

North Melbourne Language & Learning Inc (6410)

2022 RTO Performance Detailed Report



Introduction

This report displays the 2022 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 2022, 9 students from North Melbourne Language & Learning Inc (6410) took part in the survey. This is a response rate of 21.4%. The average response rate for all of Victoria was 38.6%.

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- Employer feedback

Student Satisfaction Survey question level results

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- Reasons for training, satisfaction
- Your work situation now
- Your work situation before training
- Choosing a training organisation




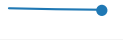







Employer Survey question level results

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.

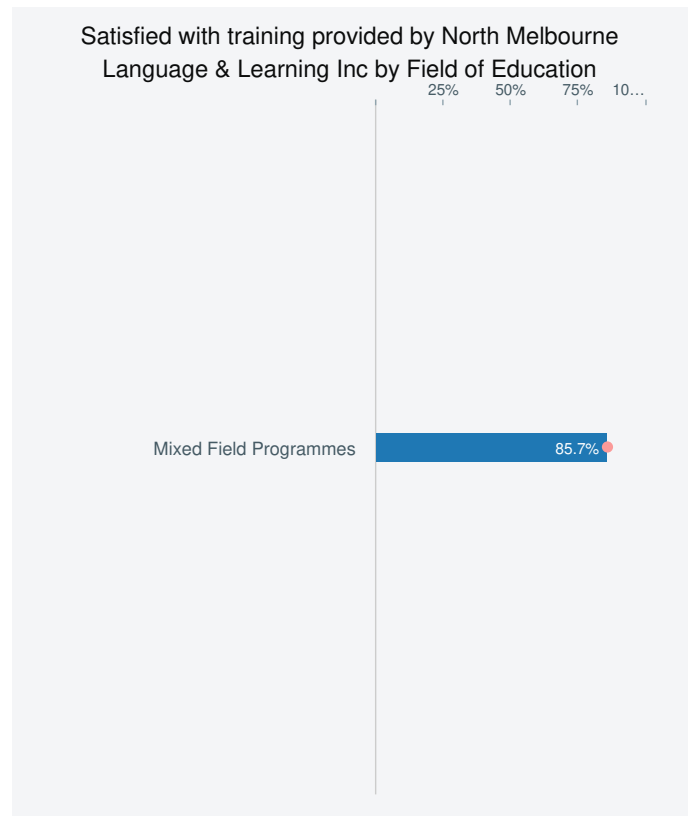
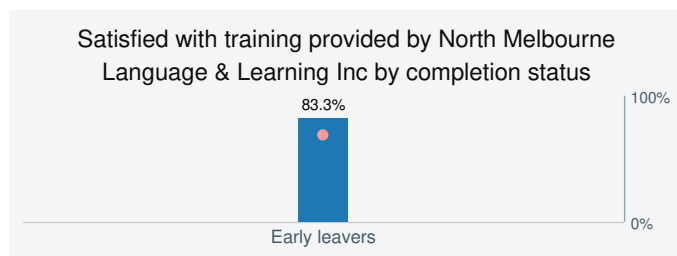
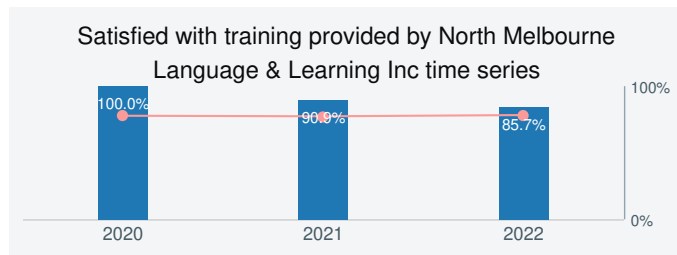
	North Melbourne Language & Learning Inc			2022 average
	2022	2021	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc	85.7% ▼	90.9%		78.3%
Proportion of VET students who reported a positive perception of teaching	75.0% ▼	81.8%		73.3%
Proportion of VET students who reported a positive perception of the assessment process	75.0% ▲	72.7%		72.0%
Proportion of VET students who were satisfied with generic skills and learning experiences	71.4% ▼	72.7%		53.4%
Student outcomes				
Proportion of VET students who achieved their main reason for training	88.9% ▼	90.9%		75.2%
Proportion of VET students with an improved employment status after training	14.3% ▼	25.0%		57.0%
Proportion of VET students who went on to further study at a higher level than their completed training	16.7% ▼	50.0%		15.5%
Proportion of VET students who would recommend North Melbourne Language & Learning Inc	71.4% ▼	81.8%		77.2%
Employer feedback				
Proportion of employers who were satisfied with training provided by North Melbourne Language & Learning Inc	%	%		77.1%
Proportion of employers who would recommend North Melbourne Language & Learning Inc	%	%		74.2%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	%	%		76.8%

▲ Higher than previous year ▼ Lower than previous year

Student experience

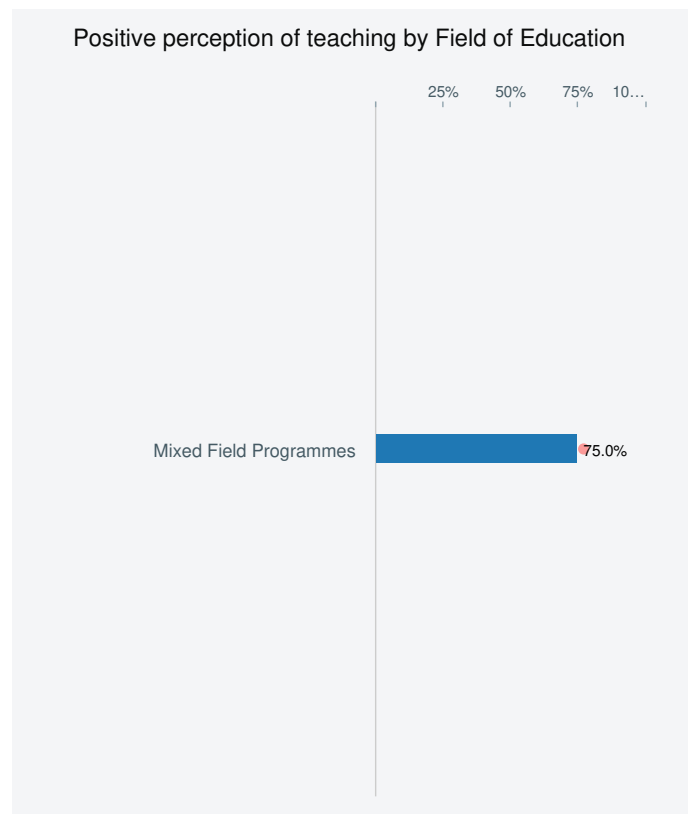
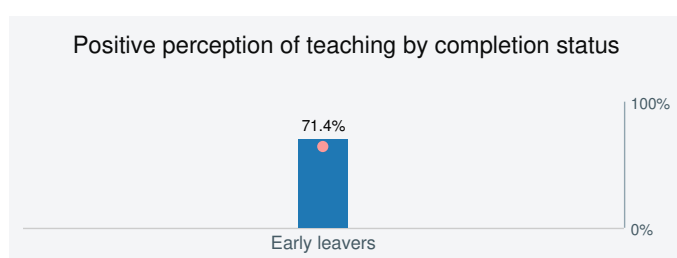
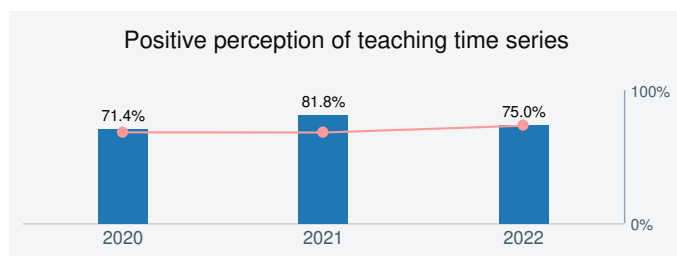
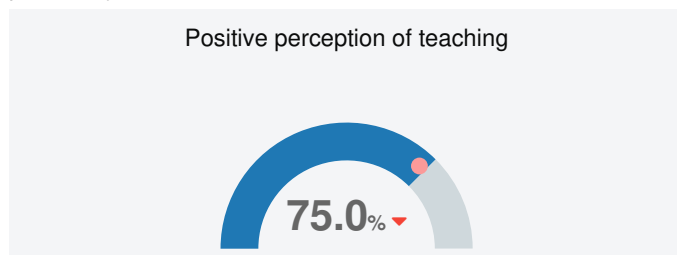
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



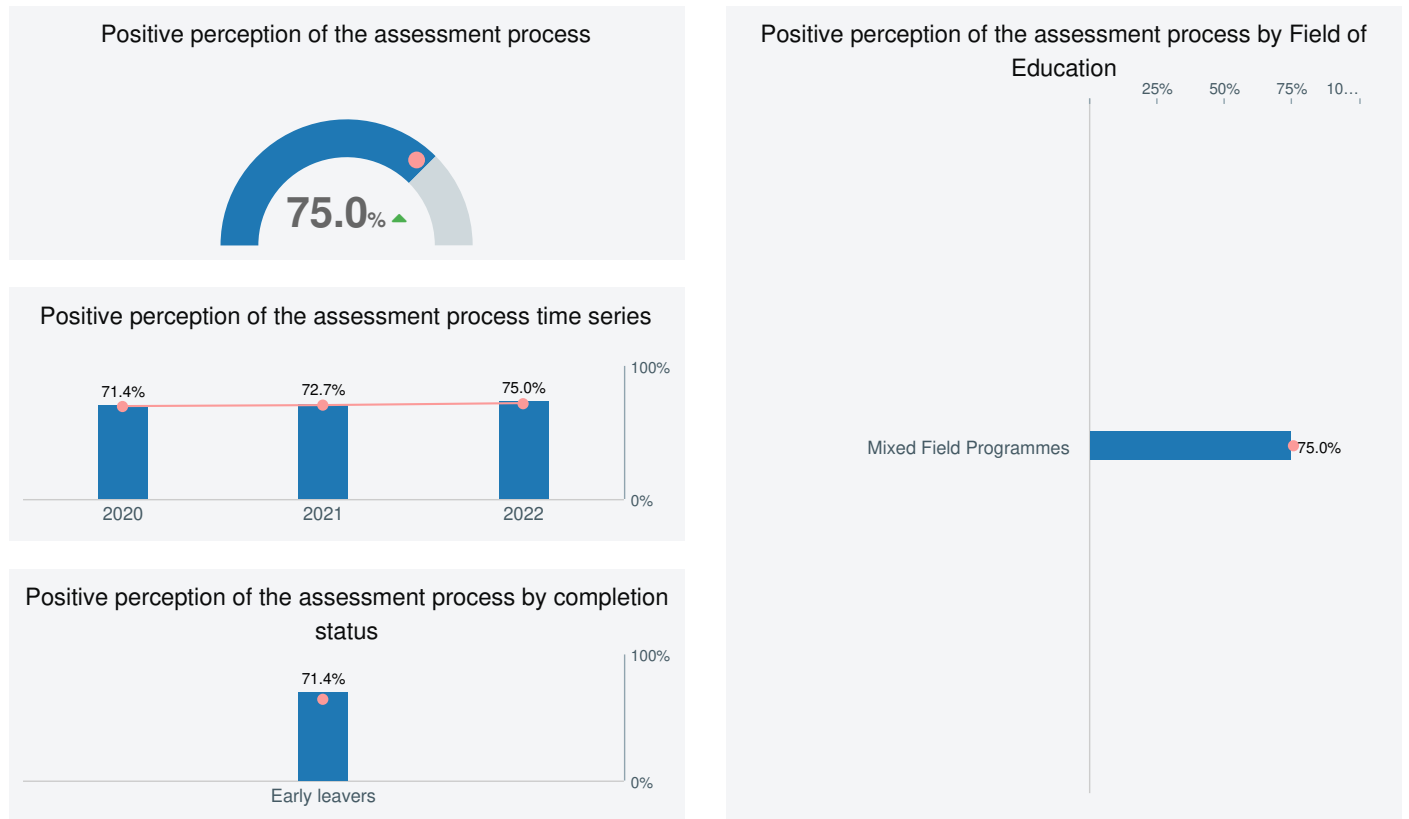
Proportion of VET students who reported a positive perception of teaching

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

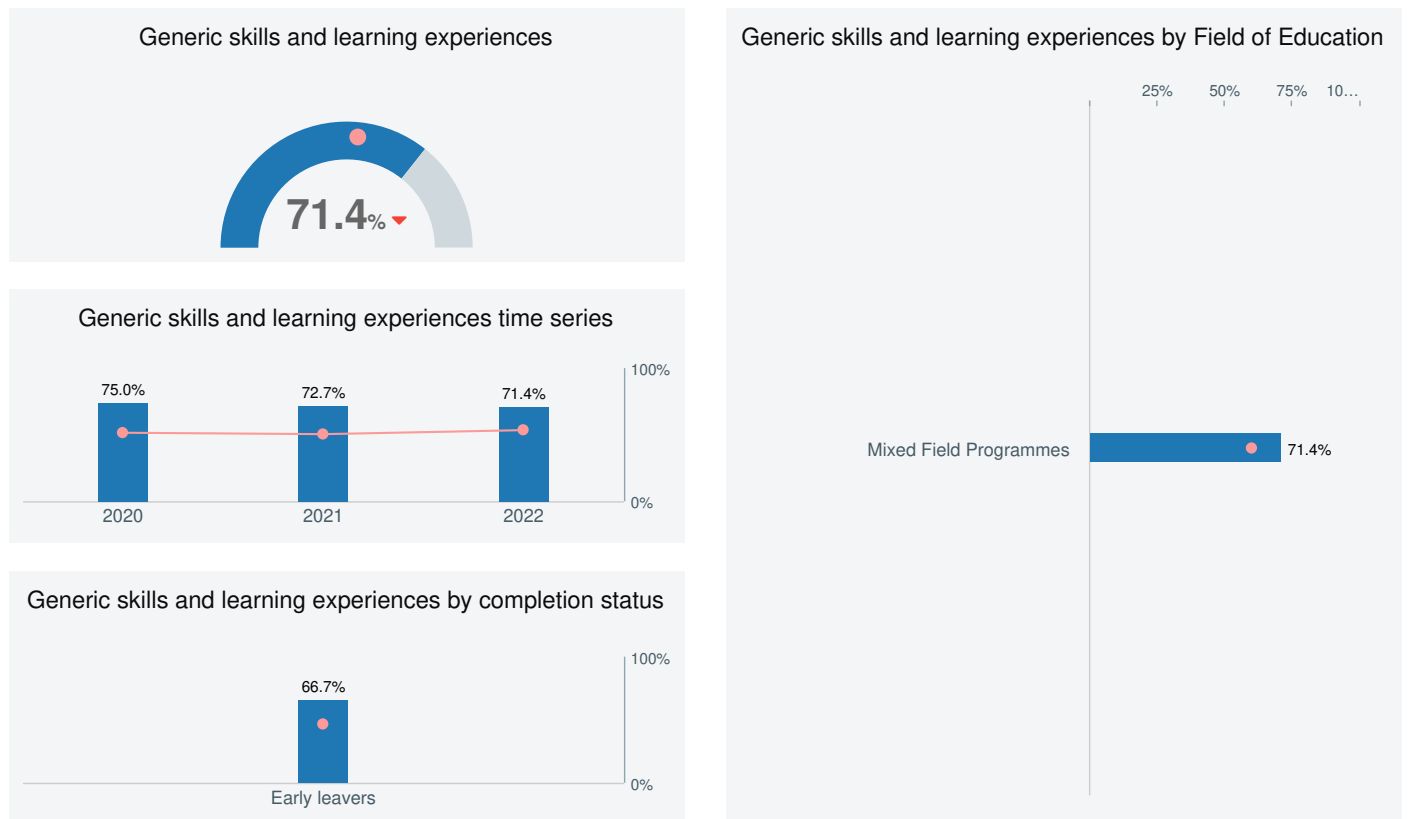
North Melbourne Language & Learning Inc 2022 2022 Victorian average Higher than previous year Lower than previous year



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 2020 results differ to the those reported in the 2020 release of VETStat.

North Melbourne Language & Learning Inc 2022 2022 Victorian average Higher than previous year Lower than previous year



Student outcomes

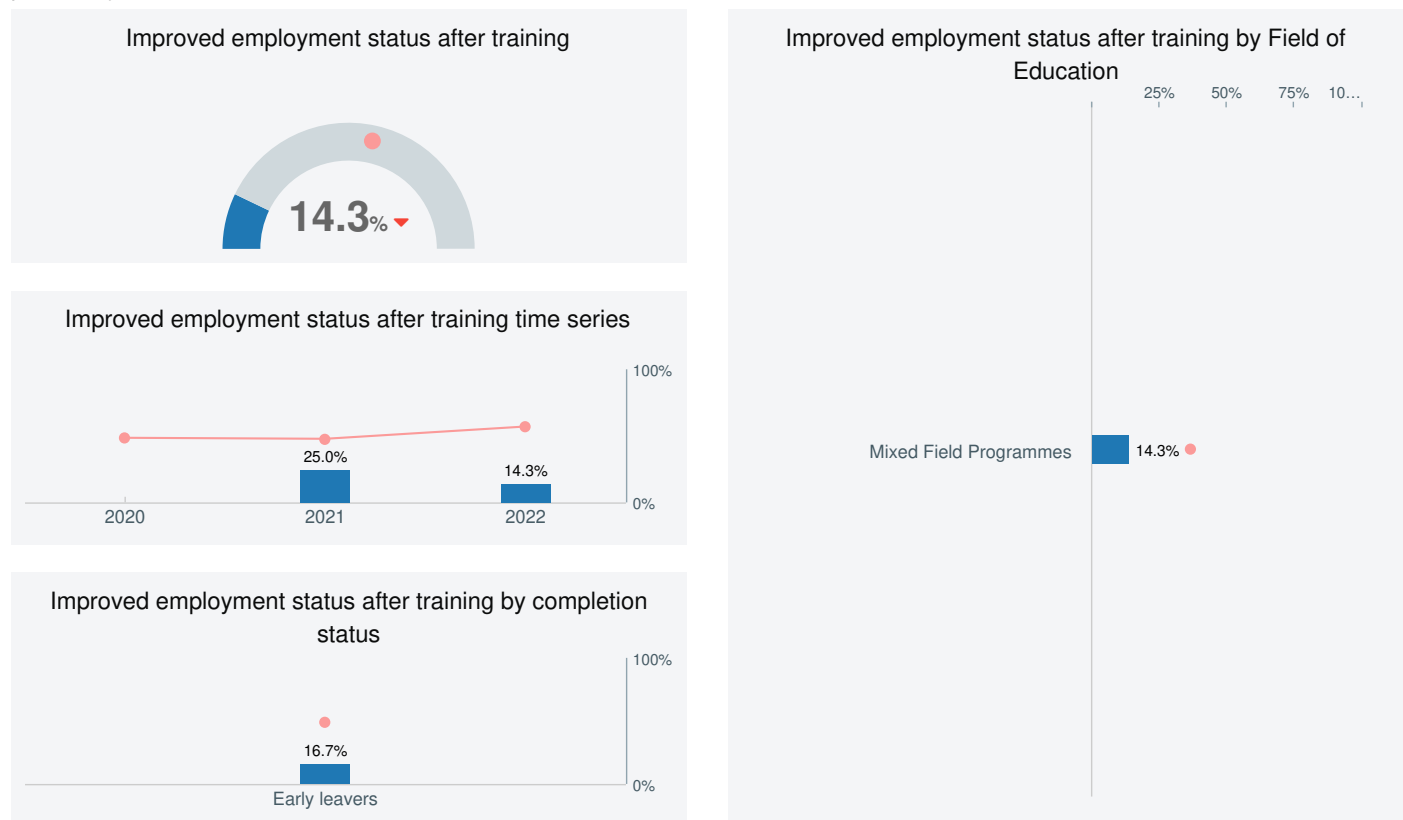
Proportion of VET students who achieved their main reason for training

North Melbourne Language & Learning Inc 2022 2022 Victorian average Higher than previous year Lower than previous year



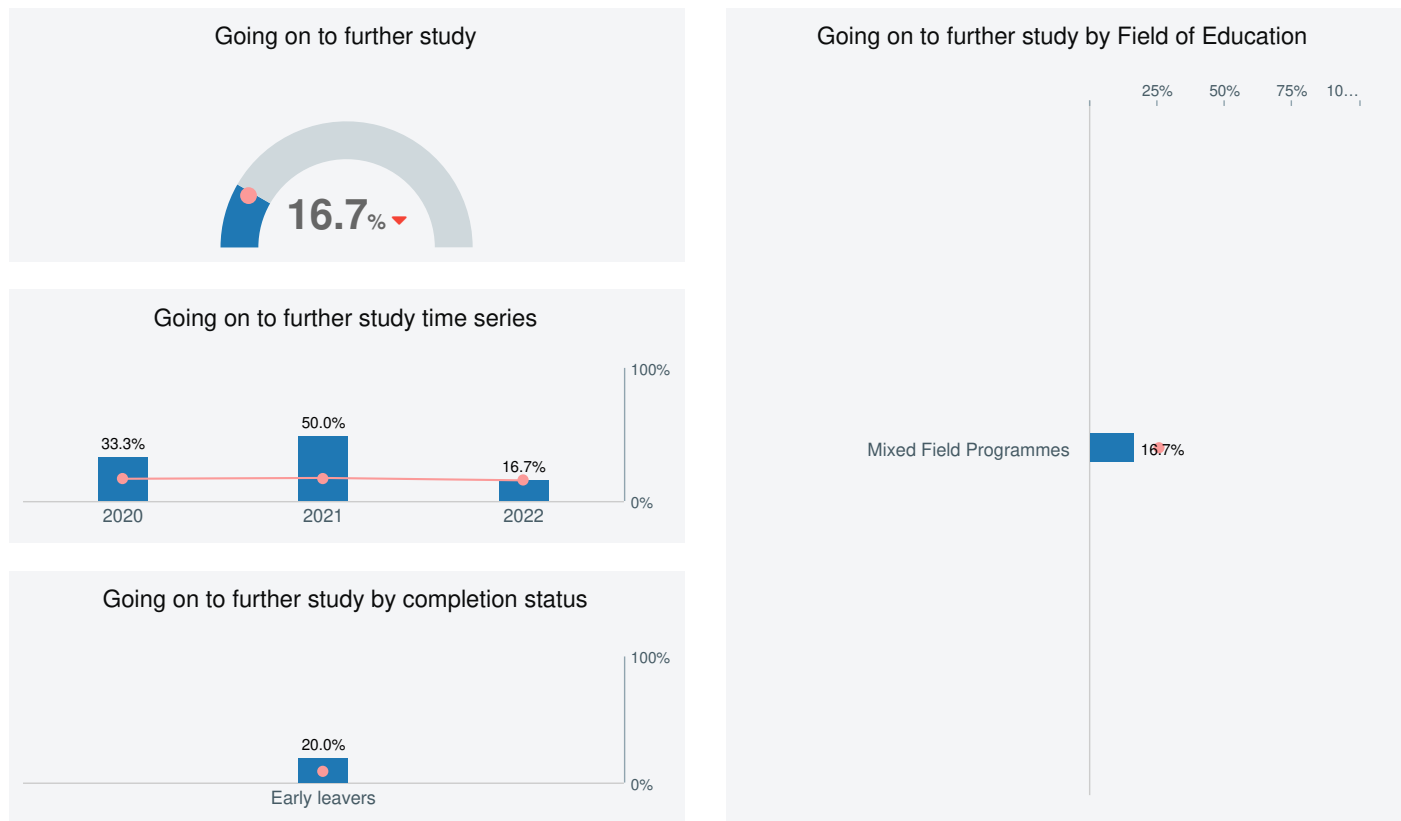
Proportion of VET students with an improved employment status after training

North Melbourne Language & Learning Inc 2022 2022 Victorian average Higher than previous year Lower than previous year



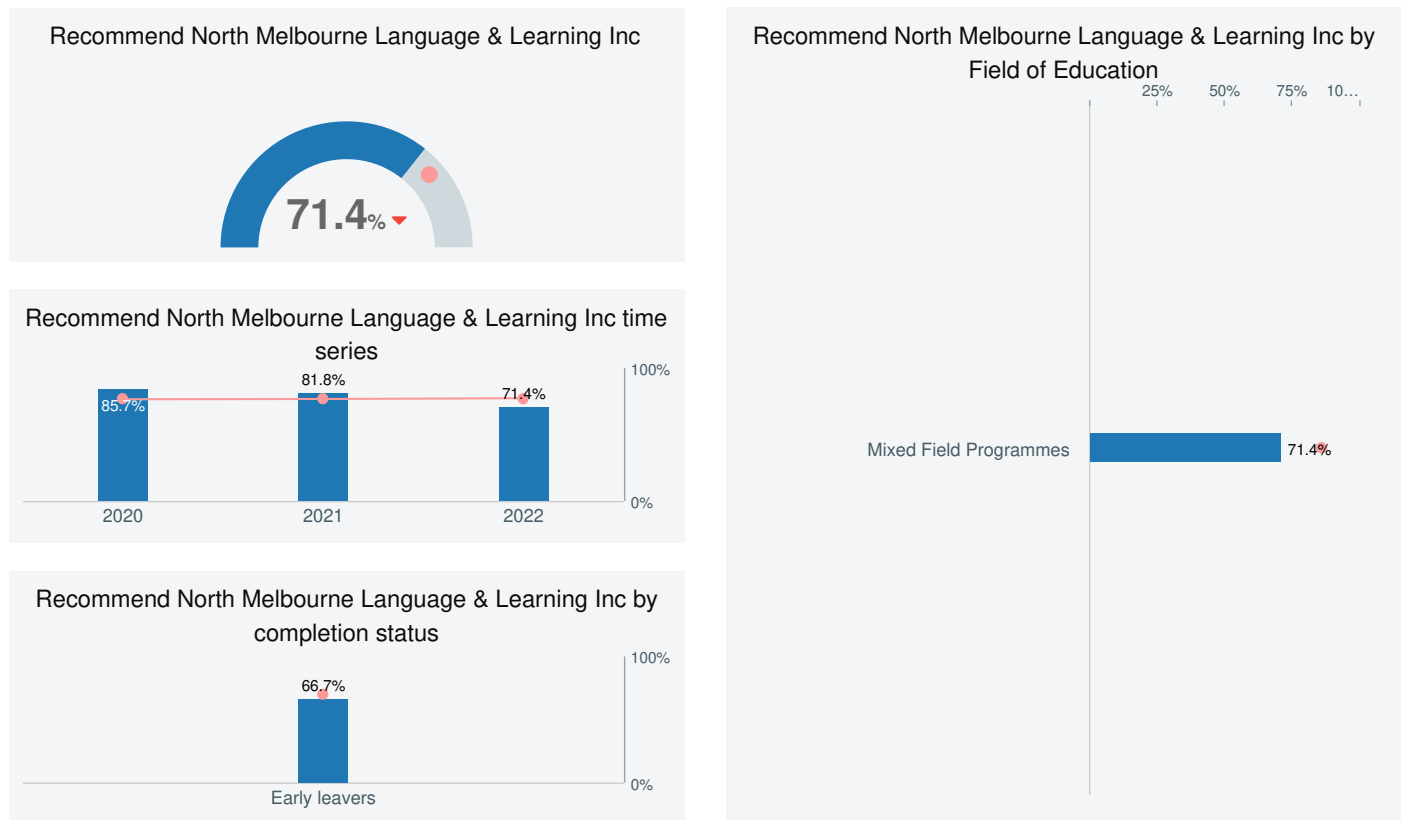
Proportion of VET students who went on to further study at a higher level than their completed training

North Melbourne Language & Learning Inc 2022 2022 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 2022 2022 Victorian average Higher than previous year Lower than previous year



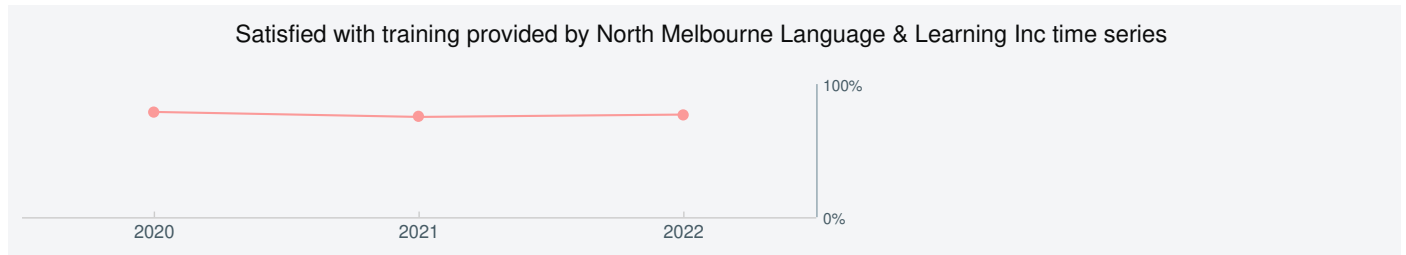
Employer feedback

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

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Satisfied with training provided by North Melbourne Language & Learning Inc

Not available in 2022

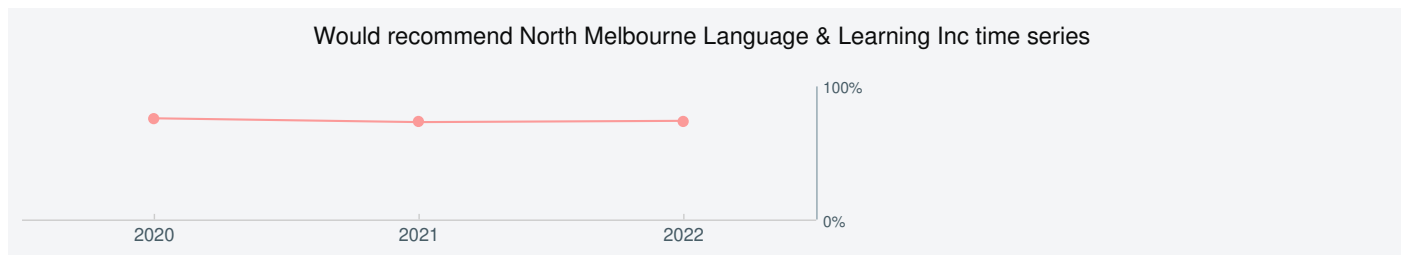


Proportion of employers who would recommend North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend North Melbourne Language & Learning Inc

Not available in 2022



Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees

This measure is based on the proportion of employers who reported that they were “Highly Satisfied” or “Satisfied” that the RTO contributed to an improvement in their apprentice(s)/trainee(s)’ technical/job specific skills. The methodology used to construct this measure was changed in 2022. To allow for comparison, the historical time-series have been revised to be consistent with the 2022 methodology. Consequently, the numbers for 2021 are different to those reported previously.

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Improvement in technical/job specific skills

Not available in 2022



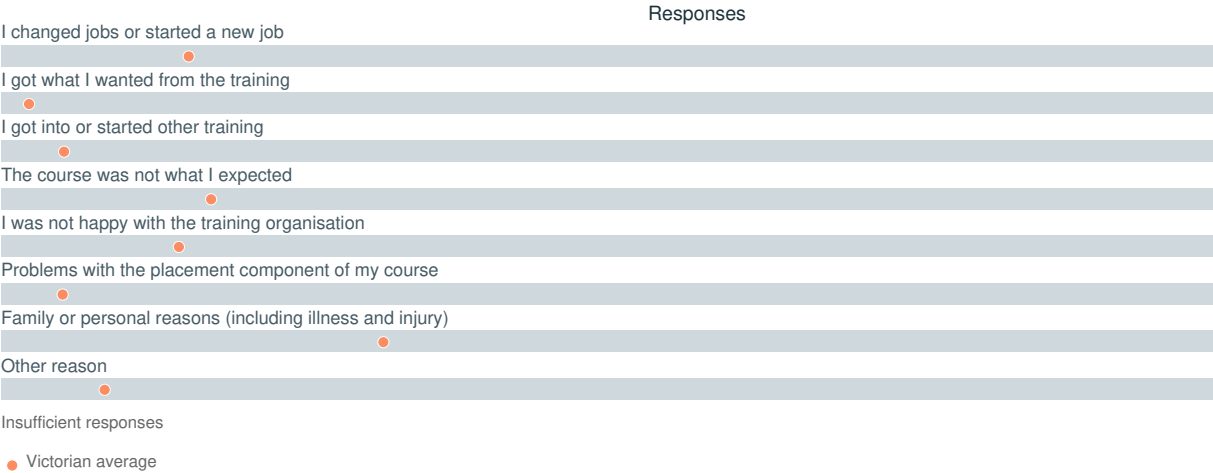
Student Satisfaction Survey question level results

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



*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 due to COVID-19?

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



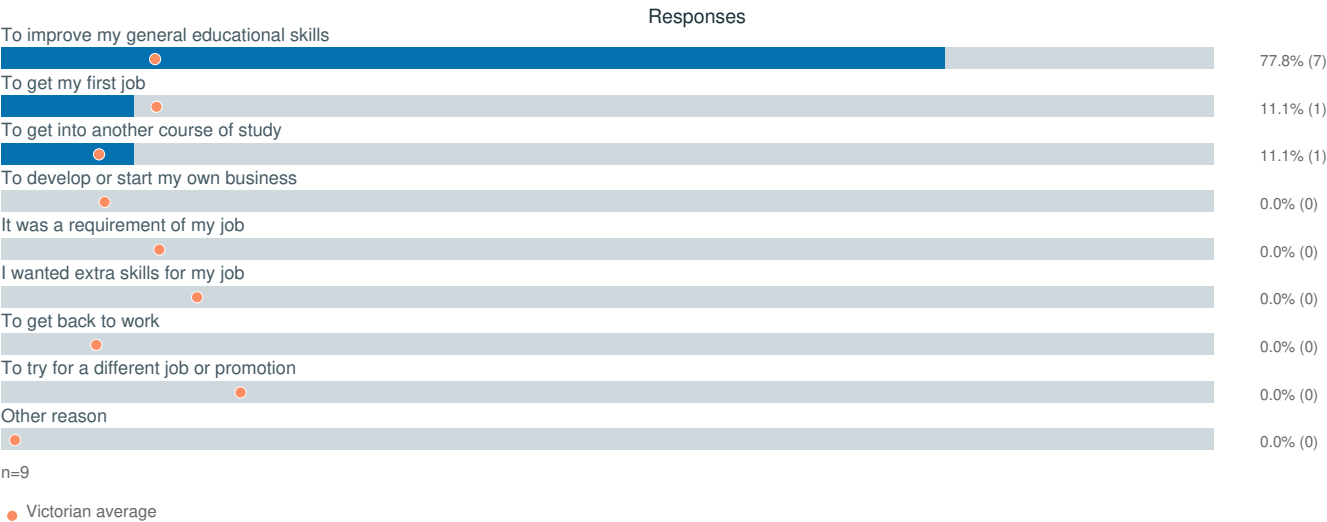
*Question 7 applies to students who did not complete the training required to gain the qualification for this course.

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?":

- 77.8% said *To improve my general educational skills*
- 11.1% said *To get my first job*
- 11.1% said *To get into another course of study*
- None (0%) said *To develop or start my own business*
- 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 *To try for a different job or promotion*
- None (0%) said *Other reason*



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

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

- 22.2% said *Strongly Agree*
- 66.7% said *Agree*
- none (0%) said *Neither Agree nor Disagree*
- 11.1% said *Disagree*
- none (0%) said *Strongly Disagree*

In last year's survey, (90.9%) reported *Strongly Agree and Agree*.



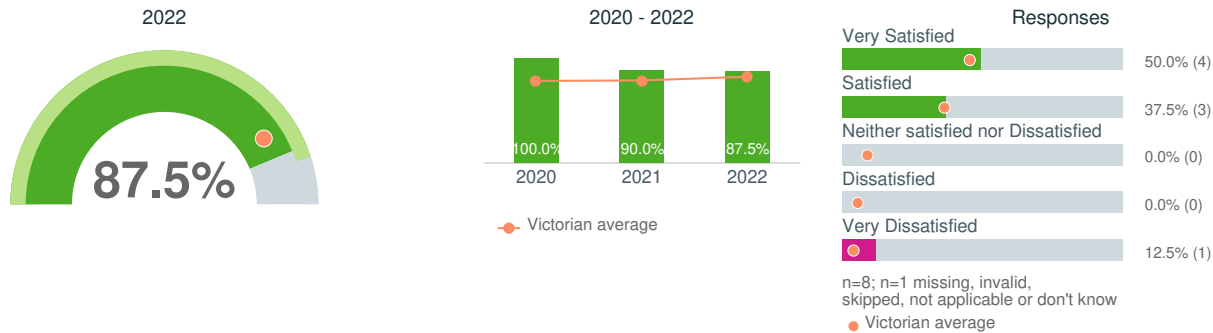
8. How satisfied are you that the trainers/teachers for this course...?

Clearly taught the subject

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

- 50.0% said *Very Satisfied*
- 37.5% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 12.5% said *Very Dissatisfied*

In last year's survey, (90.0%) selected *Very Satisfied and Satisfied*.

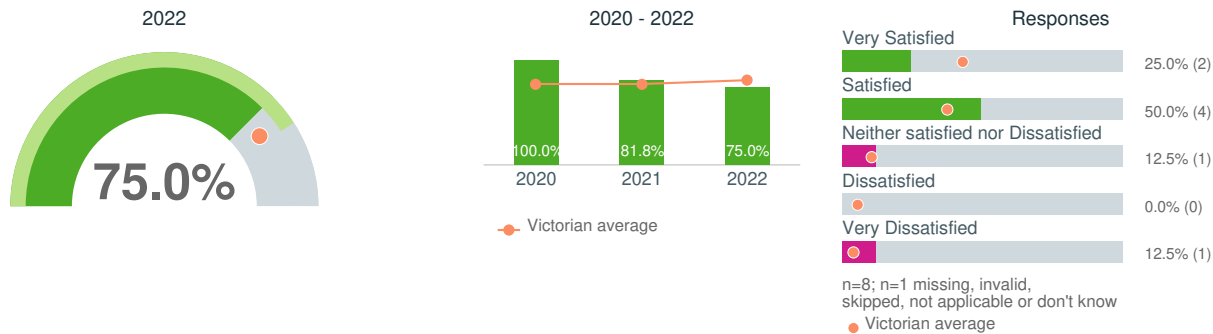


Understood your learning needs

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

- 25.0% said *Very Satisfied*
- 50.0% said *Satisfied*
- 12.5% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 12.5% said *Very Dissatisfied*

In last year's survey, (81.8%) selected *Very Satisfied and Satisfied*.

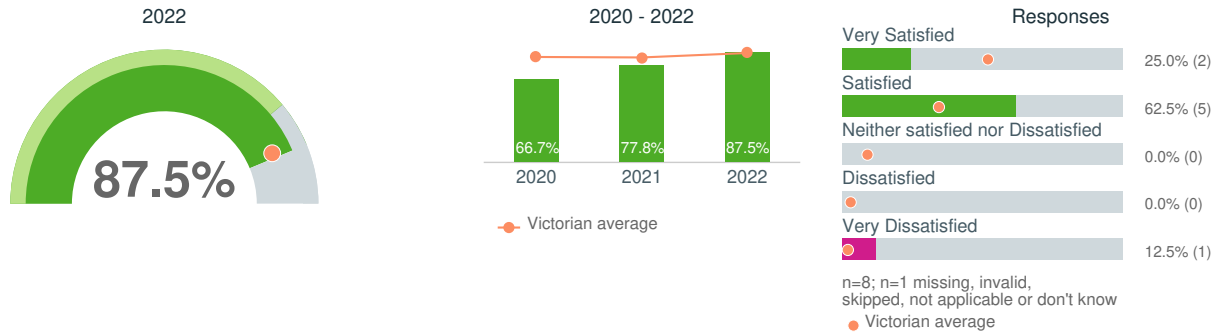


Had current industry experience

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

- 25.0% said *Very Satisfied*
- 62.5% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 12.5% said *Very Dissatisfied*

In last year's survey, (77.8%) reported *Very Satisfied and Satisfied*.

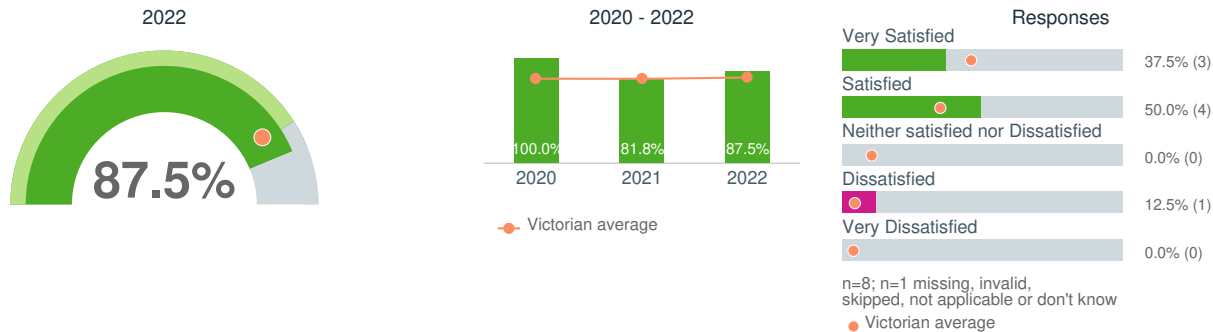


Promoted a supportive learning environment

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

- 37.5% said *Very Satisfied*
- 50.0% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 12.5% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (81.8%) stated *Very Satisfied and Satisfied*.



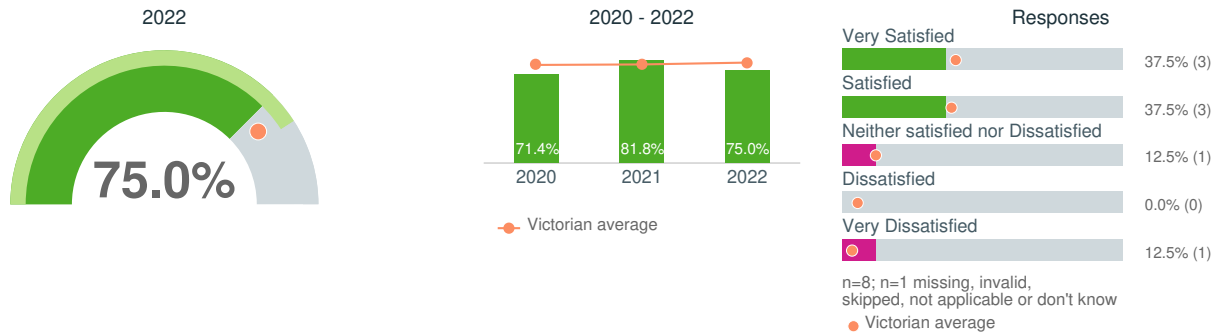
9. How satisfied are you that the assessment of your learnings was...?

Clearly outlined to you

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

- 37.5% said *Very Satisfied*
- 37.5% said *Satisfied*
- 12.5% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 12.5% said *Very Dissatisfied*

In last year's survey, (81.8%) chose *Very Satisfied and Satisfied*.

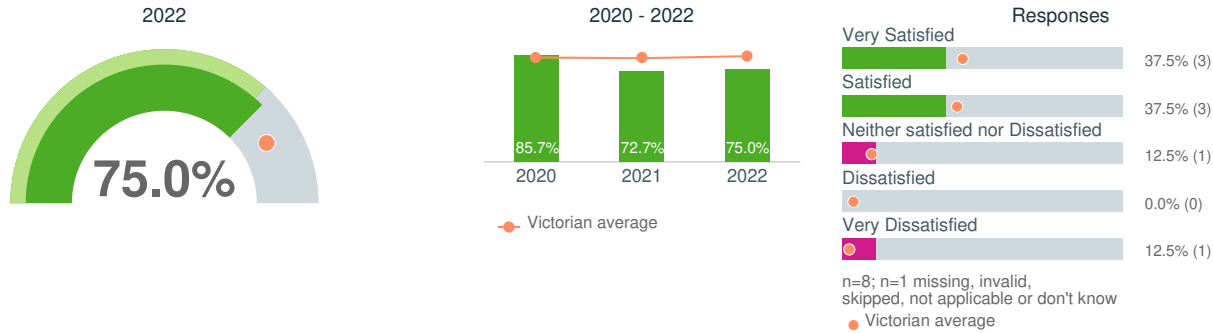


Appropriate for your studies

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

- 37.5% said *Very Satisfied*
- 37.5% said *Satisfied*
- 12.5% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 12.5% said *Very Dissatisfied*

In last year's survey, (72.7%) chose *Very Satisfied and Satisfied*.

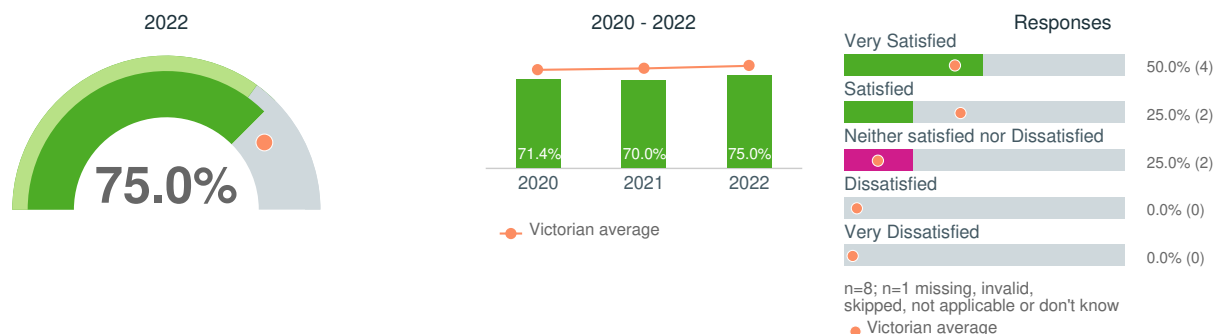


Carried out as outlined to you

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

- 50.0% said *Very Satisfied*
- 25.0% said *Satisfied*
- 25.0% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (70.0%) stated *Very Satisfied and Satisfied*.



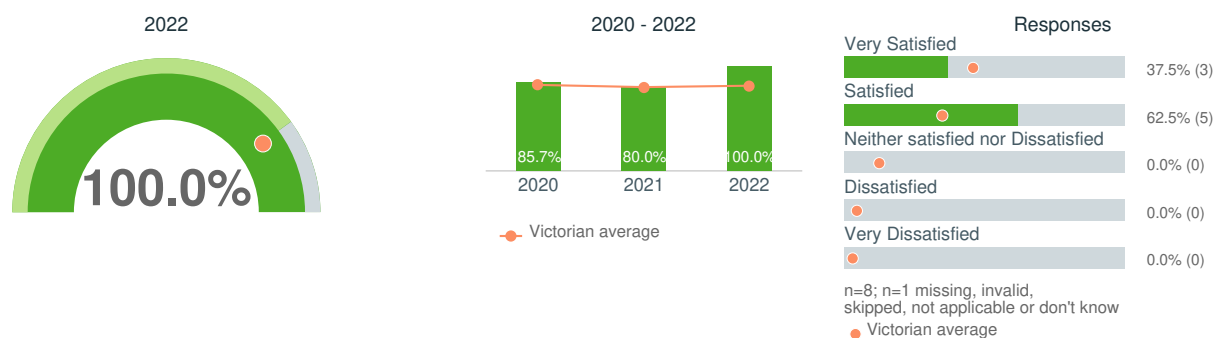
10. How satisfied are you with the following aspects of your training...?

Convenience of training location

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

- 37.5% said *Very Satisfied*
- 62.5% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (80.0%) said *Very Satisfied and Satisfied*.



Quality of the course materials and content

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

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

In last year's survey, (80.0%) reported *Very Satisfied and Satisfied*.

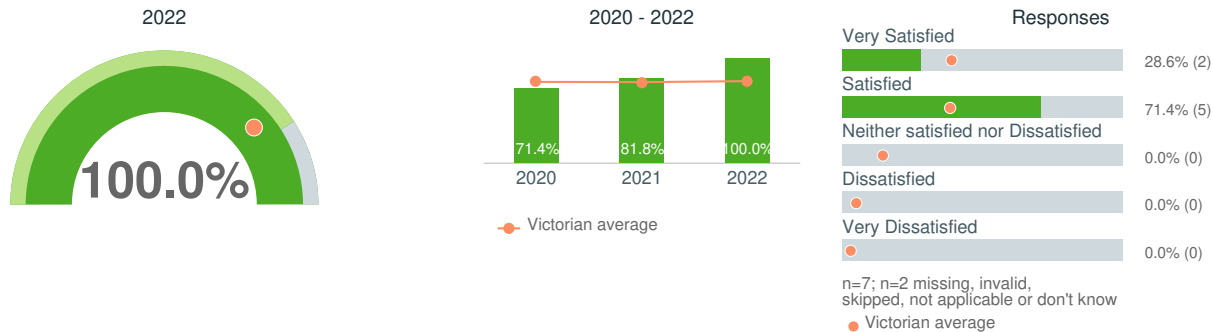


Facilities and equipment

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

- 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, (81.8%) selected *Very Satisfied and Satisfied*.



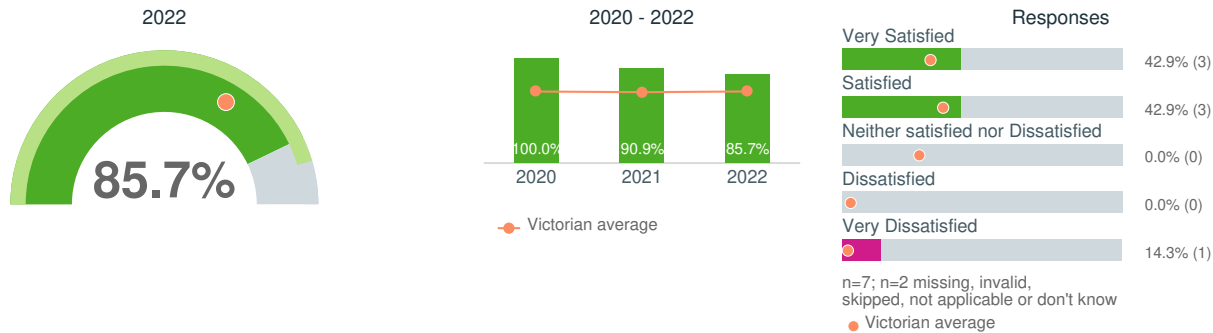
11. How satisfied are you that the training for this course improved your...?

English writing skills

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

- 42.9% said *Very Satisfied*
- 42.9% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 14.3% said *Very Dissatisfied*

In last year's survey, (90.9%) selected *Very Satisfied and Satisfied*.

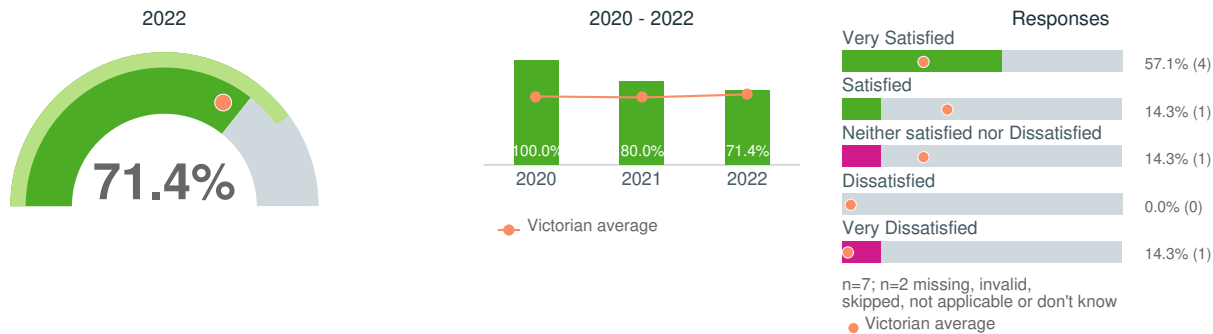


Numerical skills

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

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

In last year's survey, (80.0%) chose *Very Satisfied and Satisfied*.

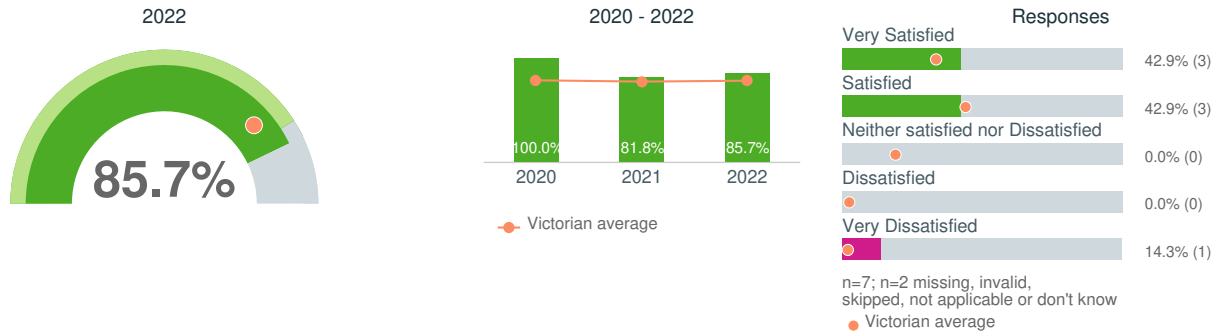


Problem-solving skills

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

- 42.9% said *Very Satisfied*
- 42.9% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 14.3% said *Very Dissatisfied*

In last year's survey, (81.8%) selected *Very Satisfied and Satisfied*.

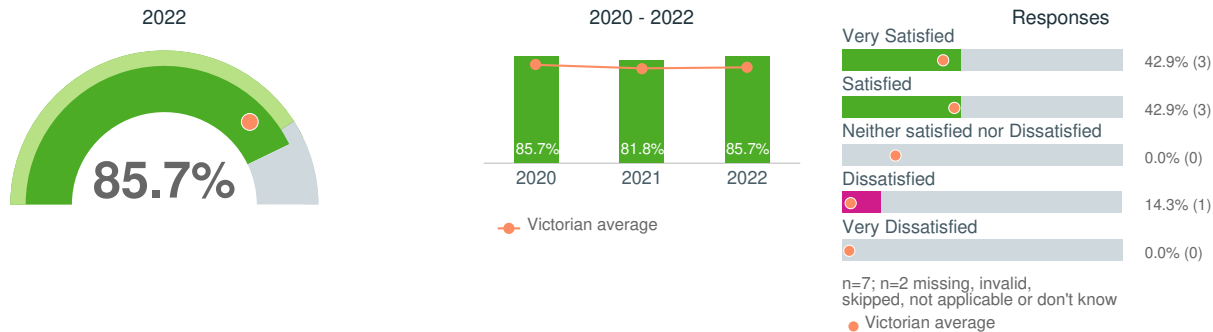


Team-working skills

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

- 42.9% said *Very Satisfied*
- 42.9% said *Satisfied*
- none (0%) said *Neither satisfied nor Dissatisfied*
- 14.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (81.8%) selected *Very Satisfied and Satisfied*.

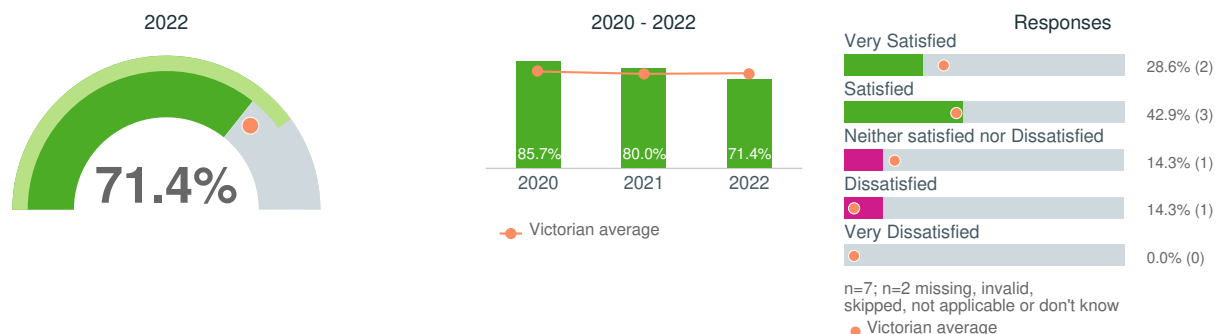


Self-confidence

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

- 28.6% said *Very Satisfied*
- 42.9% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- 14.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (80.0%) chose *Very Satisfied and Satisfied*.

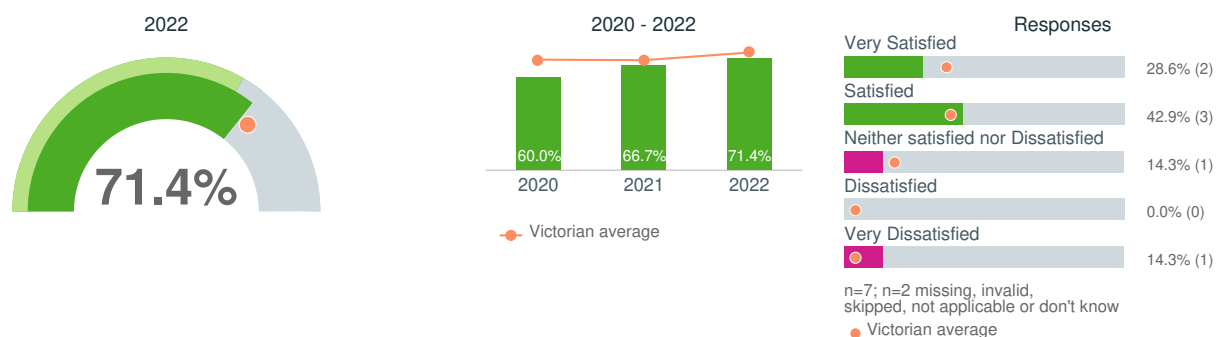


Job prospects

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

- 28.6% said *Very Satisfied*
- 42.9% said *Satisfied*
- 14.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 14.3% said *Very Dissatisfied*

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

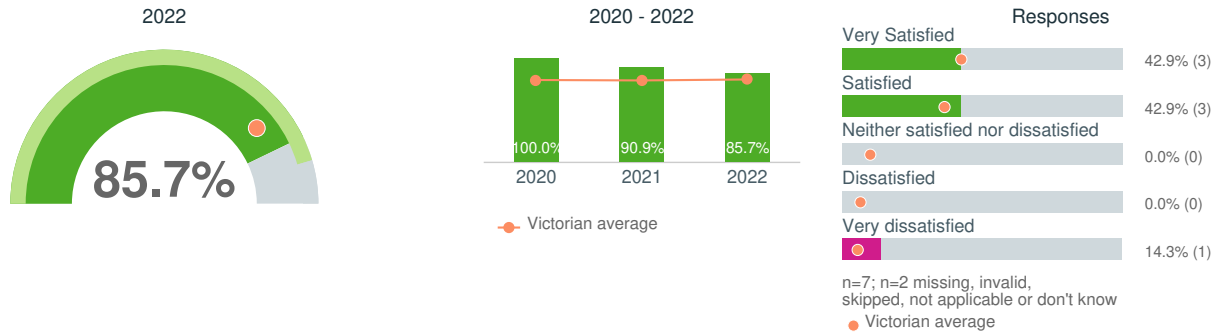


12. Overall, how satisfied were you with your training at your training organisation?

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

- 42.9% said *Very Satisfied*
- 42.9% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 14.3% said *Very dissatisfied*

In last year's survey, (90.9%) chose *Very Satisfied and Satisfied*.

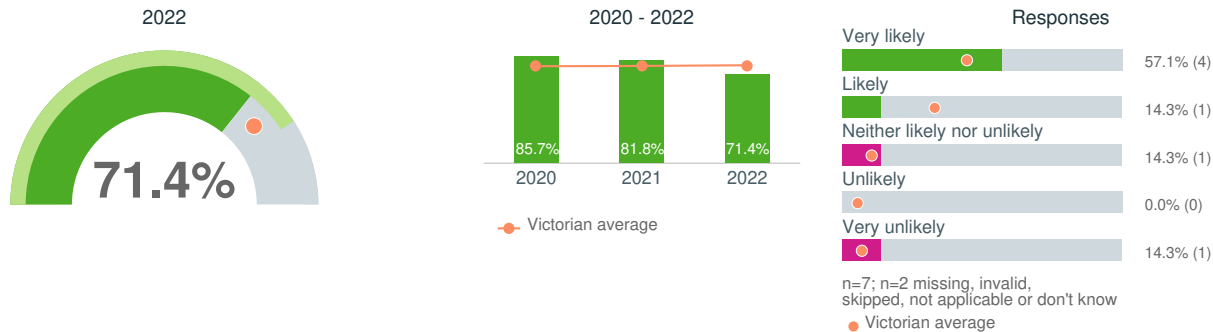


13. How likely would you be to recommend the training organisation to other students?

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

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

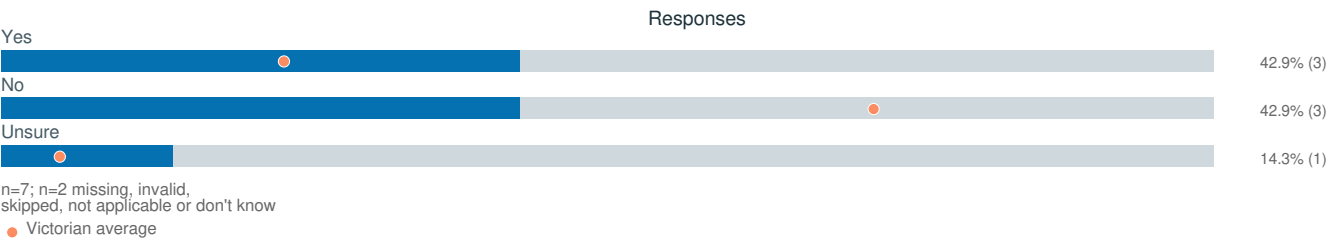
In last year's survey, (81.8%) selected *Very likely and Likely*.



15. Have you started another course or further study?

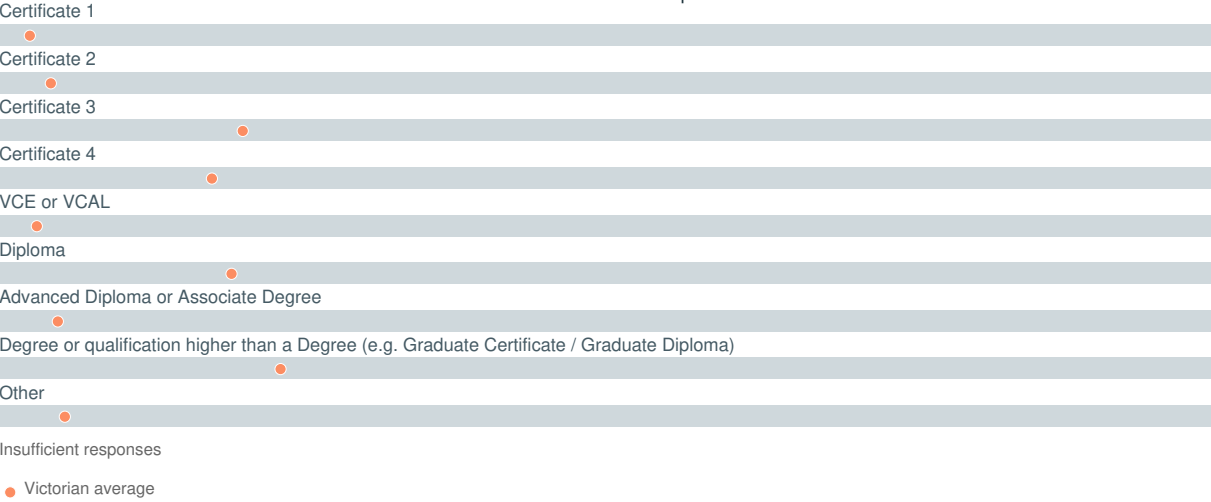
When asked "Have you started another course or further study?":

- 42.9% said *Yes*
- 42.9% said *No*
- 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 Responses



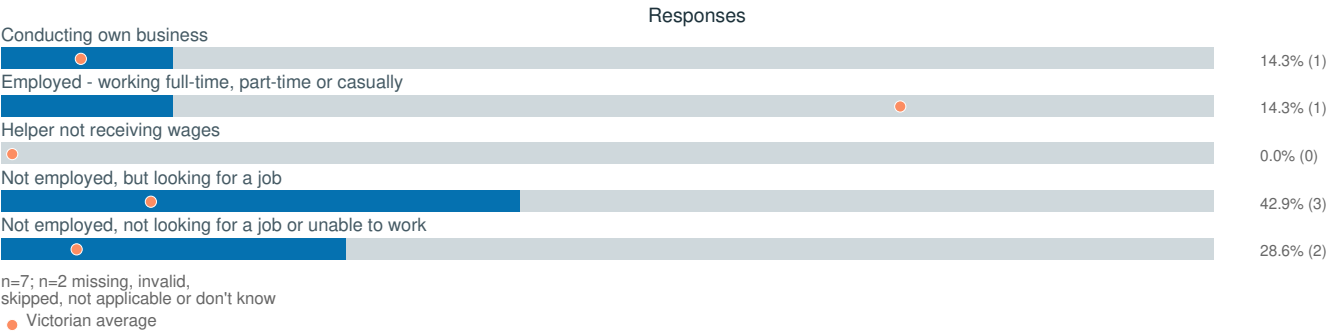
*Question 16 applies to students who indicated they have commenced another course or further study.

Your work situation now

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

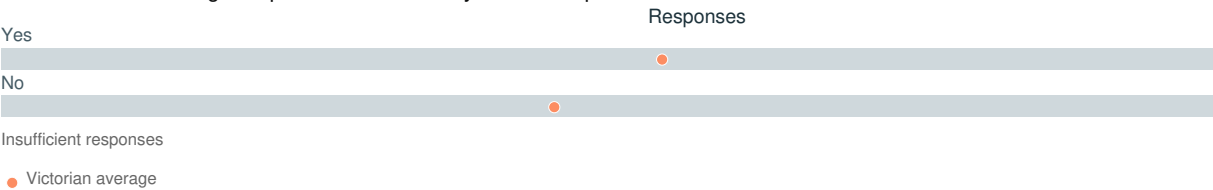
When asked "Which of the following best describes your work situation now?":

- 42.9% said *Not employed, but looking for a job*
- 28.6% said *Not employed, not looking for a job or unable to work*
- 14.3% said *Conducting own business*
- 14.3% said *Employed - working full-time, part-time or casually*
- None (0%) said *Helper not receiving wages*



19. Thinking about how many hours you usually work each week in your main job, are you now working more hours than you did before training?

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



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)

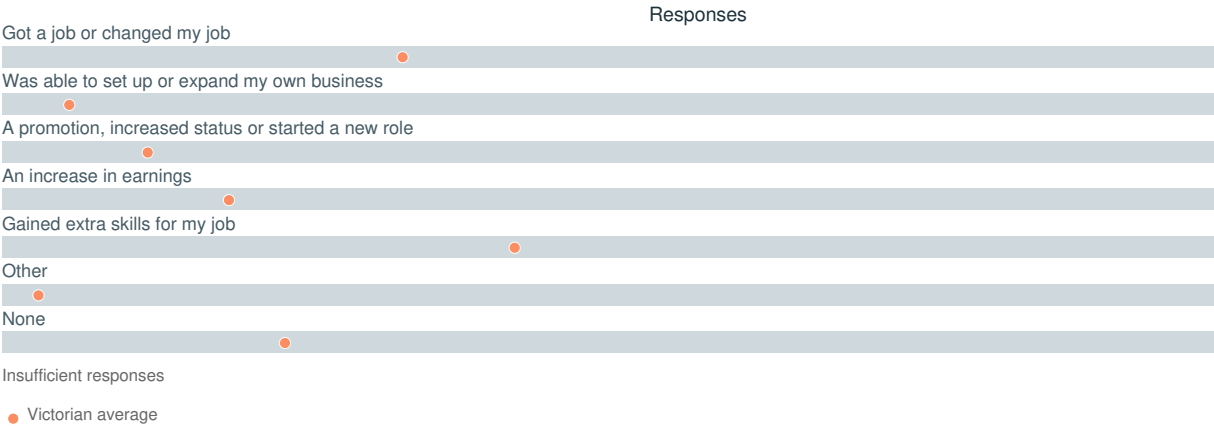
There were not enough responses in the survey wave to report on
Top 10 responses



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

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

24. In your main job, do you use any of the skills and knowledge you learnt in your course?

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

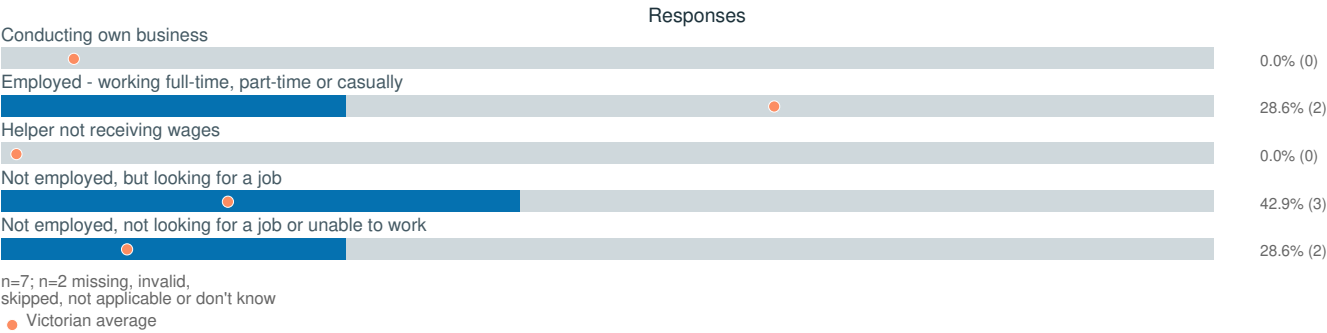


Your work situation before training

25. 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?":

- 42.9% said *Not employed, but looking for a job*
- 28.6% said *Employed - working full-time, part-time or casually*
- 28.6% said *Not employed, not looking for a job or unable to work*
- None (0%) said *Conducting own business*
- None (0%) said *Helper not receiving wages*



26. 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 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

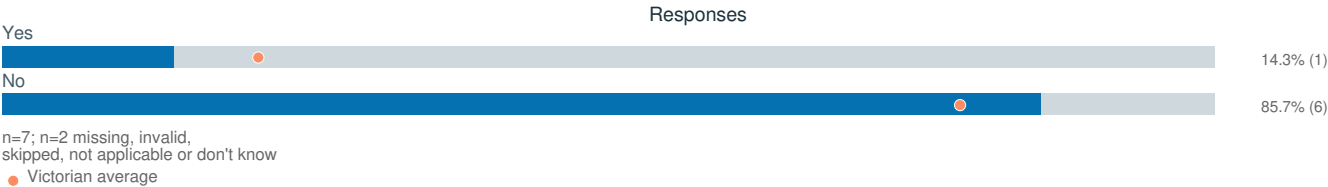


*Question 29 applies to students who indicated they had a job in the six months before undertaking training.

30. Since the start of 2021, did you have a job of any kind that you lost due to COVID-19?

"Since the start of 2021, did you have a job of any kind that you lost due to COVID-19?":

- 85.7% said No
- 14.3% said Yes

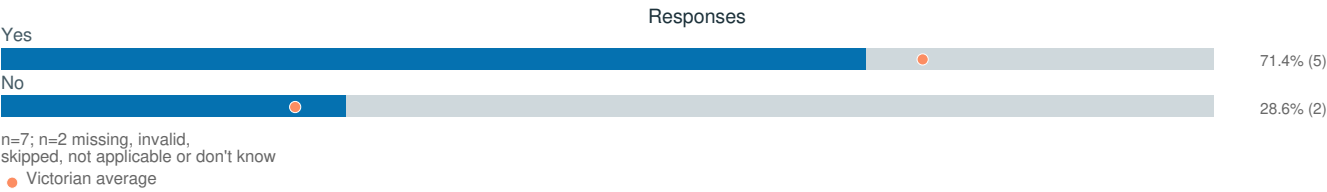


Your training during the COVID-19 pandemic

31. Did you do any remote learning during the course?

"Did you do any remote learning during the course?":

- 71.4% said *Yes*
- 28.6% said *No*



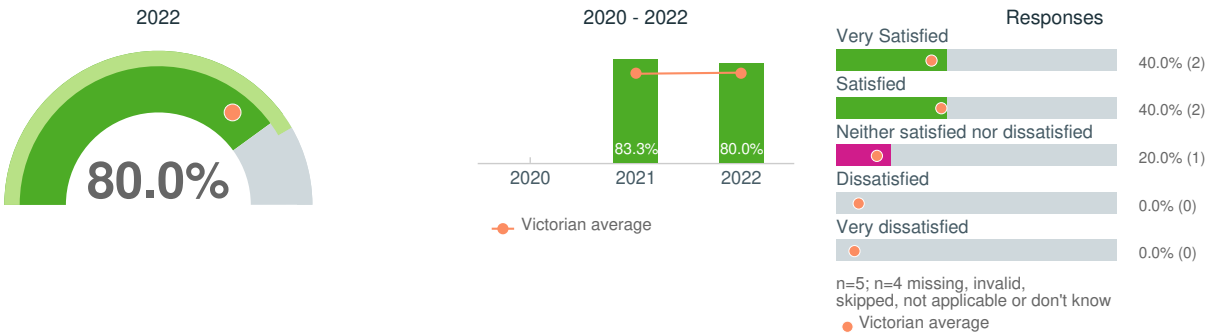
32. How satisfied are you with the following aspects of the training you received during remote learning...?

Availability of required course materials to continue your training

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

- 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, (83.3%) reported *Very Satisfied and Satisfied*.

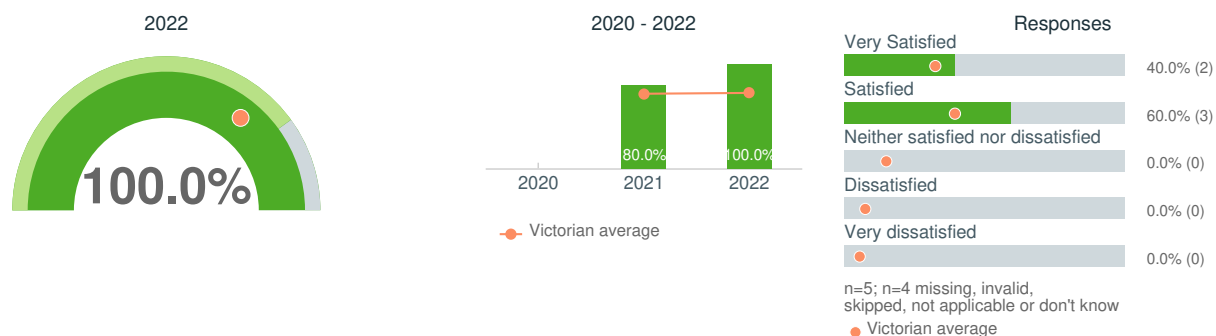


Quality of course materials supplied to you by your training provider

"How satisfied are 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*
- 60.0% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (80.0%) said *Very Satisfied and Satisfied*.

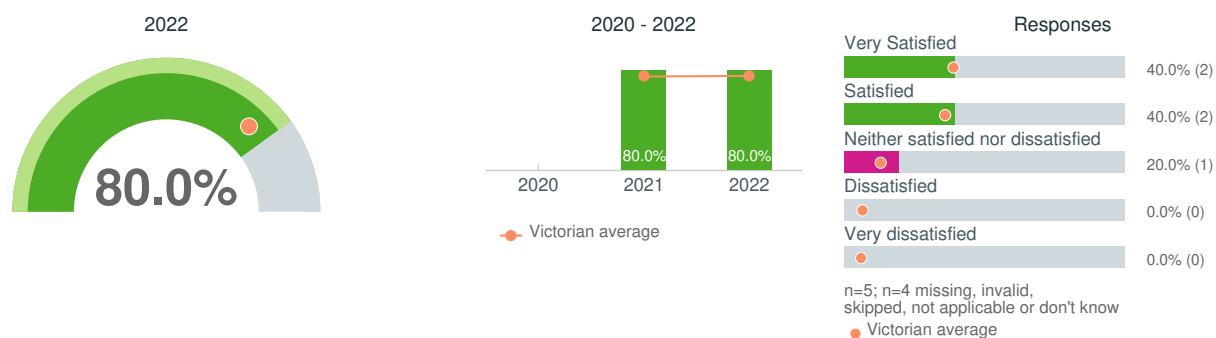


Support that you received from your teachers/trainers

"How satisfied are 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*
- 20.0% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (80.0%) reported *Very Satisfied and Satisfied*.

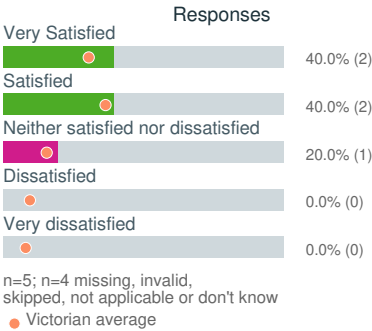
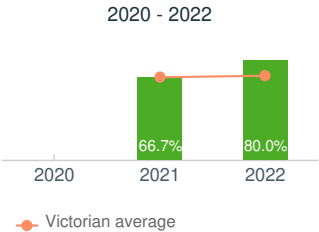
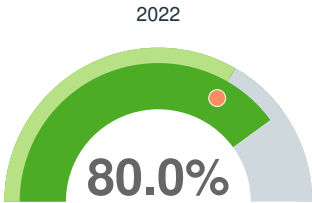


33. How satisfied are you with the overall quality of your remote learning experience?

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

- 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, (66.7%) selected *Very Satisfied and Satisfied*.



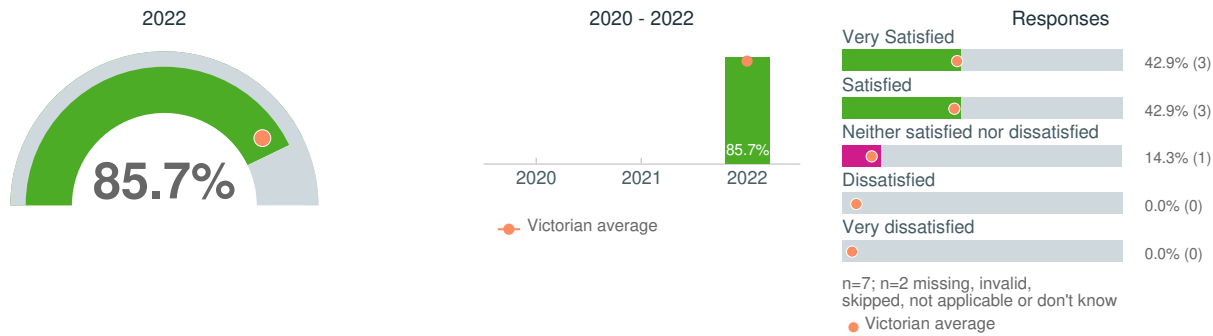
About your training organisation

34. How satisfied are you with the following aspects of your training at your training organisation...?

How easy they made enrolment

When asked "How satisfied are you with the following aspects of your training at your training organisation...? how easy they made enrolment":

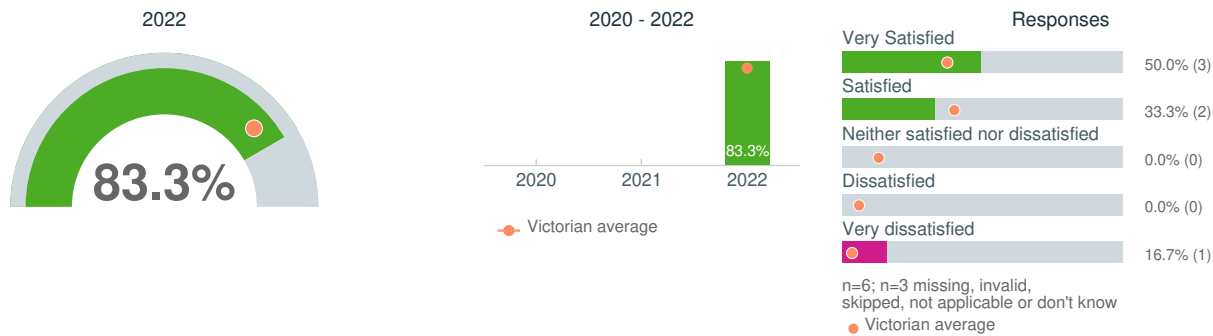
- 42.9% said *Very Satisfied*
- 42.9% said *Satisfied*
- 14.3% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*



How engaging they made the training

When asked "How satisfied are you with the following aspects of your training at your training organisation...? how engaging they made the training":

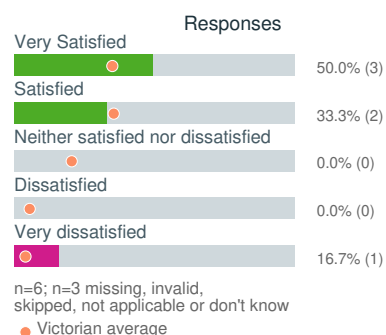
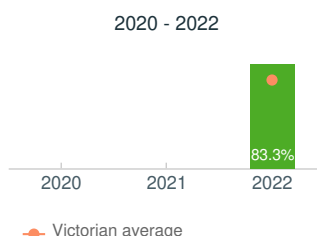
- 50.0% said *Very Satisfied*
- 33.3% said *Satisfied*
- none (0%) said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 16.7% said *Very dissatisfied*



Their connection with industry partners or professionals

When asked "How satisfied are you with the following aspects of your training at your training organisation...? their connection with industry partners or professionals":

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

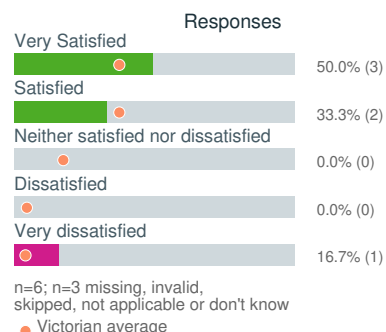
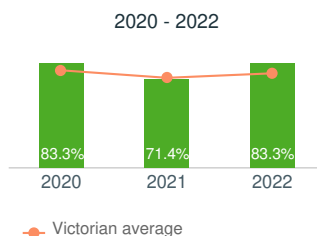
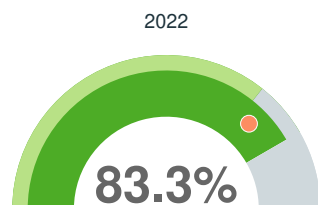


35. How satisfied were you with the student support services offered by your training organisation?

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

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

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



Employer Satisfaction Survey question level results

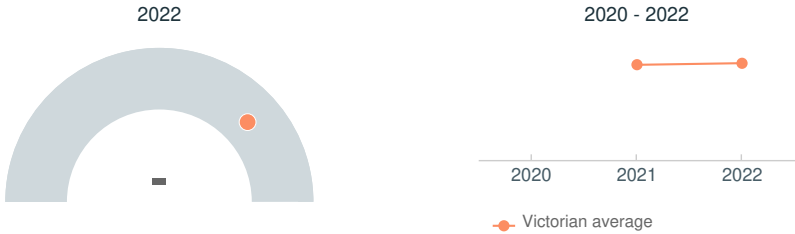
This page lists the questions asked in the Employer Satisfaction Survey. Given the impact of COVID-19 on Victorian businesses, a number of questions were not asked in the 2020 Employer Survey. As a result, only selected questions are shown for 2020. In addition, the 2022 survey asked specific questions related to COVID-19. These are also presented below.

Satisfaction with training

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

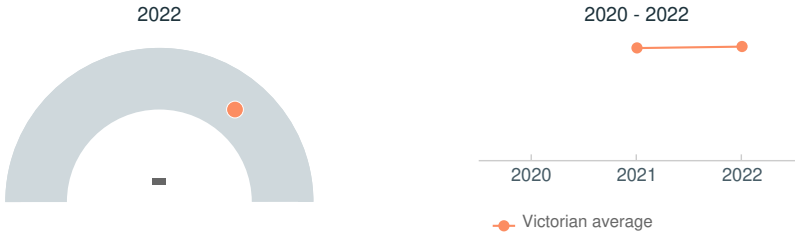
Technical/job specific skills

Not available in 2022



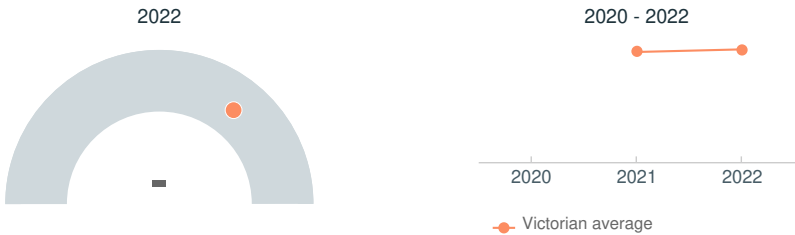
Problem-solving skills

Not available in 2022



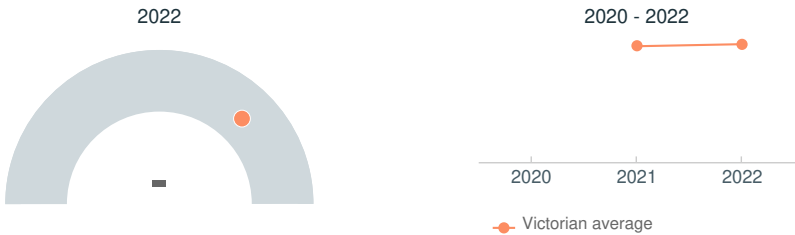
Decision-making skills

Not available in 2022



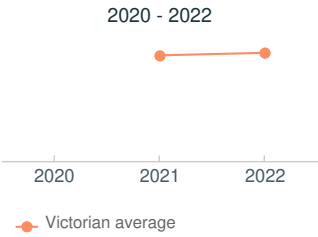
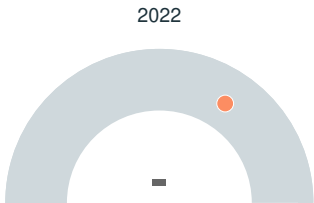
Teamwork skills

Not available in 2022



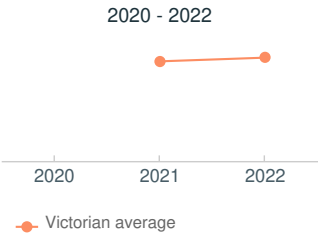
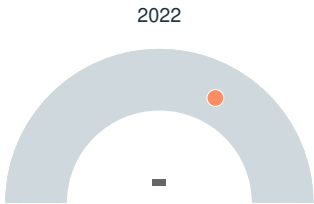
Numeracy skills

Not available in 2022



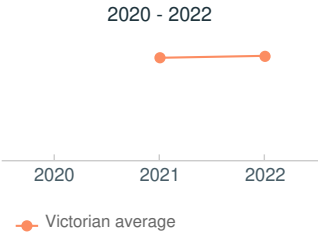
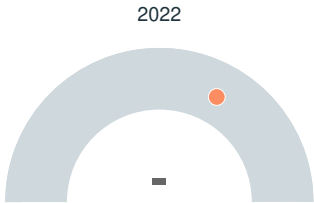
Writing skills

Not available in 2022



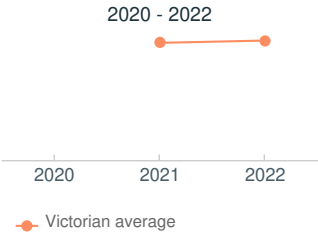
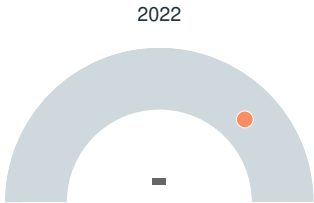
IT/computer skills

Not available in 2022



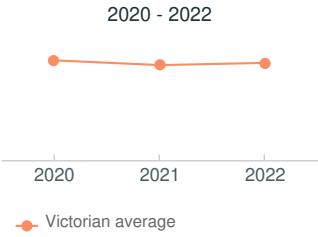
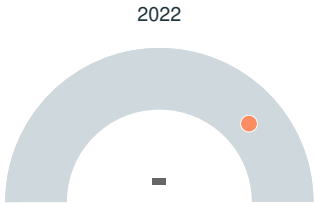
Confidence and initiative

Not available in 2022



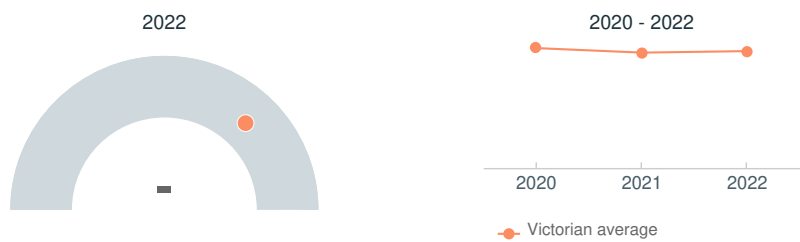
5. Overall, how satisfied are you with the training that your apprentice(s)/trainee(s) received from your training provider?

Not available in 2022



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

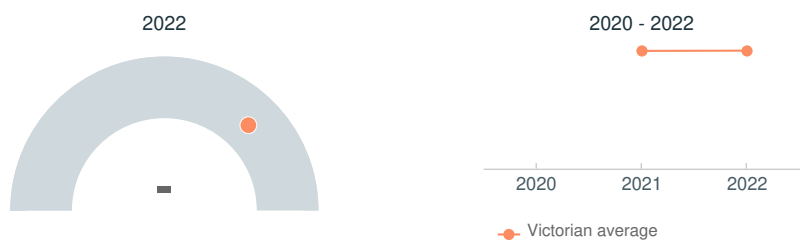
Not available in 2022



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

Flexibility of the provider in meeting your workplace needs

Not available in 2022



The quality of your communication with the training provider

Not available in 2022



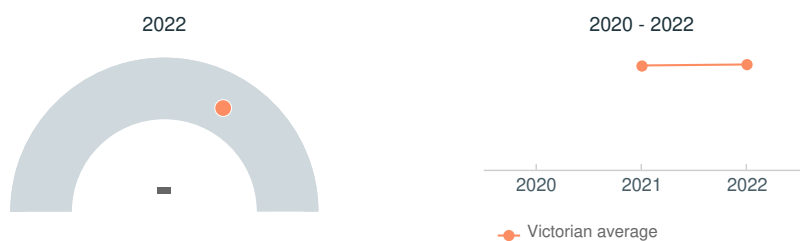
Skills taught to your apprentice(s)/(trainee(s) being up-to-date in your industry

Not available in 2022



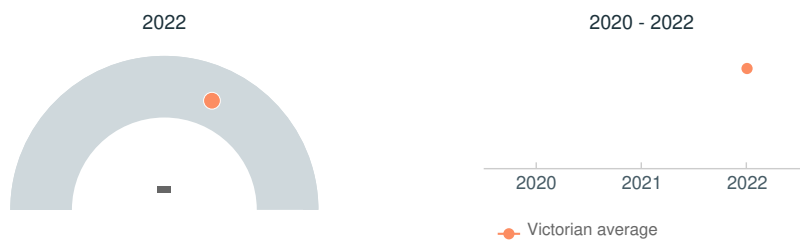
Frequency of updates about the progress of your apprentice(s)/trainee(s)

Not available in 2022



Your input into the training plan of your apprentice(s)/trainee(s)

Not available in 2022



8. During 2021, 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



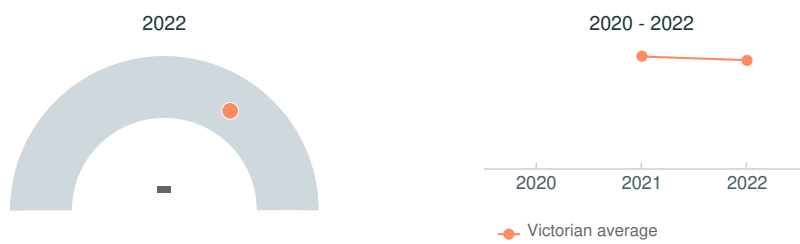
9. Did they undertake remote learning due to COVID-19?

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



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

Not available in 2022



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.

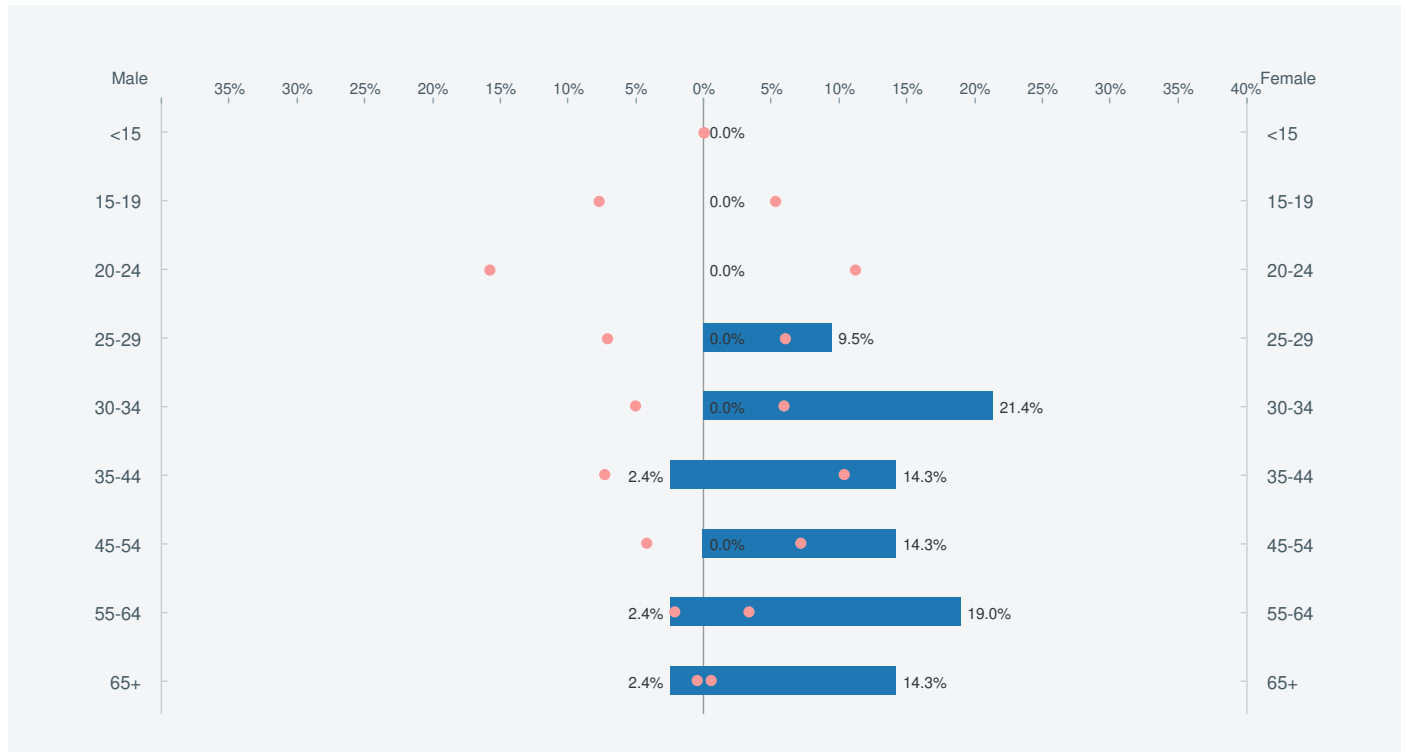
Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2022 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 2021.

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

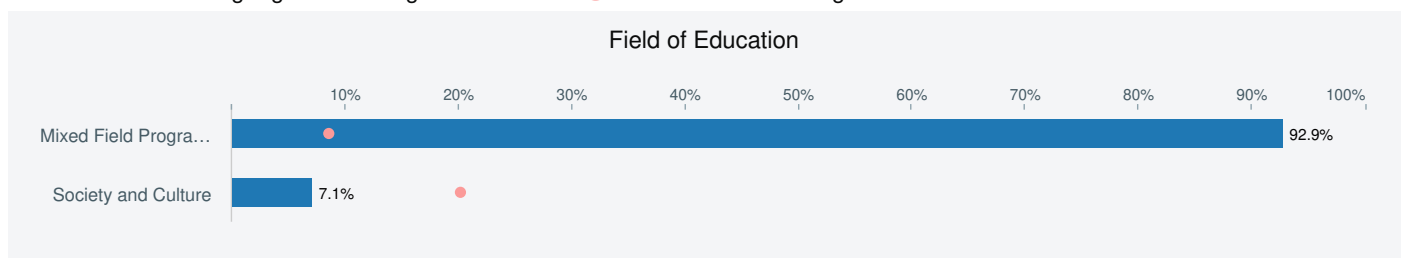
Age and Gender

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average



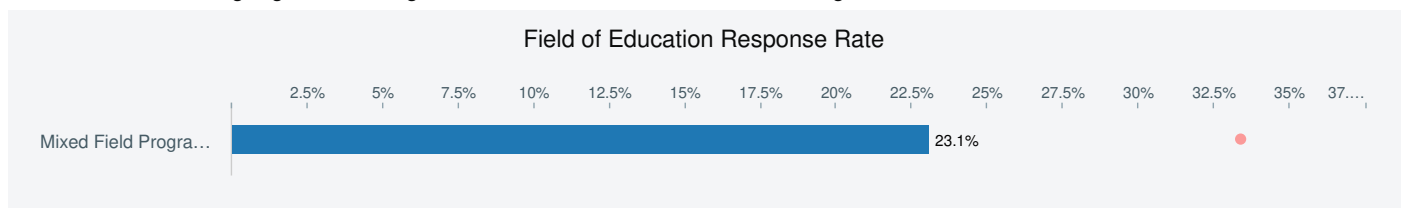
Field of Education

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average



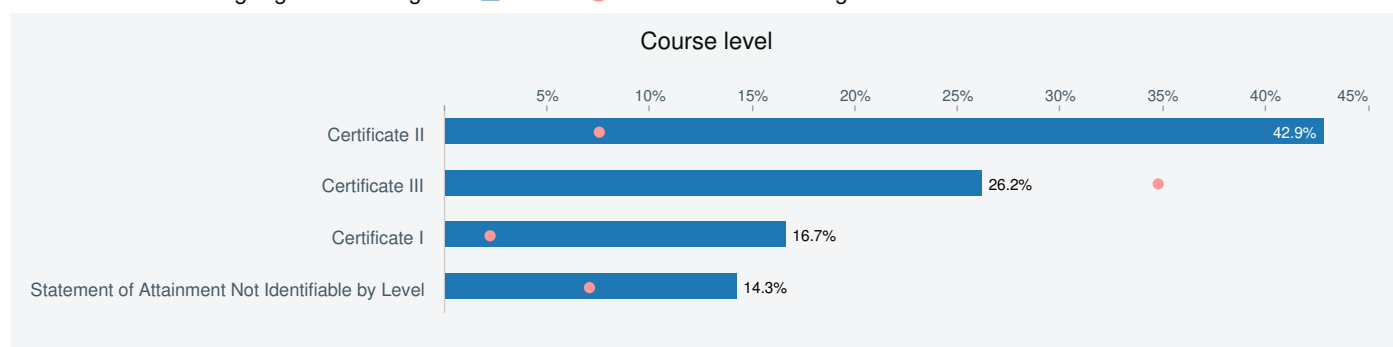
Field of Education Response Rate

North Melbourne Language & Learning Inc ■ 2022 ● 2022 Victorian average



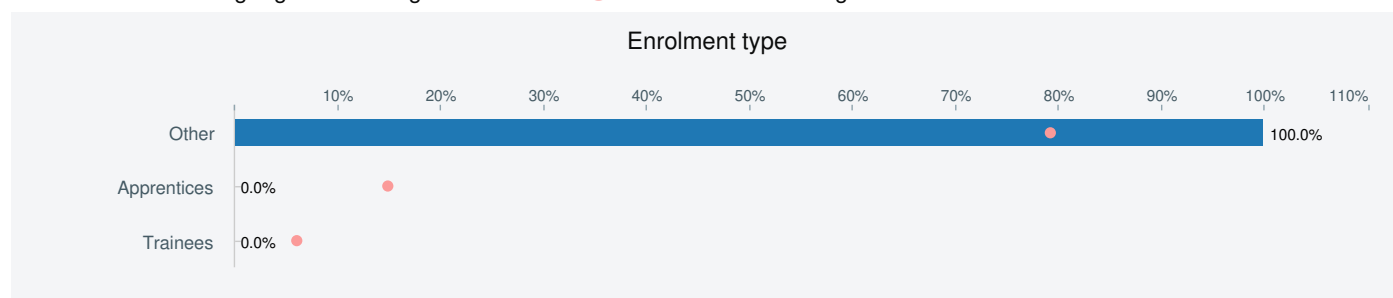
Course Level

North Melbourne Language & Learning Inc ■ 2022 ■ 2022 Victorian average



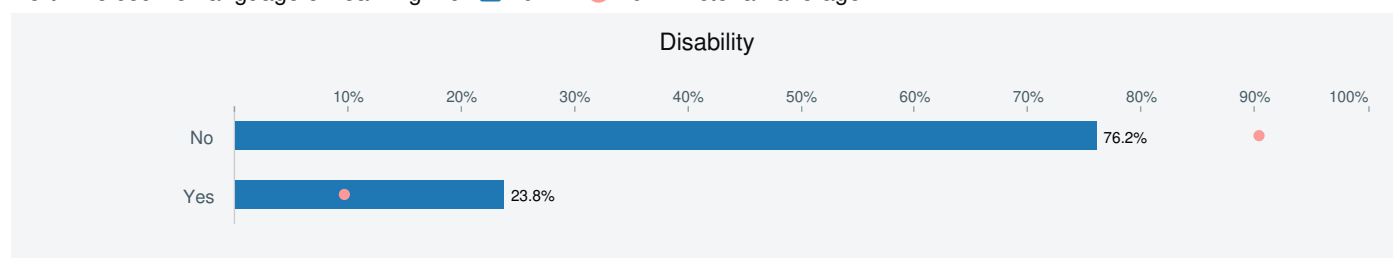
Enrolment type

North Melbourne Language & Learning Inc ■ 2022 ■ 2022 Victorian average



Disability

North Melbourne Language & Learning Inc ■ 2022 ■ 2022 Victorian average



Indigenous

North Melbourne Language & Learning Inc ■ 2022 ■ 2022 Victorian average

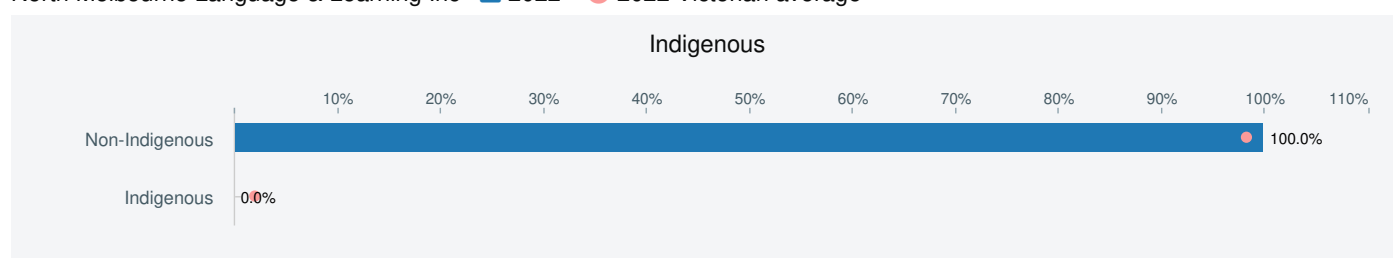


Chart Help

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 2022, 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 2022, almost 62,000 students across more than 290 RTOs took part in the survey. The average response rate for all of Victoria was 38.6%.

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 2022, over 8,000 responses were received from Victorian employers of apprentices and trainees, resulting in an overall response rate of 37.1%.

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 2022 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](#)