

North Melbourne Language & Learning Inc (6410)

2020 RTO Performance Detailed Report



Introduction

This report displays the 2020 results of the *Student Satisfaction Survey* and from the *Employer Satisfaction Survey*, as well as results from previous years of the surveys (where available) to allow for examination of trends over time.

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

In 2020, 8 students from North Melbourne Language & Learning Inc (6410) took part in the survey. This is a response rate of 14.5%. The average response rate for all of Victoria was 42.0%.

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- Your work situation before training
- Choosing a training organisation

Employer Survey question level results

Additional information

- Student profile
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- Definitions
- Results and analysis
- About the survey

Performance measures

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

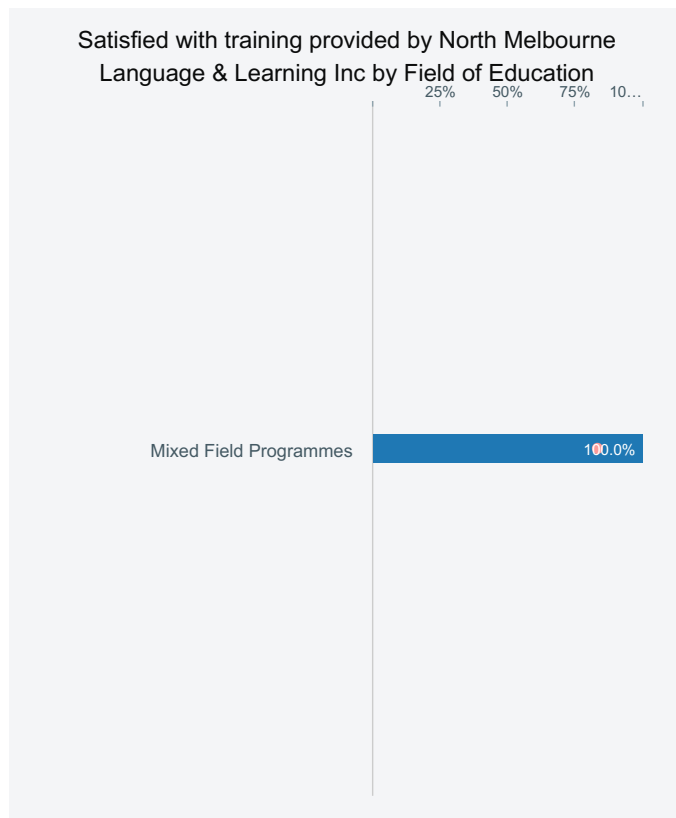
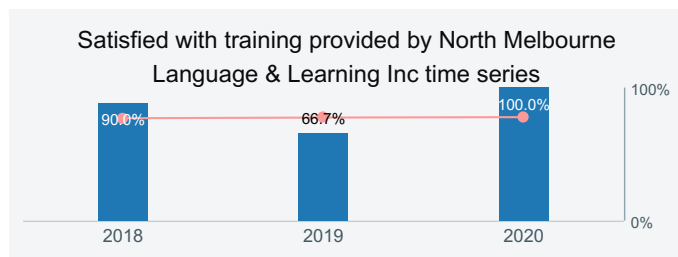
	North Melbourne Language & Learning Inc			2020 average
	2020	2019	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc	100.0% ▲	66.7%		77.8%
Proportion of VET students who reported a positive perception of teaching	71.4% ▲	33.3%		68.3%
Proportion of VET students who reported a positive perception of the assessment process	71.4% ▲	16.7%		69.8%
Proportion of VET students who were satisfied with generic skills and learning experiences	62.5% ▲	16.7%		45.8%
Student outcomes				
Proportion of VET students who achieved their main reason for training	87.5% ▲	71.4%		73.1%
Proportion of VET students with an improved employment status after training	0.0%	%		48.5%
Proportion of VET students who went on to further study at a higher level than their completed training	33.3% ▲	20.0%		16.7%
Proportion of VET students who would recommend North Melbourne Language & Learning Inc	85.7% ▲	83.3%		76.4%
Employer feedback				
Proportion of employers who were satisfied with training provided by North Melbourne Language & Learning Inc	%	%		79.1%
Proportion of employers who would recommend North Melbourne Language & Learning Inc	%	%		76.1%
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees	%	%		%

▲ Higher than previous year ▼ Lower than previous year

Student experience

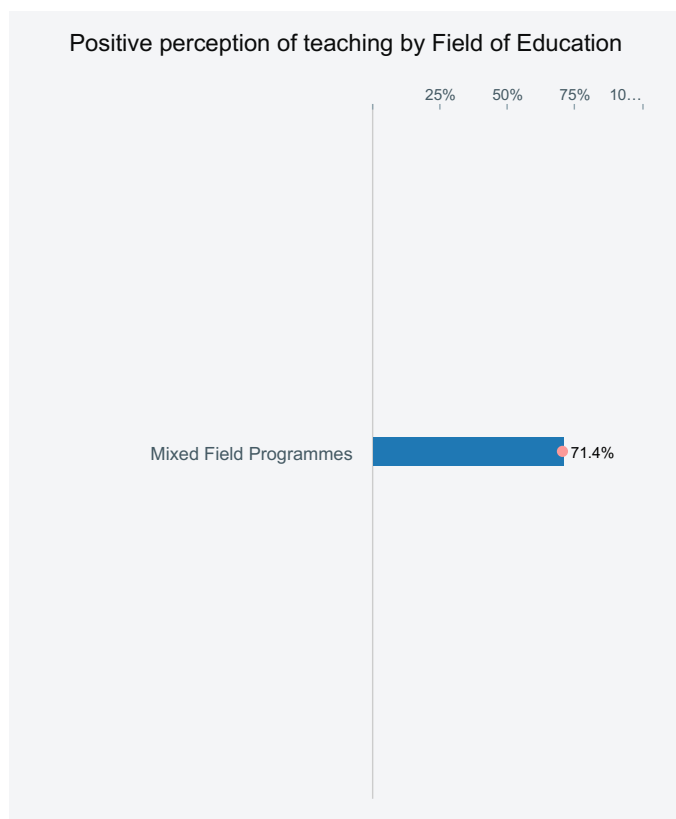
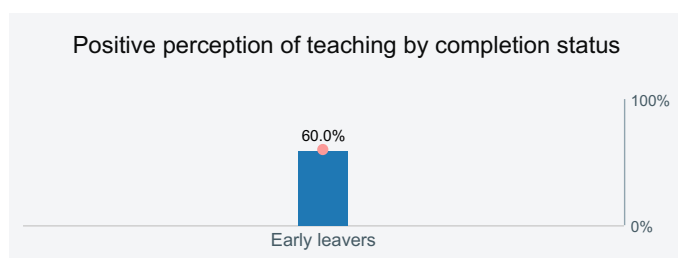
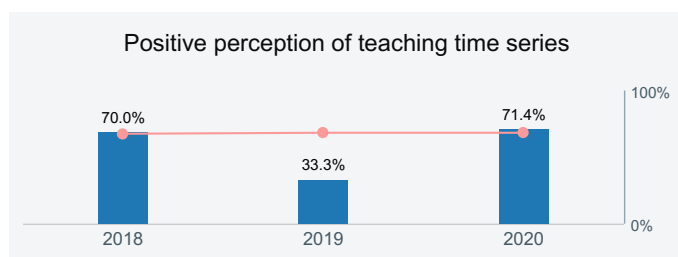
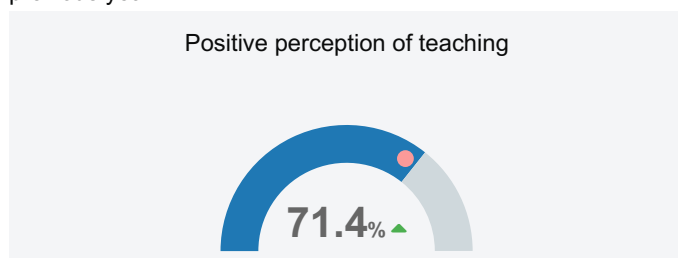
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average ▲ Higher than previous year ▼ Lower than previous year



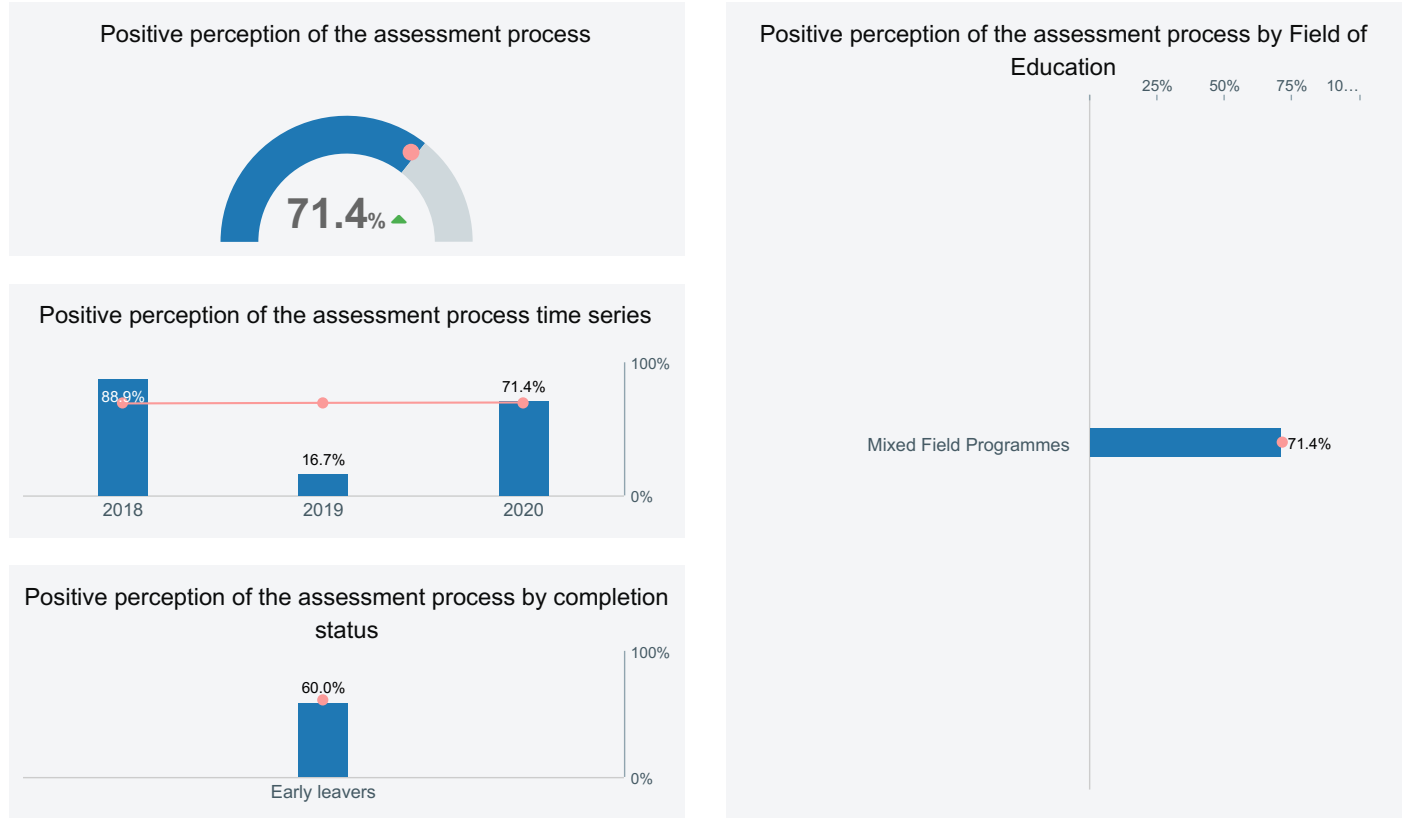
Proportion of VET students who reported a positive perception of teaching

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average ▲ Higher than previous year ▼ Lower than previous year



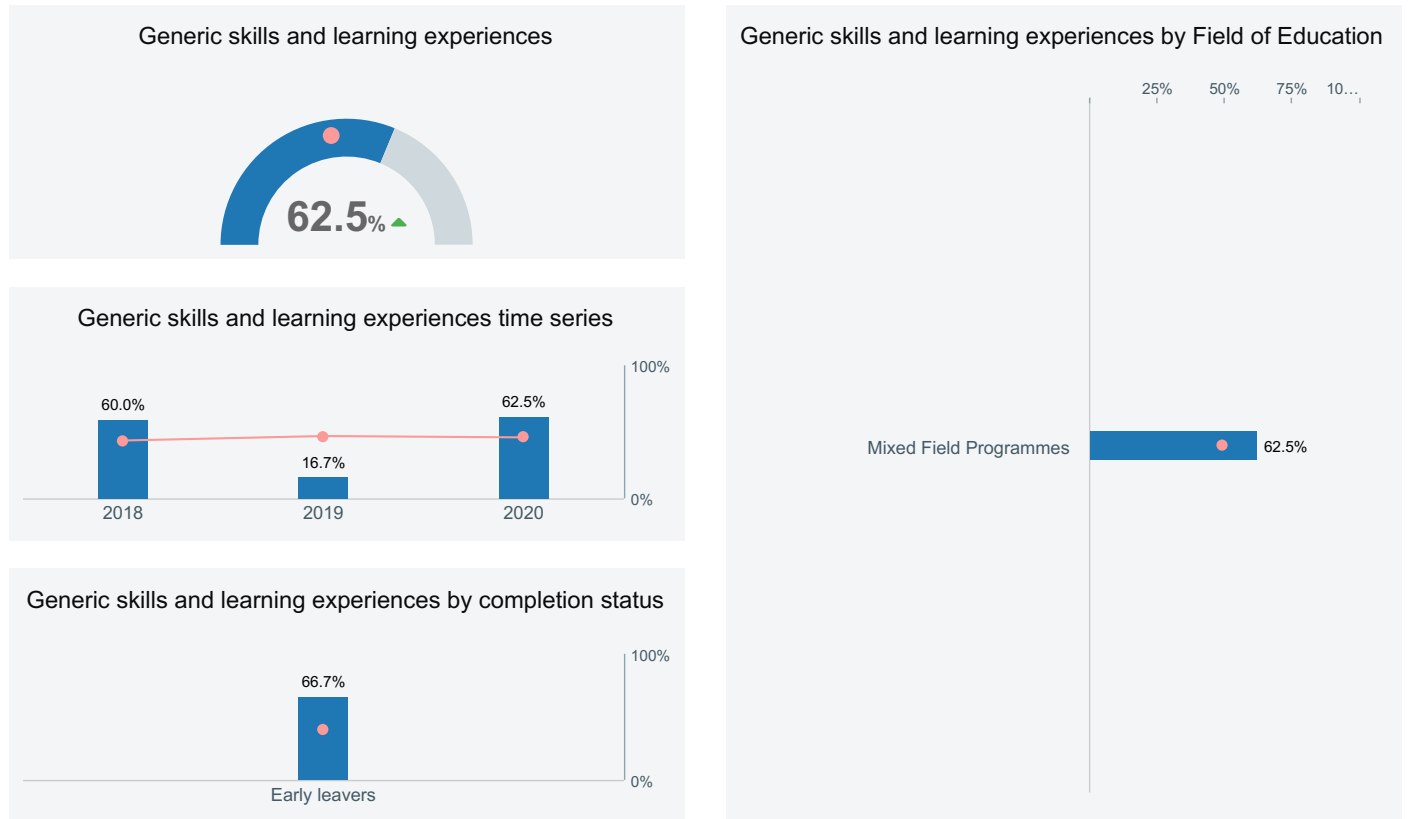
Proportion of VET students who reported a positive perception of the assessment process

North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year



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

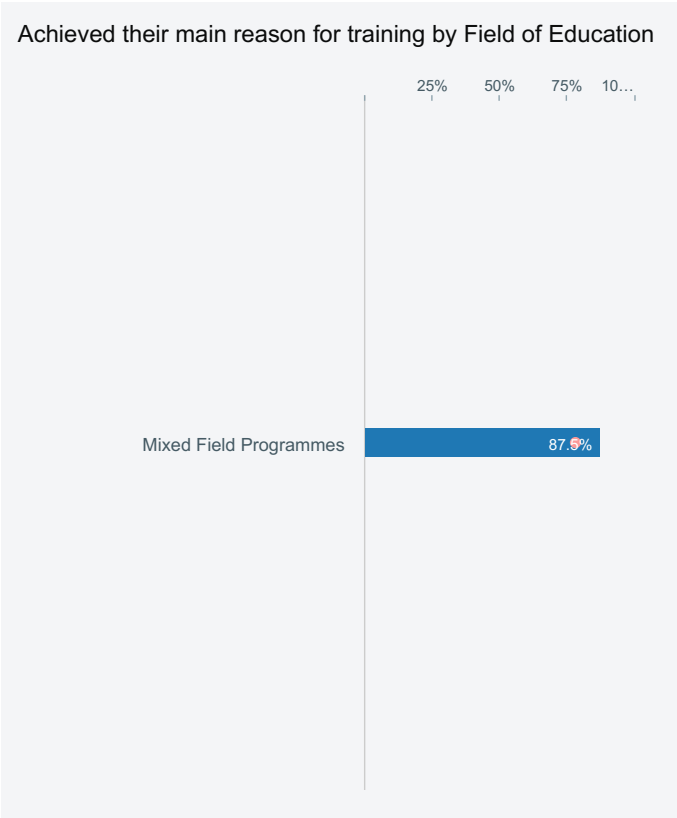
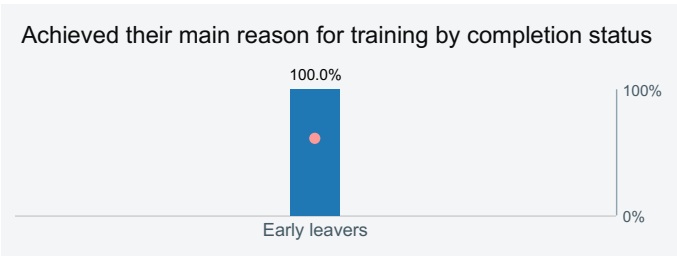
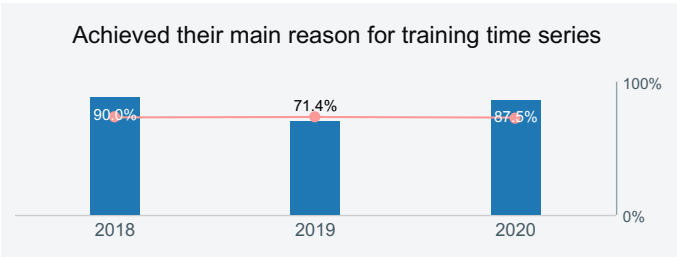
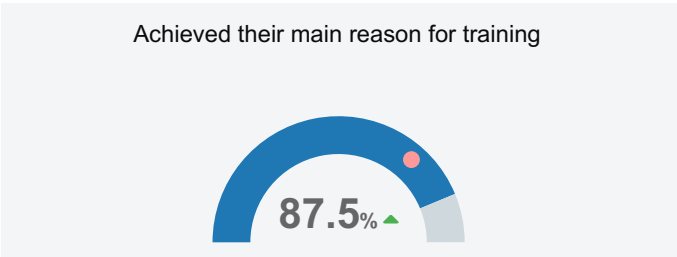
North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year



Student outcomes

Proportion of VET students who achieved their main reason for training

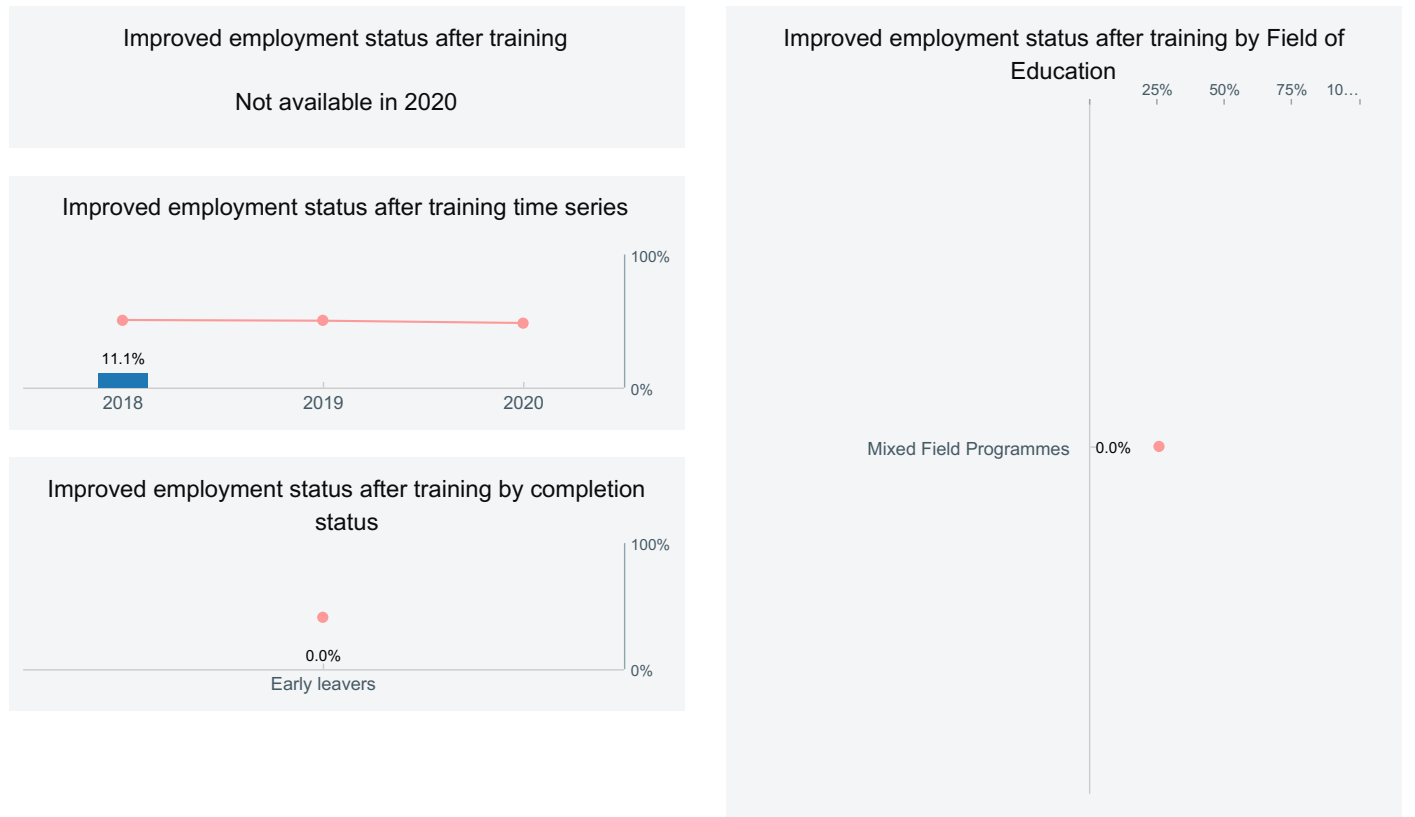
North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year



Proportion of VET students with an improved employment status after training

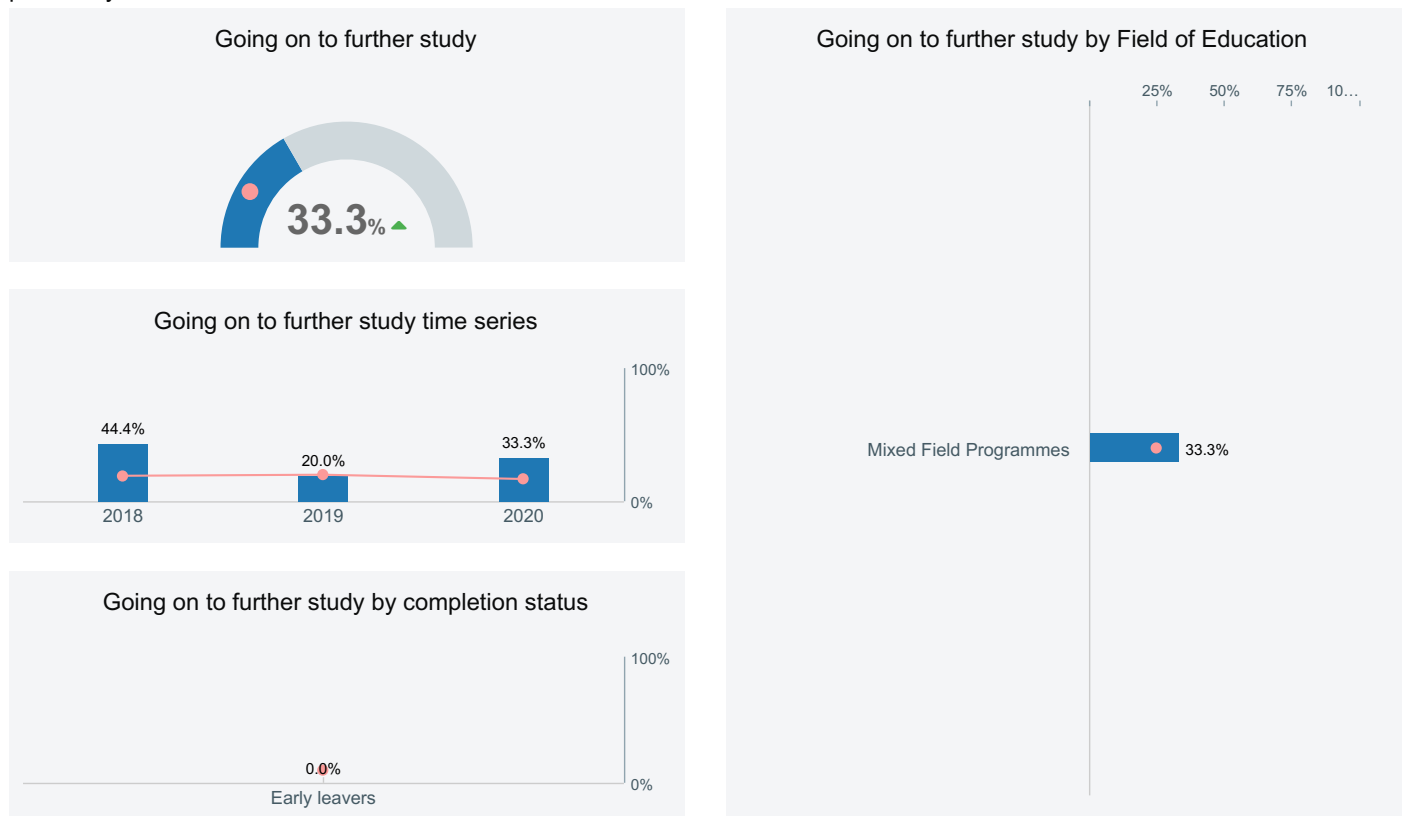
The response options for this measure were simplified in the 2020 Student Satisfaction Survey. To allow for comparison, the historical time-series have been revised to be consistent with the 2020 methodology. Consequently, the numbers for 2018 and 2019 are different to the ones reported last year.

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average ▲ Higher than previous year ▼ Lower than previous year



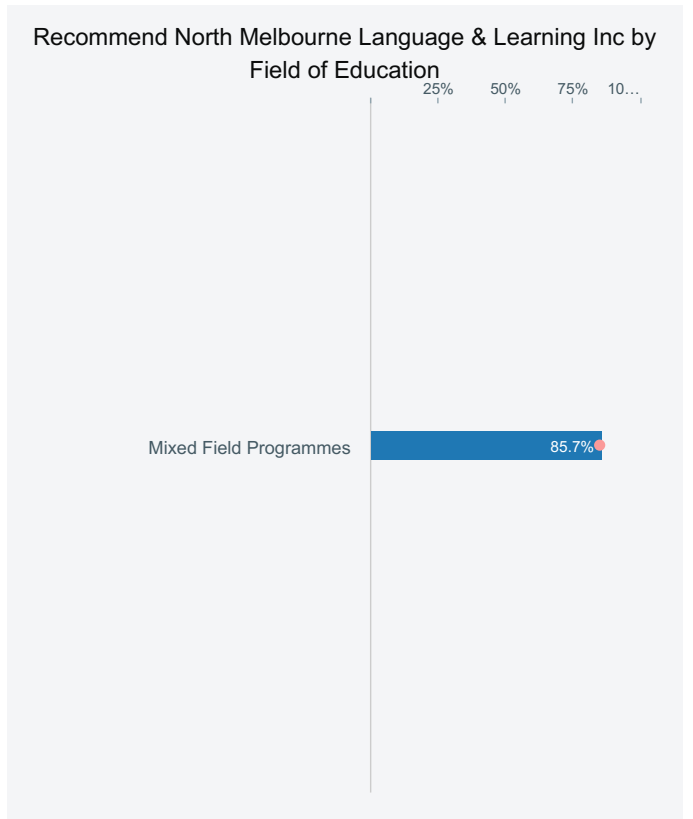
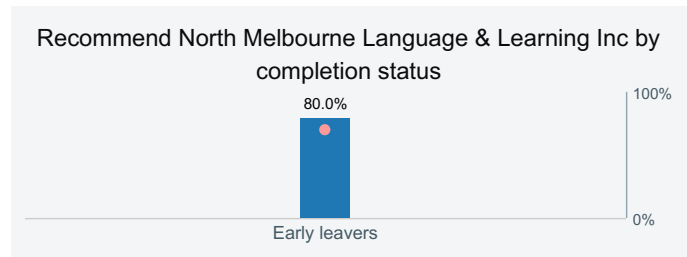
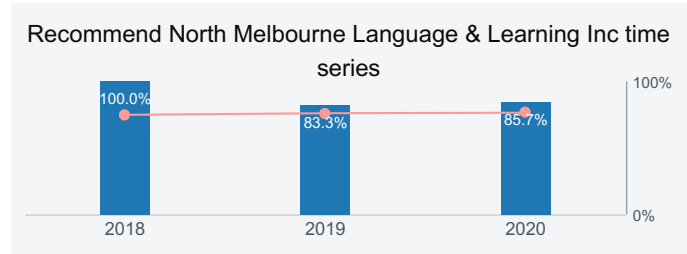
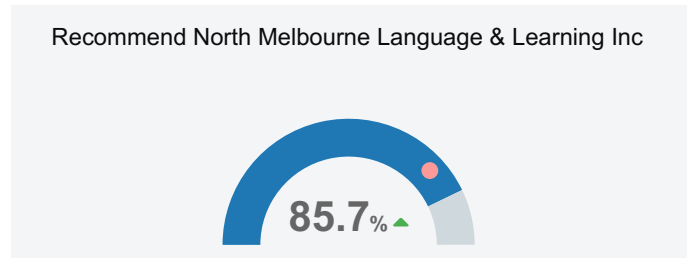
Proportion of VET students who went on to further study at a higher level than their completed training

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who would recommend North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year



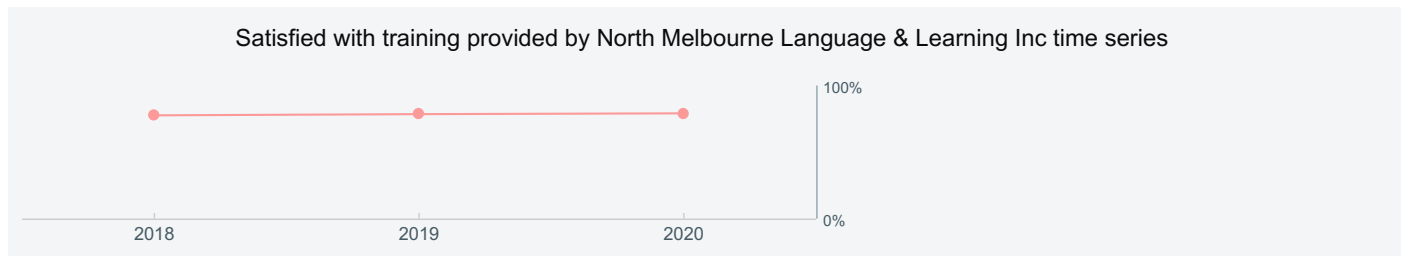
Employer feedback

Proportion of employers who were satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year

Satisfied with training provided by North Melbourne Language & Learning Inc

Not available in 2020

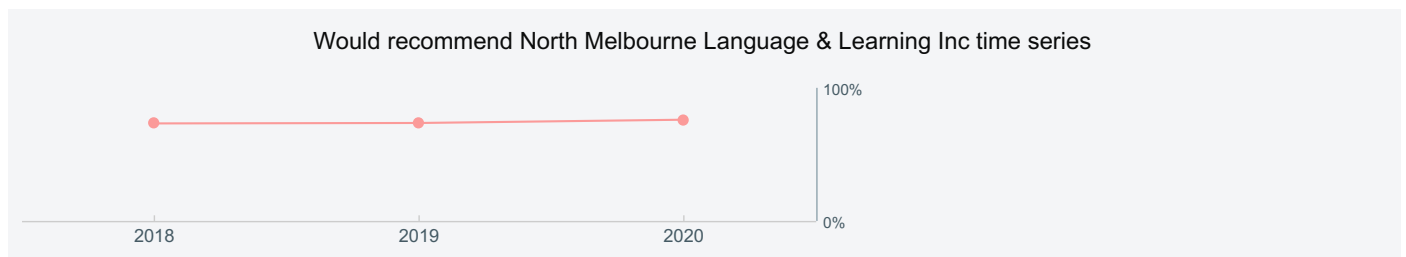


Proportion of employers who would recommend North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year

Would recommend North Melbourne Language & Learning Inc

Not available in 2020



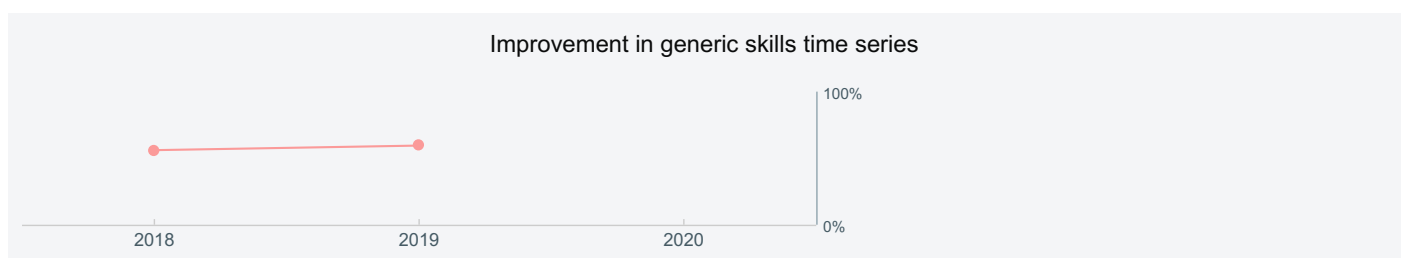
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees

Due to changes in the specification of this measure in the 2020 survey, it cannot be constructed on a comparable basis to 2019 and 2018. As such, the measure and its underlying components are not presented for 2020.

North Melbourne Language & Learning Inc 2020 2020 Victorian average Higher than previous year Lower than previous year

Improvement in generic skills

Not available in 2020



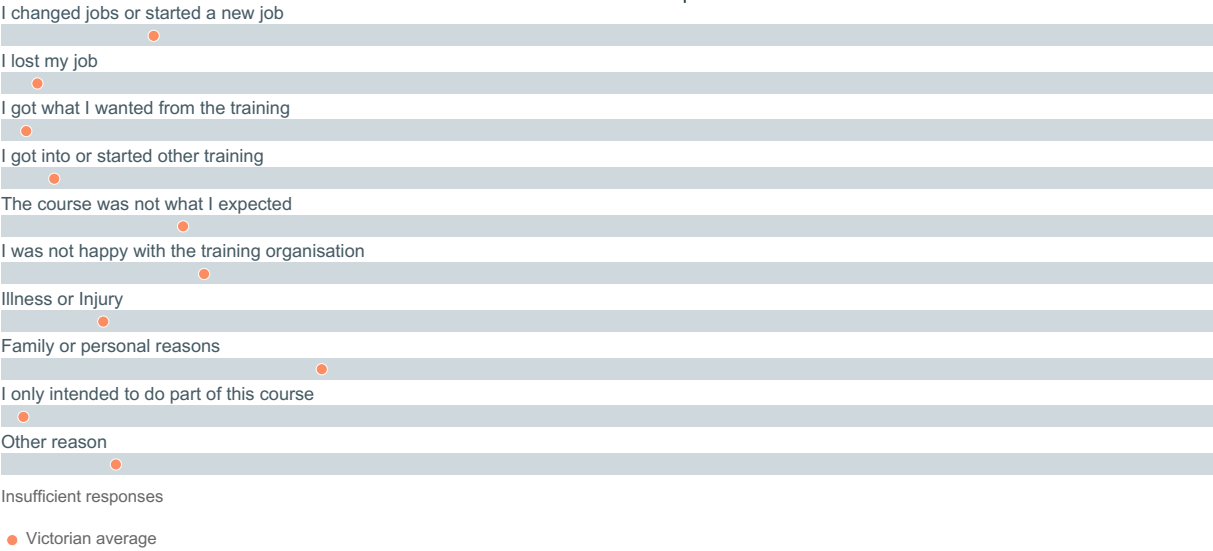
Student Satisfaction Survey question level results

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

About your training

6. What was your main reason for not continuing this course?*

There were not enough responses in the survey wave to report on Responses



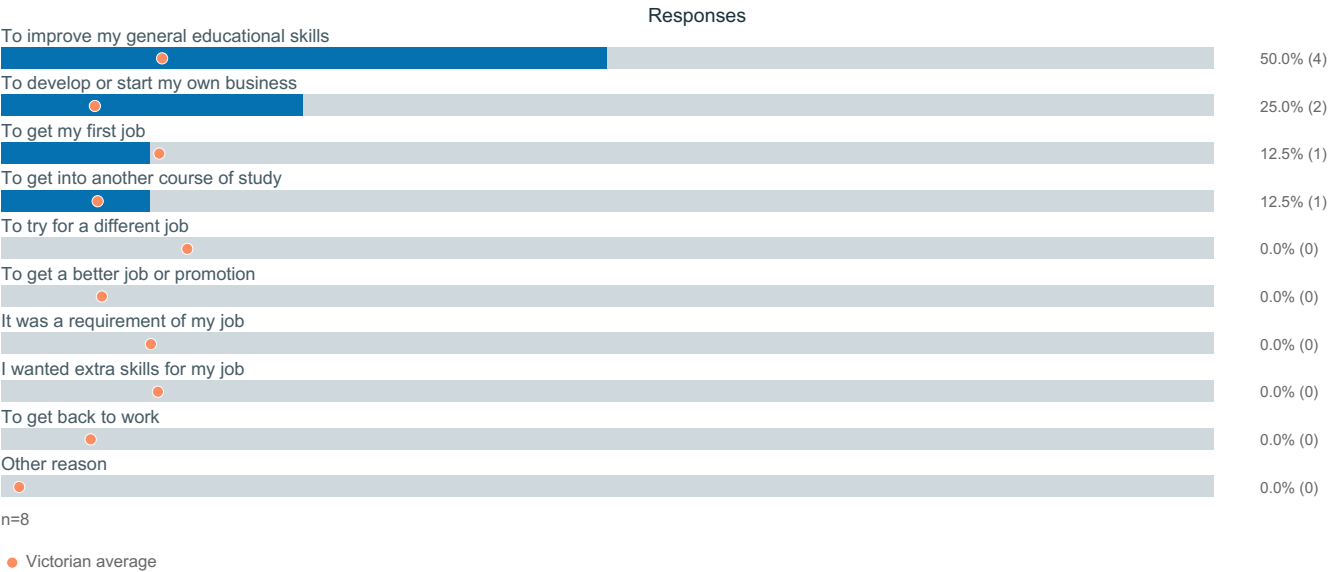
*Question 6 applies to students who did not complete the training required to gain the qualification for this course.

Reasons for training, satisfaction

3. What was your main reason for doing the course?

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

- 50.0% said *To improve my general educational skills*
- 25.0% said *To develop or start my own business*
- 12.5% said *To get my first job*
- 12.5% said *To get into another course of study*
- None (0%) said *To try for a different job*
- None (0%) said *To get a better job or promotion*
- None (0%) said *It was a requirement of my job*
- None (0%) said *I wanted extra skills for my job*
- None (0%) said *To get back to work*
- None (0%) said *Other reason*



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

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

- 12.5% said *Strongly Agree*
- 75.0% said *Agree*
- 12.5% said *Neither Agree nor Disagree*
- none (0%) said *Disagree*
- none (0%) said *Strongly Disagree*

In last year's survey, (71.4%) said *Strongly Agree and Agree*.



7. How satisfied are you that the training for this course contributed to an improvement in your...

(a) English writing skills

When asked "How satisfied are you that the training for this course contributed to an improvement in your... (a) English writing skills":

- 12.5% said *Very Satisfied*
- 87.5% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (50.0%) stated *Very Satisfied and Satisfied*.



(b) Numerical skills

When asked "How satisfied are you that the training for this course contributed to an improvement in your... (b) Numerical skills":

- 28.6% said *Very Satisfied*
- 71.4% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

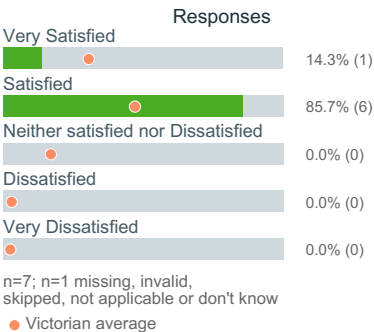
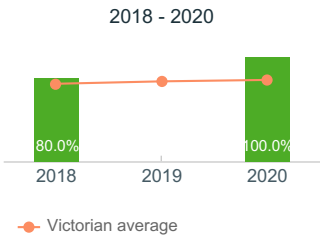
In last year's survey, (40.0%) said *Very Satisfied and Satisfied*.



(c) Problem solving skills

When asked "How satisfied are you that the training for this course contributed to an improvement in your... (c) Problem solving skills":

- 14.3% said *Very Satisfied*
- 85.7% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

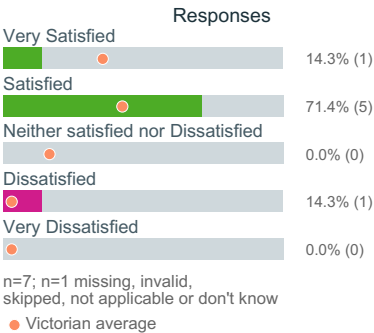
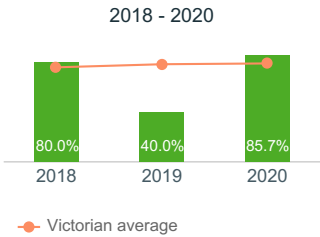


(d) Team working skills

When asked "How satisfied are you that the training for this course contributed to an improvement in your... (d) Team working skills":

- 14.3% said *Very Satisfied*
- 71.4% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 14.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (40.0%) reported *Very Satisfied and Satisfied*.

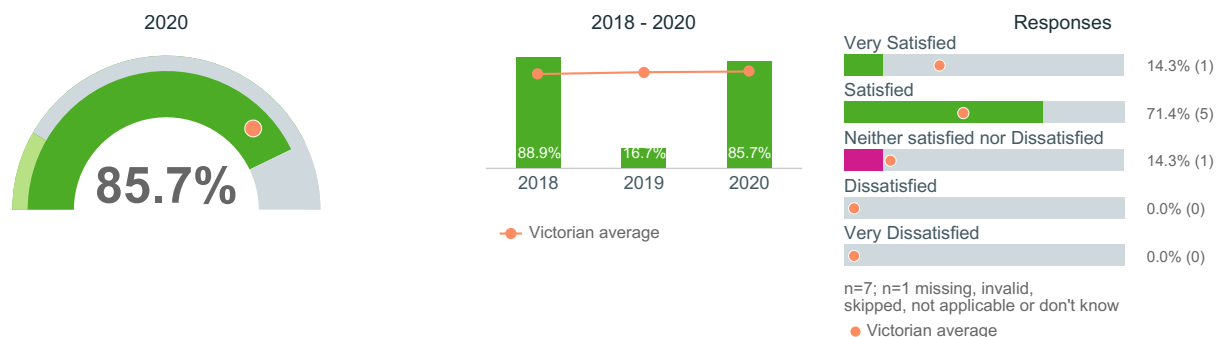


(e) Self-confidence

When asked "How satisfied are you that the training for this course contributed to an improvement in your... (e) Self-confidence":

- 14.3% said *Very Satisfied*
- 71.4% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (16.7%) stated *Very Satisfied and Satisfied*.



(f) Job prospects*

When asked "How satisfied are you that the training for this course contributed to an improvement in your... (f) Job prospects*":

- none (0%) said *Very Satisfied*
- 60.0% said *Satisfied*
- 40.0% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (33.3%) reported *Very Satisfied and Satisfied*.



*In 2018 and 2019, the term 'career outlook' was used in the survey. This was changed to 'job prospects' in 2020. Therefore, 2020 results for this question may not be comparable to previous years.

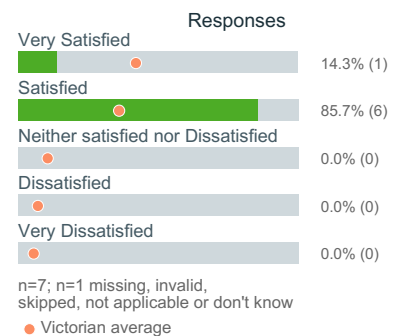
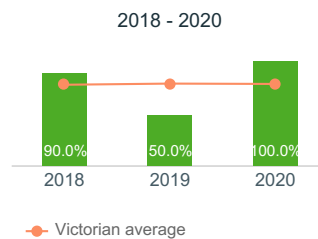
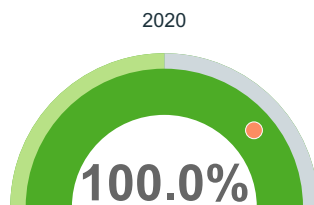
8. How satisfied are you that the trainers/teachers for this course...

(a) Clearly taught the subject

When asked "How satisfied are you that the trainers/teachers for this course... (a) Clearly taught the subject":

- 14.3% said *Very Satisfied*
- 85.7% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (50.0%) stated *Very Satisfied and Satisfied*.

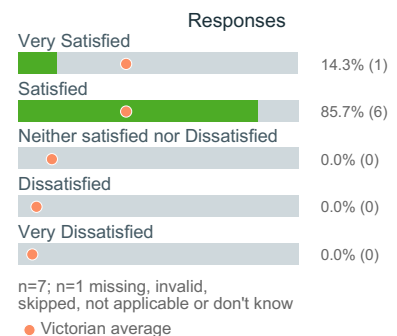
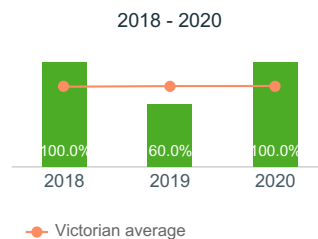


(b) Understood your learning needs

When asked "How satisfied are you that the trainers/teachers for this course... (b) Understood your learning needs":

- 14.3% said *Very Satisfied*
- 85.7% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (60.0%) stated *Very Satisfied and Satisfied*.

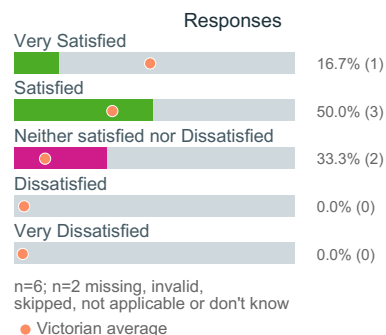
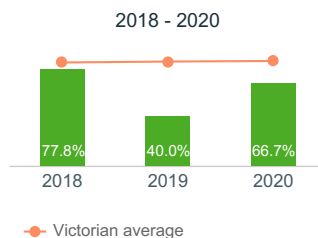
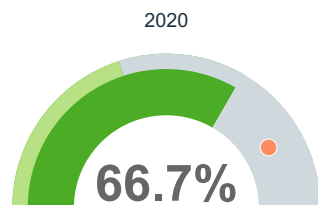


(c) Had current industry experience

When asked "How satisfied are you that the trainers/teachers for this course... (c) Had current industry experience":

- 16.7% said *Very Satisfied*
- 50.0% said *Satisfied*
- 33.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

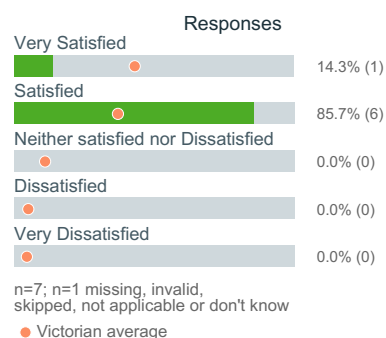
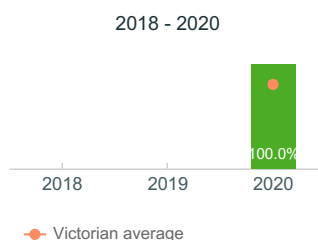
In last year's survey, (40.0%) reported *Very Satisfied and Satisfied*.



(d) Promoted a supportive learning environment

When asked "How satisfied are you that the trainers/teachers for this course... (d) Promoted a supportive learning environment":

- 14.3% said *Very Satisfied*
- 85.7% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*



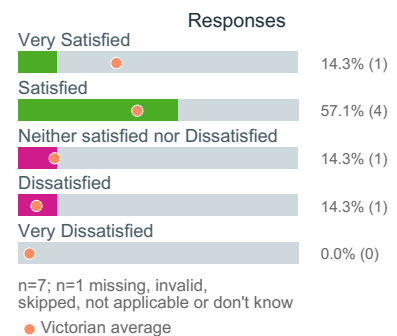
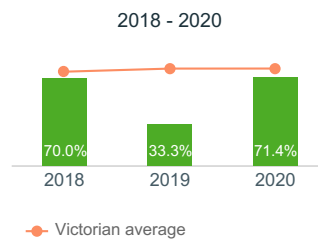
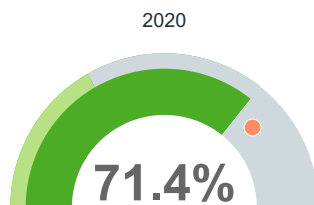
9. How satisfied are you with the following aspects of your course...?

(a) The facilities and equipment

When asked "How satisfied are you with the following aspects of your course...? (a) The facilities and equipment":

- 14.3% said *Very Satisfied*
- 57.1% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- 14.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (33.3%) selected *Very Satisfied and Satisfied*.

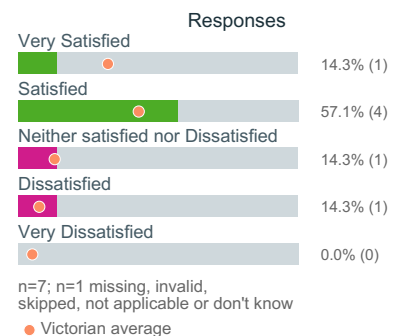
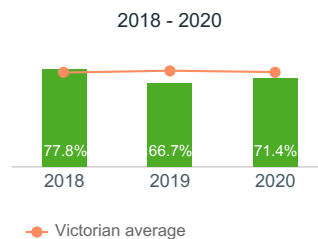
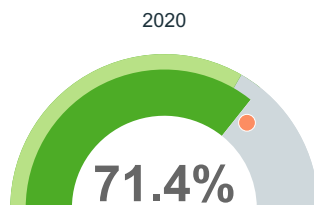


(b) The quality of the course materials and content

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

- 14.3% said *Very Satisfied*
- 57.1% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- 14.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (66.7%) stated *Very Satisfied and Satisfied*.



(c) Convenience of training location

When asked "How satisfied are you with the following aspects of your course...? (c) Convenience of training location":

- 14.3% said *Very Satisfied*
- 71.4% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (60.0%) selected *Very Satisfied and Satisfied*.



(d) Flexibility of class timetables

When asked "How satisfied are you with the following aspects of your course...? (d) Flexibility of class timetables":

- 28.6% said *Very Satisfied*
- 71.4% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*



10. How satisfied are you that your training organisation's assessment of your learnings was...?

(a) Clearly outlined to you

When asked "How satisfied are you that your training organisation's assessment of your learnings was...? (a) Clearly outlined to you":

- 14.3% said *Very Satisfied*
- 57.1% said *Satisfied*
- 28.6% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (50.0%) chose *Very Satisfied and Satisfied*.

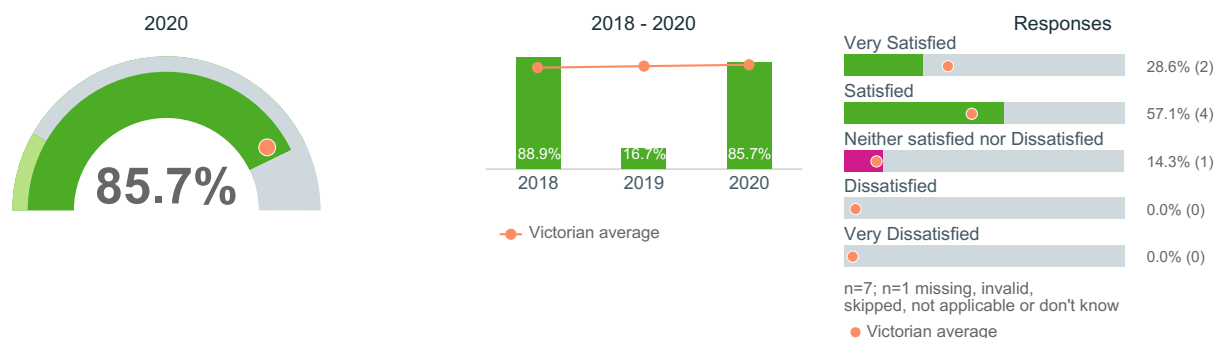


(b) Appropriate for your studies

When asked "How satisfied are you that your training organisation's assessment of your learnings was...? (b) Appropriate for your studies":

- 28.6% said *Very Satisfied*
- 57.1% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (16.7%) said *Very Satisfied and Satisfied*.

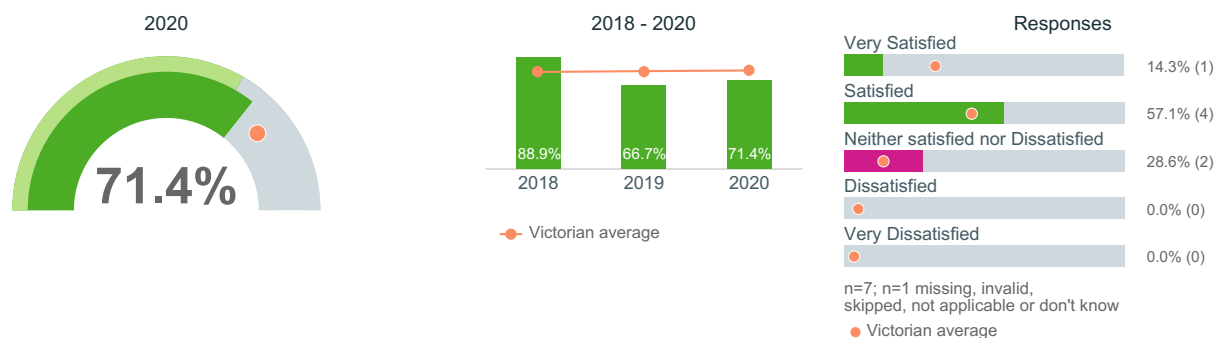


(c) Carried out as outlined to you

When asked "How satisfied are you that your training organisation's assessment of your learnings was...? (c) Carried out as outlined to you":

- 14.3% said *Very Satisfied*
- 57.1% said *Satisfied*
- 28.6% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (66.7%) said *Very Satisfied and Satisfied*.



11. Overall, how satisfied are you with your training?

When asked "Overall, how satisfied are you with your training?":

- 28.6% said *Very Satisfied*
- 71.4% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (66.7%) selected *Very Satisfied and Satisfied*.

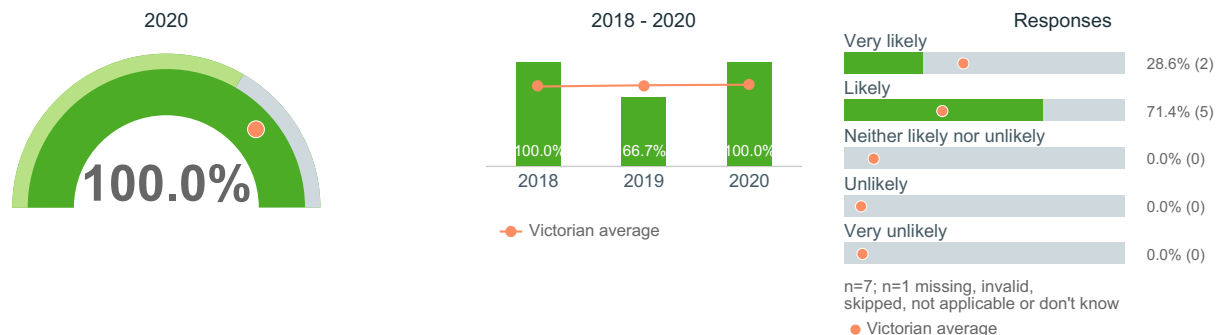


12. How likely would you be to recommend this course to other students?

When asked "How likely would you be to recommend this course to other students?":

- 28.6% said *Very likely*
- 71.4% said *Likely*
- none (0%) said *Neither likely nor unlikely*
- none (0%) said *Unlikely*
- none (0%) said *Very unlikely*

In last year's survey, (66.7%) chose *Very likely and Likely*.



13. How likely would you be to recommend this training organisation to other students?

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

- 28.6% said *Very likely*
- 57.1% said *Likely*
- 14.3% said *Neither likely nor unlikely*
- none (0%) said *Unlikely*
- none (0%) said *Very unlikely*

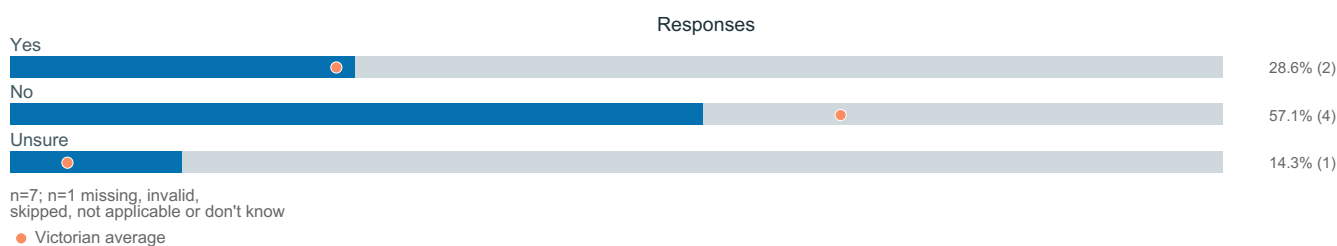
In last year's survey, (83.3%) reported *Very likely and Likely*.



15. Have you started another course or further study?

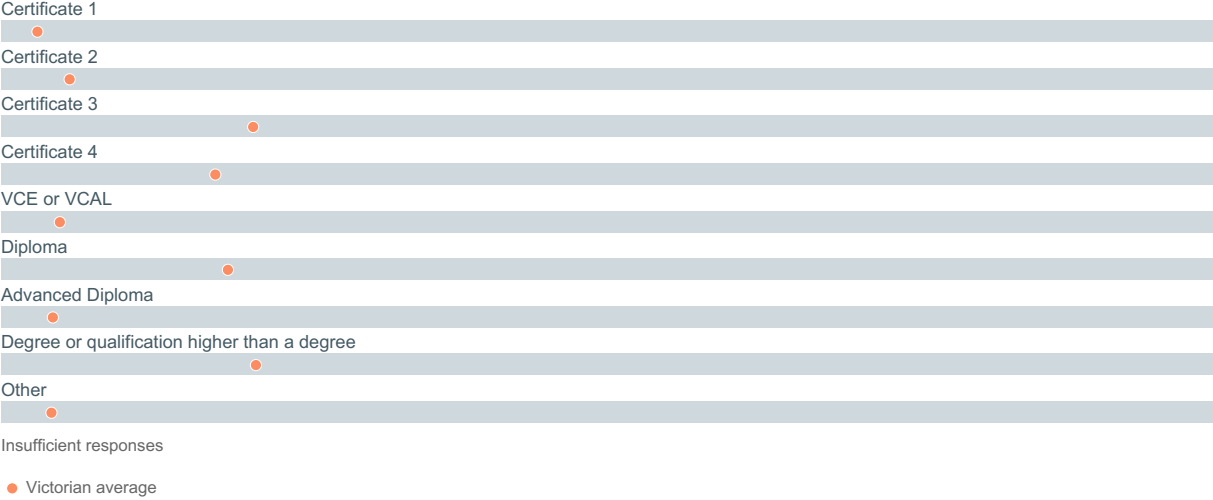
When asked "Have you started another course or further study?":

- 57.1% said *No*
- 28.6% said *Yes*
- 14.3% said *Unsure*



16. What is the level of this new course? *

There were not enough responses in the survey wave to report on

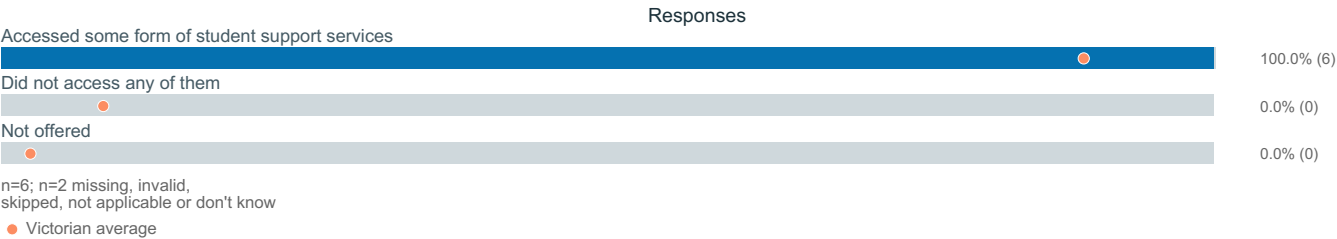


*Question 16 applies to students who indicated they have commenced another course or further study.

33. a) Did you access any student support services offered by your training organisation

When asked "Did you access any student support services offered by your training organisation":

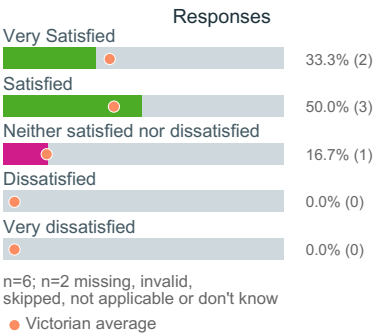
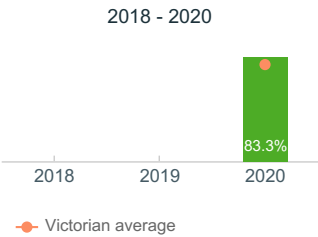
- 100.0% said *Accessed some form of student support services*
- None (0%) said *Did not access any of them*
- None (0%) said *Not offered*



33. b) How satisfied were you with the student support services offered by your training organisation

When asked "How satisfied were you with the student support services offered by your training organisation":

- 33.3% said *Very Satisfied*
- 50.0% said *Satisfied*
- 16.7% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

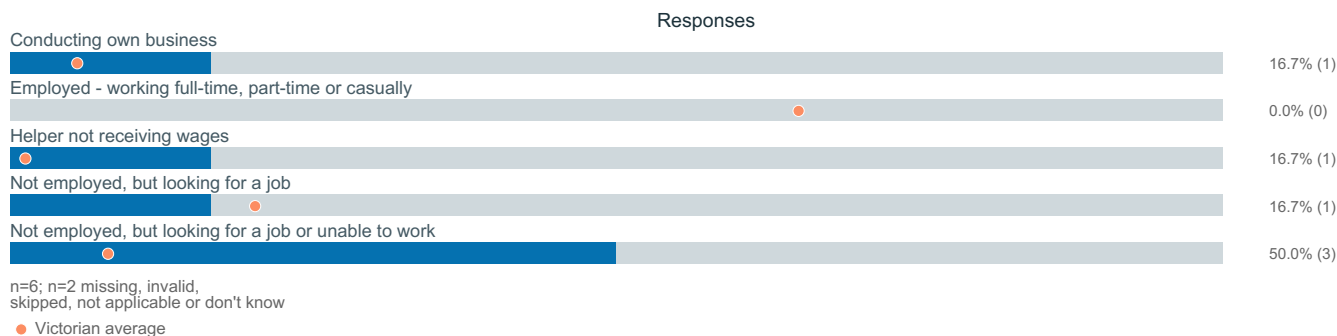


Your work situation now

18. Which of the following describes your work situation right now?

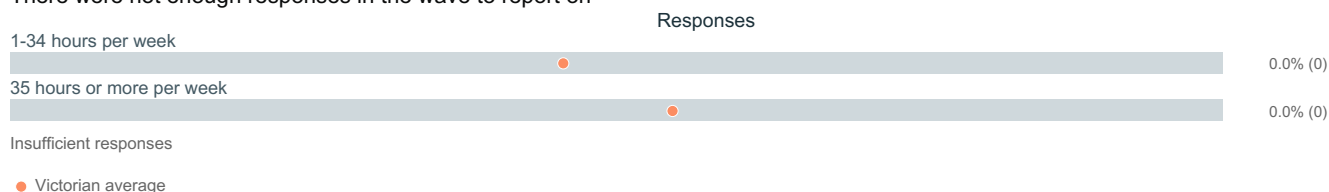
When asked "Which of the following describes your work situation right now?":

- 50.0% said *Not employed, but looking for a job or unable to work*
- 16.7% said *Conducting own business*
- 16.7% said *Helper not receiving wages*
- 16.7% said *Not employed, but looking for a job*
- None (0%) said *Employed - working full-time, part-time or casually*



19. How many hours do you usually work each week in your main job? *

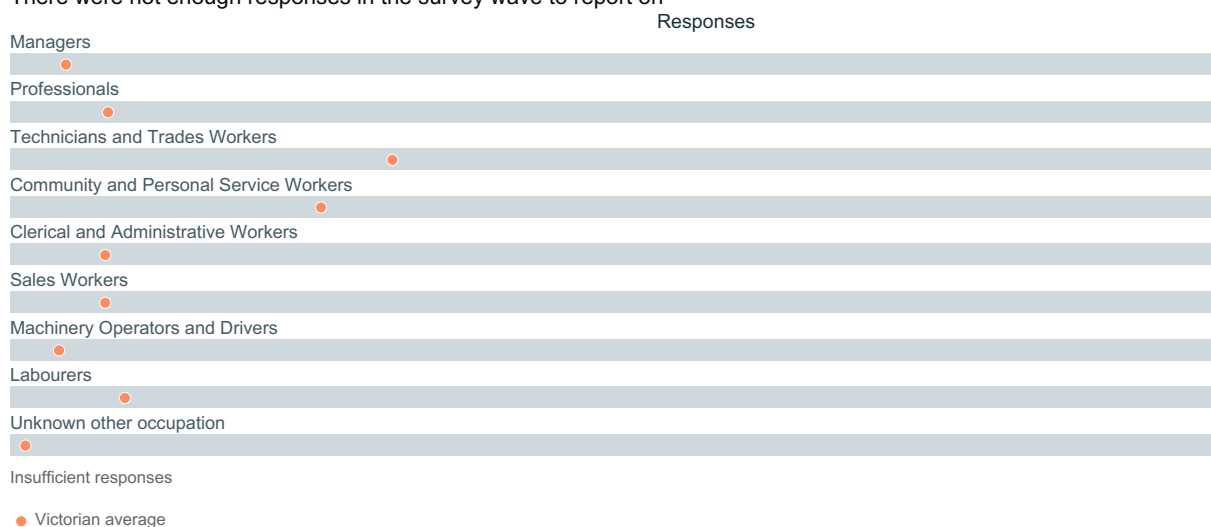
There were not enough responses in the wave to report on



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

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

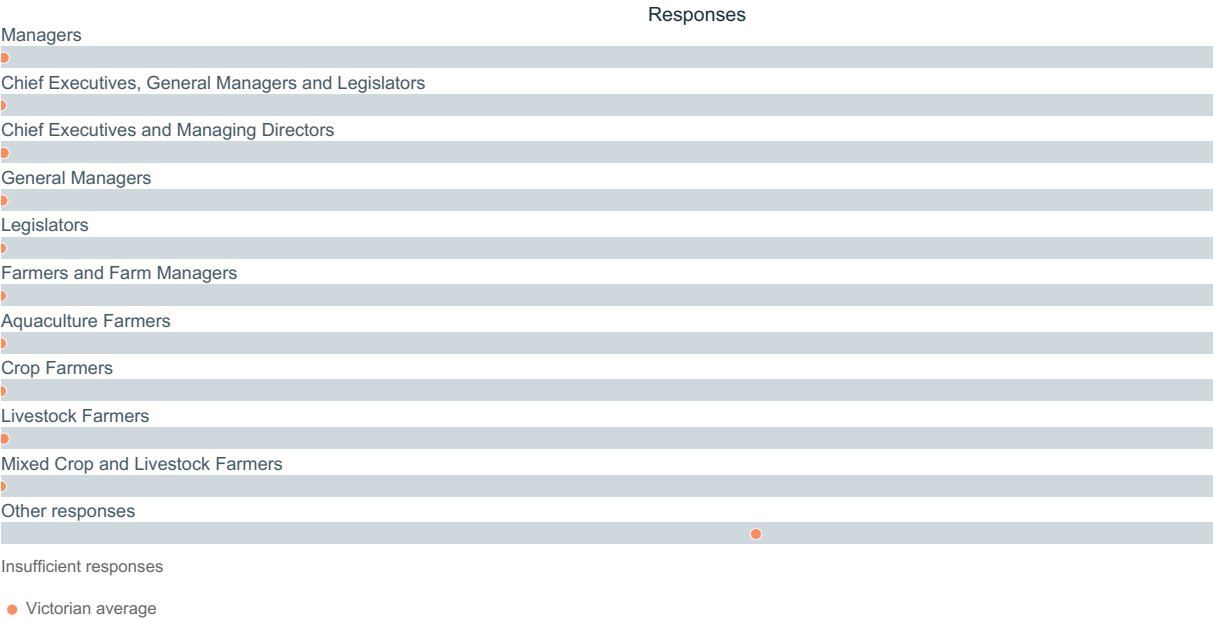
There were not enough responses in the survey wave to report on



*Question 20 applies to students who indicated they currently have a job.

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

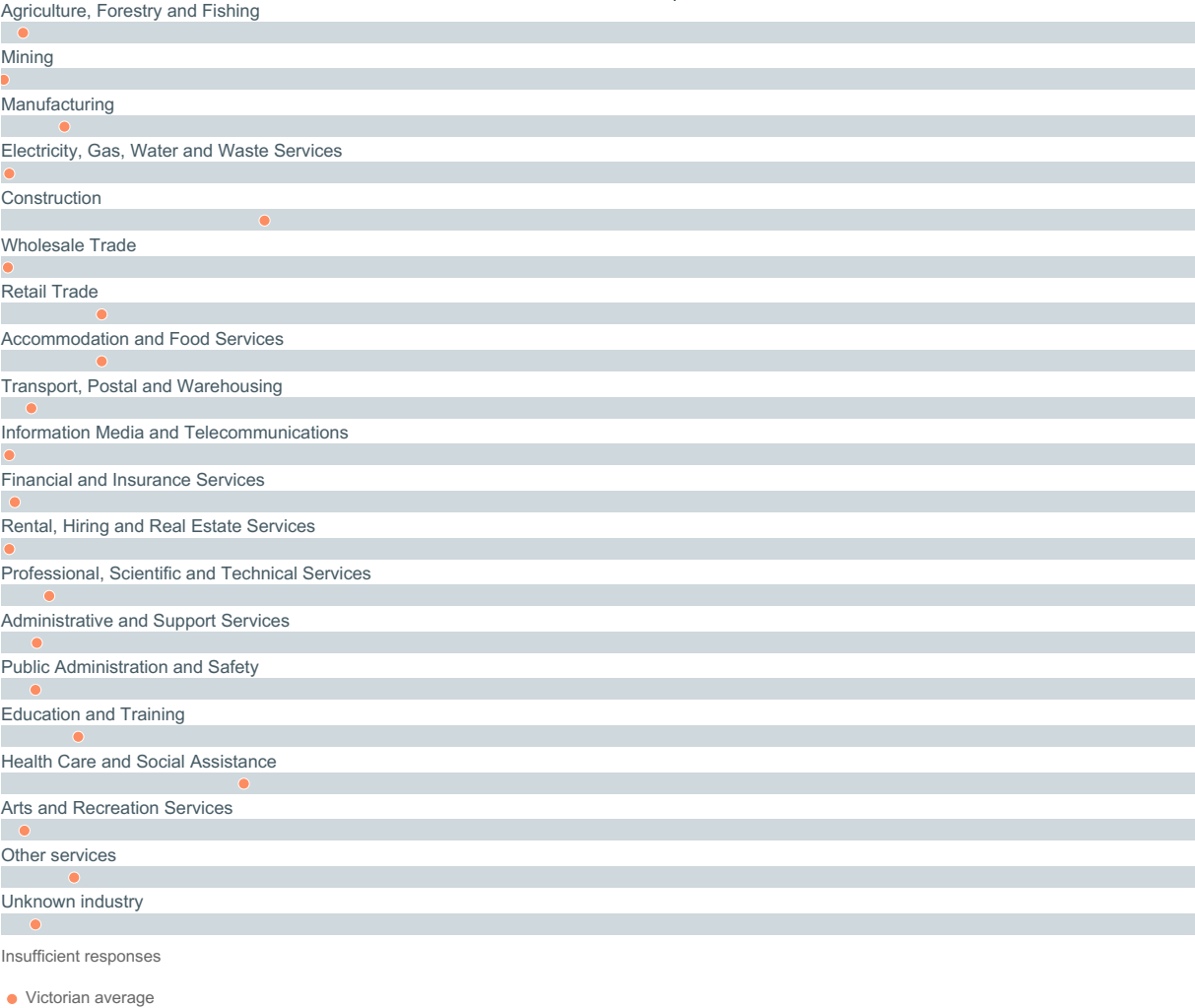
There were not enough responses in the survey wave to report on
Top 10 responses



*Question 20 applies to students who indicated they currently have a job.

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

There were not enough responses in the survey wave to report on Responses



*Question 22 applies to students who indicated they currently have a job.

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

There were not enough responses in the survey wave to report on

Top 10 responses



*Question 22 applies to students who indicated they currently have a job.

23. How relevant was your training to your main job? *

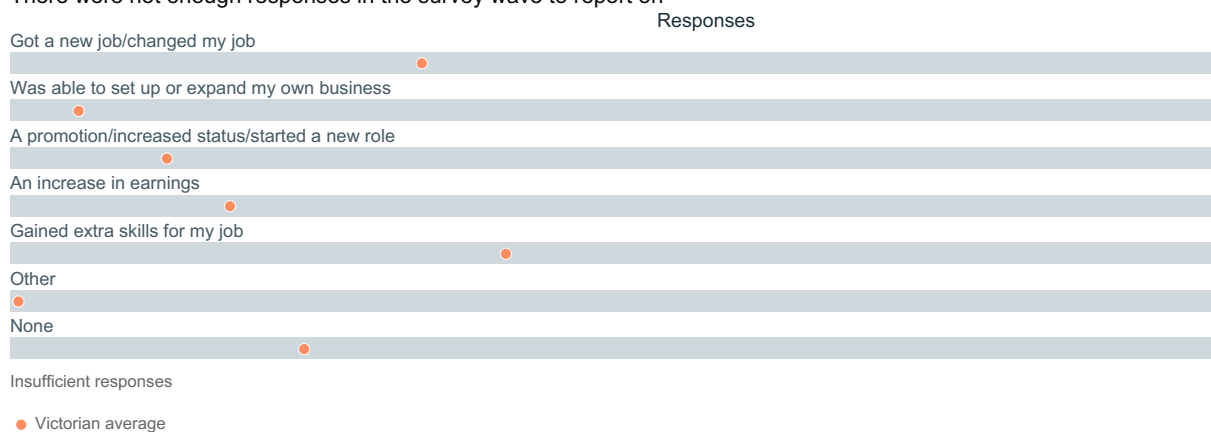
Not available in 2020



*Question 23 applies to students who indicated they currently have a job.

30. Which of the following job related benefits have you received from undertaking the training?*

There were not enough responses in the survey wave to report on



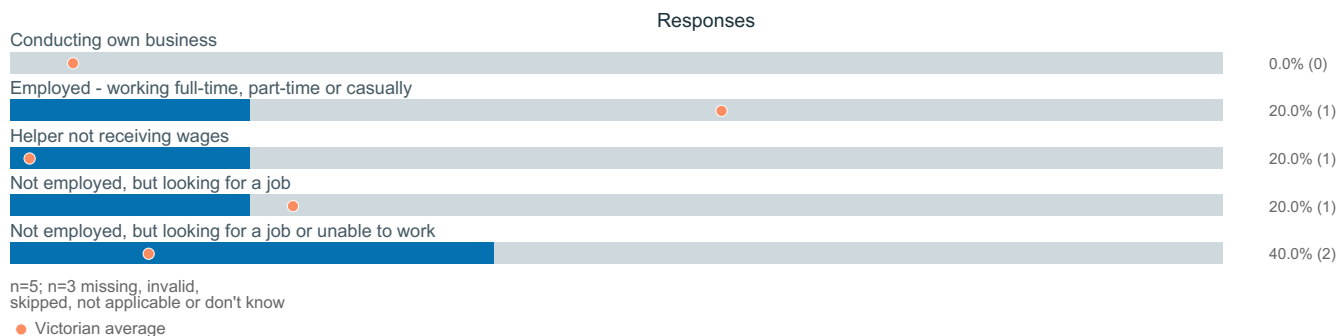
*Question 30 applies to students who indicated they currently have a job.

Your work situation before training

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

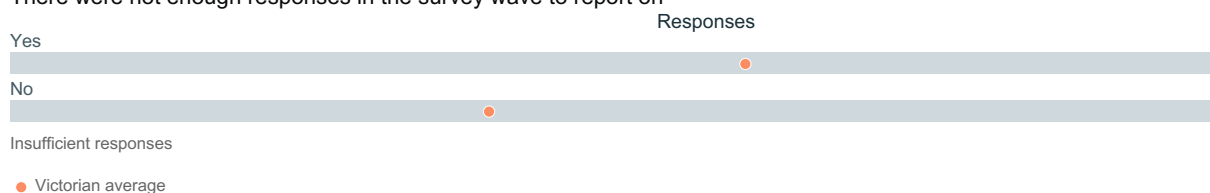
When asked "Which of the following best describes your work situation six months before undertaking the training?":

- 40.0% said *Not employed, but looking for a job or unable to work*
- 20.0% said *Employed - working full-time, part-time or casually*
- 20.0% said *Helper not receiving wages*
- 20.0% said *Not employed, but looking for a job*
- None (0%) said *Conducting own business*



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

There were not enough responses in the survey wave to report on



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

26. How many hours did you usually work each week in your main job during the six months before undertaking the training?*

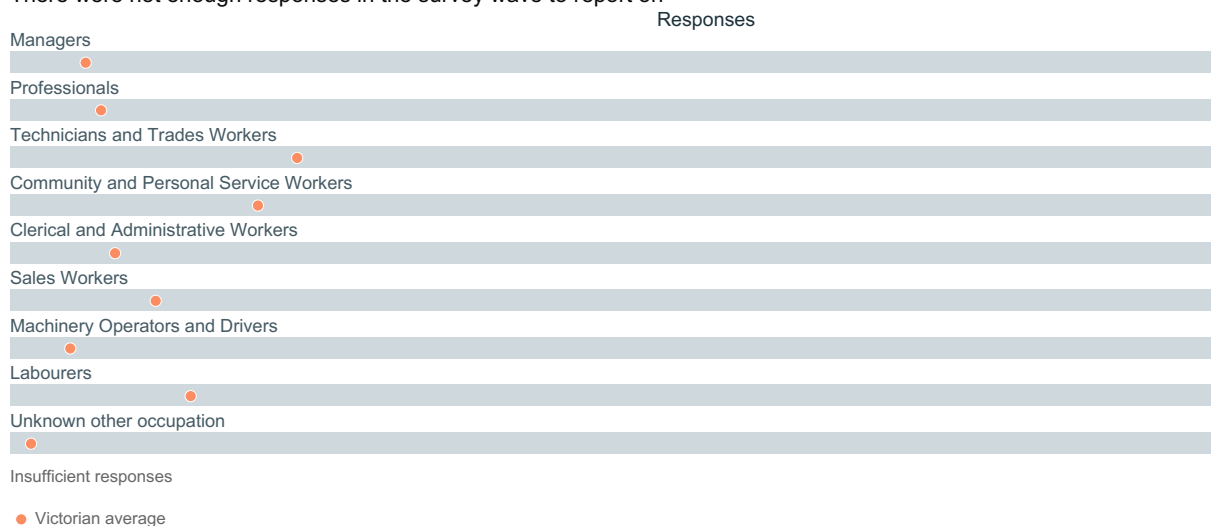
There were not enough responses in the wave to report on



*Question 26 applies to students who indicated they had a job in the six months before undertaking training.

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

There were not enough responses in the survey wave to report on

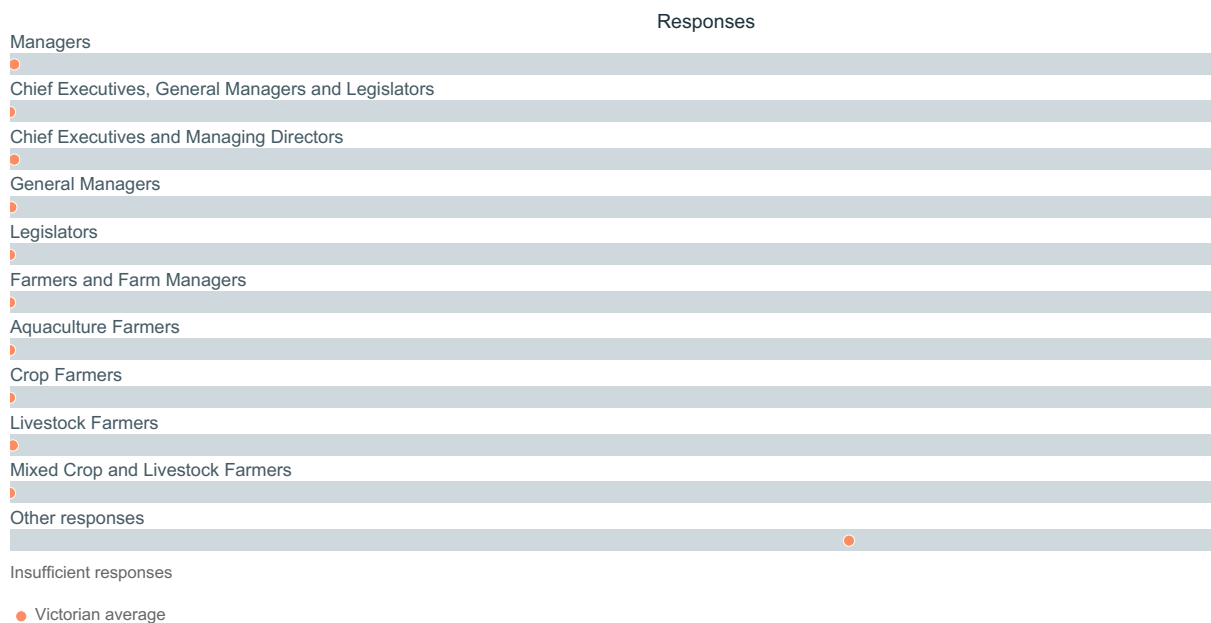


*Question 27 applies to students who indicated they had a job in the six months before undertaking training.

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

There were not enough responses in the survey wave to report on

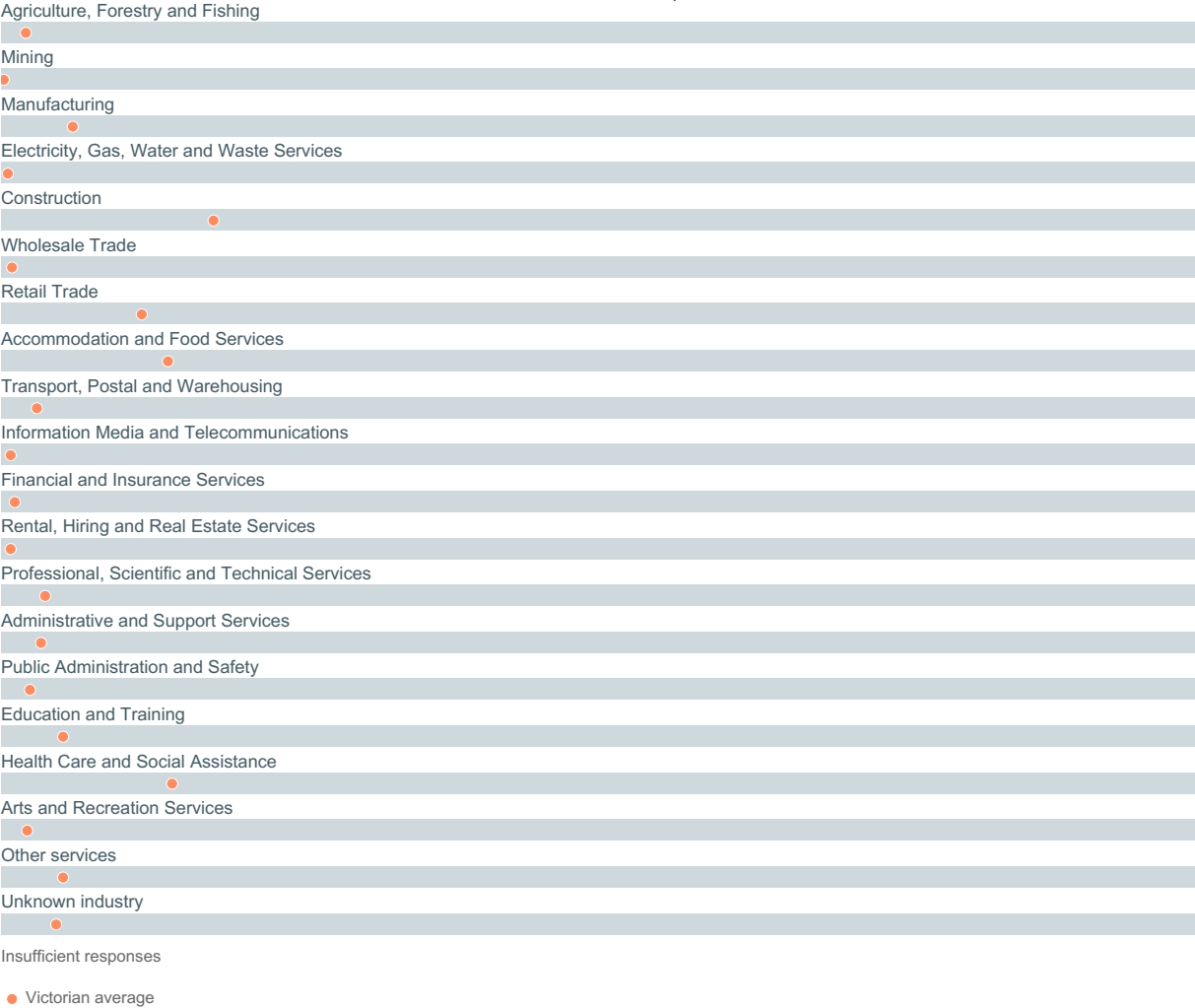
Top 10 responses



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

29. What kind of industry, business or service was carried out by your employer/business in your main job during the six months before undertaking the training?*(ANZSIC Level 1)

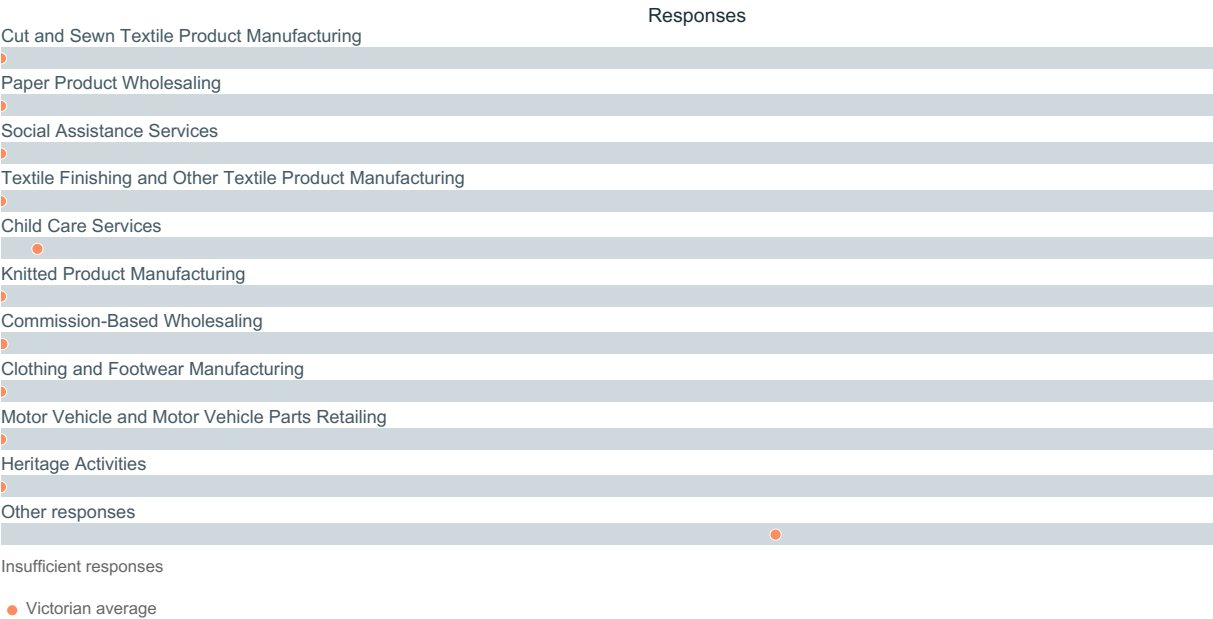
There were not enough responses in the survey wave to report on Responses



*Question 29 applies to students who indicated they had a job in the six months before undertaking training.

29. What kind of industry, business or service was carried out by your employer/business in your main job during the six months before undertaking the training?*(ANZSIC Level 4)

There were not enough responses in the survey wave to report on
Top 10 responses



*Question 29 applies to students who indicated they had a job in the six months before undertaking training.

Choosing a training organisation

31. When choosing your course and training organisation, did you have access to information about...?

When asked "When choosing your course and training organisation, did you have access to information about...?":

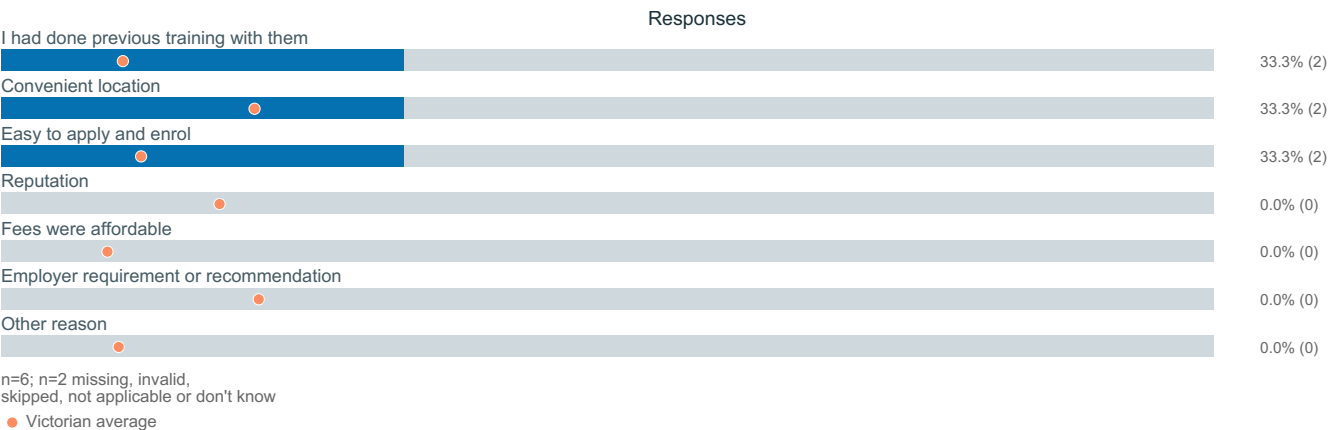
- 33.3% said *Course costs*
- 33.3% said *Eligibility for government support*
- 33.3% said *Quality of your course/training organisation*
- 33.3% said *None of these*
- 16.7% said *Other*
- None (0%) said *Job opportunities*



32. What was the main reason for choosing your chosen training organisation?

When asked "What was the main reason for choosing your chosen training organisation?":

- 33.3% said *I had done previous training with them*
- 33.3% said *Convenient location*
- 33.3% said *Easy to apply and enrol*
- None (0%) said *Reputation*
- None (0%) said *Fees were affordable*
- None (0%) said *Employer requirement or recommendation*
- None (0%) said *Other reason*



Employer Satisfaction Survey question level results

This section lists the questions asked in the Employer Satisfaction Survey. Due to the impact of COVID-19 on Victorian businesses, the 2020 Employer Satisfaction Survey was shortened to only cover the following performance measures:

- Employers of apprentices and trainees who were satisfied with training provided by the RTO.
- Employers of apprentices and trainees who would recommend the RTO.

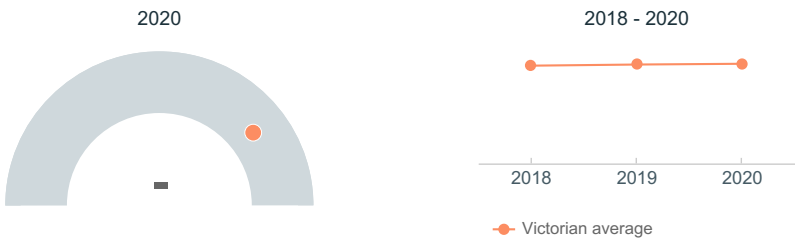
A number of questions were not asked in the 2020 Employer Survey. As a result, this page is structured as follows:

- Results for selected questions are shown for 2018, 2019 and 2020.
- Results for the other questions are shown for 2018 and 2019 only.

2020 results

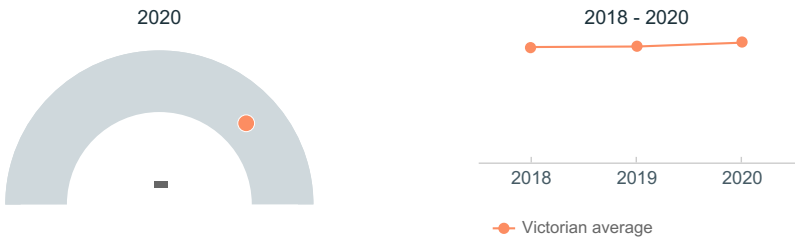
6. Overall, how satisfied are you with the training that your apprentice(s)/trainee(s) received from your training provider?

Not available in 2020



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

Not available in 2020

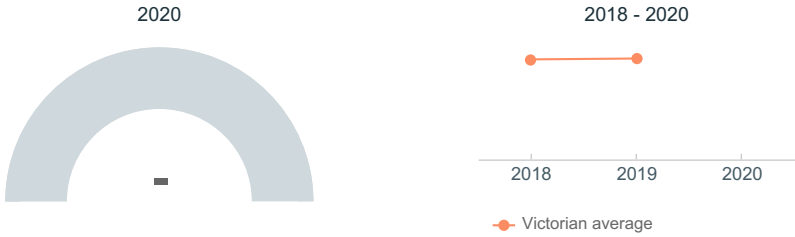


Previous results

4. How satisfied are you that the training they received improved their...

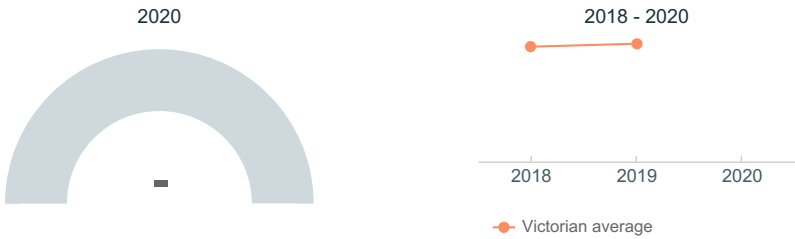
(a) Technical/job specific skills

Not available in 2020



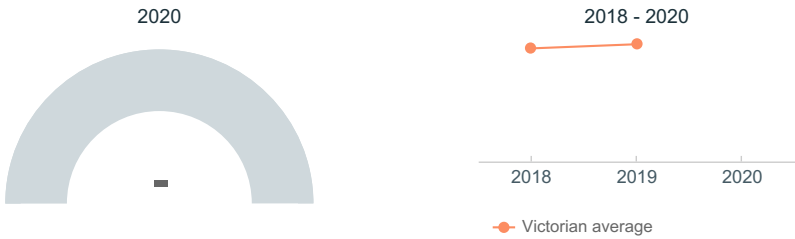
(b) Problem-solving skills

Not available in 2020



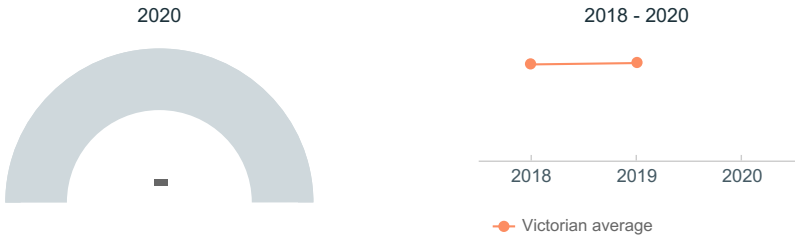
(c) Decision making skills

Not available in 2020



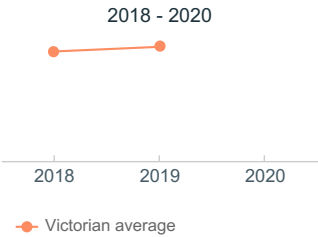
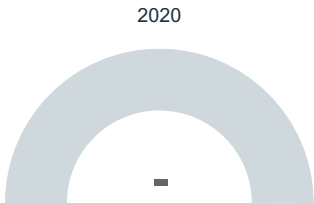
(d) Team working skills

Not available in 2020



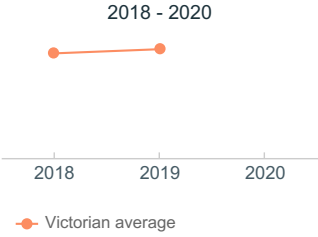
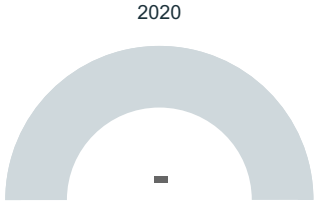
(e) Numerical skills

Not available in 2020



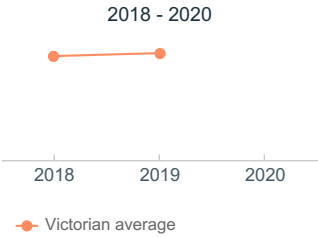
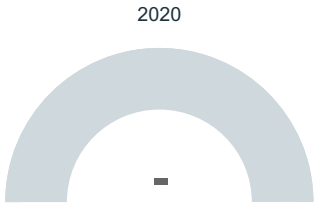
(f) Writing skills

Not available in 2020



(g) IT/computer Skills

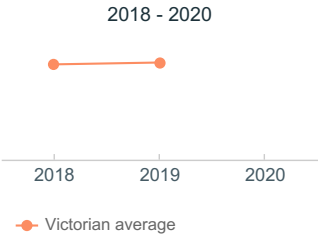
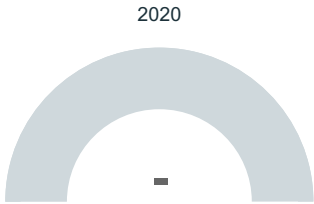
Not available in 2020



5. Do you think the training provided to your apprentice(s) / trainee(s)...

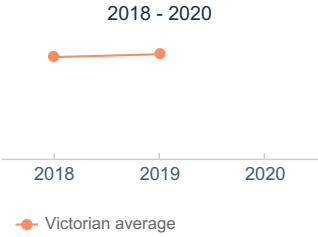
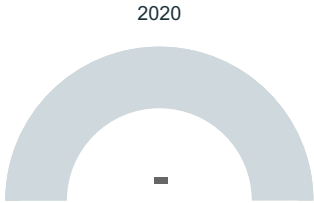
(a) Improved their skills to do the job well

Not available in 2020



(b) Improved their productivity

Not available in 2020



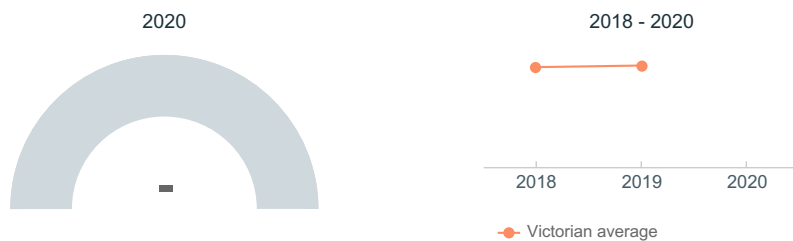
(c) Reflected up-to-date practices in my industry/sector

Not available in 2020



(d) Was delivered by knowledgeable and experienced staff

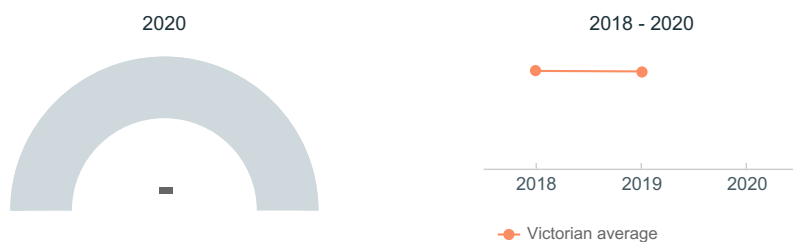
Not available in 2020



8. How satisfied were you with...?

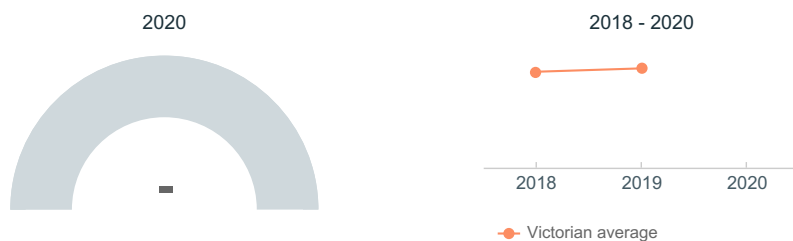
(a) The standard of assessment

Not available in 2020



(b) The flexibility of the provider in meeting your workplace needs

Not available in 2020



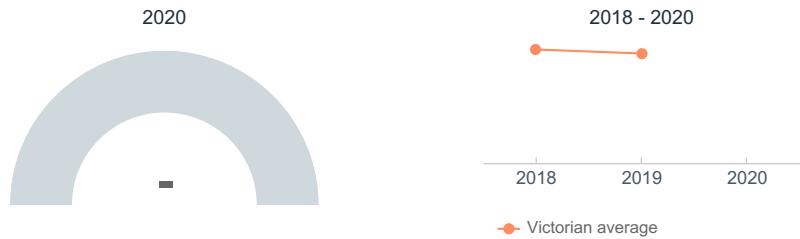
(c) The updates about the progress of your apprentice(s)/trainee(s)

Not available in 2020



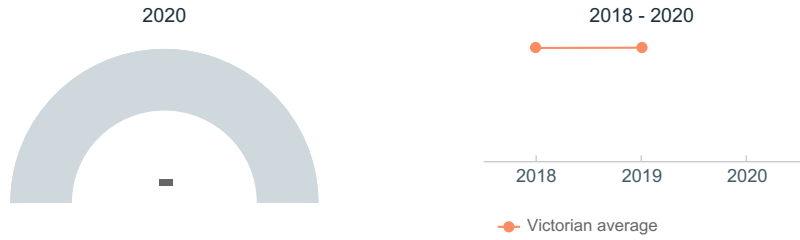
(d) The quality of your communication with the training provider

Not available in 2020



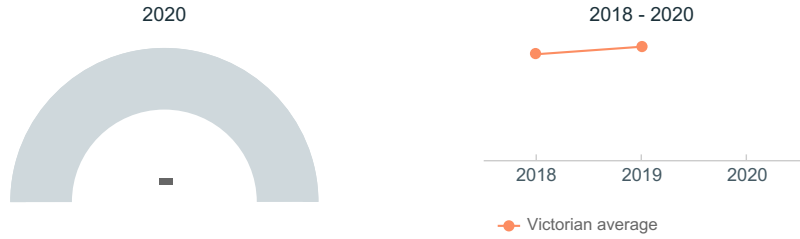
(e) The training provider making clear their roles and responsibilities as well as yours

Not available in 2020



(f) The information on Competency Based Completion (CBC)

Not available in 2020



Additional information

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

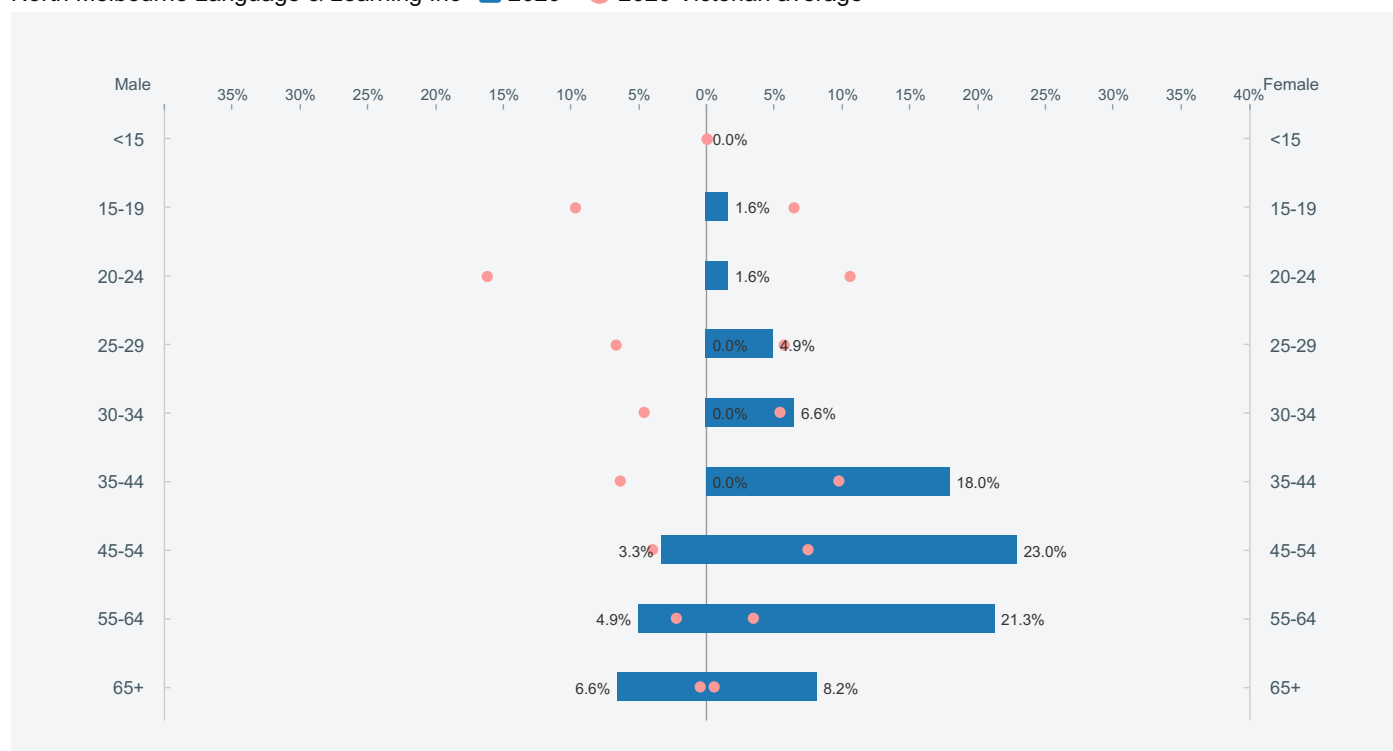
Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2020 Student Satisfaction Survey – the survey population. Eligible students are all Victorian students enrolled in a government subsidised VET course, who completed or discontinued their vocational training in 2019.

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

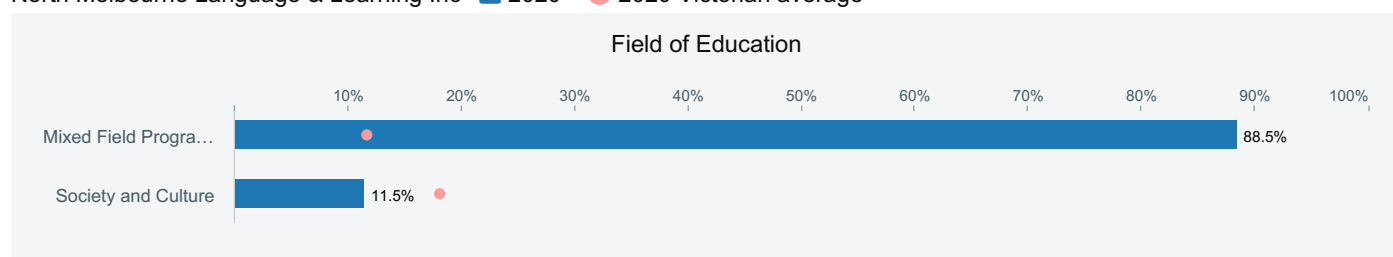
Age and Gender

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average



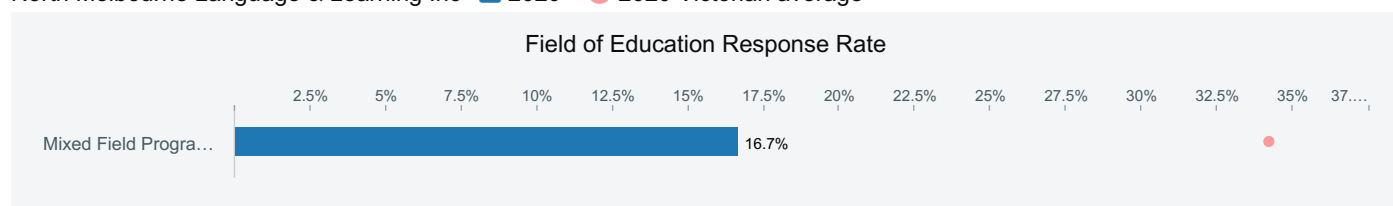
Field of Education

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average



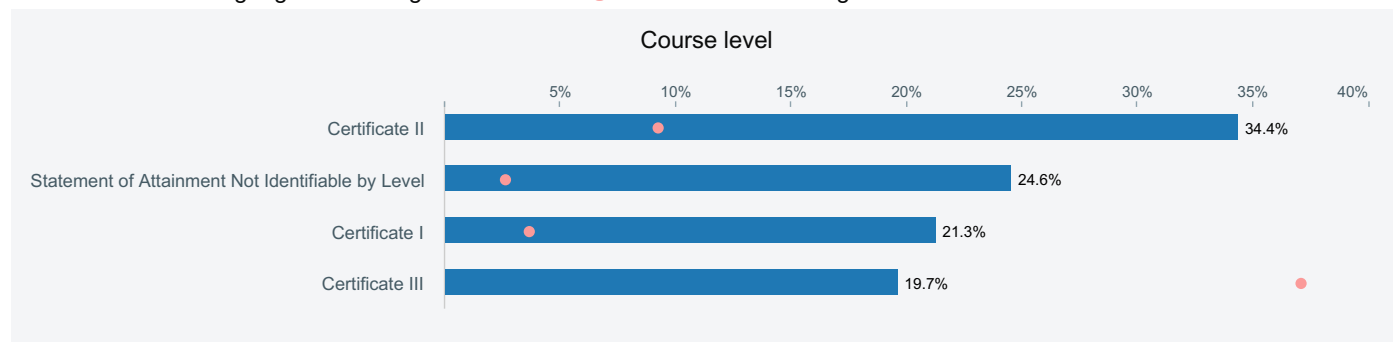
Field of Education Response Rate

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average



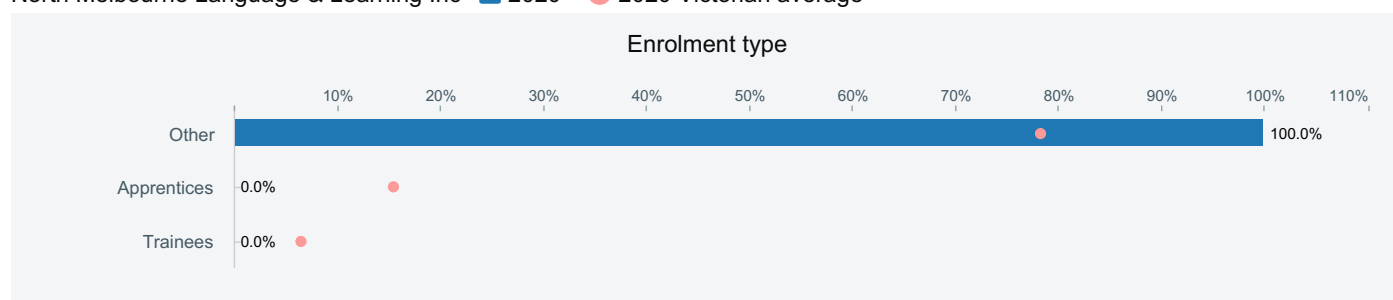
Course Level

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average



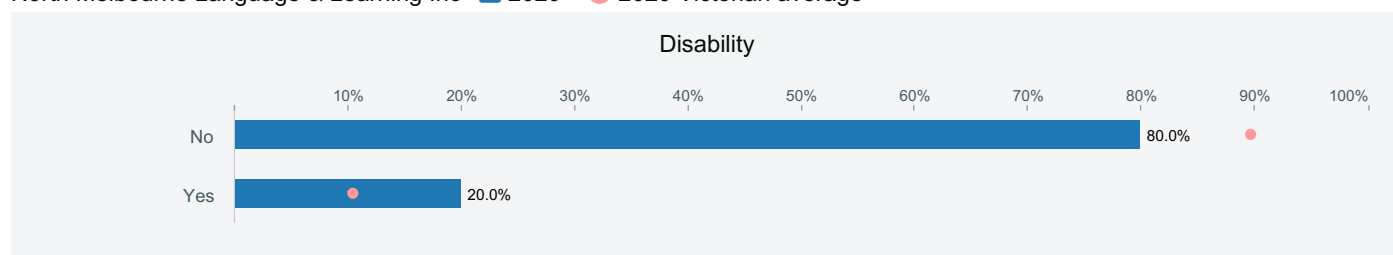
Enrolment type

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average



Disability

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average



Indigenous

North Melbourne Language & Learning Inc ■ 2020 ● 2020 Victorian average

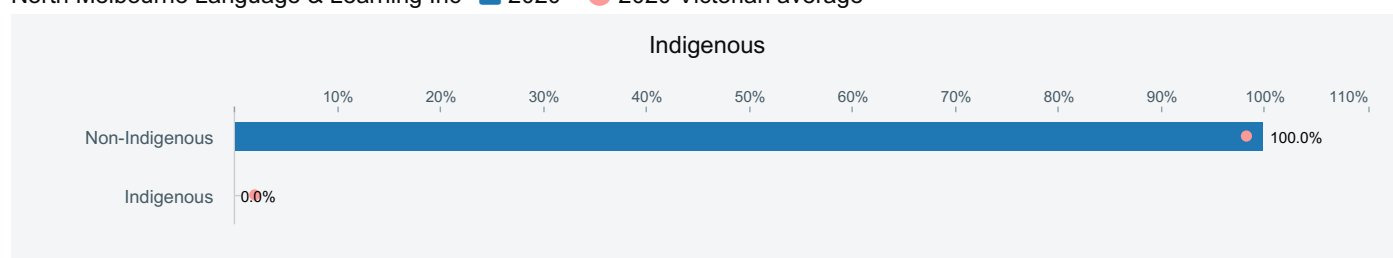


Chart Help

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

For Private/ACE RTOs (PDF)

The dial shows the percentage of favourable responses. The 2019 results are displayed in the darker green inside while the lighter green outside line is the previous survey. The Victorian Average results are represented by the orange symbol.



This chart shows the percentage of favourable results over time. The Victorian Average results is represented by the orange line.



This chart shows the percentages for various responses. The colour scheme is used to reflect the favourability/unfavourability of responses. The Victorian Average results are represented by the orange symbol.

Definitions

Completers:

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

Early leavers:

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

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

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

RTO: Registered Training Organisation

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

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

Results and analysis

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

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

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

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

About the survey

Student Satisfaction Survey

The annual *Student Satisfaction Survey* (Student Survey) invites students enrolled in a government subsidised course at a TAFE or training organisation, who have completed or left early from study the year prior, to have their say about their training experience and outcomes. This information is collected from both an overall system and an individual RTO perspective.

From March to May 2020, the Student Survey invited over 158,800 students who completed or left early from study in 2019 to provide feedback on their training experience and outcomes. In 2020, over 66,700 students across more than 320 RTOs took part in the survey. The average response rate for all of Victoria was 42.0%.

The survey asks students a range of questions, including:

- how and why they chose the training
- their satisfaction with the training
- their employment situation after the training
- what further training, if any, they are currently enrolled in
- if they didn't complete the training, why was this the case.

The results from the survey are used to construct performance measures, which are confidentially reported back to individual training providers, enabling them to identify opportunities for improvement.

There are eight student-related performance measures:

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

Employer Satisfaction Survey

The annual *Employer Satisfaction Survey* (Employer Survey) provides feedback from employers of apprentices and trainees about the training their apprentice(s) and/or trainee(s) received at an individual RTO.

From March to May 2020, the Employer Survey invited approximately 28,000 employers to provide their views on the training their apprentices/trainees received in 2019. In 2020, over 11,300 responses were received from employers of apprentices and trainees, resulting in an overall response rate of 40.4%

The results from the survey (satisfaction component) are used to construct performance measures and these are confidentially reported back to individual training providers.

There are three employer-related performance measures:

- Employers reporting improvement in the generic skills of apprentices and trainees
- Employers of apprentices and trainees who are satisfied with training provided by an RTO
- Employers of apprentices and trainees who recommend the RTO.

Administration of the surveys

Both surveys are administered using a multi-modal data collection methodology. This allows students and employers to complete the survey in their preferred method – over the phone, online (personal computer or mobile device), or hard-copy.

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