason for training (continued)

### Occupation after Training

- The graph below examines whether students were satisfied with training by the occupations held after training with the most number of respondents. Students that were employed in the occupation of 'Nursing Support and Personal Care Workers' had the highest proportion of students who were satisfied with their training (all of the 6 students who responded).
- Those who were not employed after training had a lower proportion of those who achieved their main reason for training compared to the average for this RTO (66.7% compared to 73.5%).

Proportion of students who achieved their main reason for training by occupation after training, 2017



● This RTO by occupation ○ Victorian average by occupation — This RTO average (73.5%)

# Student Outcomes

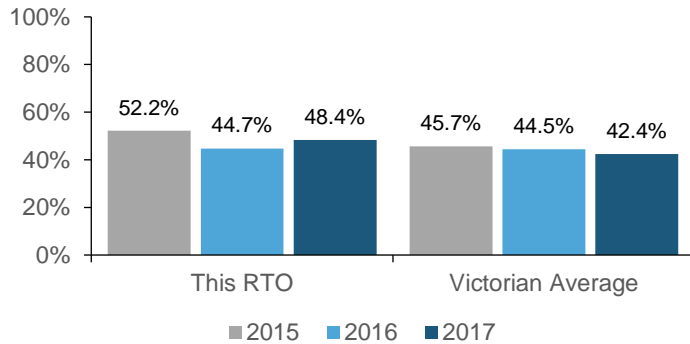
## Improved employment status

This section provides summary results on whether students had an improved employment status after training, including trends over time, by completion status, field of education and reason for study.

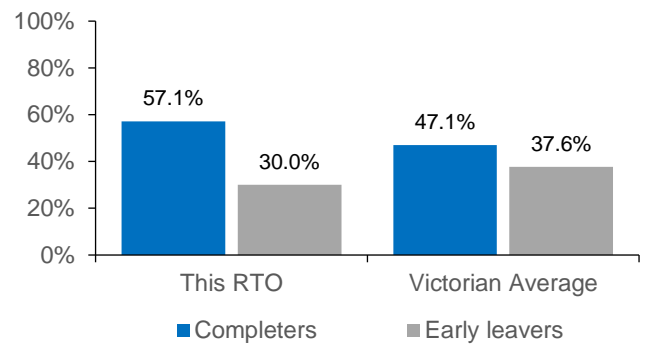
### Trends and Completion Status

- The 2017 Student Survey results show that 48.4% of students at this RTO had an improved employment status after training. This was an increase from the previous year (44.7%). Also, this was higher than the average for all RTOs across Victoria in 2017 (42.4%).
- Within this RTO, a much higher proportion of completing students had an improved employment status after training compared to early leavers (57.1% compared to 30.0% in 2017).

Proportion of students with an improved employment status by year



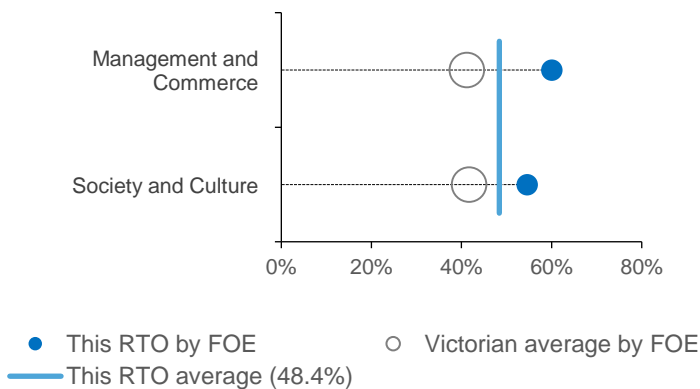
Proportion of students with an improved employment status by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Management and Commerce' had the highest proportion of students who had an improved employment status after training (60.0% of students) compared to students across other Fields of Education.

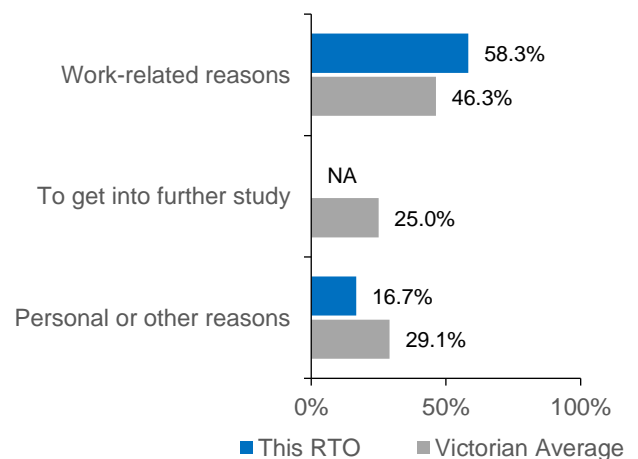
Proportion of students with an improved employment status by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'work-related reasons' had the highest proportion of students who had an improved employment status after training (58.3%) followed by students who attended training for 'personal reasons' (16.7%).

Proportion of students with an improved employment status by reason for studying, 2017





# Student Outcomes

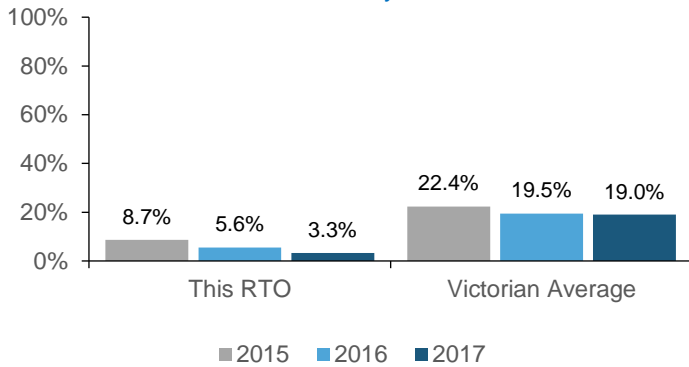
## Progression to further study

This section provides summary results on the proportion of students who went onto further education at a higher level after training, including trends over time, by completion status, field of education and reason for study.

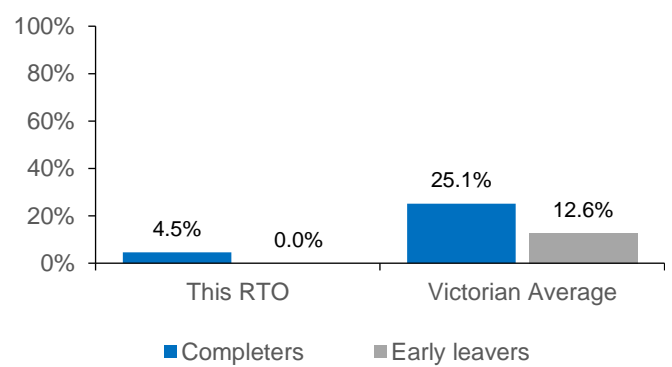
### Trends and Completion Status

- The 2017 Student Survey results show that 3.3% of students at this RTO went onto further education at a higher level. This decreased each of the past 2 years from 5.6% in 2016 and 8.7% in 2015. Also, this was much lower than the average for all RTOs across Victoria in 2017 (19.0%).
- Within this RTO, a higher proportion of completing students went onto further education at a higher level compared to early leavers (4.5% compared to 0.0% in 2017).

Proportion of students going onto further study by year



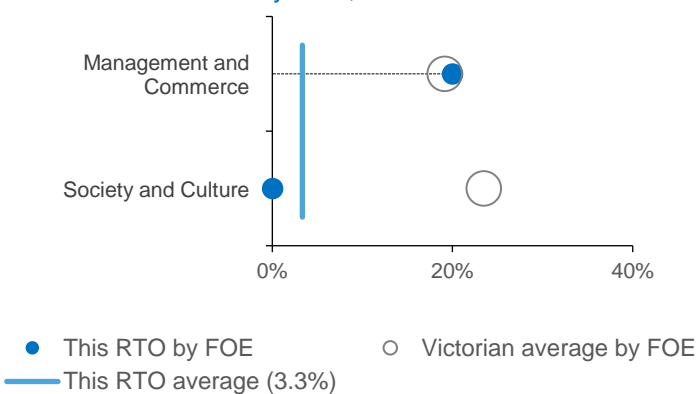
Proportion of students going onto further study by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Management and Commerce' had the highest proportion of students who went onto further education at a higher level (20.0% of students) compared to students across other Fields of Education. Conversely, students that were studying in the field of 'Society and Culture' had the lowest proportion of those who went onto further education at a higher level (0.0%). This result for students in this FOE was lower compared to the average for this RTO (3.3%) and much lower than the average for this FOE across Victoria (23.4%).

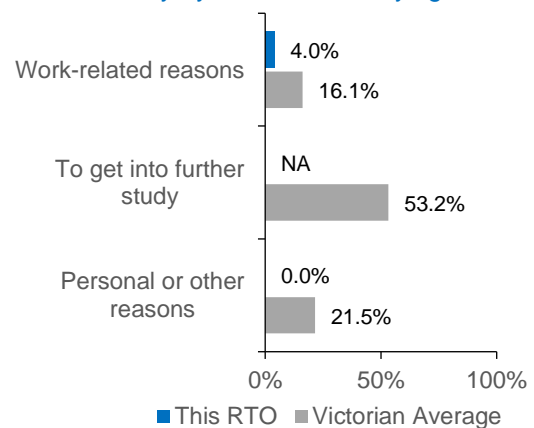
Proportion of students going onto further study by FOE, 2017



### Reason for Studying

- While there was not a lot of difference for this measure when comparing students who trained for different reasons, students who attended training for 'work-related reasons' had the highest proportion of students who went onto further education at a higher level (4.0%) followed by students who attended training for 'personal reasons' (0.0%).

Proportion of students going onto further study by reason for studying, 2017



# Student Outcomes

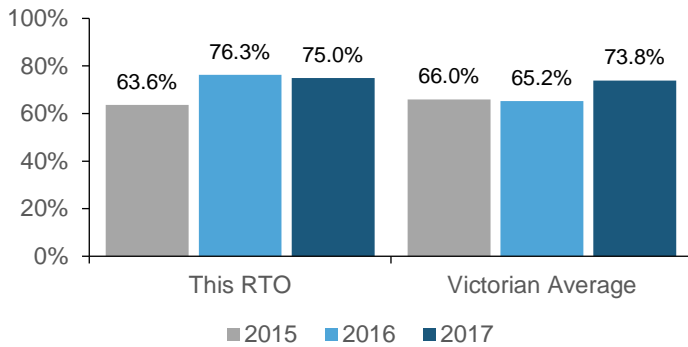
## Recommend the RTO

This section provides summary results on whether students would recommend their RTO, including trends over time, by completion status, field of education and reason for study.

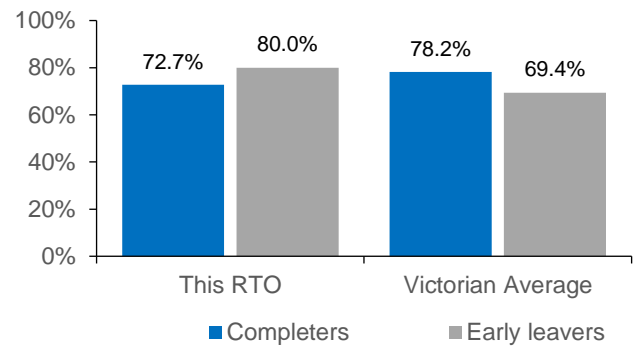
### Trends and Completion Status

- The 2017 Student Survey results show that 75.0% of students at this RTO would recommend this RTO. This was a slight decrease from the previous year (76.3%). The 2017 result for this RTO was slightly higher than the average for all RTOs across Victoria in 2017 (73.8%).
- Within this RTO, a lower proportion of completing students would recommend this RTO compared to early leavers (72.7% compared to 80.0% in 2017).

Proportion of students who would recommend this RTO by year



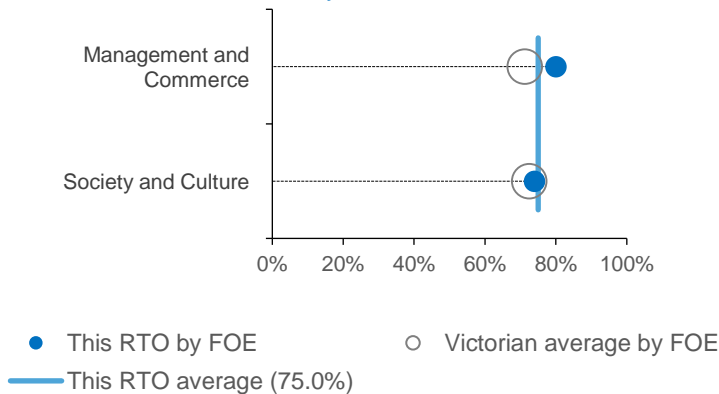
Proportion of students who would recommend this RTO by completion status, 2017



### Field of Education

- Students that were studying in the field of 'Management and Commerce' had the highest proportion of students who would recommend this RTO (80.0% of students) compared to students across other Fields of Education. Conversely, students that were studying in the field of 'Society and Culture' had the lowest proportion of those who would recommend this RTO (73.9%). This result for students in this FOE was slightly lower compared to the average for this RTO (75.0%).

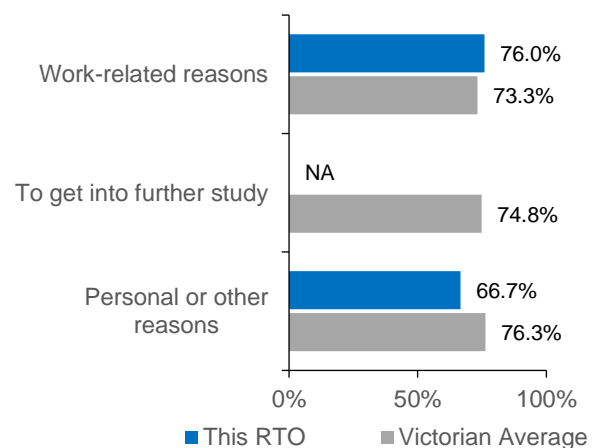
Proportion of students who would recommend this RTO by FOE, 2017



### Reason for Studying

- When comparing by the reason that students attended training, students who attended training for 'work-related reasons' had the highest proportion of students who would recommend this RTO (76.0%) followed by students who attended training for 'personal reasons' (66.7%).

Proportion of students who would recommend this RTO by reason for studying, 2017



# Student Outcomes

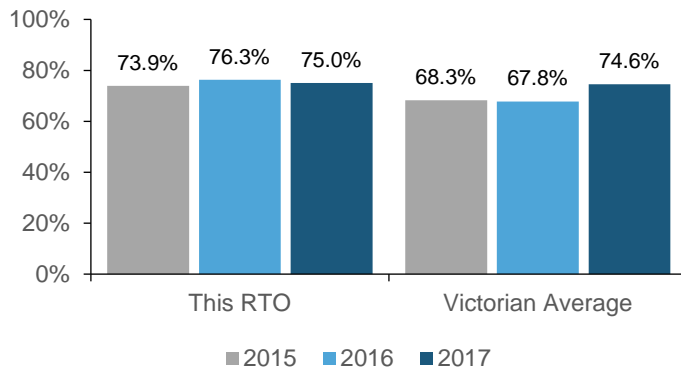
## Recommend the course

This section provides summary results on whether students would recommend the course, including trends over time, by completion status and courses with the highest number of respondents.

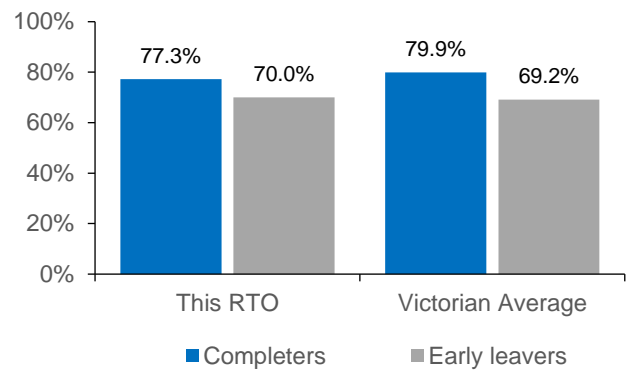
### Trends and Completion Status

- The 2017 Student Survey results show that 75.0% of students at this RTO would recommend the course. This was a slight decrease from the previous year (76.3%). The 2017 result for this RTO was similar to the average for all RTOs across Victoria in 2017 (74.6%).
- Within this RTO, a higher proportion of completing students would recommend the course compared to early leavers (77.3% compared to 70.0% in 2017).

Proportion of students who would recommend the course by year



Proportion of students who would recommend the course by completion status, 2017



- Students who were training in 'Advanced Diploma of Disability' had the highest proportion of students who would recommend their course (80.0% of the 5 students who responded). Conversely, students who were training in 'Certificate IV in Disability' had the lowest proportion of those who would recommend their course (71.4%).

Proportion of students who would recommend the course by course, 2017



# Student Preferences

## Student choice

### Information Available to students

- Students were asked if they had different types of information available to them to help them choose their course and training organisation. One of the most common types of information that students reported was 'Eligibility for government support' (50.0%).

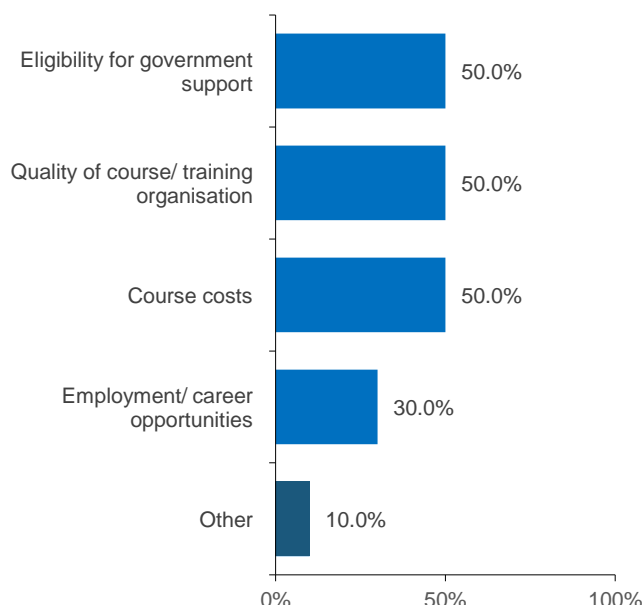
### Choosing this RTO

- The main reason that students reported for choosing this RTO was 'I heard good things about them' (31.0%) followed by 'Fees were affordable or payments were flexible' (13.8%).

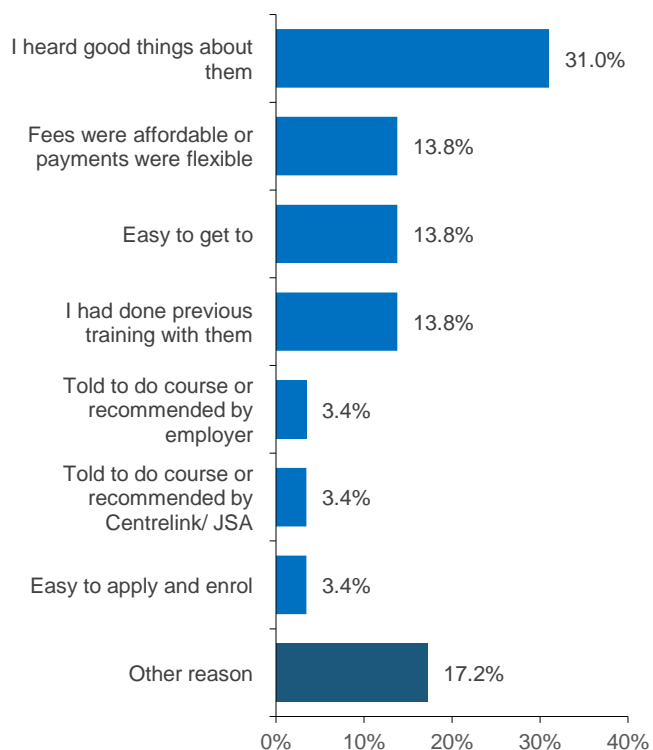
### Why students left training early

- Students who finished at least one module but did not finish the entire course were asked why they left training early without completing. One of the most common reasons reported was 'The training was not what I expected' (25.0%).

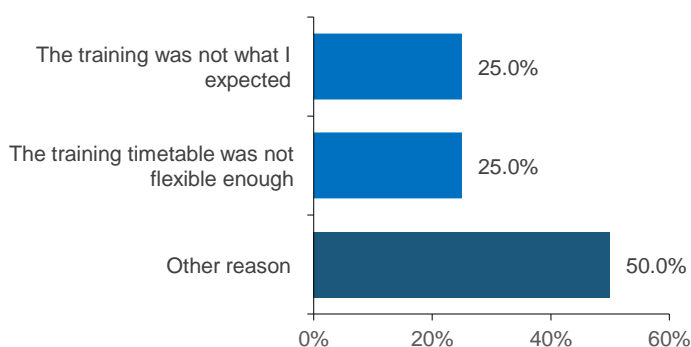
### Information available to students when choosing RTO



### Main reason for choosing RTO



### Main reason for choosing not to continue training





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# How to read this Report

## RTO Performance Indicators Report

Data in the RTO Performance Indicators Report relates to the:

- *Student Satisfaction Survey 2017* – provides feedback from students who completed or left study early in 2016, so their responses reflect their experiences with training in 2016.
- *Employer Satisfaction and Skills Survey 2017* – provides feedback from employers of apprentices and trainees who were in training in 2016.

This report is split across **six** main sections:

- 1 Introduction** – details the *Student Satisfaction Survey* response rate and looks at some of the characteristics of students who completed their training or left early without completing during 2016. Data relating to the students' main reason for studying are also presented to provide greater context for the findings in this report.
- 2 Performance Measures** – provides high level results for the RTO and comparisons to provider type average, Victorian state average, student completion status and trends over time.
- 3 Student Experience** – student satisfaction with the training, teaching quality, assessment process and skills development.
- 4 Student Outcomes** – whether students achieved their main reason for training, their resulting employment status, students going onto further education after training and students' recommendation.
- 5 Student Preferences** – information available to students to inform provider choice, students' main reason for selecting the training provider and for doing part of a course (where applicable).
- 6 Employer Feedback** – employer satisfaction with the training provider and improvement in the generic skills of their apprentices and trainees.

**Sections 3 to 5** comprise feedback received from the *2017 Student Satisfaction Survey*.

**Section 6** comprises feedback received from the *2017 Employer Satisfaction and Skills Survey*.

## Definition of terms used throughout the Report

Term	Definition
Satisfied	Proportion of students who responded with 'Very satisfied' or 'Satisfied'
Agree	Proportion of students who responded with 'Strongly agree' or 'Agree'
Likely	Proportion of students who responded with 'Very likely' or 'Likely'
Completers	A completer falls under one of the following categories: <ul style="list-style-type: none"><li>• Course is completed and qualification issued</li><li>• Apprenticeship/Traineeship completed</li><li>• Program completed, no qualification issued</li><li>• Course nominally completed – course hours expended and/or average number of course units completed and passed.</li></ul>
Early leavers	An early leaver falls under one of the following categories: <ul style="list-style-type: none"><li>• No study occurring – some units completed, but no further enrolment activity</li><li>• Module only enrolment – no intention to complete the whole course.</li></ul>
RTO	Registered Training Organisation
FOE	More information related to the Field of Education (FOE) classifications can be found at: <a href="https://www.ncver.edu.au/publications/publications/all-publications/statistical-standard-software/program-field-of-education-identifier">https://www.ncver.edu.au/publications/publications/all-publications/statistical-standard-software/program-field-of-education-identifier</a> .
JSA	Jobs Services Australia

# How to read this Report

## Performance Summary

### What are Performance Measures?

- The RTO Performance Indicators Report presents quality and outcome information on eight student and three employer performance measures. The performance measures provide results on satisfaction, student attainment, and quality and performance of the Victorian TAFE and training system.

### What are Comparison Groups?

- To provide an additional comparison of performance, all RTOs have been allocated to a band within two comparison groups:
  - Size of institutes: grouping of RTOs was based on 2016 enrolments
    - Small (0-100), Medium (101-500), Large (501+)
  - Proportion of low socio-economic students: grouping of RTOs was based on the proportion of students who were eligible for fee concession for fee waiver.
    - Low (0-25%), Mid (26-50%), High (51%+)

### What does 'NA' mean?

- For some training providers there are too few students or employers who responded to the surveys. Results will not be provided where less than five students or employers responded to the survey question(s).

### How does 'weighting' affect the results

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

### Performance Measures Table

The diagram below provides details on the different elements of the Performance Measures summary pages.

Performance Measures	This RTO	Quartile	Comparison Groups		This RTO Yearly Trends			
			Your size band	Your SES band	2015	2016	2017	Trends
<b>Student Experience</b>								
Proportion of VET students who are satisfied with training provided by the RTO	76.7%	2	76.5%	75.4%	74.8%	72.0%	76.7%	↔↔↔
Proportion of VET students reporting a positive perception of teaching	64.6%	2	67.4%	65.6%	72.9%	66.0%	64.6%	↔↔↔
Proportion of VET students reporting a positive perception of the assessment process	68.7%	2	69.6%	68.1%	74.3%	67.3%	68.7%	↔↔↔
Proportion of VET students satisfied with generic skills and learning experiences	41.3%	2	43.6%	41.9%	51.6%	45.8%	41.3%	↔↔↔
<b>Student Outcomes</b>								
Proportion of VET students who achieved their main reason for training	72.5%	2	72.7%	72.5%	64.5%	66.7%	72.5%	↔↔↔
Proportion of VET students with an improved employment status after training	42.6%	2	42.4%	43.0%	42.2%	41.4%	42.6%	↔↔↔
Proportion of VET students going onto further study at a higher level than their completed training	18.8%	3	19.1%	19.7%	24.3%	21.8%	18.8%	↔↔↔
Proportion of students who recommend the RTO	73.3%	2	73.8%	72.4%	71.4%	64.0%	73.3%	↔↔↔
<b>Employer Satisfaction</b>								
Proportion of employers who are satisfied with training provided by an RTO	69.8%	1	75.6%	75.9%	NA	70.2%	69.8%	↔↔↔
Proportion of employers who recommend the RTO	64.0%	1	70.4%	70.7%	NA	67.3%	64.0%	↔↔↔
Proportion of employers reporting improvement in generic skills and learning experiences	43.9%	1	51.0%	51.3%	NA	53.7%	43.9%	↔↔↔

This column shows the percentage result for this RTO

The comparison group to which your RTO has been allocated

Eight student-related performance measures

The quartile this RTO is in for this measure

Three employer-related performance measures

Yearly trends for this RTO

For feedback or queries please contact: [rto\\_performance.indicators@edumail.vic.gov.au](mailto:rto_performance.indicators@edumail.vic.gov.au)