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.

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.

Response rate

<table>
<thead>
<tr>
<th>This RTO</th>
<th>Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>26.0%</td>
<td>27.0%</td>
</tr>
</tbody>
</table>

Number of responses for this RTO

<table>
<thead>
<tr>
<th>Total</th>
<th>Completers</th>
<th>Early leavers</th>
</tr>
</thead>
<tbody>
<tr>
<td>34</td>
<td>22</td>
<td>12</td>
</tr>
</tbody>
</table>

Characteristics of students at this RTO

Student demographics

<table>
<thead>
<tr>
<th>Employed at enrolment</th>
<th>This RTO</th>
<th>Victoria</th>
</tr>
</thead>
<tbody>
<tr>
<td>20-24</td>
<td>40.3%</td>
<td>59.1%</td>
</tr>
<tr>
<td>25-29</td>
<td>10.2%</td>
<td>61.2%</td>
</tr>
<tr>
<td>30-34</td>
<td>1.4%</td>
<td>1.6%</td>
</tr>
<tr>
<td>35-44</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45-54</td>
<td></td>
<td></td>
</tr>
<tr>
<td>55-64</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65+</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low English proficiency</td>
<td>10.0%</td>
<td>20.1%</td>
</tr>
</tbody>
</table>

Age and gender

Students’ main reason for studying
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

#### Student Experience

- **Proportion of VET students who are satisfied with training provided by the RTO**
  - This RTO: 81.3%
  - State Average: 76.5%
  - Comparison: 90.9% for completers, 60.0% for early leavers

- **Proportion of VET students reporting a positive perception of teaching**
  - This RTO: 59.4%
  - State Average: 67.7%
  - Comparison: 68.2% for completers, 40.0% for early leavers

- **Proportion of VET students reporting a positive perception of the assessment process**
  - This RTO: 68.8%
  - State Average: 70.0%
  - Comparison: 81.8% for completers, 40.0% for early leavers

- **Proportion of VET students satisfied with generic skills and learning experiences**
  - This RTO: 34.4%
  - State Average: 44.0%
  - Comparison: 31.8% for completers, 40.0% for early leavers

#### Student Outcomes

- **Proportion of VET students who achieved their main reason for training**
  - This RTO: 73.5%
  - State Average: 72.7%
  - Comparison: 86.4% for completers, 50.0% for early leavers

- **Proportion of VET students with an improved employment status after training**
  - This RTO: 48.4%
  - State Average: 42.4%
  - Comparison: 57.1% for completers, 30.0% for early leavers

- **Proportion of VET students going onto further study at a higher level than their completed training**
  - This RTO: 3.3%
  - State Average: 19.0%
  - Comparison: 4.5% for completers, 0.0% for early leavers

- **Proportion of VET students who recommend the RTO**
  - This RTO: 75.0%
  - State Average: 73.8%
  - Comparison: 72.7% for completers, 80.0% for early leavers

#### Employer Feedback*

- **Proportion of employers who are satisfied with training provided by the RTO**
  - This RTO: 76.8%

- **Proportion of employers who recommend the RTO**
  - This RTO: 71.6%

- **Proportion of employers reporting improvement in generic skills and learning experiences**
  - This RTO: 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.
### Overview of Performance

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

#### Student Experience

<table>
<thead>
<tr>
<th>Measure</th>
<th>Percentage</th>
<th>Quartile</th>
<th>This RTO</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of VET students who are satisfied with training provided by the RTO</td>
<td>81.3%</td>
<td>2</td>
<td>77.3%</td>
<td>77.1%</td>
<td>56.5%</td>
<td>81.6%</td>
<td>81.3%</td>
</tr>
<tr>
<td>Proportion of VET students reporting a positive perception of teaching</td>
<td>59.4%</td>
<td>1</td>
<td>70.5%</td>
<td>69.6%</td>
<td>56.5%</td>
<td>73.7%</td>
<td>59.4%</td>
</tr>
<tr>
<td>Proportion of VET students reporting a positive perception of the assessment process</td>
<td>68.8%</td>
<td>2</td>
<td>72.7%</td>
<td>72.0%</td>
<td>68.2%</td>
<td>75.7%</td>
<td>68.8%</td>
</tr>
<tr>
<td>Proportion of VET students satisfied with generic skills and learning experiences</td>
<td>34.4%</td>
<td>1</td>
<td>46.6%</td>
<td>45.5%</td>
<td>43.5%</td>
<td>56.8%</td>
<td>34.4%</td>
</tr>
</tbody>
</table>

#### Student Outcomes

<table>
<thead>
<tr>
<th>Measure</th>
<th>Percentage</th>
<th>Quartile</th>
<th>This RTO</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of VET students who achieved their main reason for training</td>
<td>73.5%</td>
<td>2</td>
<td>72.8%</td>
<td>72.8%</td>
<td>56.5%</td>
<td>75.6%</td>
<td>73.5%</td>
</tr>
<tr>
<td>Proportion of VET students with an improved employment status after training</td>
<td>48.4%</td>
<td>3</td>
<td>41.9%</td>
<td>44.4%</td>
<td>52.2%</td>
<td>44.7%</td>
<td>48.4%</td>
</tr>
<tr>
<td>Proportion of VET students going onto further study at a higher level than their completed training</td>
<td>3.3%</td>
<td>1</td>
<td>17.9%</td>
<td>17.2%</td>
<td>8.7%</td>
<td>5.6%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Proportion of VET students who recommend the RTO</td>
<td>75.0%</td>
<td>2</td>
<td>74.5%</td>
<td>74.8%</td>
<td>63.6%</td>
<td>76.3%</td>
<td>75.0%</td>
</tr>
</tbody>
</table>

#### Employer Feedback

<table>
<thead>
<tr>
<th>Measure</th>
<th>Percentage</th>
<th>This RTO</th>
<th>Trends</th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of employers who are satisfied with training provided by the RTO</td>
<td>84.6%</td>
<td>NA</td>
<td>-</td>
</tr>
<tr>
<td>Proportion of employers who recommend the RTO</td>
<td>81.6%</td>
<td>NA</td>
<td>-</td>
</tr>
<tr>
<td>Proportion of employers reporting improvement in generic skills and learning experiences</td>
<td>60.6%</td>
<td>NA</td>
<td>-</td>
</tr>
</tbody>
</table>
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).

**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%).

**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%).
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%).
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%).

This RTO by occupation  ○ Victorian average by occupation  —— This RTO average (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).

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.

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%).

This RTO by Field of Education

- This RTO average (59.4%)
- Victorian average by Field of Education

This RTO by Reason for Studying

- This RTO by reason for studying
- Victorian Average by reason for studying

<table>
<thead>
<tr>
<th>Reason for Studying</th>
<th>Proportion of Students</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work-related reasons</td>
<td>60.0%</td>
<td>68.1%</td>
</tr>
<tr>
<td>To get into further study</td>
<td>NA</td>
<td>61.2%</td>
</tr>
<tr>
<td>Personal or other reasons</td>
<td>66.7%</td>
<td>68.3%</td>
</tr>
</tbody>
</table>
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%).

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%).
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).

**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.

**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%).
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%).

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

- Clearly outlined to you
- Appropriate for your studies
- Carried out as outlined to you

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

**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%).

**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%).

---

**Graphs and Charts**
- Proportion of students satisfied with generic skills by year
- Proportion of students satisfied with generic skills by completion status, 2017
- Proportion of students satisfied with generic skills by FOE, 2017
- 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%).

**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%).
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).

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%).

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%).
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%).
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%).
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).

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.

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 field of education and reason for study.
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).

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%).

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%).
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).

**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%).

**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%).

---

Encompass Community Services Inc (6899)
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).

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 year

<table>
<thead>
<tr>
<th>Year</th>
<th>This RTO</th>
<th>Victorian Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>2015</td>
<td>73.9%</td>
<td></td>
</tr>
<tr>
<td>2016</td>
<td>76.3%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>75.0%</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Status</th>
<th>This RTO</th>
<th>Victorian Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Completers</td>
<td>77.3%</td>
<td>79.9%</td>
</tr>
<tr>
<td>Early leavers</td>
<td>70.0%</td>
<td>69.2%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Course</th>
<th>This RTO</th>
<th>Victorian average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced Diploma of Disability</td>
<td>(n = 5)</td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Community Work</td>
<td>(n = 5)</td>
<td></td>
</tr>
<tr>
<td>Certificate IV in Disability</td>
<td>(n = 14)</td>
<td></td>
</tr>
</tbody>
</table>

This RTO by Course ○ Victorian average by Course — This RTO average (75.0%)
Student Preferences

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%).

Main reason for choosing RTO

- I heard good things about them: 31.0%
- Fees were affordable or payments were flexible: 13.8%
- Easy to get to: 13.8%
- I had done previous training with them: 13.8%
- Told to do course or recommended by employer: 3.4%
- Told to do course or recommended by Centrelink/JSA: 3.4%
- Easy to apply and enrol: 3.4%
- Other reason: 17.2%

Main reason for choosing not to continue training

- The training was not what I expected: 25.0%
- The training timetable was not flexible enough: 25.0%
- Other reason: 50.0%
THIS PAGE HAS INTENTIONALLY BEEN LEFT BLANK
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

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfied</td>
<td>Proportion of students who responded with ‘Very satisfied’ or ‘Satisfied’</td>
</tr>
<tr>
<td>Agree</td>
<td>Proportion of students who responded with ‘Strongly agree’ or ‘Agree’</td>
</tr>
<tr>
<td>Likely</td>
<td>Proportion of students who responded with ‘Very likely’ or ‘Likely’</td>
</tr>
<tr>
<td>Completers</td>
<td>A completer falls under one of the following categories:</td>
</tr>
<tr>
<td></td>
<td>• Course is completed and qualification issued</td>
</tr>
<tr>
<td></td>
<td>• Apprenticeship/Traineeship completed</td>
</tr>
<tr>
<td></td>
<td>• Program completed, no qualification issued</td>
</tr>
<tr>
<td></td>
<td>• Course nominally completed – course hours expended and/or average number of course units</td>
</tr>
<tr>
<td></td>
<td>completed and passed</td>
</tr>
<tr>
<td>Early leavers</td>
<td>An early leaver falls under one of the following categories:</td>
</tr>
<tr>
<td></td>
<td>• No study occurring – some units completed, but no further enrolment activity</td>
</tr>
<tr>
<td></td>
<td>• Module only enrolment – no intention to complete the whole course.</td>
</tr>
<tr>
<td>RTO</td>
<td>Registered Training Organisation</td>
</tr>
<tr>
<td>FOE</td>
<td>More information related to the Field of Education (FOE) classifications can be found at:</td>
</tr>
<tr>
<td></td>
<td>software/program-field-of-education-identifier.</td>
</tr>
<tr>
<td>JSA</td>
<td>Jobs Services Australia</td>
</tr>
</tbody>
</table>
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.

---

For feedback or queries please contact: rto.performance.indicators@edumail.vic.gov.au