

North Melbourne Language & Learning Inc (6410)

2021 RTO Performance Detailed Report



Introduction

This report displays the 2021 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 2021, 11 students from North Melbourne Language & Learning Inc (6410) took part in the survey. This is a response rate of 34.4%. The average response rate for all of Victoria was 42.0%.

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- Employer feedback

Student Satisfaction Survey question level results

- About your training
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- Your work situation now
- Your work situation before training
- Choosing a training organisation








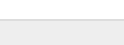



Employer Survey question level results

Additional information

- Student profile
- Chart help
- 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.

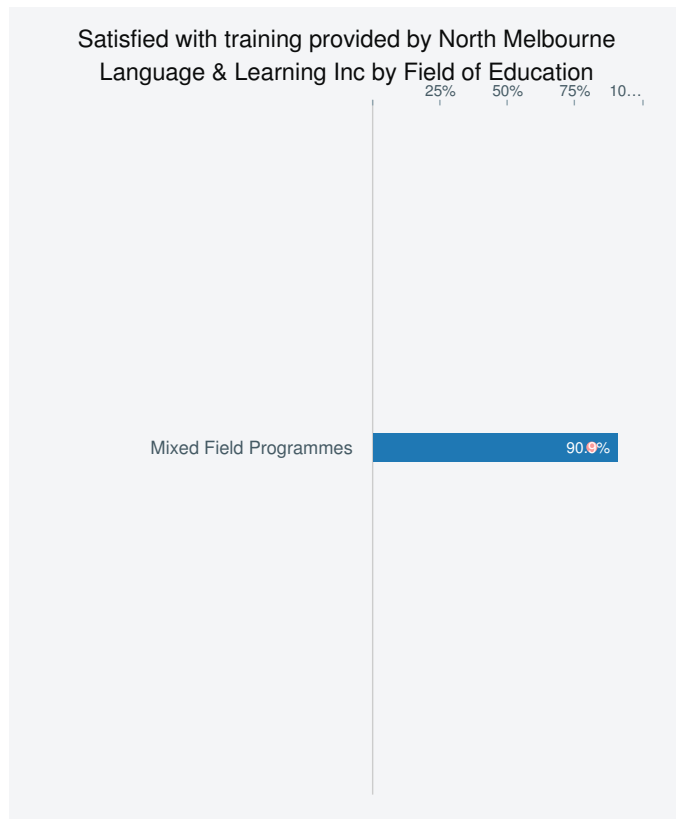
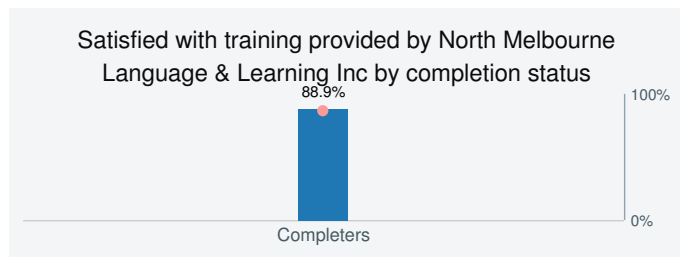
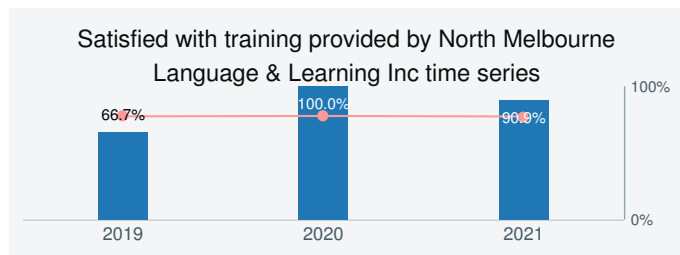
	North Melbourne Language & Learning Inc			2021 average
	2021	2020	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc	90.9% ▼	100.0%		77.3%
Proportion of VET students who reported a positive perception of teaching	81.8% ▲	71.4%		68.1%
Proportion of VET students who reported a positive perception of the assessment process	72.7% ▲	71.4%		70.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	72.7% ▼	75.0%		50.4%
Student outcomes				
Proportion of VET students who achieved their main reason for training	90.9% ▲	87.5%		71.6%
Proportion of VET students with an improved employment status after training	25.0% ▲	0.0%		47.8%
Proportion of VET students who went on to further study at a higher level than their completed training	50.0% ▲	33.3%		17.3%
Proportion of VET students who would recommend North Melbourne Language & Learning Inc	81.8% ▼	85.7%		76.6%
Employer feedback				
Proportion of employers who were satisfied with training provided by North Melbourne Language & Learning Inc	%	%		75.3%
Proportion of employers who would recommend North Melbourne Language & Learning Inc	%	%		73.2%
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees	%	%		53.1%

▲ Higher than previous year ▼ Lower than previous year

Student experience

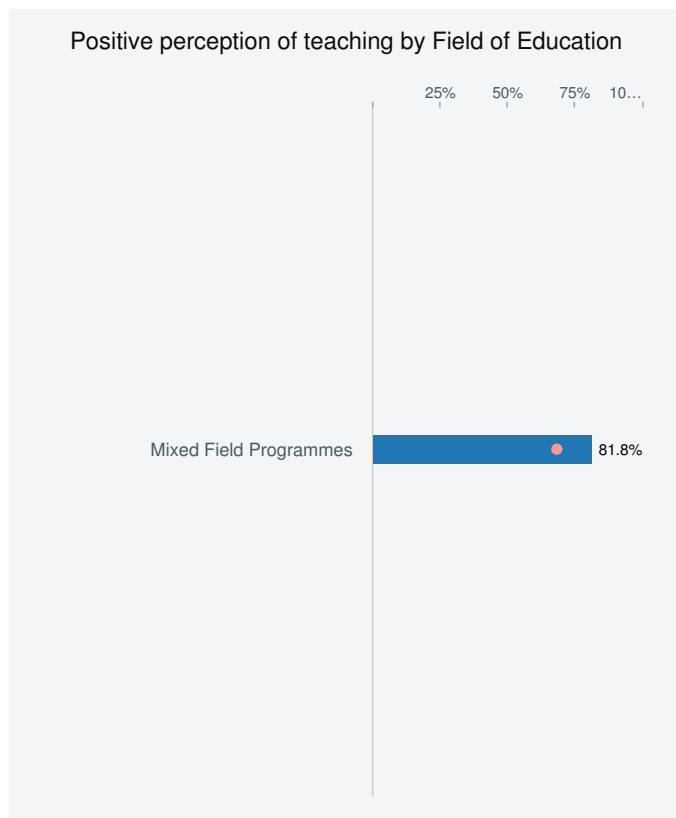
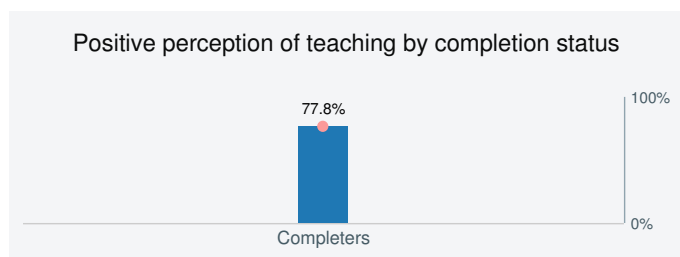
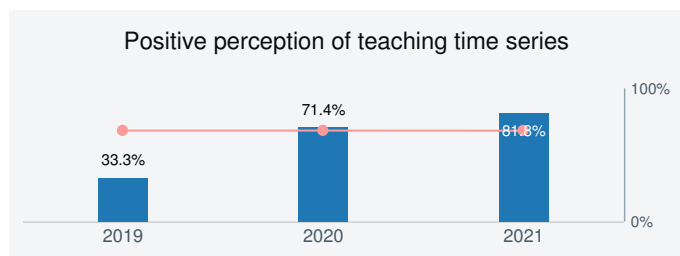
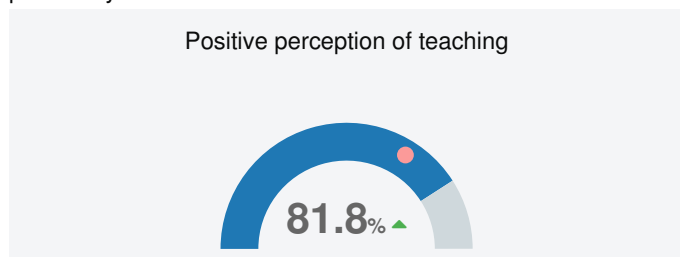
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



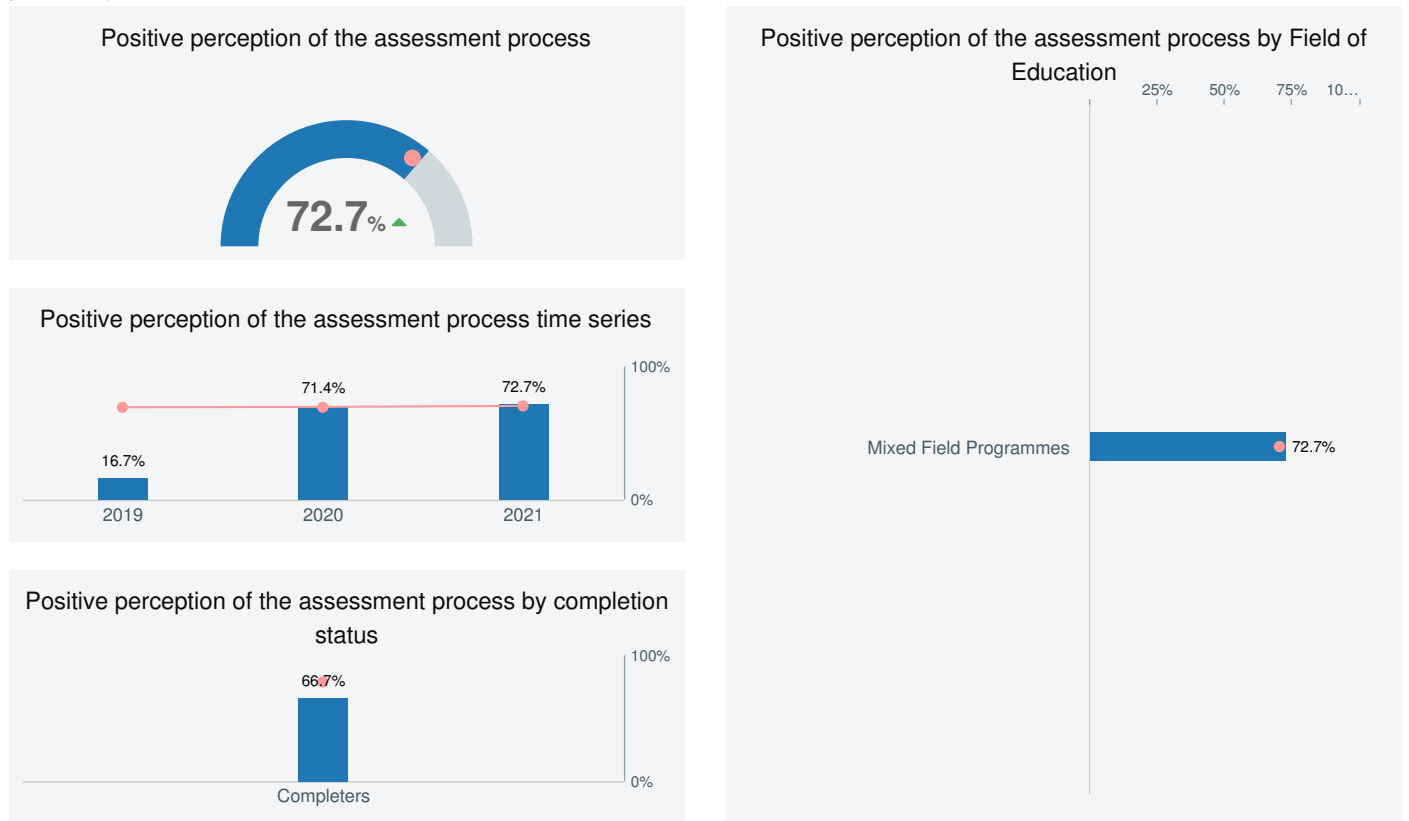
Proportion of VET students who reported a positive perception of teaching

North Melbourne Language & Learning Inc ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

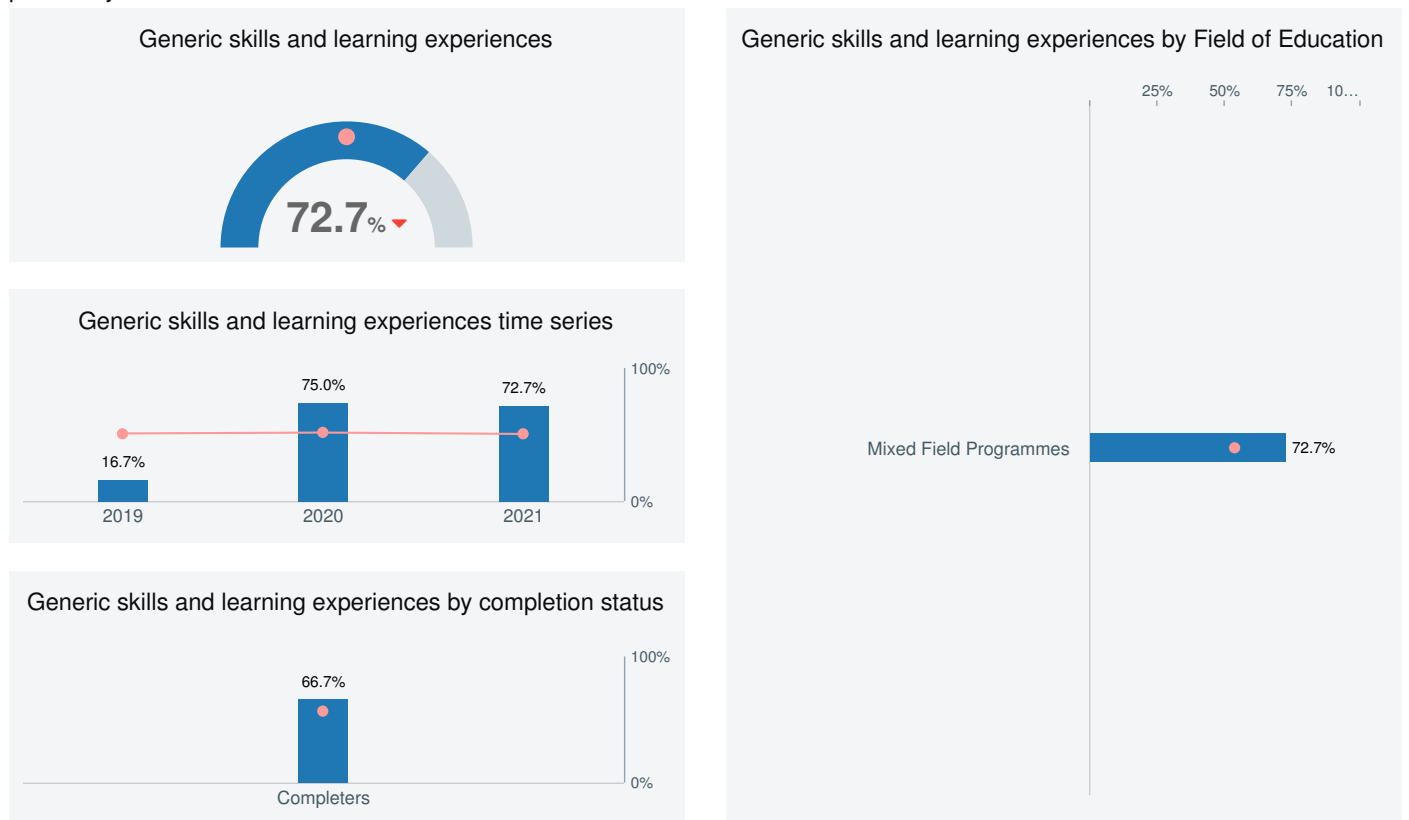
North Melbourne Language & Learning Inc 2021 2021 Victorian average Higher than previous year Lower than previous year



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

The methodology used to construct this measure was changed in 2021. To allow for comparison, the historical time-series have been revised to be consistent with the 2021 methodology. Consequently, the numbers for 2019 and 2020 are different to the ones reported last year.

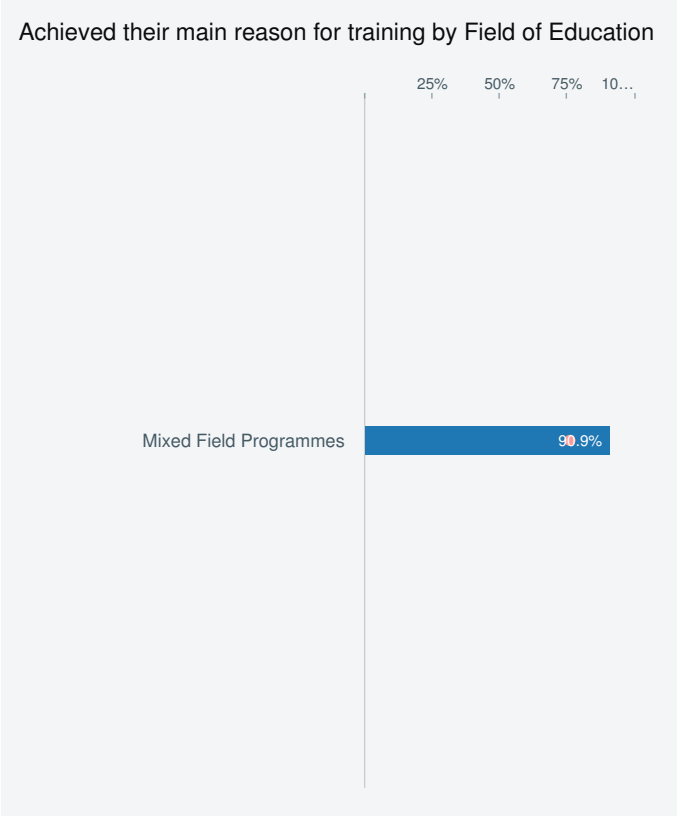
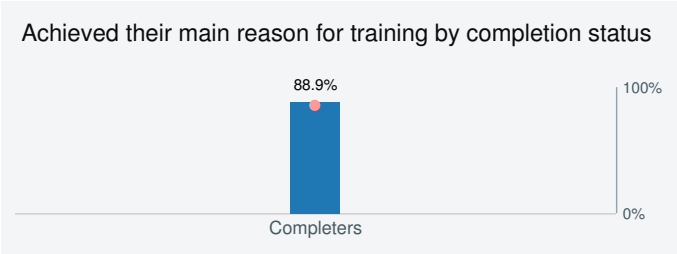
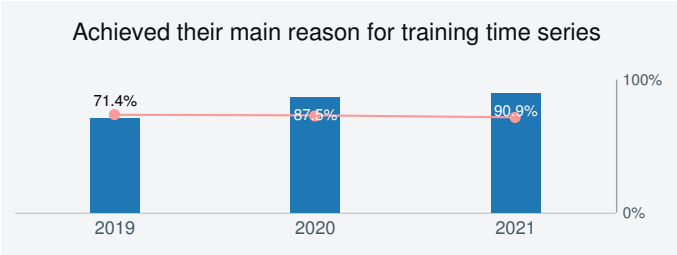
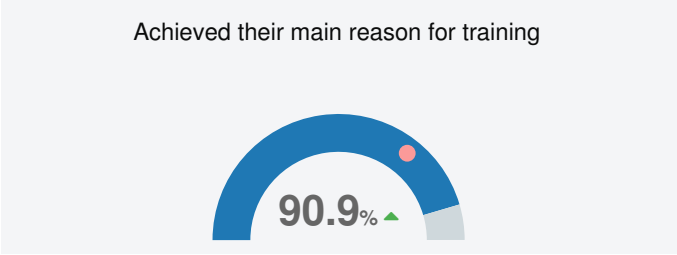
North Melbourne Language & Learning Inc 2021 2021 Victorian average Higher than previous year Lower than previous year



Student outcomes

Proportion of VET students who achieved their main reason for training

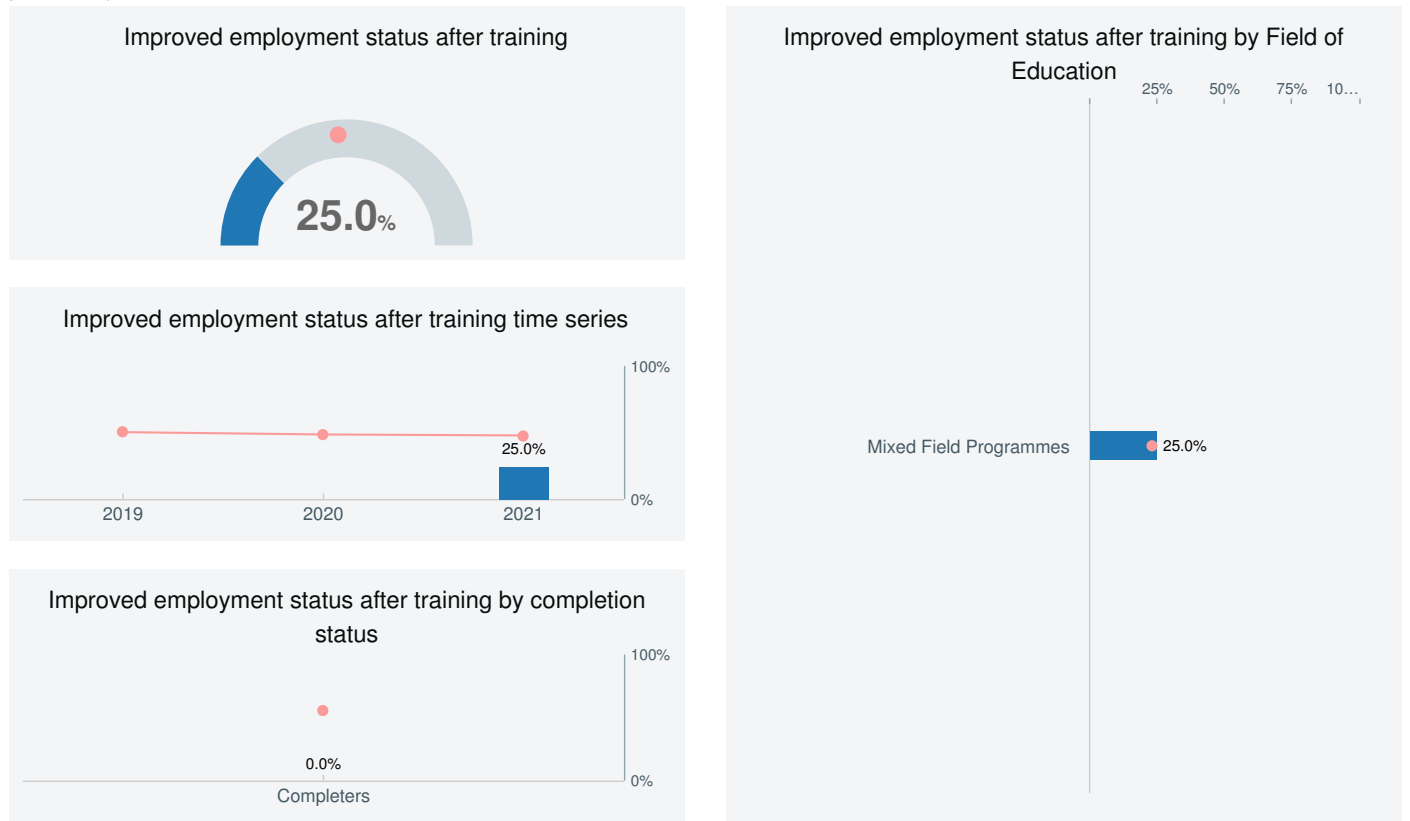
North Melbourne Language & Learning Inc 2021 2021 Victorian average Higher than previous year Lower than previous year



Proportion of VET students with an improved employment status after training

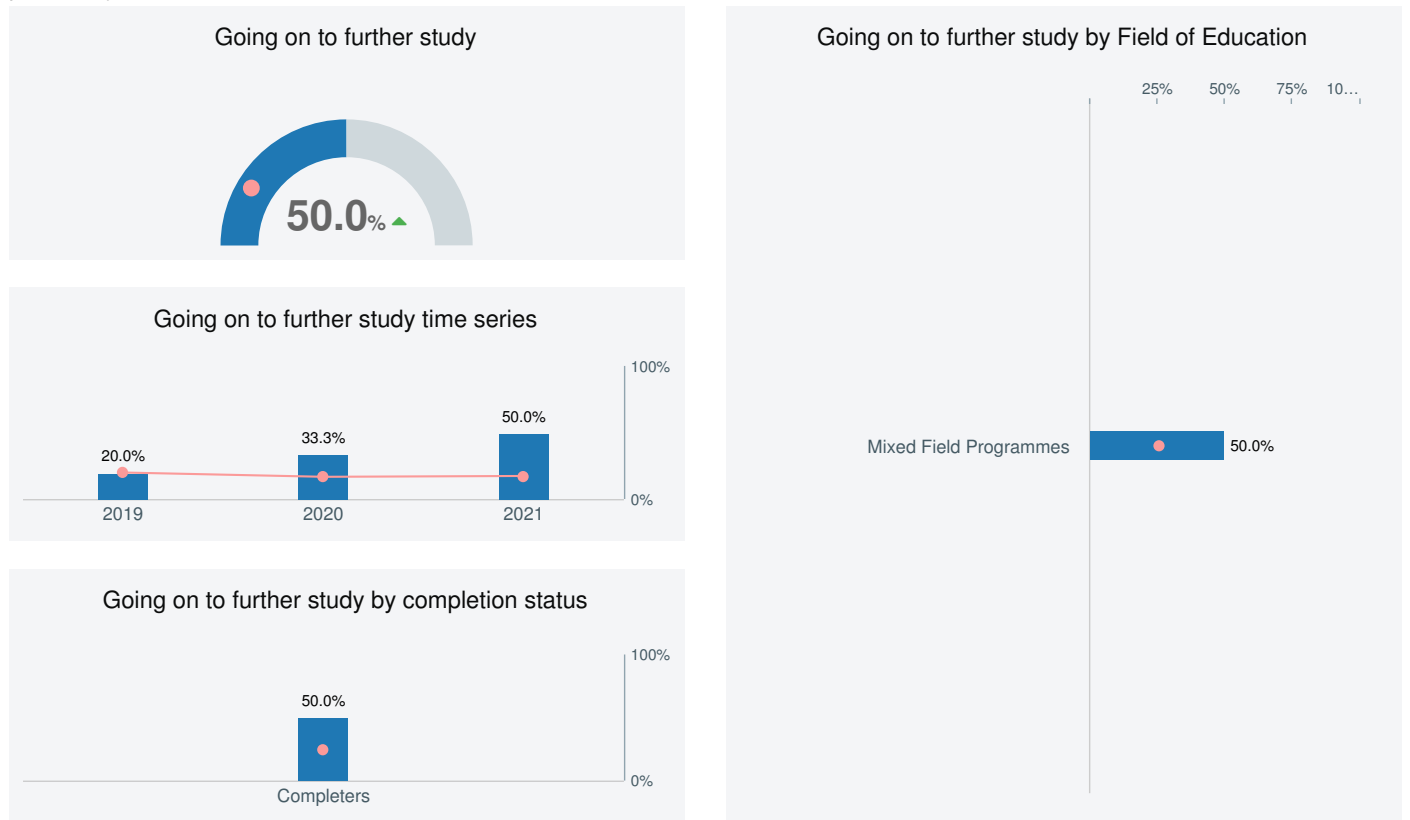
The response options for this measure were simplified in the 2020 Student Satisfaction Survey. To allow for comparison, the historical time-series have been revised to be consistent with the 2020 methodology. Consequently, the numbers for 2019 are different to the ones reported prior to 2020.

North Melbourne Language & Learning Inc 2021 2021 Victorian average Higher than previous year Lower than previous year



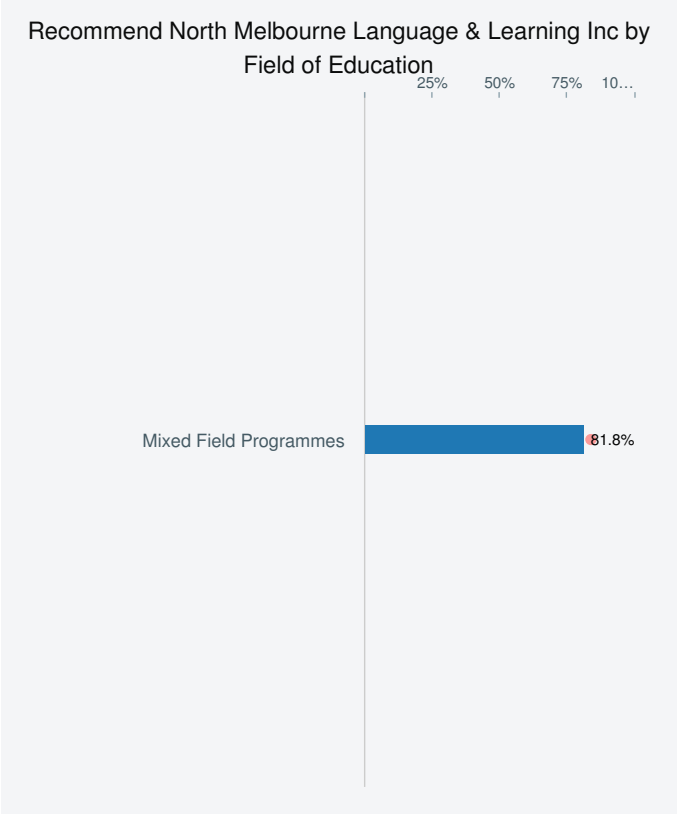
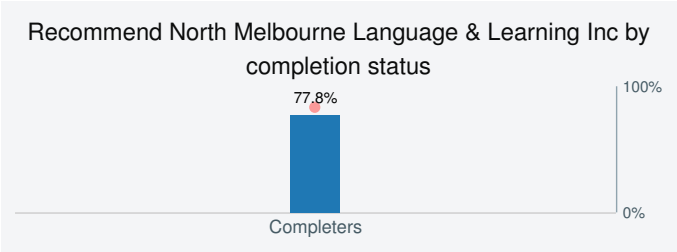
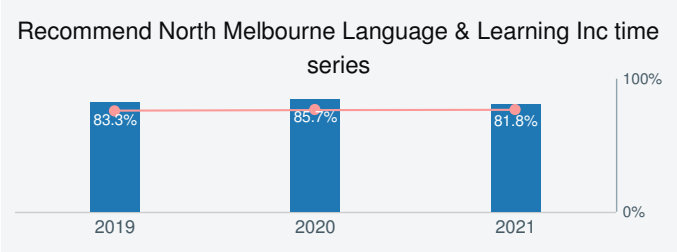
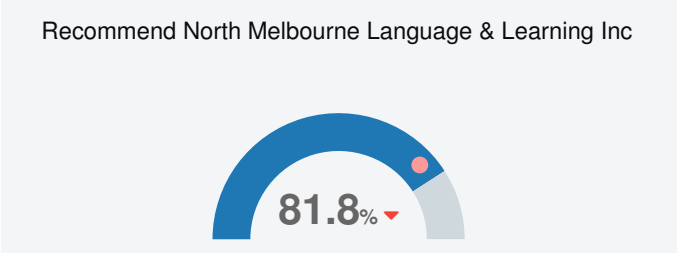
Proportion of VET students who went on to further study at a higher level than their completed training

North Melbourne Language & Learning Inc 2021 2021 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 2021 2021 Victorian average Higher than previous year Lower than previous year



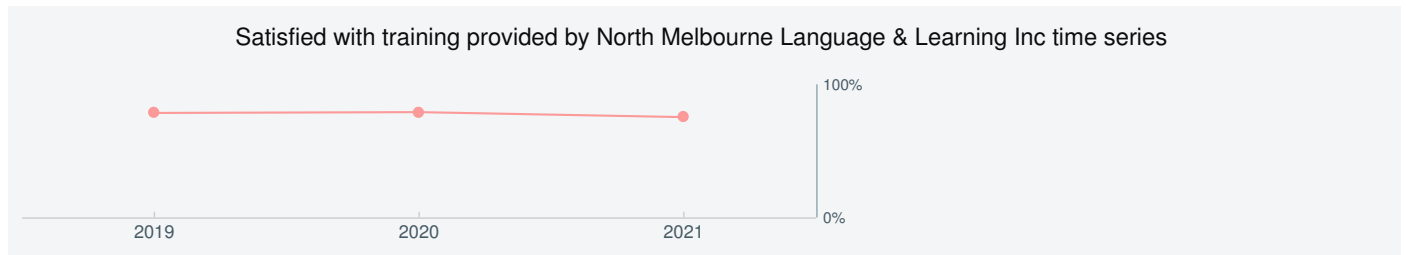
Employer feedback

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

North Melbourne Language & Learning Inc ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Satisfied with training provided by North Melbourne Language & Learning Inc

Not available in 2021

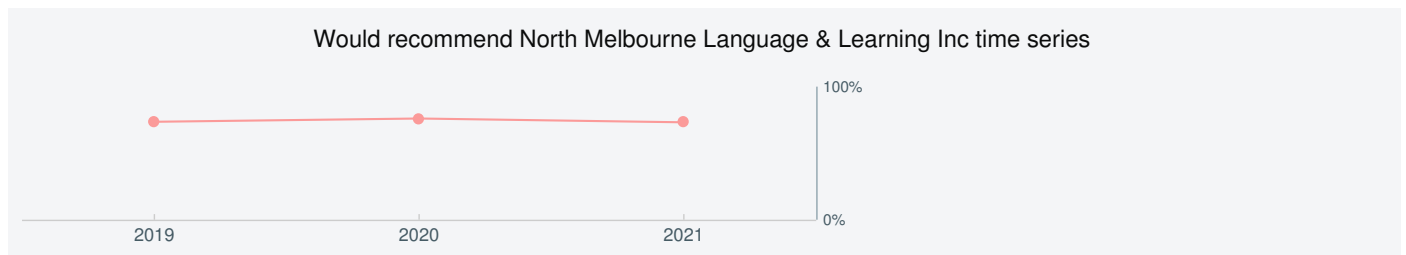


Proportion of employers who would recommend North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend North Melbourne Language & Learning Inc

Not available in 2021



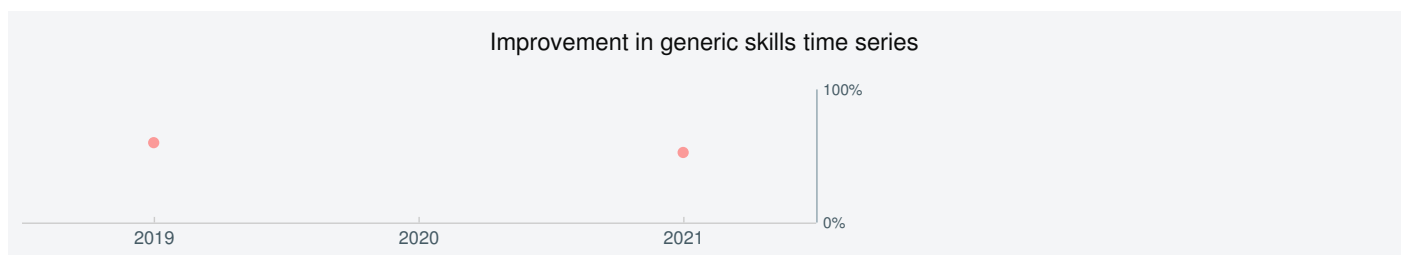
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees

Due to changes in the specification of this measure in the 2020 survey, it cannot be constructed on a comparable basis to 2019 and 2021. As such, the measure and its underlying components are not presented for 2020.

North Melbourne Language & Learning Inc ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Improvement in generic skills

Not available in 2021



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 your course? *

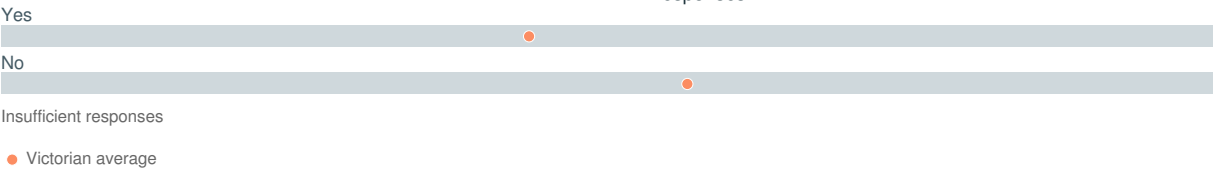
There were not enough responses in the survey wave to report on Responses



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

7. Was your reason for not continuing your course a result of COVID-19?

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



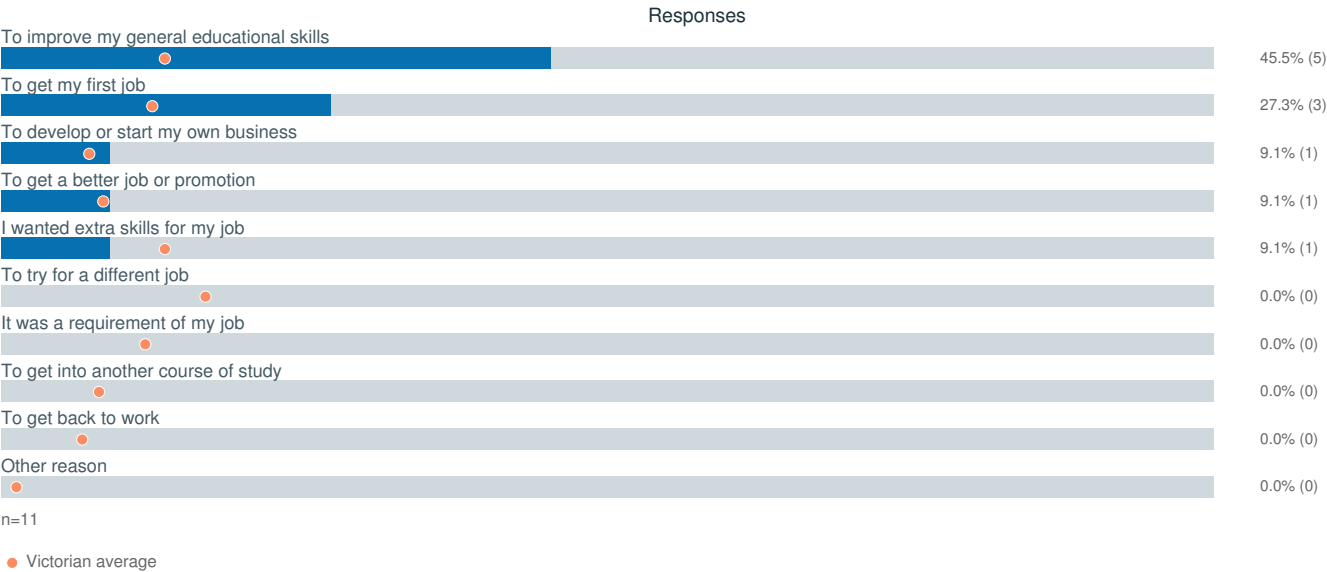
*Question 7 applies to students who did not complete the training required to gain the qualification for this course.

Reasons for training, satisfaction

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

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

- 45.5% said *To improve my general educational skills*
- 27.3% said *To get my first job*
- 9.1% said *To develop or start my own business*
- 9.1% said *To get a better job or promotion*
- 9.1% said *I wanted extra skills for my job*
- None (0%) said *To try for a different job*
- None (0%) said *It was a requirement of my job*
- None (0%) said *To get into another course of study*
- 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 this course?

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

- 27.3% said *Strongly Agree*
- 63.6% said *Agree*
- 9.1% said *Neither Agree nor Disagree*
- none (0%) said *Disagree*
- none (0%) said *Strongly Disagree*

In last year's survey, (87.5%) reported *Strongly Agree and Agree*.



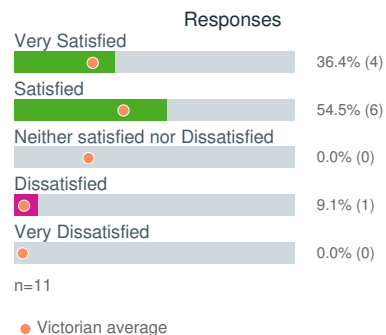
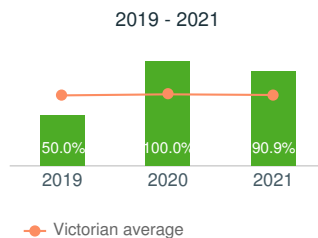
8. How satisfied are you that the training for this course in 2020 improved your...?

English writing skills

When asked "How satisfied are you that the training for this course in 2020 improved your...? english writing skills":

- 36.4% said *Very Satisfied*
- 54.5% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 9.1% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (100.0%) selected *Very Satisfied and Satisfied*.

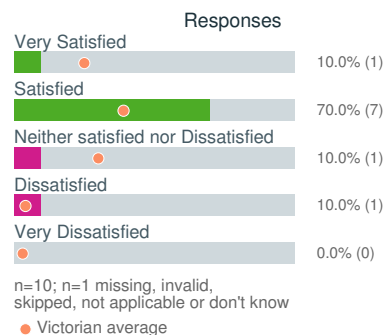
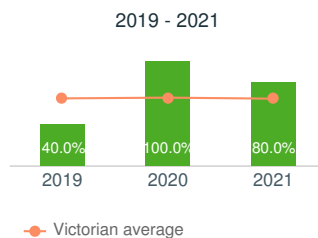
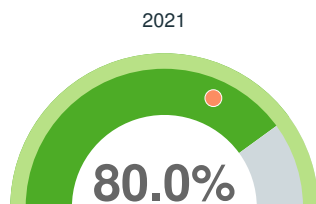


Numerical skills

When asked "How satisfied are you that the training for this course in 2020 improved your...? numerical skills":

- 10.0% said *Very Satisfied*
- 70.0% said *Satisfied*
- 10.0% said *Neither satisfied nor Dissatisfied*
- 10.0% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (100.0%) chose *Very Satisfied and Satisfied*.

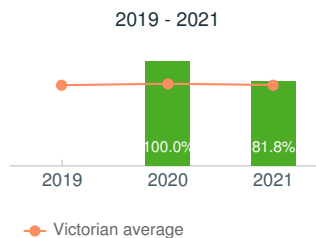
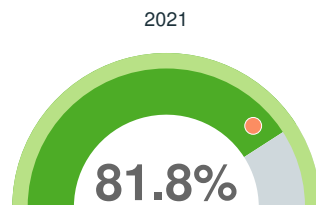


Problem-solving skills

When asked "How satisfied are you that the training for this course in 2020 improved your...? problem-solving skills":

- 9.1% said *Very Satisfied*
- 72.7% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 18.2% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (100.0%) stated *Very Satisfied and Satisfied*.

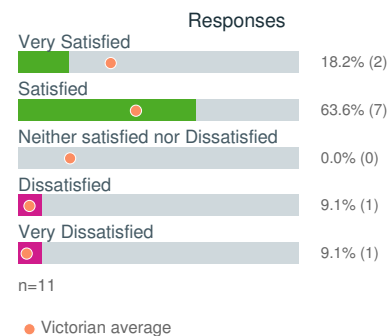
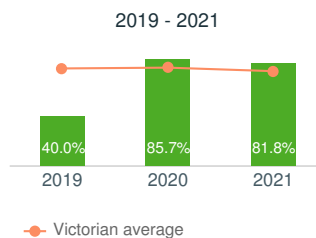
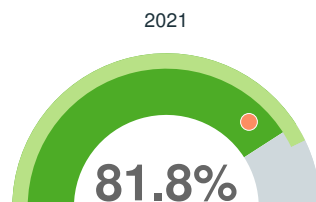


Team-working skills

When asked "How satisfied are you that the training for this course in 2020 improved your...? team-working skills":

- 18.2% said *Very Satisfied*
- 63.6% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 9.1% said *Dissatisfied*
- 9.1% said *Very Dissatisfied*

In last year's survey, (85.7%) said *Very Satisfied and Satisfied*.

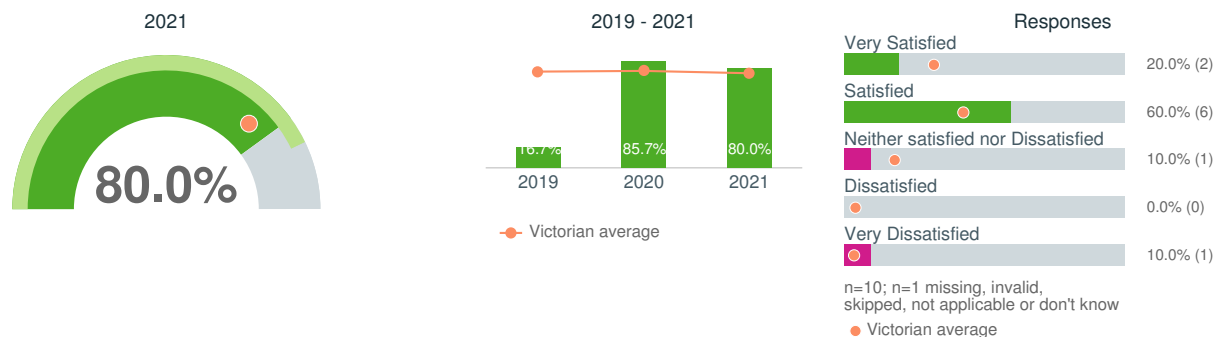


Self-confidence

When asked "How satisfied are you that the training for this course in 2020 improved your...? self-confidence":

- 20.0% said *Very Satisfied*
- 60.0% said *Satisfied*
- 10.0% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 10.0% said *Very Dissatisfied*

In last year's survey, (85.7%) chose *Very Satisfied and Satisfied*.

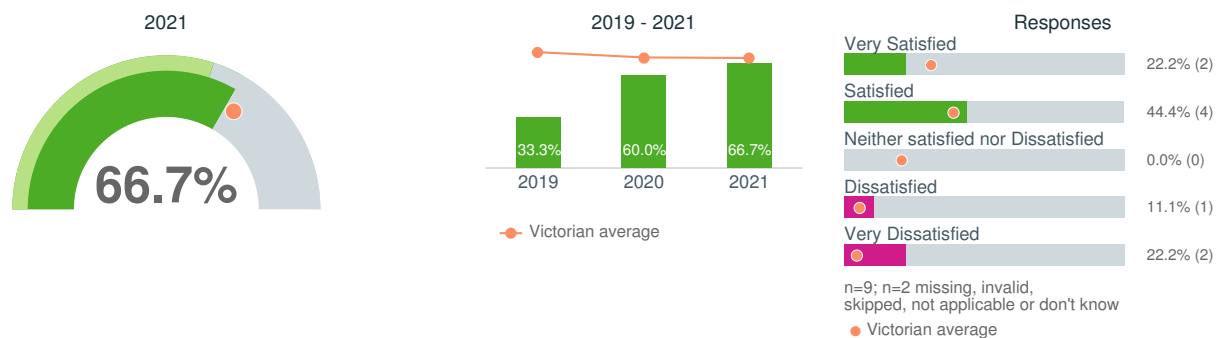


Job prospects *

When asked "How satisfied are you that the training for this course in 2020 improved your...? job prospects **":

- 22.2% said *Very Satisfied*
- 44.4% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 11.1% said *Dissatisfied*
- 22.2% said *Very Dissatisfied*

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



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

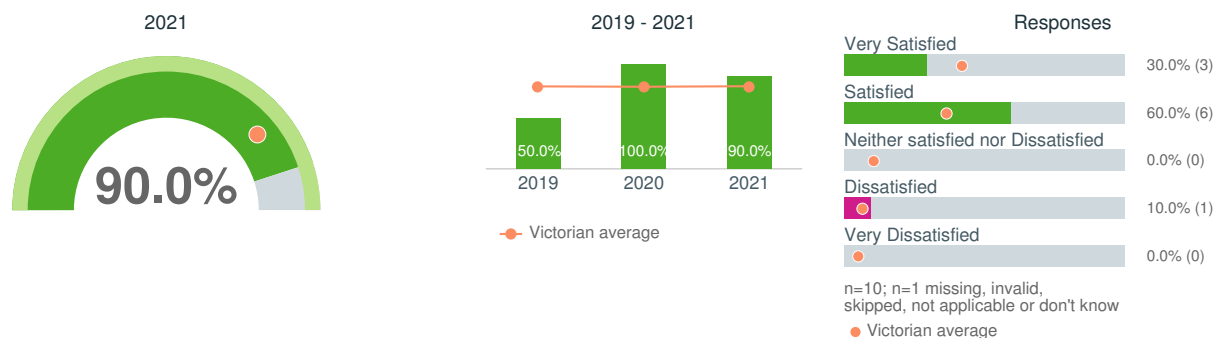
9. How satisfied are you that the trainers/teachers for this course...

Clearly taught the subject

When asked "How satisfied are you that the trainers/teachers for this course... clearly taught the subject":

- 30.0% said *Very Satisfied*
- 60.0% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 10.0% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (100.0%) stated *Very Satisfied and Satisfied*.

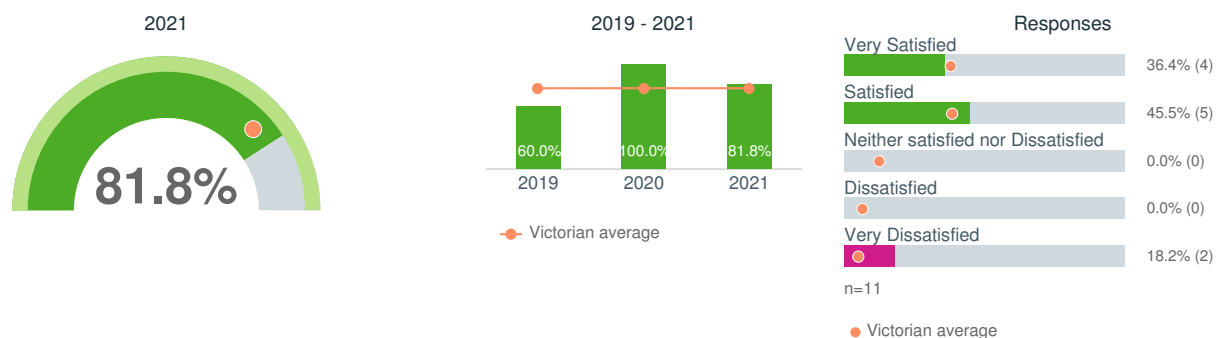


Understood your learning needs

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

- 36.4% said *Very Satisfied*
- 45.5% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 18.2% said *Very Dissatisfied*

In last year's survey, (100.0%) reported *Very Satisfied and Satisfied*.

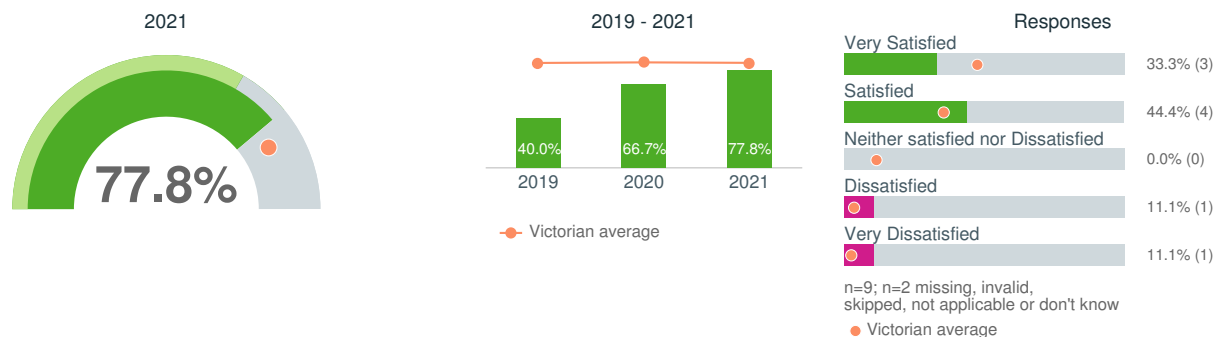


Had current industry experience

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

- 33.3% said *Very Satisfied*
- 44.4% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 11.1% said *Dissatisfied*
- 11.1% said *Very Dissatisfied*

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

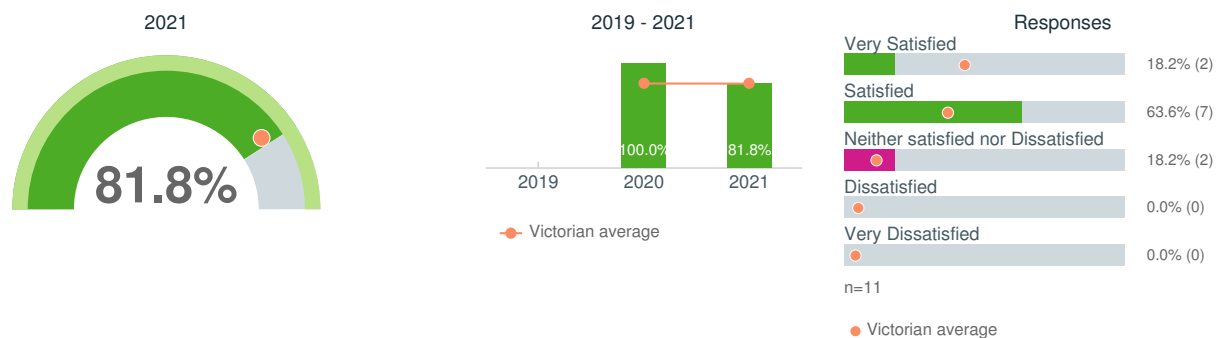


Promoted a supportive learning environment

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

- 18.2% said *Very Satisfied*
- 63.6% said *Satisfied*
- 18.2% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (100.0%) said *Very Satisfied and Satisfied*.



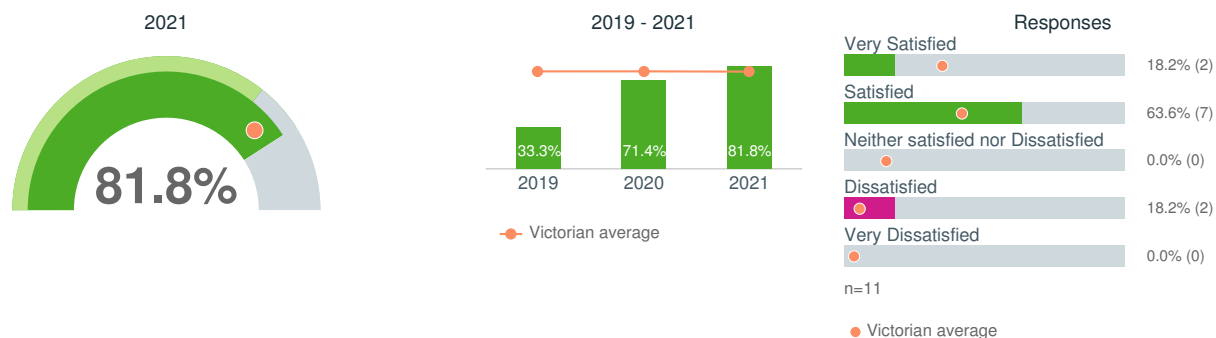
10. How satisfied are you with the following aspects of your training...?

The facilities and equipment

When asked "How satisfied are you with the following aspects of your training...? the facilities and equipment":

- 18.2% said *Very Satisfied*
- 63.6% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 18.2% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (71.4%) said *Very Satisfied and Satisfied*.

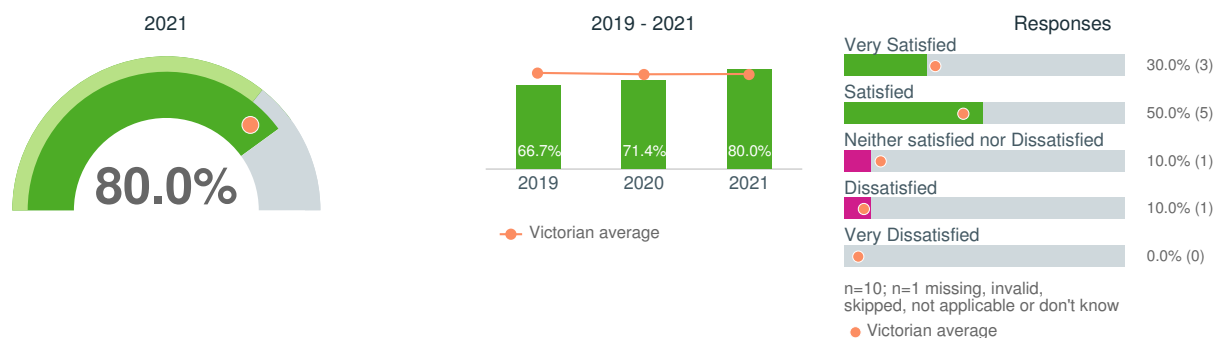


The quality of the course materials and content

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

- 30.0% said *Very Satisfied*
- 50.0% said *Satisfied*
- 10.0% said *Neither satisfied nor Dissatisfied*
- 10.0% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (71.4%) chose *Very Satisfied and Satisfied*.

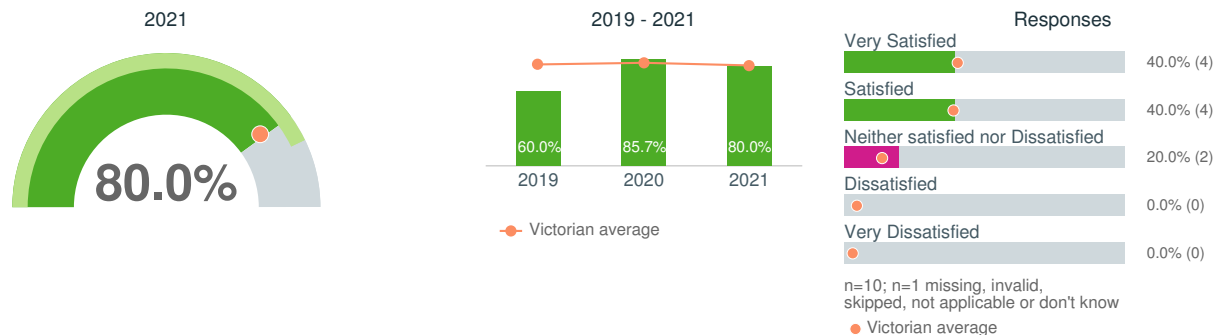


Convenience of training location

When asked "How satisfied are you with the following aspects of your training...? convenience of training location":

- 40.0% said *Very Satisfied*
- 40.0% said *Satisfied*
- 20.0% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (85.7%) reported *Very Satisfied and Satisfied*.



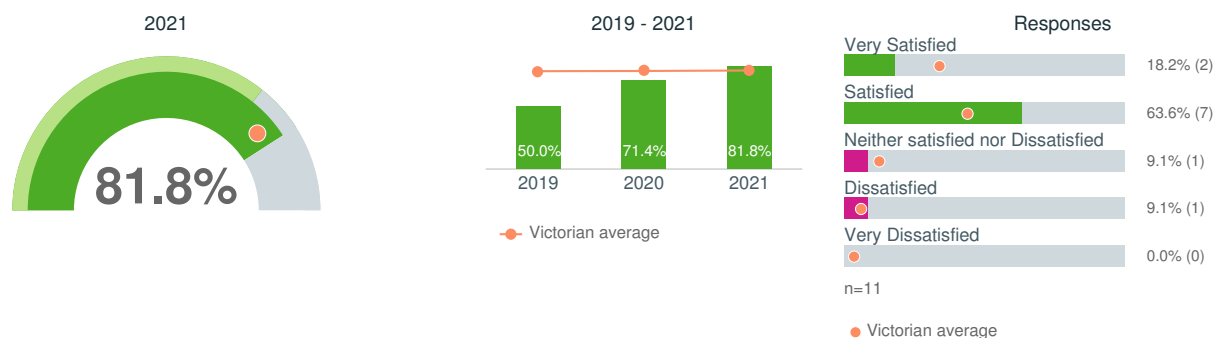
11. How satisfied are you that the assessment of your learnings was...?

Clearly outlined to you

When asked "How satisfied are you that the assessment of your learnings was...? clearly outlined to you":

- 18.2% said *Very Satisfied*
- 63.6% said *Satisfied*
- 9.1% said *Neither satisfied nor Dissatisfied*
- 9.1% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (71.4%) chose *Very Satisfied and Satisfied*.

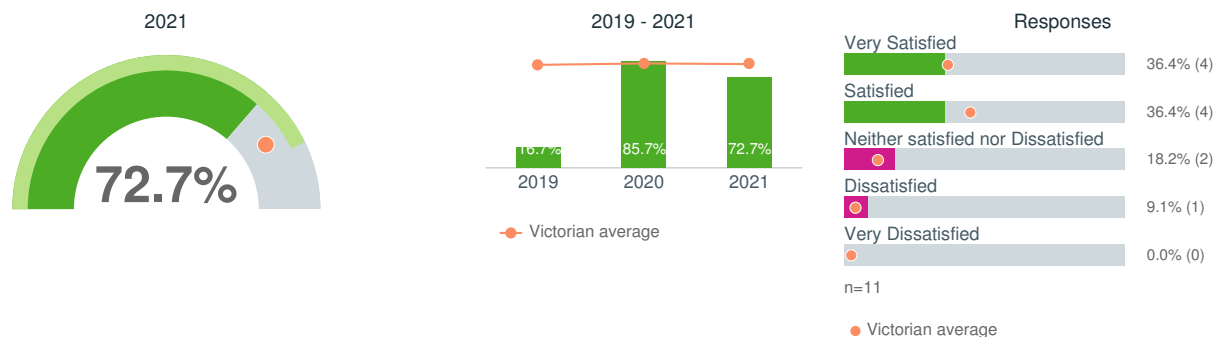


Appropriate for your studies

When asked "How satisfied are you that the assessment of your learnings was...? appropriate for your studies":

- 36.4% said *Very Satisfied*
- 36.4% said *Satisfied*
- 18.2% said *Neither satisfied nor Dissatisfied*
- 9.1% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (85.7%) reported *Very Satisfied and Satisfied*.

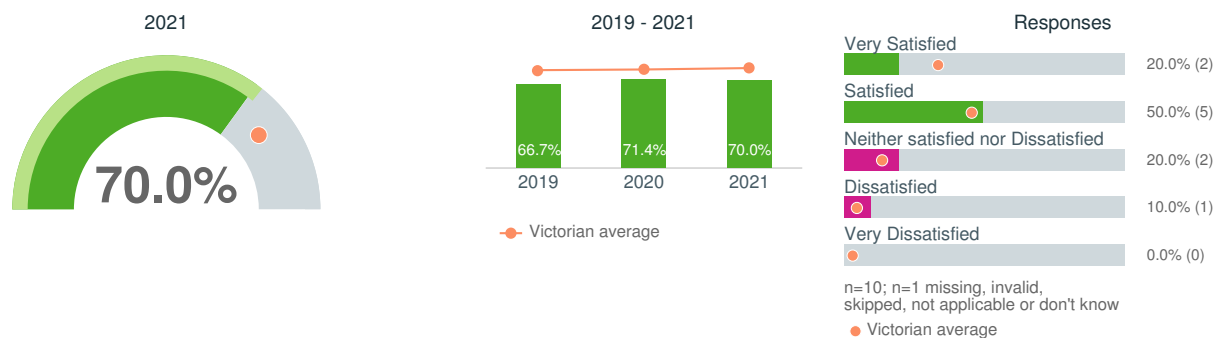


Carried out as outlined to you

When asked "How satisfied are you that the assessment of your learnings was...? carried out as outlined to you":

- 20.0% said *Very Satisfied*
- 50.0% said *Satisfied*
- 20.0% said *Neither satisfied nor Dissatisfied*
- 10.0% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (71.4%) said *Very Satisfied and Satisfied*.

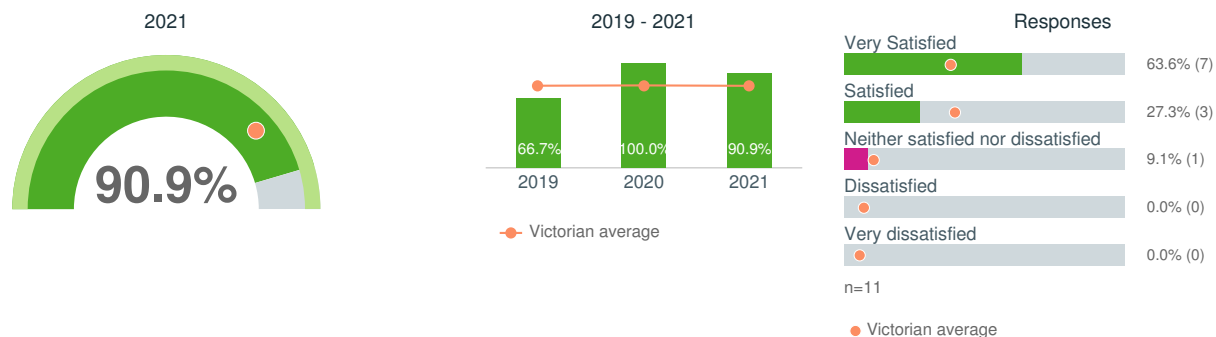


12. Overall, how satisfied were you with your training?

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

- 63.6% said *Very Satisfied*
- 27.3% said *Satisfied*
- 9.1% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (100.0%) chose *Very Satisfied* and *Satisfied*.

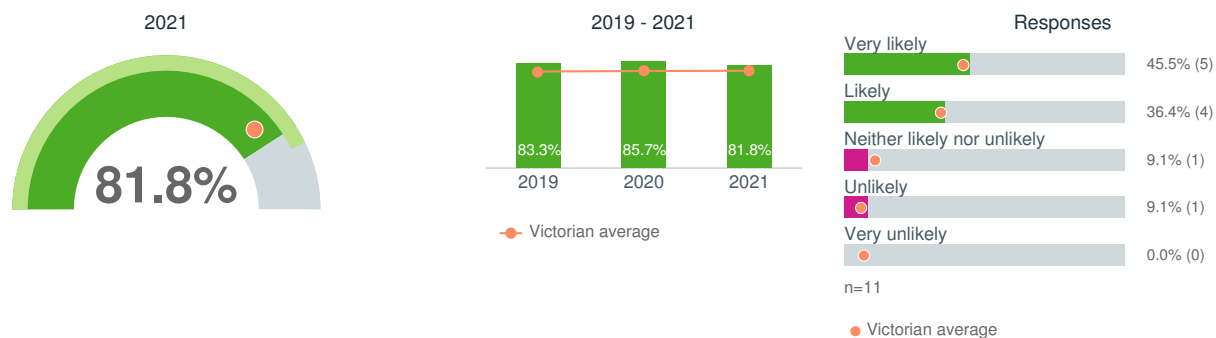


13. How likely would you be to recommend this training organisation to other students?

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

- 45.5% said *Very likely*
- 36.4% said *Likely*
- 9.1% said *Neither likely nor unlikely*
- 9.1% said *Unlikely*
- none (0%) said *Very unlikely*

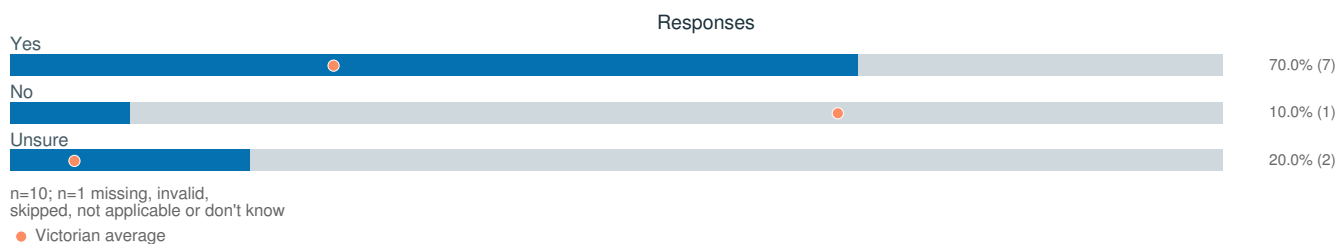
In last year's survey, (85.7%) stated *Very likely* and *Likely*.



15. Have you started another course or further study?

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

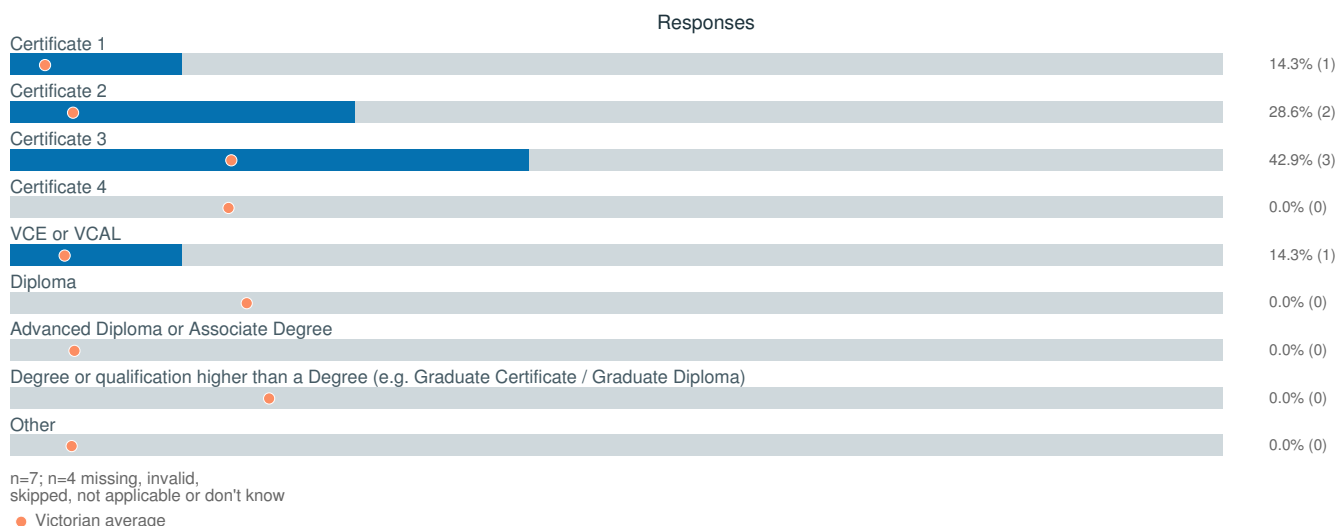
- 70.0% said *Yes*
- 20.0% said *Unsure*
- 10.0% said *No*



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

When asked "What is the level of this new course? *":

- 42.9% said *Certificate 3*
- 28.6% said *Certificate 2*
- 14.3% said *Certificate 1*
- 14.3% said *VCE or VCAL*
- None (0%) said *Certificate 4*
- None (0%) said *Diploma*
- None (0%) said *Advanced Diploma or Associate Degree*
- None (0%) said *Degree or qualification higher than a Degree (e.g. Graduate Certificate / Graduate Diploma)*
- None (0%) said *Other*



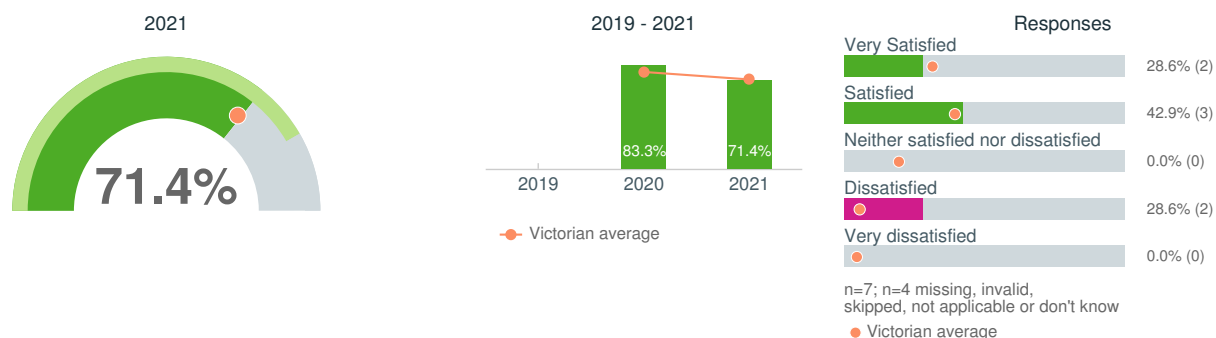
*Question 16 applies to students who indicated they have commenced another course or further study.

33. How satisfied were you with the student support services offered by your training organisation (e.g. help with additional learning needs, support related to COVID-19, English language assistance, career advice)?

When asked "How satisfied were you with the student support services offered by your training organisation (e.g. help with additional learning needs, support related to COVID-19, English language assistance, career advice)?":

- 28.6% said *Very Satisfied*
- 42.9% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- 28.6% said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (83.3%) chose *Very Satisfied and Satisfied*.

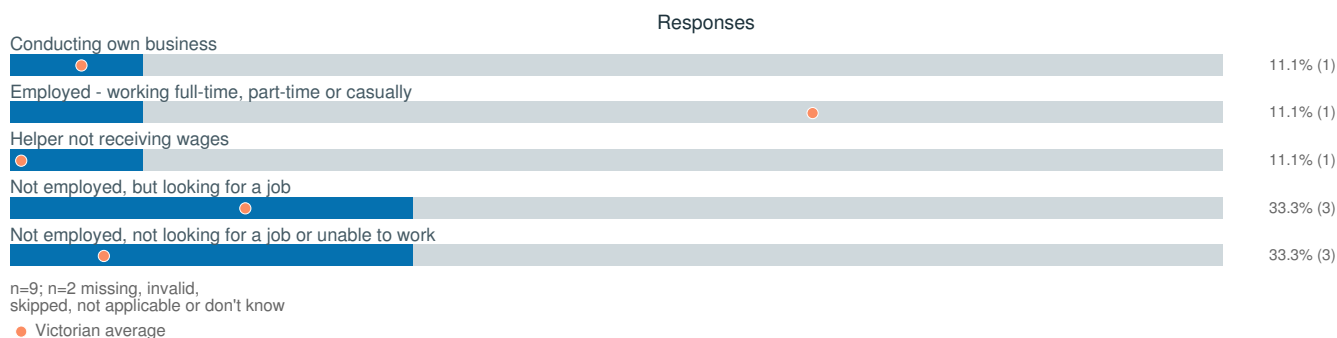


Your work situation now

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

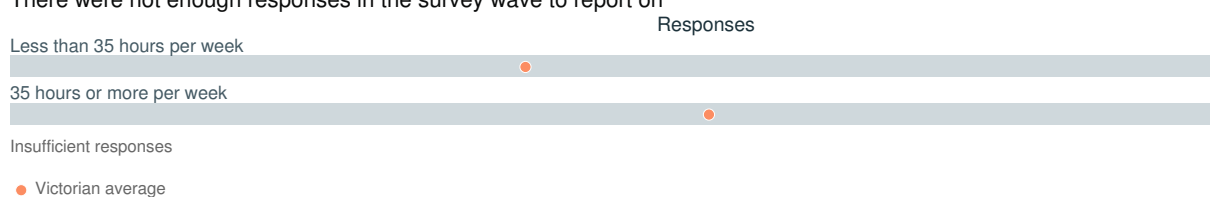
When asked "Which of the following best describes your work situation now?":

- 33.3% said *Not employed, but looking for a job*
- 33.3% said *Not employed, not looking for a job or unable to work*
- 11.1% said *Conducting own business*
- 11.1% said *Employed - working full-time, part-time or casually*
- 11.1% said *Helper not receiving wages*



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

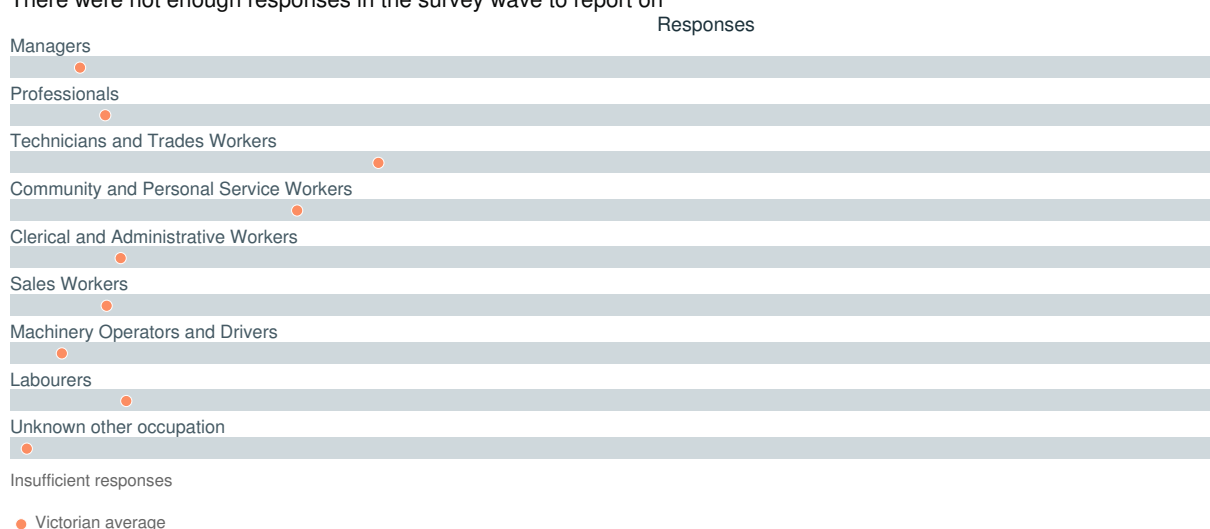
There were not enough responses in the survey wave to report on



*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)

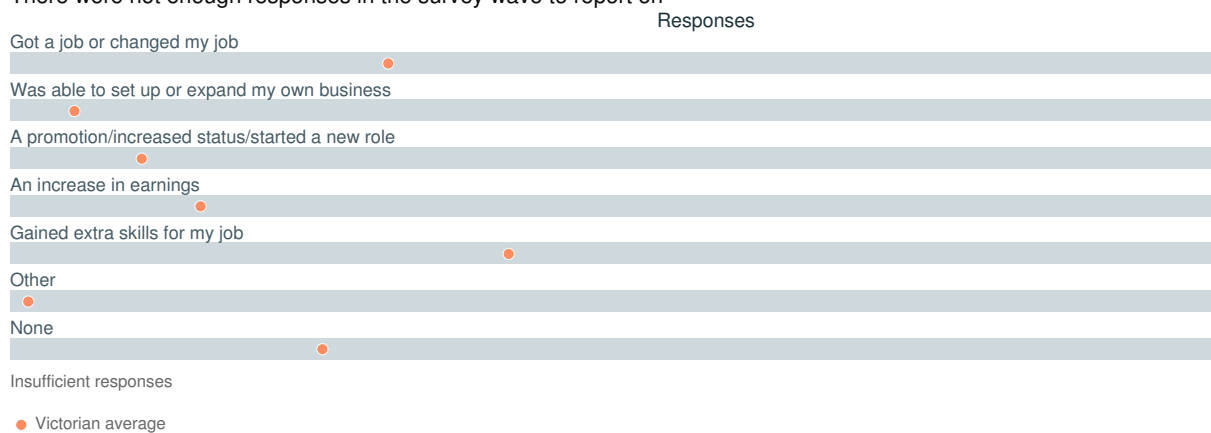
There were not enough responses in the survey wave to report on
Top 10 responses



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

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



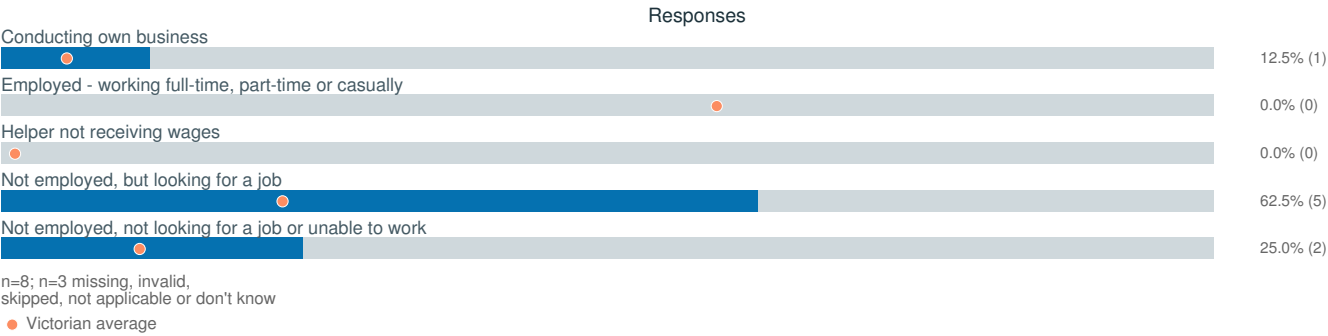
*Question 30 applies to students who indicated they currently have a job.

Your work situation before training

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

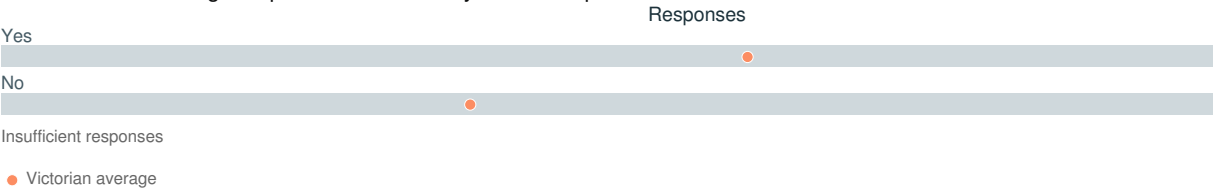
When asked "Which of the following best describes your work situation six months before undertaking the training?":

- 62.5% said *Not employed, but looking for a job*
- 25.0% said *Not employed, not looking for a job or unable to work*
- 12.5% said *Conducting own business*
- None (0%) said *Employed - working full-time, part-time or casually*
- None (0%) said *Helper not receiving wages*



25. Is your current job still with the same employer or 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? *

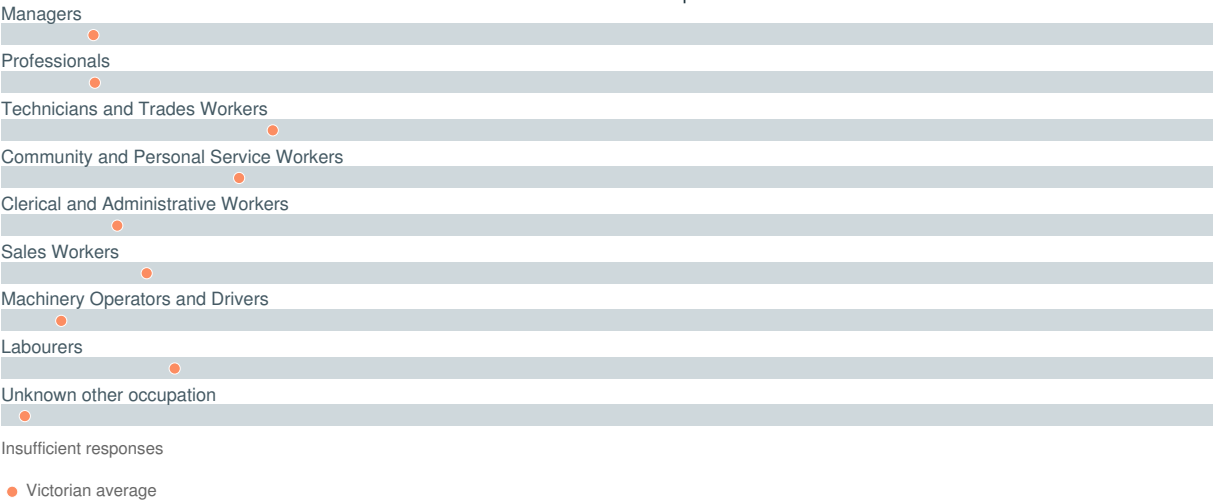
There were not enough responses in the survey wave to report on



*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)

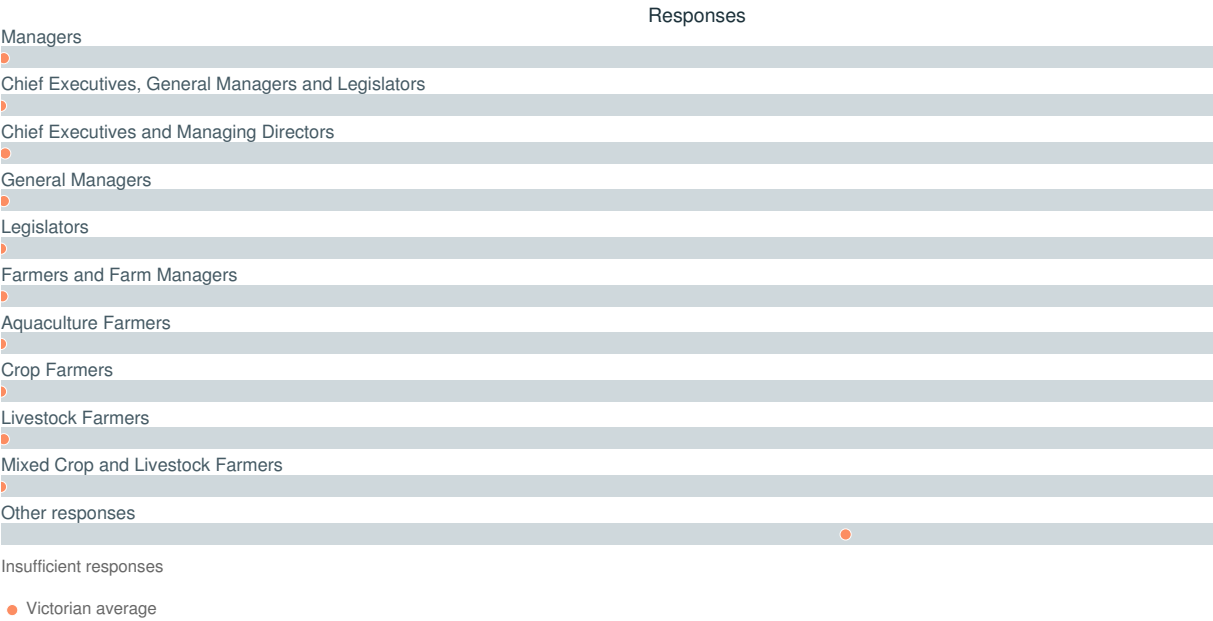
There were not enough responses in the survey wave to report on Responses



*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)

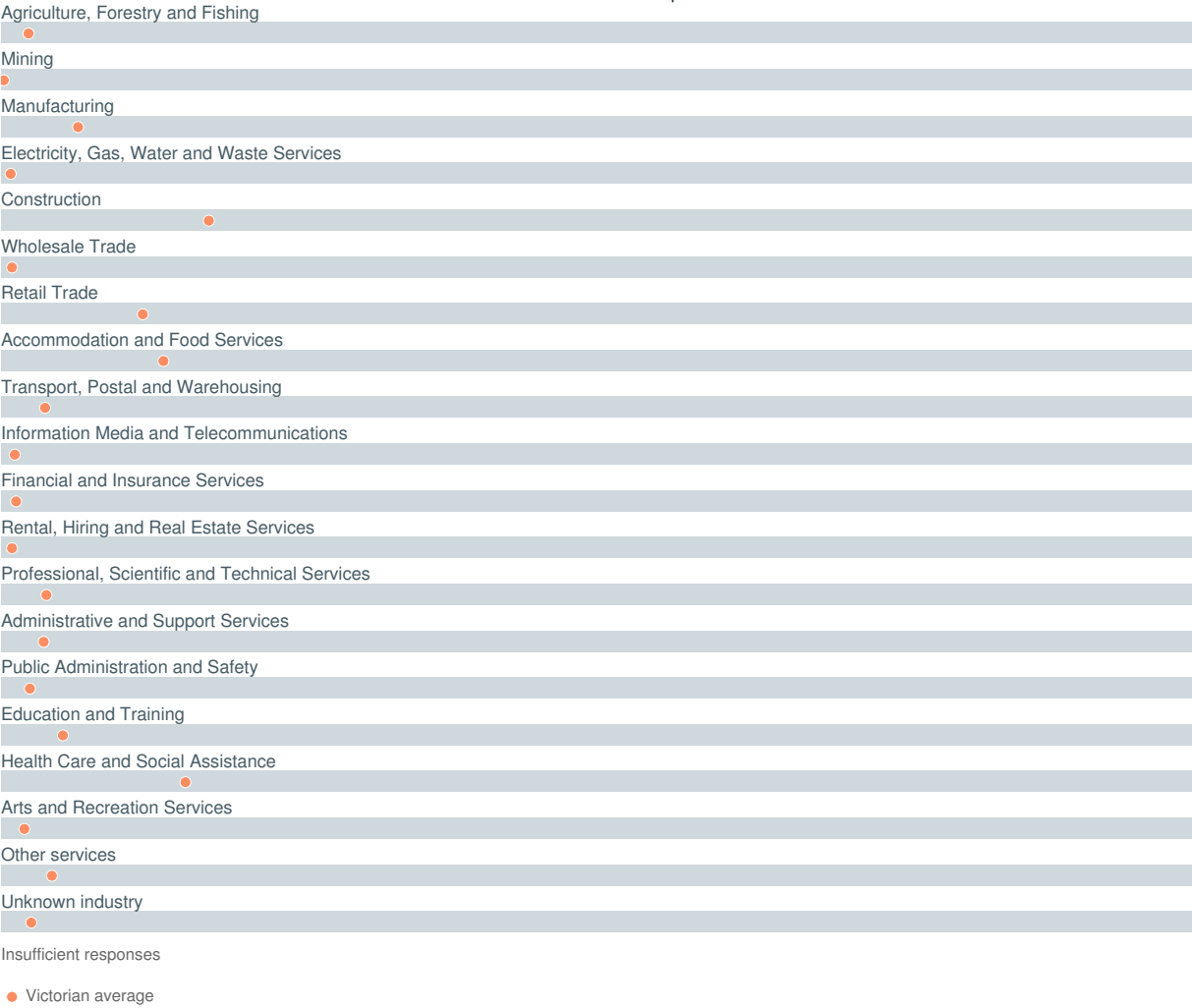
There were not enough responses in the survey wave to report on
Top 10 responses



*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.

30. Since the start of 2020, did you have a job of any kind that you lost due to COVID-19?

"Since the start of 2020, did you have a job of any kind that you lost due to COVID-19?":

- 77.8% said No
- 22.2% said Yes

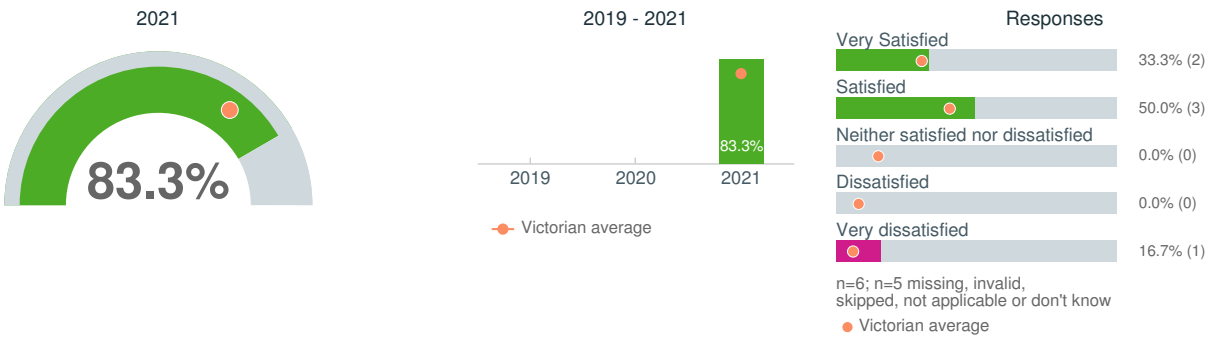


31. How satisfied were you with the following aspects of the training you received during remote learning...?

Availability of required course materials to continue your training

"How satisfied were you with the following aspects of the training you received during remote learning...? availability of required course materials to continue your training":

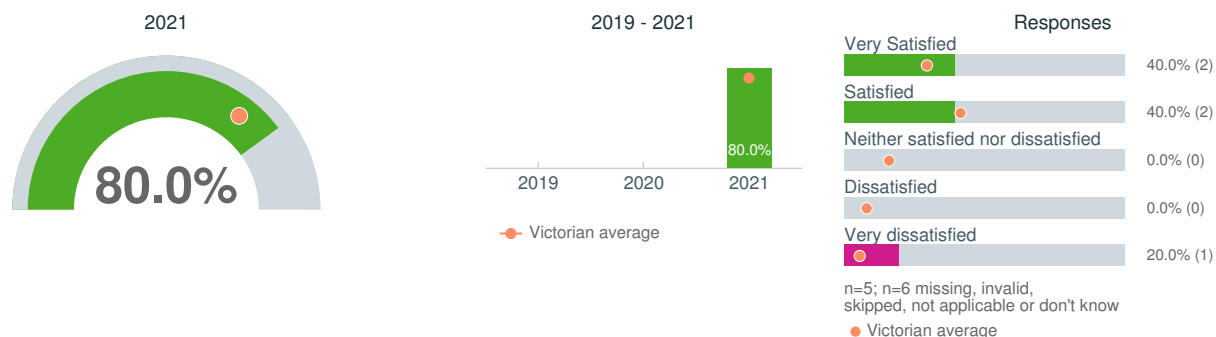
- 33.3% said *Very Satisfied*
- 50.0% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 16.7% said *Very dissatisfied*



Quality of course materials supplied to you by your training provider

"How satisfied were you with the following aspects of the training you received during remote learning...? quality of course materials supplied to you by your training provider":

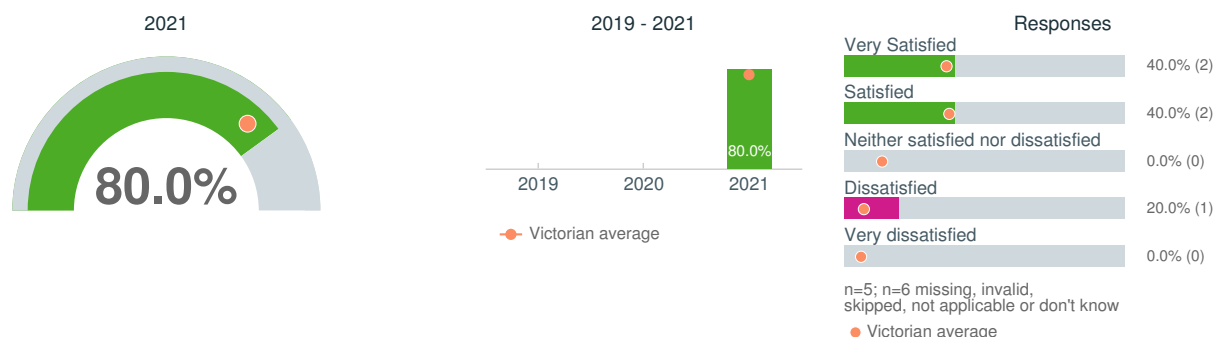
- 40.0% said *Very Satisfied*
- 40.0% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 20.0% said *Very dissatisfied*



Support that you received from your teachers/trainers

"How satisfied were you with the following aspects of the training you received during remote learning...? support that you received from your teachers/trainers":

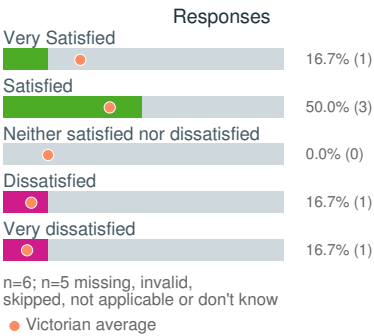
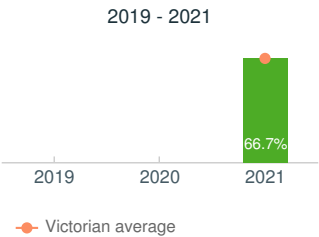
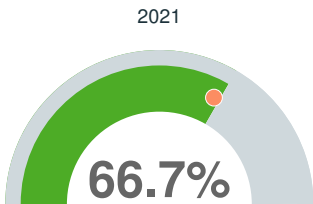
- 40.0% said *Very Satisfied*
- 40.0% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- 20.0% said *Dissatisfied*
- none (0%) said *Very dissatisfied*



32. How satisfied were you with the overall quality of your remote learning experience?

"How satisfied were you with the overall quality of your remote learning experience?":

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



Employer Satisfaction Survey question level results

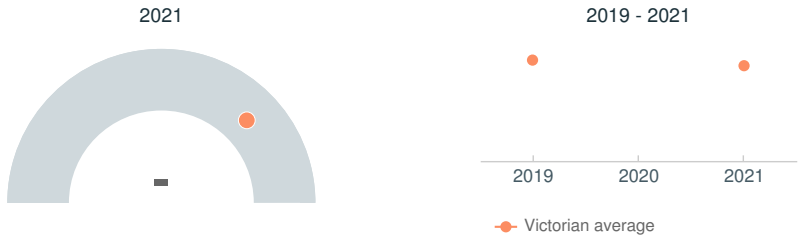
This page lists the questions asked in the Employer Satisfaction Survey. Given the impact of COVID-19 on Victorian businesses, a number of questions were not asked in the 2020 Employer Survey. As a result, only selected questions are shown for 2020 and 2021 . In addition, the 2021 survey asked specific questions related to COVID-19. These are also presented below.

Satisfaction with training

5. How satisfied are you that the training improved their...

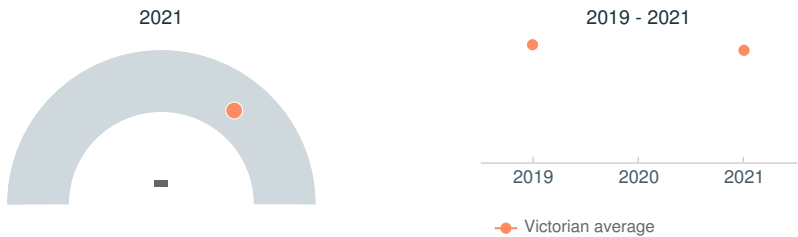
A Technical/job specific skills

Not available in 2021



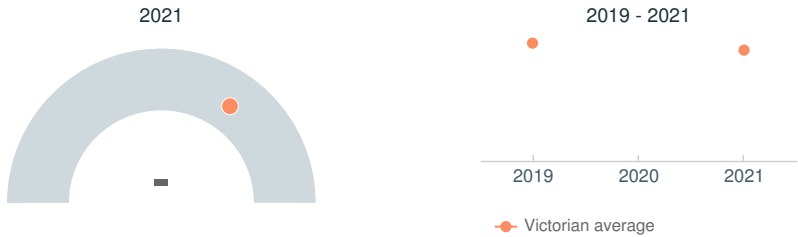
Problem-solving skills

Not available in 2021



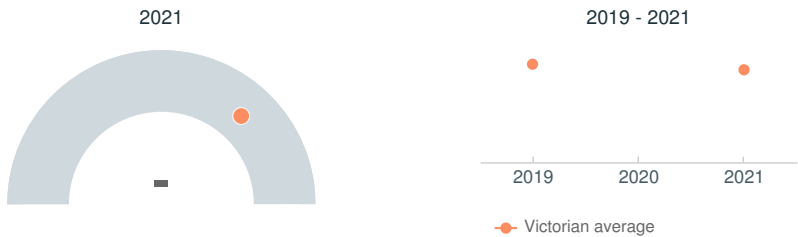
Decision-making skills

Not available in 2021



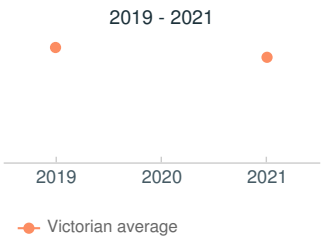
Teamwork skills

Not available in 2021



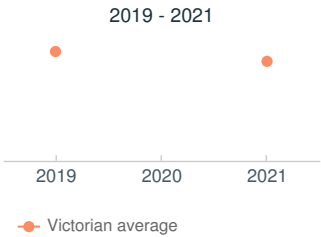
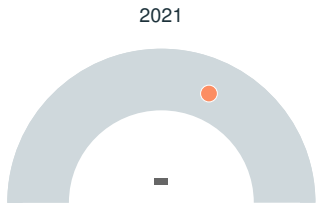
Numeracy skills

Not available in 2021



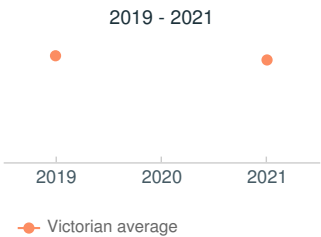
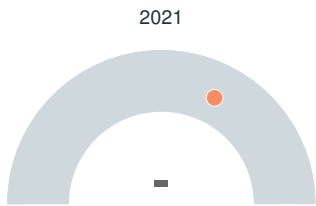
Writing skills

Not available in 2021



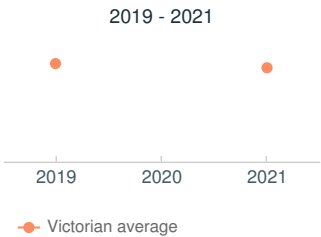
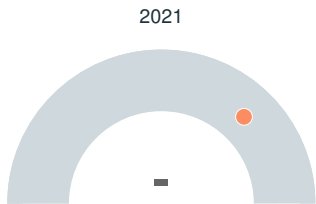
IT/computer skills

Not available in 2021



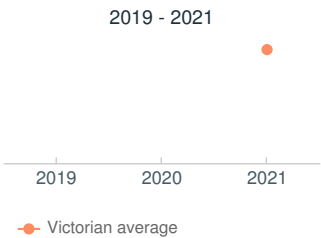
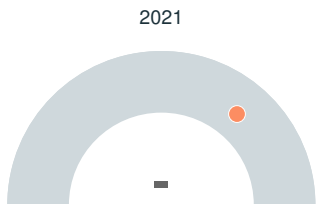
Confidence and initiative

Not available in 2021



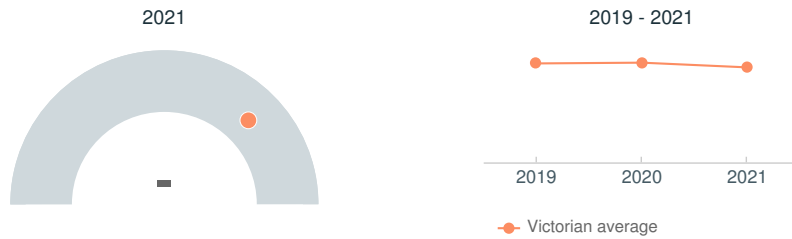
Communication skills

Not available in 2021



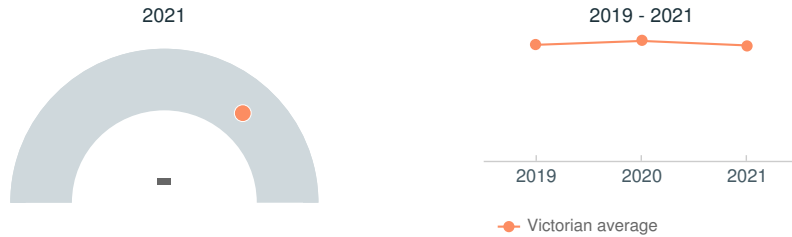
6. Overall, how satisfied are you with the training that your apprentice(s)/trainee(s) received from your training provider?

Not available in 2021



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

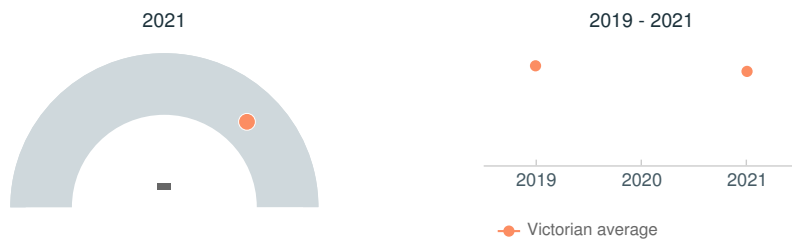
Not available in 2021



8. How satisfied were you with each of the following...?

The flexibility in meeting your workplace needs

Not available in 2021



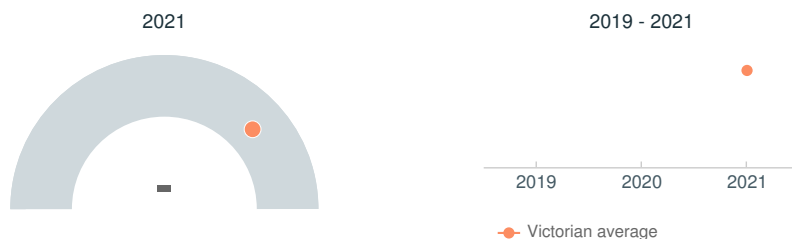
The quality of your communication with the training provider

Not available in 2021



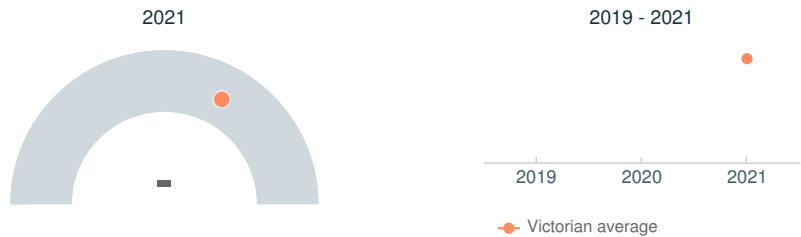
The skills taught to your apprentice(s)/(trainee(s) being up-to-date in your industry

Not available in 2021



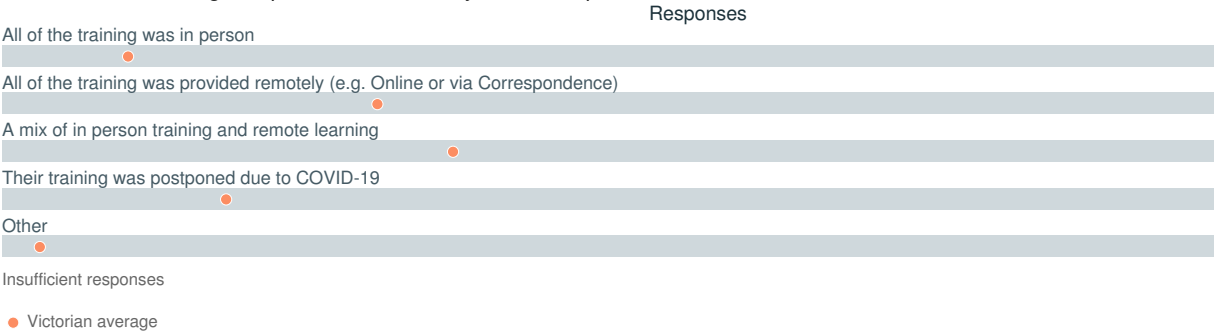
The frequency of updates about the progress of your apprentice(s)/trainee(s)

Not available in 2021



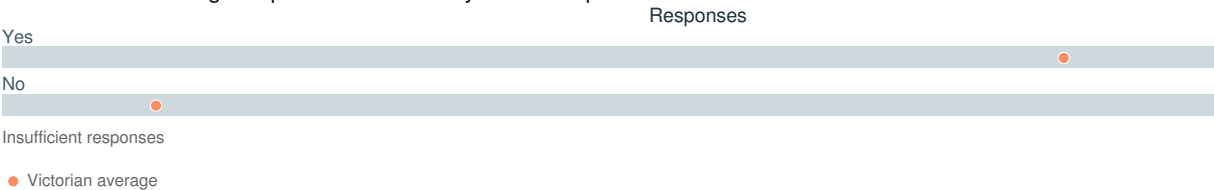
9. During COVID-19, what type of training did your apprentice(s)/trainee(s) receive from your training provider?

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



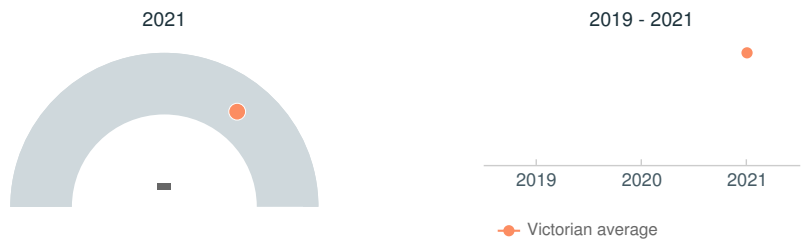
10. Did their remote learning start due to COVID-19?

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



11. How satisfied were you with the performance of your training provider in delivering remote learning?

Not available in 2021



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.

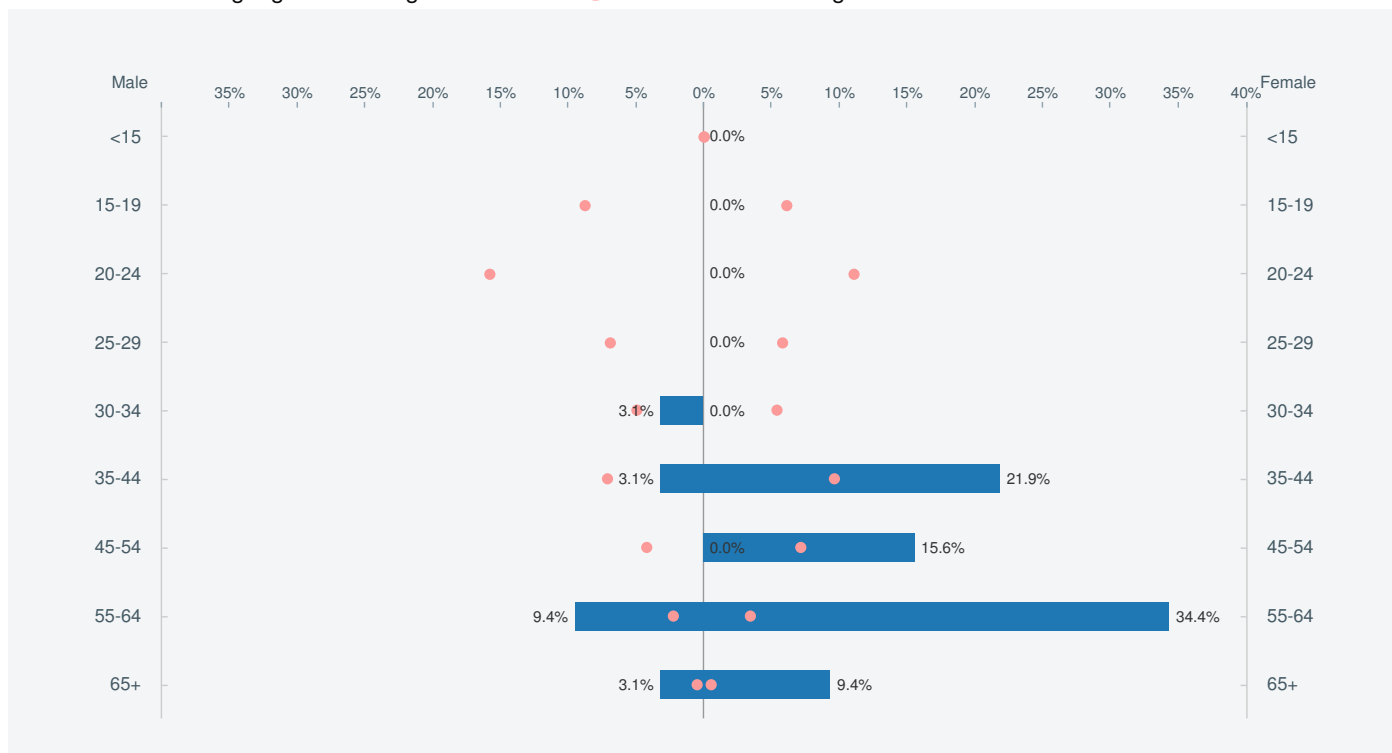
Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2021 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 2020.

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

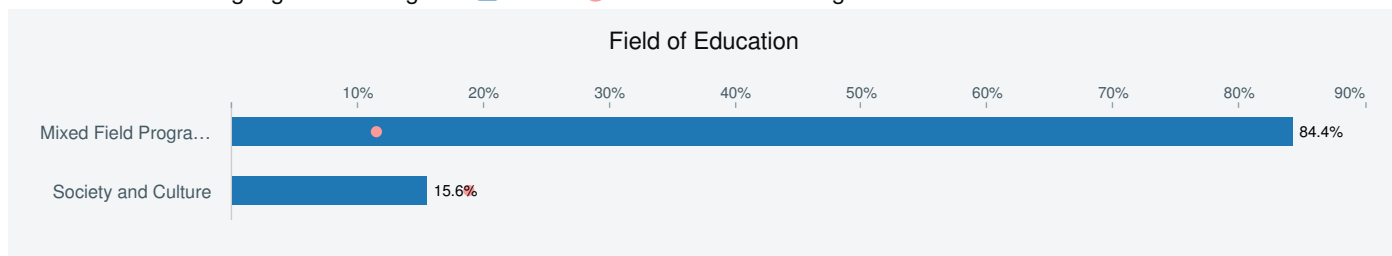
Age and Gender

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average



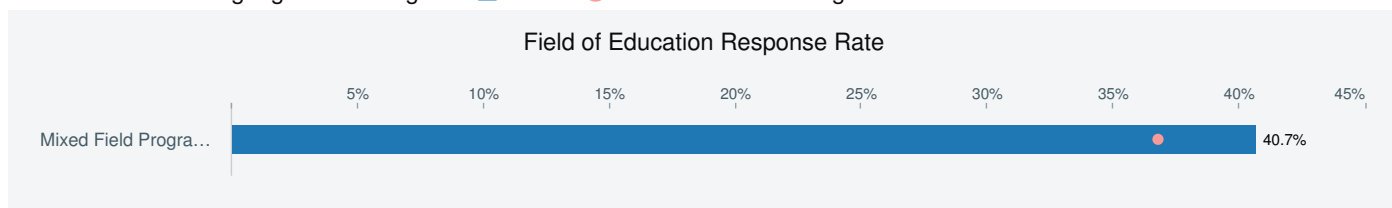
Field of Education

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average



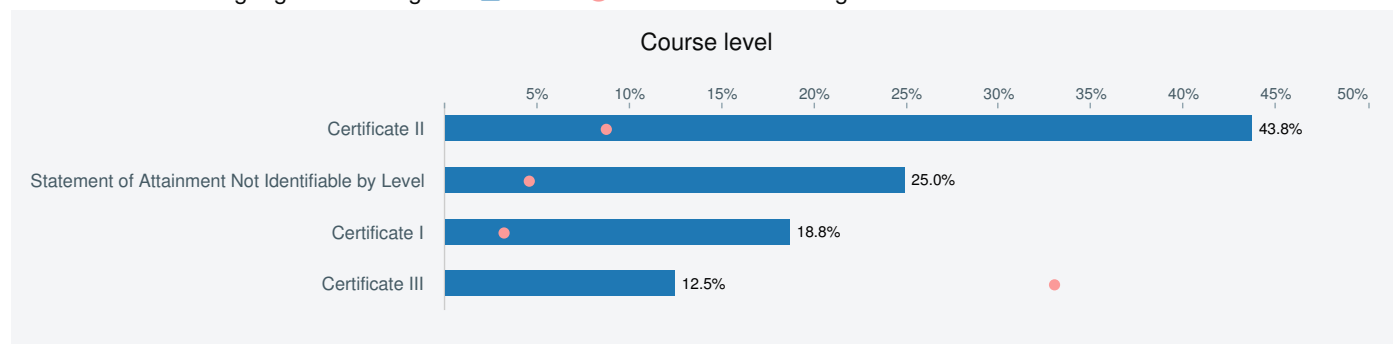
Field of Education Response Rate

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average



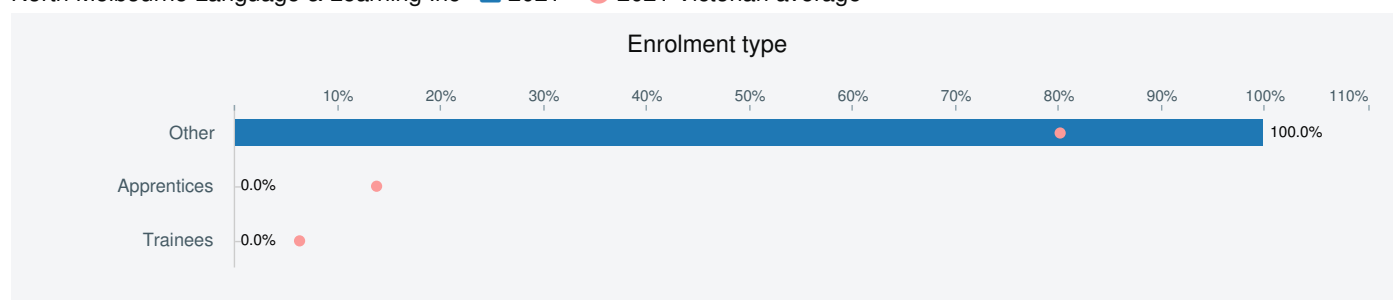
Course Level

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average



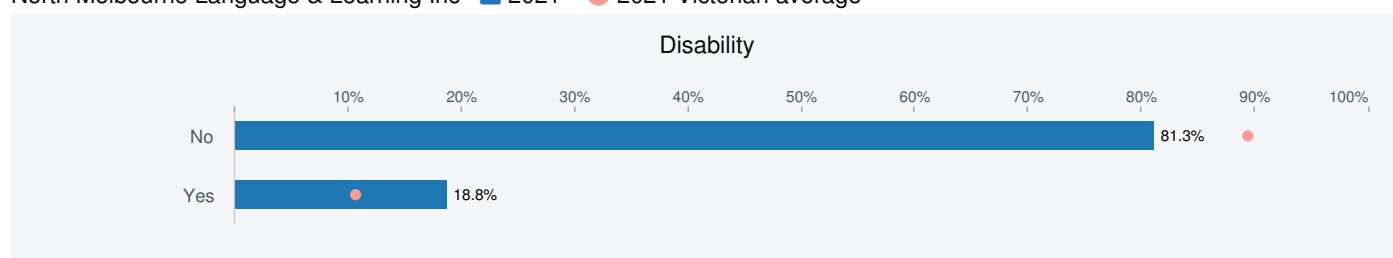
Enrolment type

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average



Disability

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average



Indigenous

North Melbourne Language & Learning Inc ■ 2021 ■ 2021 Victorian average

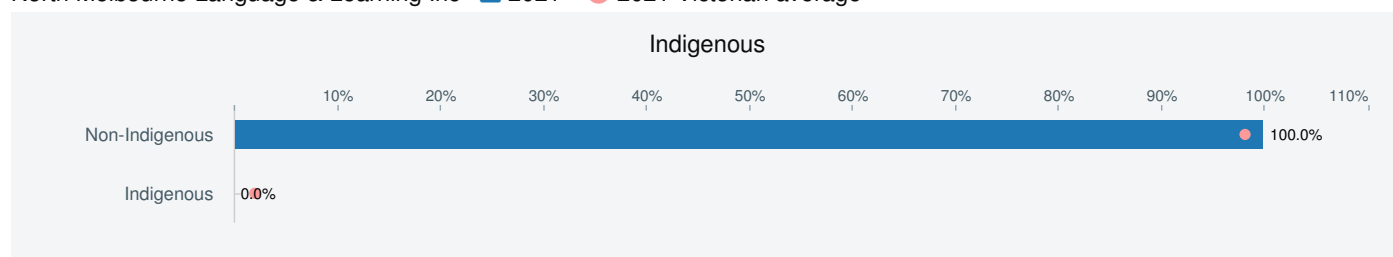


Chart Help

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 are 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

This website, VETStat, presents information on training quality and outcomes. The information comes from two state-wide surveys undertaken until now by the Victorian Department of Education and Training (DET) – the [Student Satisfaction Survey](#) and the [Employer Satisfaction Survey](#). As of August 2021, these surveys are undertaken by the [Victorian Skills Authority \(VSA\)](#).

The survey results are reported back to individual training providers via this secure, online portal, VETStat. Access to VETStat is restricted to the CEOs at eligible training organisations and staff nominated by them. The results from these surveys are used to construct a range of performance measures which can help training providers 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 who went on to further study at a higher level than their completed training
- Students who achieved their main reason for training
- Students who reported a positive perception of teaching
- Students who would recommend their RTO
- Students who reported a positive perception of the assessment process
- Students who were satisfied with training provided by an RTO

There are three employer-related performance measures:

- Employers of apprentices and trainees who reported an improvement in the generic skills of their apprentices and trainees
- Employers of apprentices and trainees who were satisfied with the training provided by their RTO
- Employers of apprentices and trainees who would recommend their RTO

Question-level results are also presented on this website.

VETStat has been developed with input from several stakeholders, including TAFEs, private RTOs, peak bodies, as well as DET and VSA staff.

Student Satisfaction Survey

The Victorian Student Satisfaction Survey (Student Survey) is an annual large-scale survey that collects information from all government-subsidised Victorian VET students who completed or discontinued their study in the previous calendar year. The Student Survey invites these students to have their say about their training experience and outcomes. In 2021, over 57,000 students across more than 290 RTOs took part in the survey. The average response rate for all of Victoria was 43.6%.

The Student Survey is administered using a multi-modal data collection methodology. This allows students to complete the survey in their preferred method: over the phone; online (on a personal computer, or mobile device); or by completing a paper questionnaire.

The survey asks students a range of questions, including:

- how and why they chose the training
- satisfaction with their training
- their employment situation after training
- what further training, if any, they are currently enrolled in
- why they did not complete their training (if applicable)

Employer Satisfaction Survey

The Victorian Employer Satisfaction Survey (Employer Survey) is an annual survey that collects information from employers on the training experiences their apprentice(s) and/or trainee(s) received at an individual RTO. In 2021, over 9,700 responses were received from Victorian employers of apprentices and trainees, resulting in an overall response rate of 37.4%.

The Employer Survey is administered using a multi-modal data collection methodology. This allows employers to complete the survey in their preferred method: over the phone; online (on a personal computer, or mobile device); or by completing a paper questionnaire.

Notes on data and analysis

Response rate: Care should be exercised when analysing the results of RTOs with low survey response rates.

Number of respondents: In some instances, there may be insufficient data to present findings. To protect the privacy of survey respondents, results for RTOs are published on VETStat if the Department's threshold for reporting is met. This threshold is at least

20 people invited to respond to the survey in 2021 and 5 survey respondents

Green and red arrows: These represent a percentage change on the previous year, not a statistically significant change.

Weighting: RTO level survey data presented on this website are not weighted. All other data (e.g. Victorian state average) are weighted to be representative of the student population in the Victorian TAFE and training system.

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

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