

## RTO Performance Indicator Report - Total Business Services & Training Pty Ltd

The RTO Performance Indicator Report is designed to show how your RTO performed on student and employer satisfaction and outcomes.

The Report has six sections:

1. Overall performance – as measured against the 11 Performance Measures
2. Student Experience
3. Student Outcomes
4. Student Preferences
5. Employer Feedback
6. How to read this report.

Sections 2-4 comprise feedback received in 2016 via the Student Satisfaction Survey. 221,631 students were invited to participate in this survey between April and June, and asked about their training experiences and outcomes. Responses were received from 24,131 students across 466 RTOS, resulting in an overall response rate of 10.9 per cent. Section 5 comprises feedback from the Employer Satisfaction and Skills Survey.

For the purposes of this report, the term 'RTO' refers to TAFEs, private training providers and Learn Locals.

### Survey responses

Response Rate		Number of responses for your RTO		
Your RTO	All RTOs	Total	Completers	Non-Completers
20.2%	10.9%	60	32	28

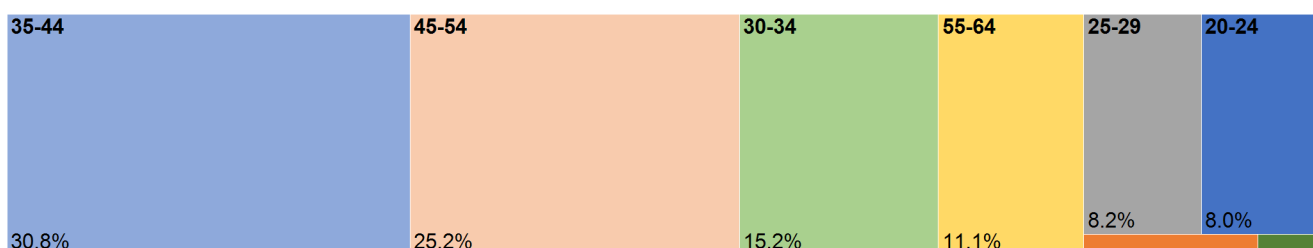
The figures above relate to the Student Satisfaction Survey. A low survey response rate can affect the quality of the data shown in this report and should be taken into account when interpreting results.

In some instances, there will be insufficient data to present findings. To protect privacy, results will only be shown where there are five or more respondents, and where there are twenty or more RTO enrolments.

### About your RTO

Demographic profile					
Your RTO	All RTOs	Your RTO	All RTOs	Your RTO	All RTOs
5.8%	6.5%	0.7%	1.2%	12.5%	17.3%
Disability		Indigenous		Low English Proficiency	

### Age profile of students











## Performance Measures

To provide a fair comparison of your performance against the 11 performance measures, all RTOs have been allocated to a band within two comparison groups:

- Size of organisation – Small (0-100), Medium (101-500), Large (501+) – based on 2015 enrolments
- Proportion of low socio-economic students – Low (0-25%), Mid (26-50%), High (51%+) – based on students who are eligible for fee concession or fee waiver.

The table below displays your result for each of the Performance Measures, how this result compared with the previous year (higher, the same, lower), and the mean for all RTOs, and your comparison bands.

Your RTO is in the	Size band	SES band	Mean Result				
	Large	Middle	Your RTO result *	2015-16 Trend	All RTOs Result	Your size band	Your SES band
Proportion of VET students reporting a positive perception of teaching			54.4%		72.4%	72.0%	72.2%
Proportion of VET students reporting a positive perception of the assessment process			75.0%		72.8%	71.9%	72.6%
Proportion of VET students who are satisfied with training provided by RTO			60.3%		75.0%	74.3%	74.5%
Proportion of VET students satisfied with generic skills and learning experiences			25.9%		51.3%	49.8%	51.1%
Proportion of VET students going onto further study at a higher level than their completed training			3.6%		19.5%	18.9%	15.9%
Proportion of VET students who achieved their main reason for training			58.3%		67.2%	66.7%	64.9%
Proportion of VET students with an improved employment status after training			46.6%		44.5%	41.7%	43.1%
Proportion of VET students who recommend the RTO			53.4%		65.2%	64.5%	64.7%

\* Shaded pink if below, and blue if above the 'All RTOs Result'

# Student Experience

This section of the report relates to the student experience and provides feedback on their overall satisfaction with the training, the assessment process, the trainers, and the course.

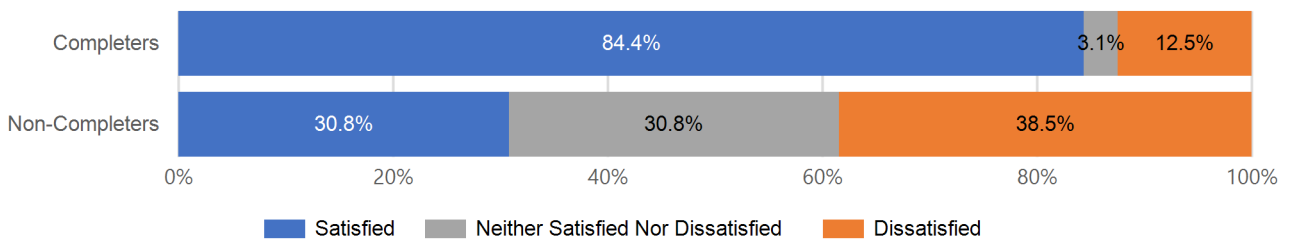
## Overall Satisfaction with training

Data in this section reflects responses to the question – Overall, how satisfied were you with your training?

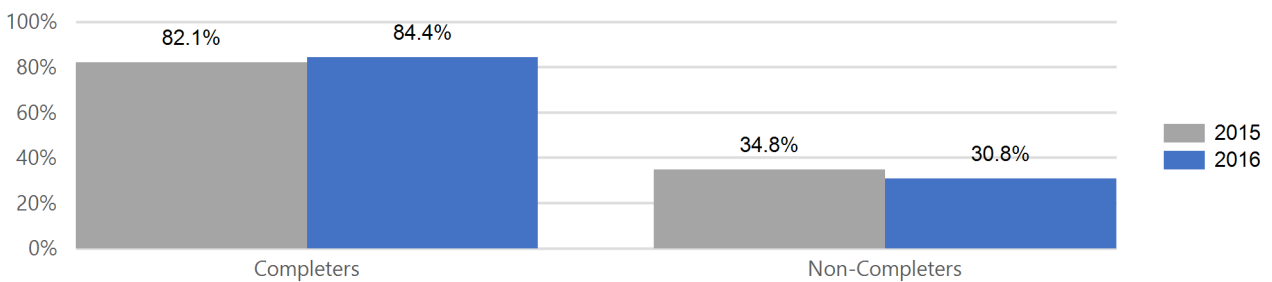
It supports the performance measure – **Proportion of VET students who are satisfied with training provided by an RTO.**

This section provides a graphical representation of the data for each Field of Education (FoE). Subsequent sections provide more detailed FoE data in tabular format to enable a more thorough analysis.

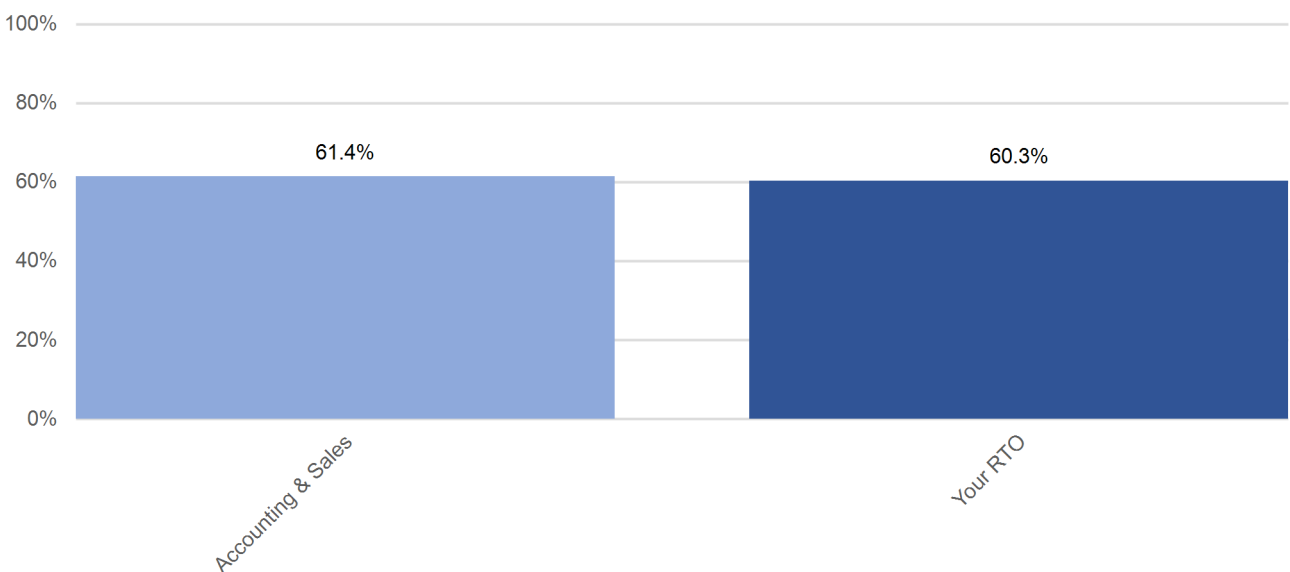
### Proportion of students satisfied with training, by completers and non-completers, 2016



### Proportion of students satisfied with training, 2015 and 2016



### Proportion of students satisfied with training by field of education, 2016



# Student Experience

## Satisfaction with aspects of training

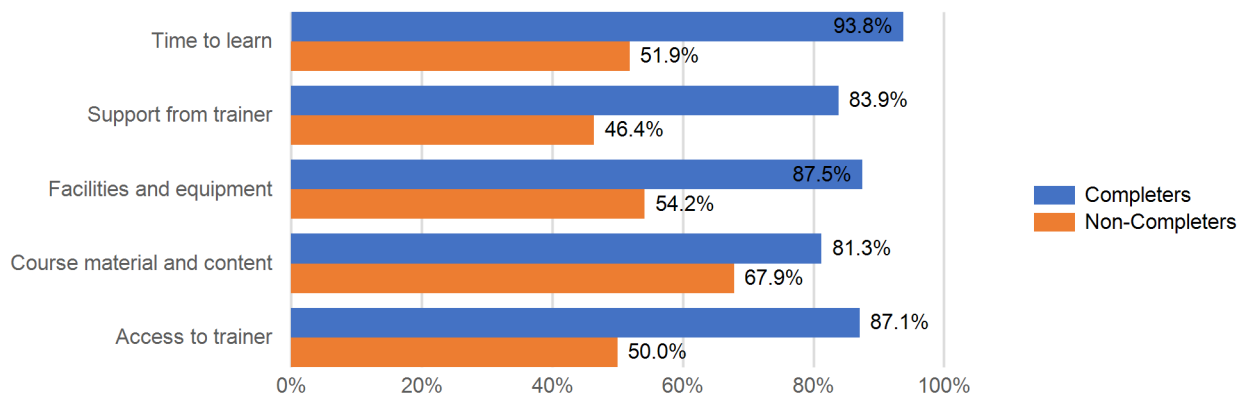
Data in this section reflects responses to the question –

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

- Amount of time provided to learn new skills
- The facilities and equipment
- Course materials and content
- Access to your trainer
- Support from your trainer.

This question was included for the first time in the 2016 survey, so trend data is not available.

### Proportion of students satisfied with aspects of their training, by completers and non-completers, 2016



### Proportion of all students satisfied with aspects of their training, by field of education, 2016

	Access to trainer	Course material and content	Facilities and equipment	Support from trainer	Time to learn
<b>Accounting &amp; Sales</b>	70.7%	74.6%	70.2%	67.2%	74.1%
<b>Business &amp; Management</b>	-	-	-	-	-

## Satisfaction with Assessment Process

Data in this section reflects responses to the questions –

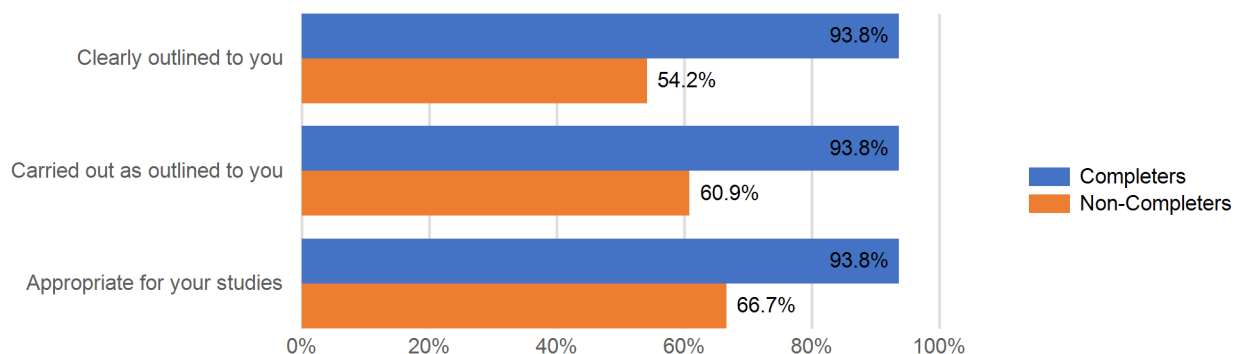
How satisfied are you that your training organisation’s assessment of your learning was:

- clearly outlined to you
- appropriate for your studies
- carried out as outlined to you?

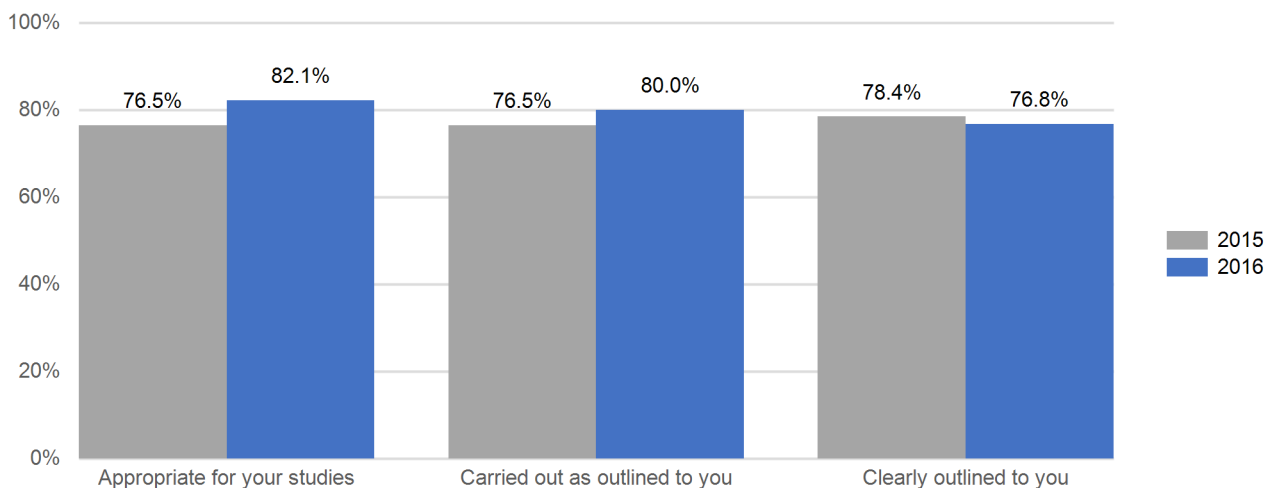
How thorough was the assessment process?

It supports the performance measure – **Proportion of VET students reporting a positive perception of the assessment process.**

### Proportion of students satisfied with assessment process by completers and non-completers, 2016



### Proportion of all students satisfied with assessment process, 2015 and 2016



## Satisfaction with Assessment Process

### Proportion of all students satisfied with assessment process, by field of education, 2016

	Appropriate for your studies	Carried out as outlined to you	Clearly outlined to you
Accounting & Sales	83.6%	81.5%	78.2%
Business & Management	-	-	-

# Student Experience

## Satisfaction with Trainer

Data in this section reflects responses to the questions -

How satisfied are you that the trainers for this course:

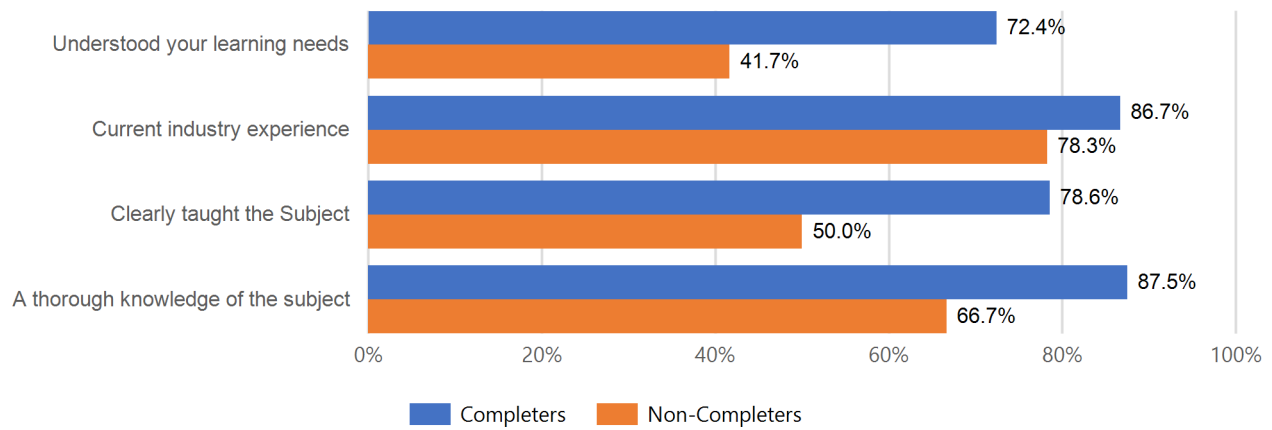
- clearly taught the subject
- understood your learning needs?

How satisfied are you that the trainers for this course had:

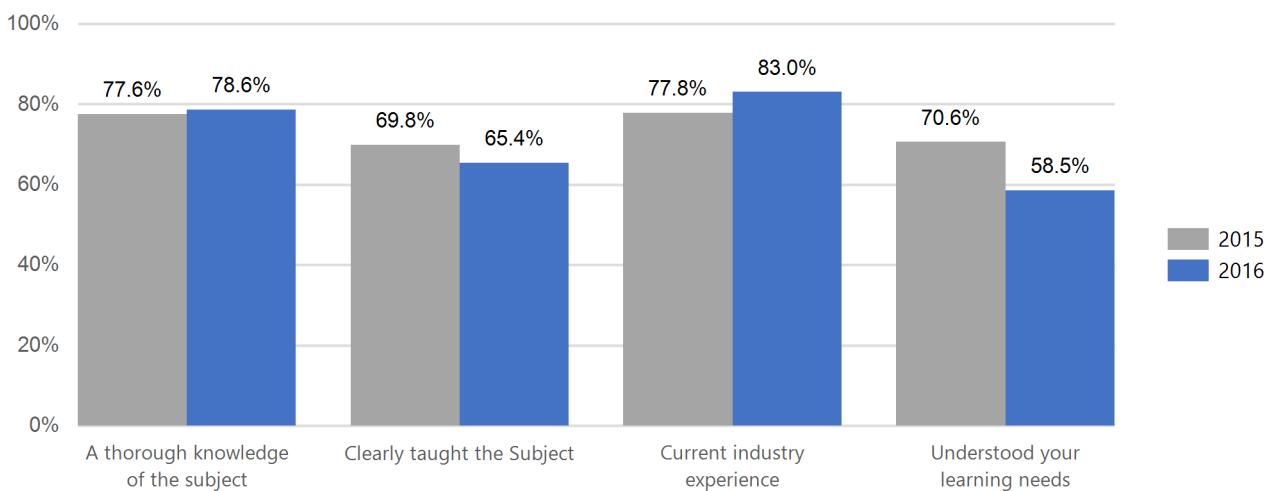
- a thorough knowledge of the subject
- current industry experience?

It supports the performance measure – **Proportion of VET students reporting a positive perception of teaching.**

### Proportion of students satisfied with trainer, by completers and non-completers, 2016



### Proportion of students satisfied with trainer, 2015 and 2016



# Student Experience

## Satisfaction with Trainer

### Proportion of all students satisfied with trainers, by field of education, 2016

	A thorough knowledge of the subject	Clearly taught the subject	Current industry experience	Understood your learning needs
Accounting & Sales	78.2%	65.4%	82.7%	59.6%
Business & Management	-	-	-	-



# Student Experience

## Satisfaction with course and RTO

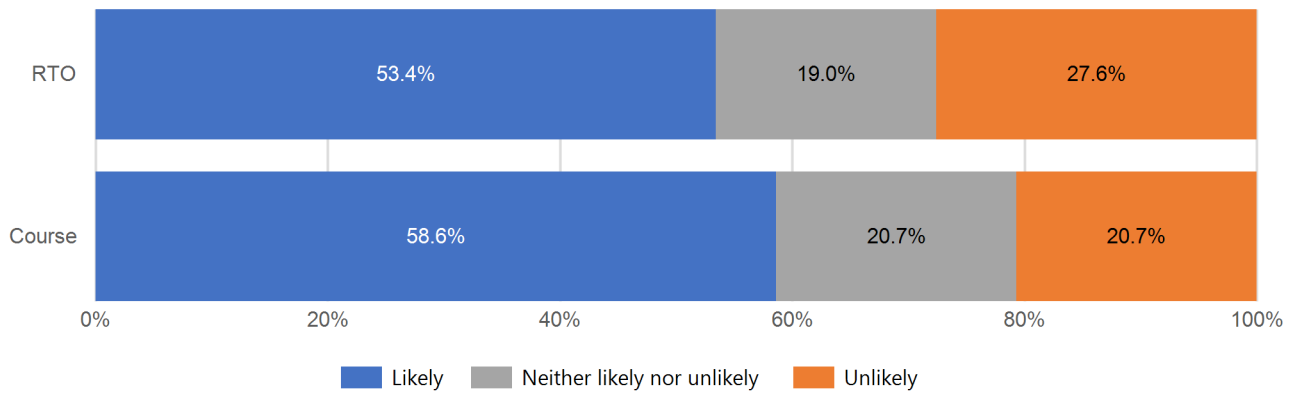
Data in this section reflects responses to the questions –

How likely are you to:

- recommend this course to other students
- promote or recommend this training organisation to other students?

It supports the performance measure – **Proportion of VET students who recommend the RTO.**

### Proportion of students likely to recommend RTO and course, 2016



# Student Outcomes

This section of the report relates to the achievement of student outcomes and provides feedback on their skills development, the relevance of their training, and their resulting employment status.

## Generic skills development

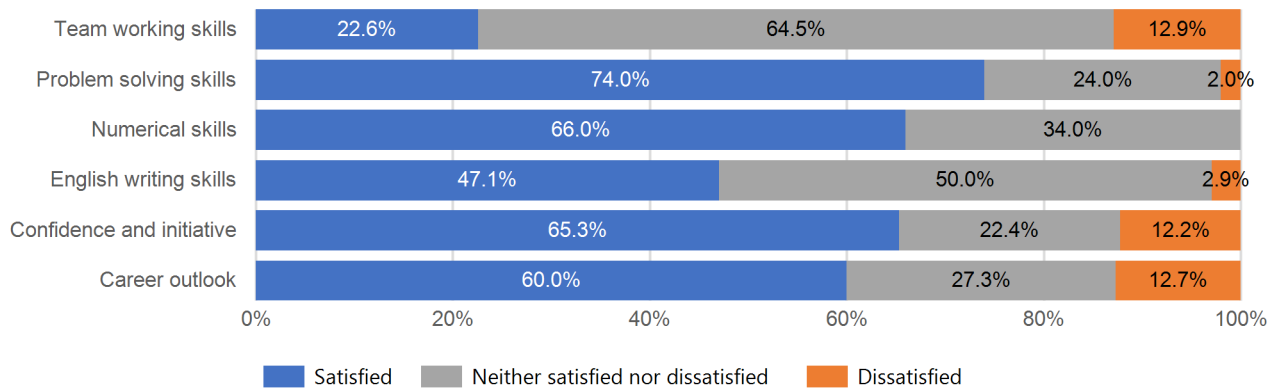
Data in this section reflects responses to the question –

How satisfied are you that the training for this course improved your:

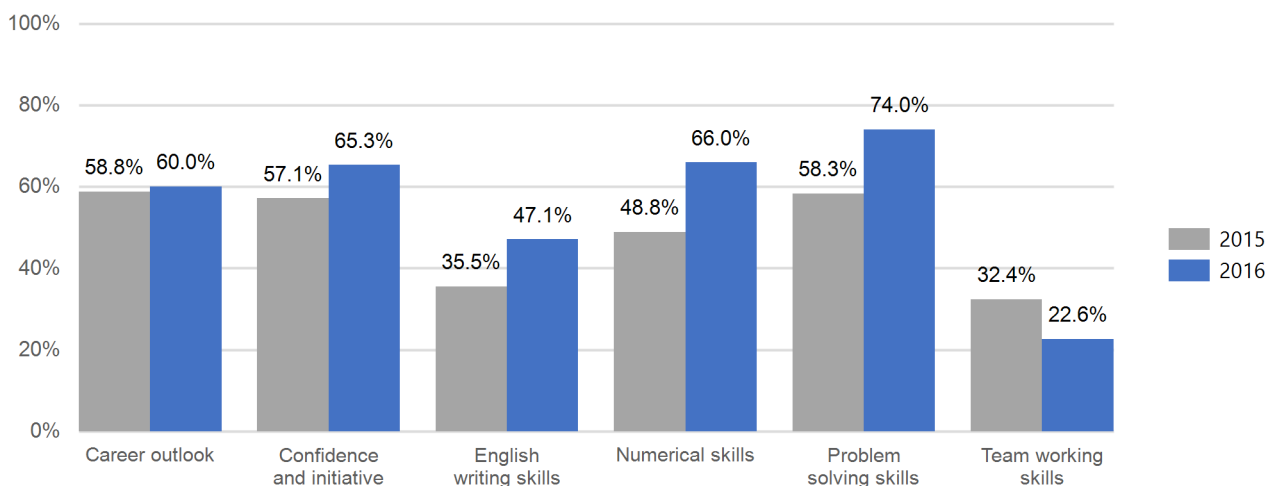
- English writing skills
- Numerical skills
- Problem solving skills
- Team working skills
- Confidence and initiative
- Career outlook.

It supports the performance measure – **Proportion of VET students satisfied with generic skills and learning experience.**

### Proportion of all students satisfied with general skills development, 2016



### Proportion of all students satisfied with general skills development, 2015 and 2016



# Student Outcomes

## Generic skills development

### Proportion of all students satisfied with general skills development, by field of education, 2016

	Career outlook	Confidence and initiative	English writing skills	Numerical skills	Problem solving skills	Team working skills
Accounting & Sales	61.1%	66.7%	48.5%	67.4%	75.5%	23.3%
Business & Management	-	-	-	-	-	-

# Student Outcomes

## Employment status after training

Data in this section reflects responses to the question –

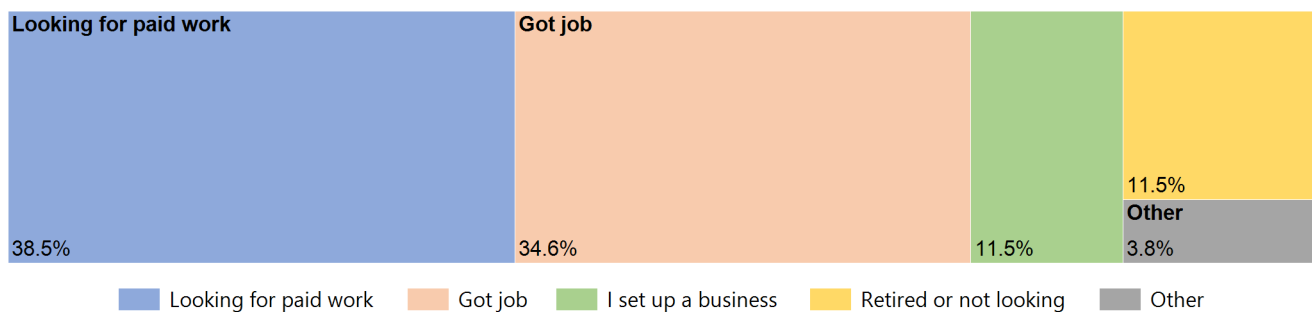
Which best describes your employment situation now compared to when you started the course? The responses are divided into two groups for students who were previously employed and not previously employed.

It supports the performance measure – **Proportion of VET students with an improved employment status after training.**

### Employment situation now compared to when course started - previously employed

<b>No longer working or self-employed and...</b>	I am looking for paid work	<b>3.1%</b>
	Not looking for paid work	<b>3.1%</b>
<b>With the same employer and...</b>	I am in the same role and gained greater responsibility or more paid employment hours	<b>3.1%</b>
	In the same job	<b>46.9%</b>
	Started a new role	<b>3.1%</b>
<b>Started a new or additional job with a new employer</b>		<b>31.3%</b>
<b>Grew my existing business</b>		<b>3.1%</b>
<b>Set up a business</b>		<b>6.3%</b>

### Employment situation now compared to when course started - not previously employed



# Student Outcomes

## Relevance of training

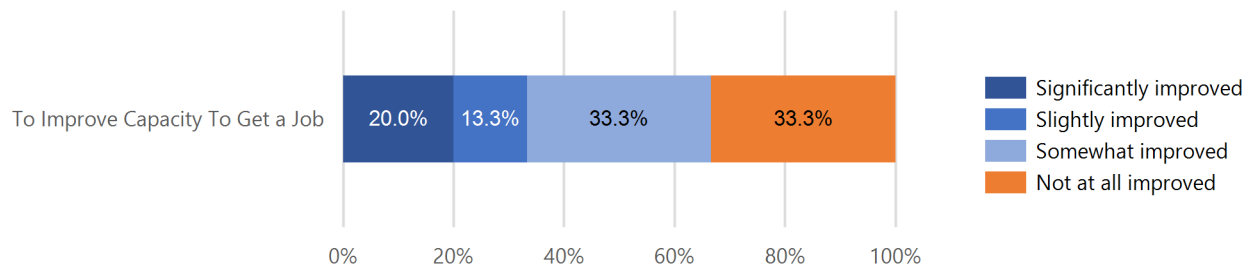
Data in this section reflects responses to the question –

How relevant to you was your training to your current employment or career?

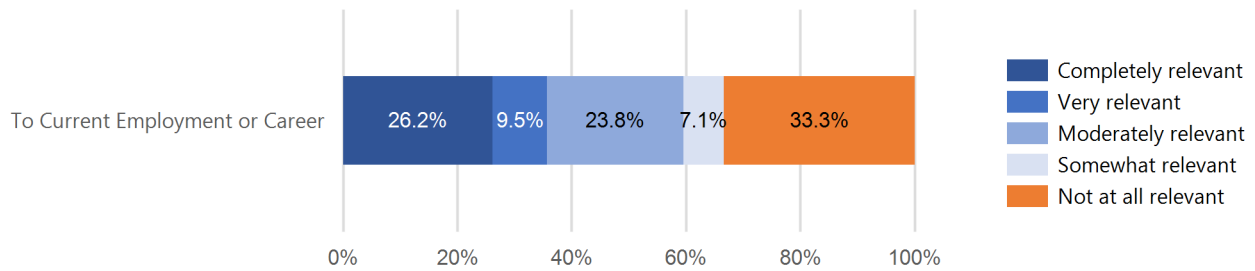
To what extent has your training improved your capacity to get a job?

### How relevant was training in 2016?

#### Capacity to get a job



#### Employment or career



# Student Outcomes

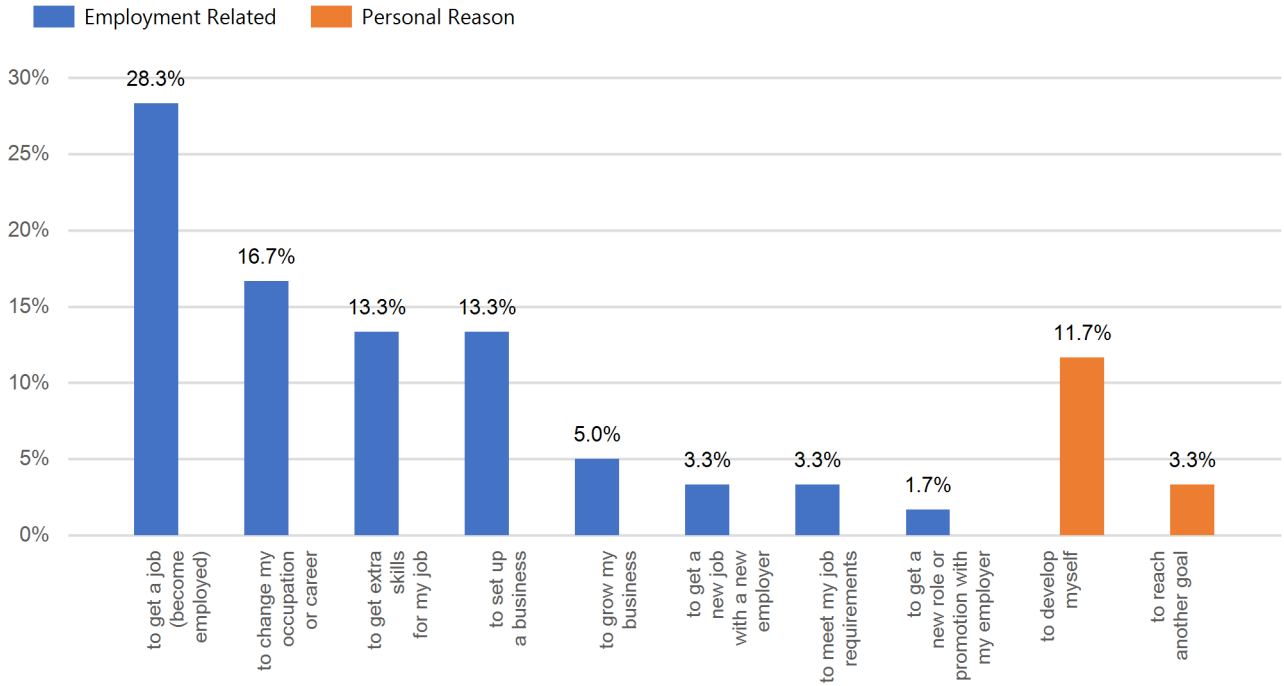
## Achieved main reason for training

Data in this section reflects responses to the question –

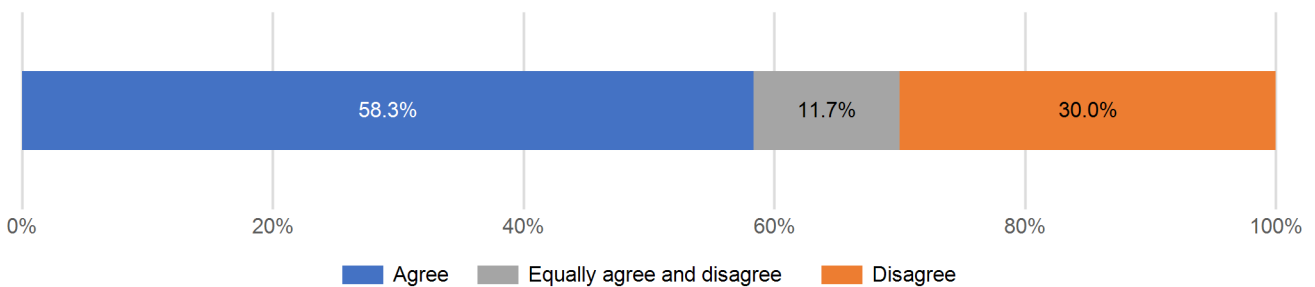
To what extent would you agree or disagree that you achieved your main purpose for doing the course?

It supports the performance measure – **Proportion of VET students who achieved their main reason for training.**

### Main reason for doing course



### Achieved main purpose for doing the course



# Student Preferences

This section of the report relates to the preferences of the students and provides feedback on their main reason for selecting your RTO, and for doing part of a course (where relevant).

Data in this section reflects responses to the questions –

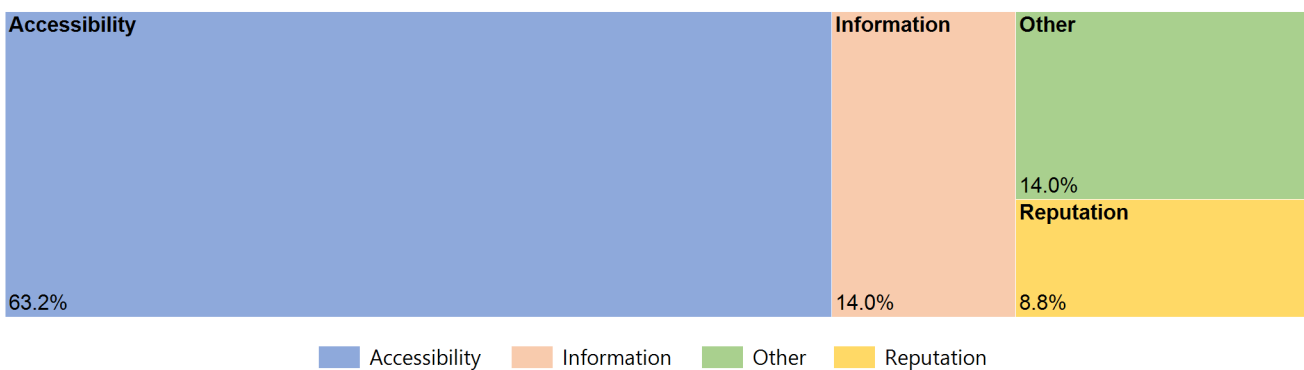
What was the main reason for choosing to train with your chosen organisation?

- Reputation of the organisation
- Accessibility
- Information provided by the organisation
- Other.

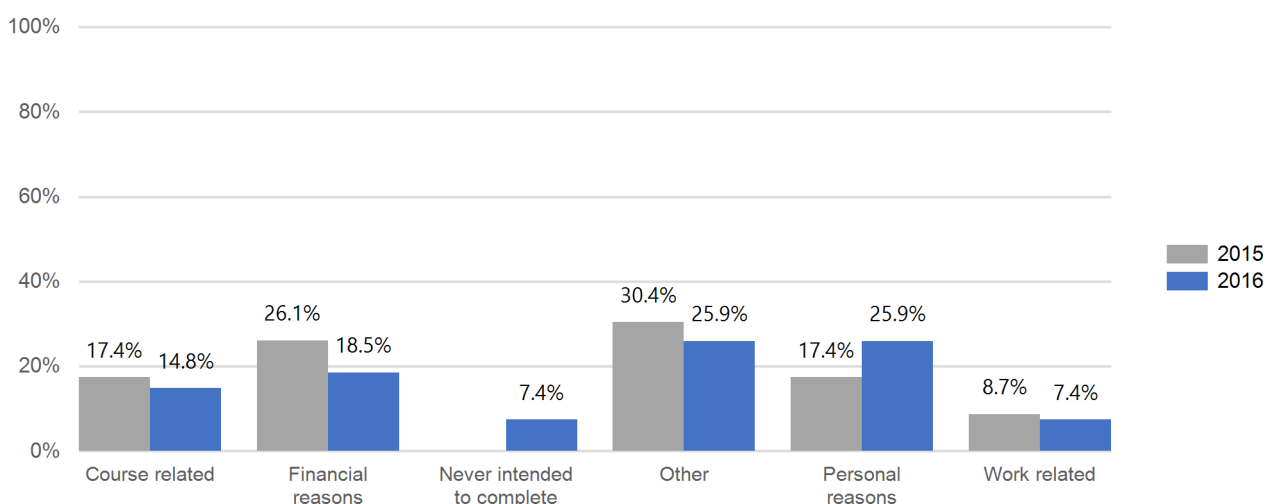
What is the main reason you stopped doing the course?

- Never intended to complete
- Course related
- Personal reasons
- Work related
- Financial
- Other.

## Main reason for selecting RTO



## Main reason for not completing course



## Employer Feedback

This section of the report relates to the employer's satisfaction with the RTO and the improvement in generic skills of their apprentices and trainees.

Data in this section reflects responses to the questions –

Overall, how satisfied are you with the formal training that your employee(s) received from Total Business Services & Training Pty Ltd?

How likely would you be to recommend or promote Total Business Services & Training Pty Ltd to other employers?

It supports the performance measures – **Proportion of VET students satisfied with generic skills and learning experiences** and **Proportion of employers who recommend the RTO.**

**Employer is satisfied with formal training that employees received from RTO**

**No Data Available**

**Employer would recommend RTO to other employers**

**No Data Available**



## Employer Feedback

Data in this section reflects responses to the question –

For your employee(s), on average, how satisfied are you that the formal training they received from Total Business Services & Training Pty Ltd contributed to an improvement in their:

- English writing skills
- Numerical skills
- Problem solving skills
- Team working skills
- Confidence and initiative
- Career outlook
- Job and technical skills?

It supports the performance measure – **Proportion of employers reporting improvement in the generic skills of apprentices and trainees.**

**Proportion of employers reporting improvement in the generic skills of apprentices and trainees, 2016**

**No Data Available**

## Structure Of Report

The RTO Performance Indicator Report has five sections:

1. **Performance Measures** – how the training provider has performed against each student and employer performance measure, how they compare with other training providers, and over time.
2. **Student Experience** – student satisfaction with the training, the assessment process, the trainers, the course and the training provider.
3. **Student Outcomes** – student satisfaction with their skills development, the relevance of their training, their resulting employment status, and whether they achieved their main reason for training.
4. **Student Preferences** – students' main reason for selecting the training provider and for doing part of a course (where applicable).
5. **Employer Feedback** – employer satisfaction with the training provider and improvement in the generic skills of their apprentices and trainees.

**Sections 2 to 4** comprise feedback received from the *Student Satisfaction Survey*. **Section 5** comprises feedback received from the *Employer Satisfaction and Skills Survey*.

Data in this report relates to the:

- *Student Satisfaction Survey 2016* – provides feedback from students who completed or left study early in 2015, so their responses reflect their experiences with training in 2015.
- *Employer Satisfaction and Skills Survey 2016* – provides feedback from employers of apprentices and trainees who were in training or completed training in 2015.

## Definition of terms used throughout the Report

Term	Definition
Satisfied	Proportion of students who responded with 'somewhat satisfied', 'mostly satisfied' or 'completely satisfied'.
Agree	Proportion of students who responded with 'agree more than disagree', 'mostly agree', or 'agree completely'.
Likely	Proportion of students who responded with 'likely', 'very likely' or 'extremely 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>
Non-completers	A non-completer 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>

# How To Read This Report

## How to read the performance measures summary (page 2)

### What are the Performance Measures?

The RTO Performance Indicator 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 a fair comparison of performance, all training providers have been allocated to a band within two comparison groups:

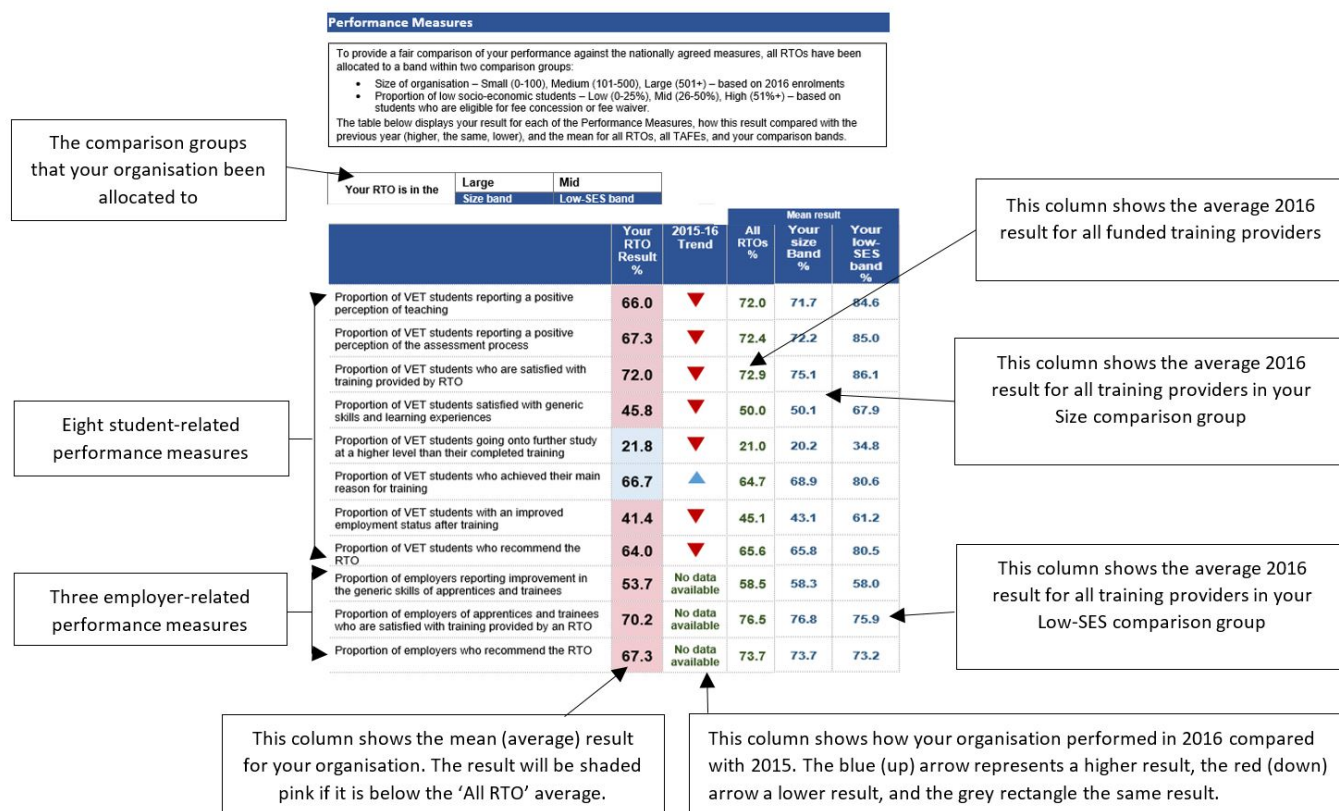
- Size of the organisation – Small (0-100), Medium (101-500), Large (501+) – based on 2016 enrolments.
- Proportion of low socio-economic students in the organisation – Low (0-25%), Mid (26-50%), High (51%+) – based on students who are eligible for fee concession or fee waiver.

### What does 'data not available' 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).

There is no trend data available for the three employer measures in the Performance Measure summary as the *Employer Satisfaction and Skills Survey* was not run in 2015.

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



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