

North Melbourne Language & Learning Inc (6410)

2019 RTO Performance Detailed Report



Introduction

This report details the 2019 results of the *Student Satisfaction Survey* and from the *Employer Satisfaction Survey*, as well as results from previous years of the surveys (where available).

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 2019, 7 students from North Melbourne Language & Learning Inc (6410) took part in the survey. This is a response rate of 12.3%. The average response rate for all of Victoria was 35.7%.

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- Employer feedback

Student Satisfaction Survey question level results

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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.

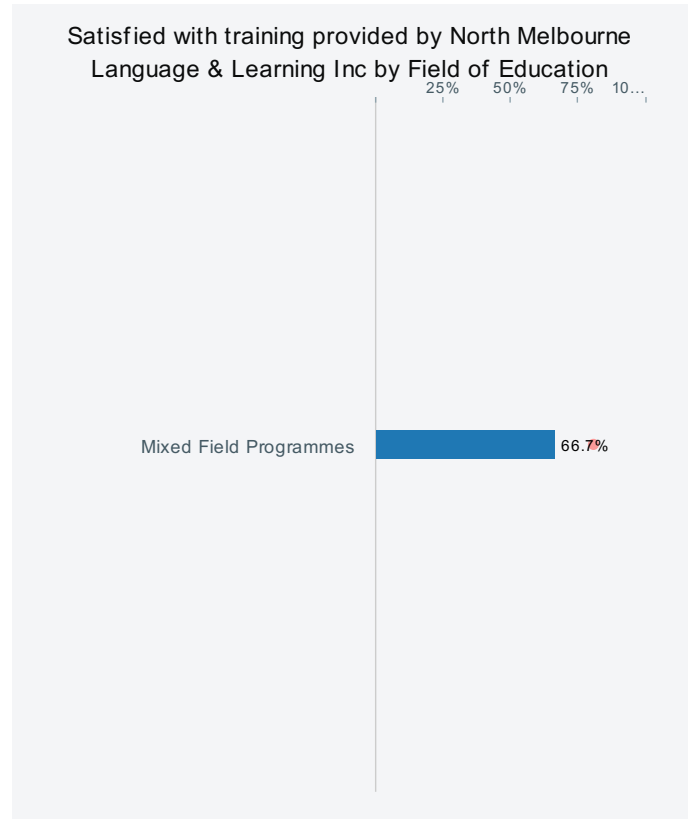
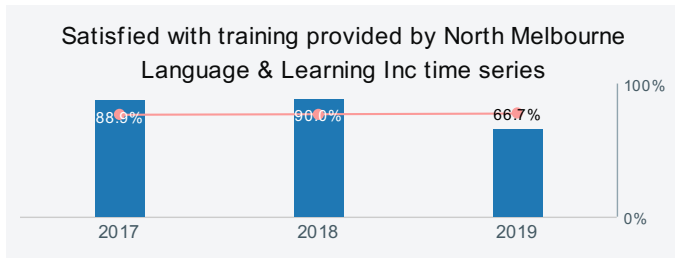
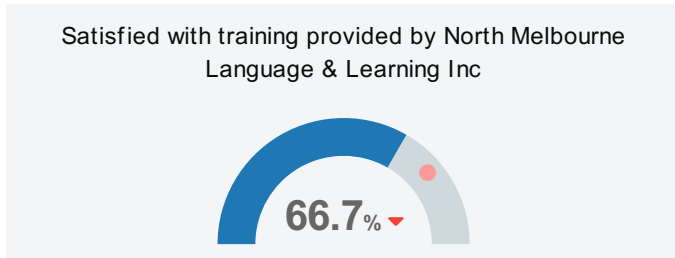
	North Melbourne Language & Learning Inc			2019 average
	2019	2018	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc	66.7% ▼	90.0%		77.5%
Proportion of VET students who reported a positive perception of teaching	33.3% ▼	70.0%		68.3%
Proportion of VET students who reported a positive perception of the assessment process	16.7% ▼	88.9%		69.5%
Proportion of VET students who were satisfied with generic skills and learning experiences	16.7% ▼	60.0%		46.8%
Student outcomes				
Proportion of VET students who achieved their main reason for training	71.4% ▼	90.0%		73.5%
Proportion of VET students with an improved employment status after training	%	11.1%		45.2%
Proportion of VET students who went on to further study at a higher level than their completed training	20.0% ▼	44.4%		19.9%
Proportion of VET students who would recommend North Melbourne Language & Learning Inc	83.3% ▼	100.0%		76.0%
Employer feedback				
Proportion of employers who were satisfied with training provided by North Melbourne Language & Learning Inc	%	%		78.5%
Proportion of employers who would recommend North Melbourne Language & Learning Inc	%	%		73.6%
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees	%	%		59.5%

▲ Higher than previous year ▼ Lower than previous year

Student experience

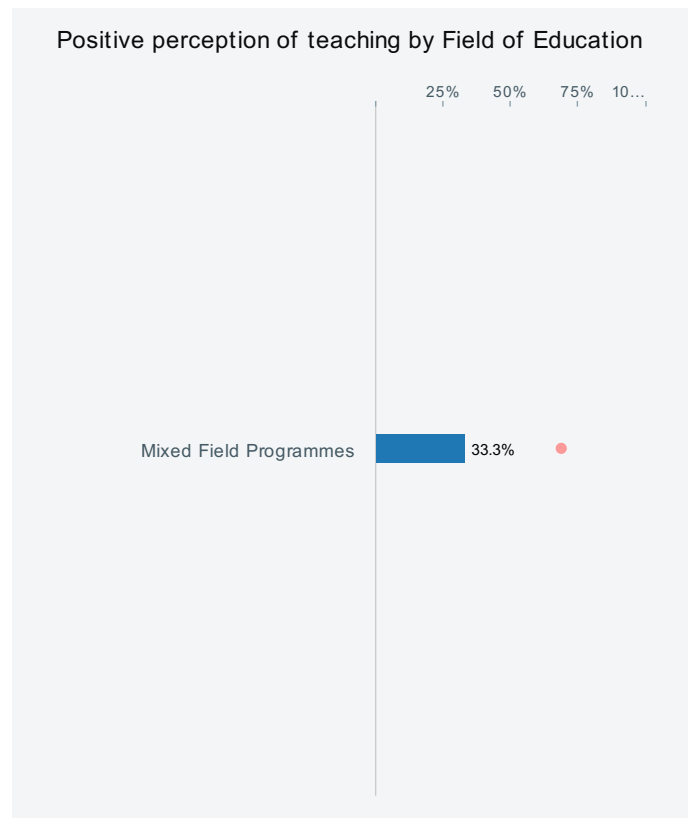
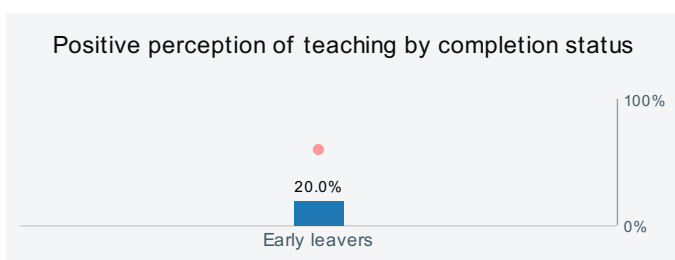
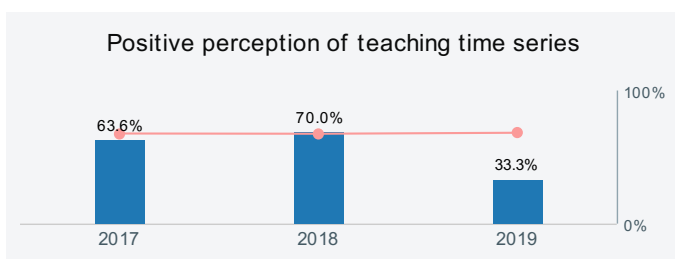
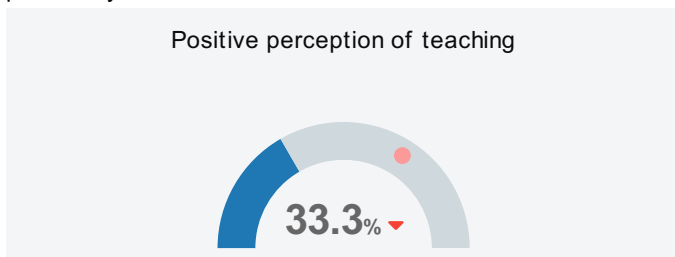
Proportion of VET students who were satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



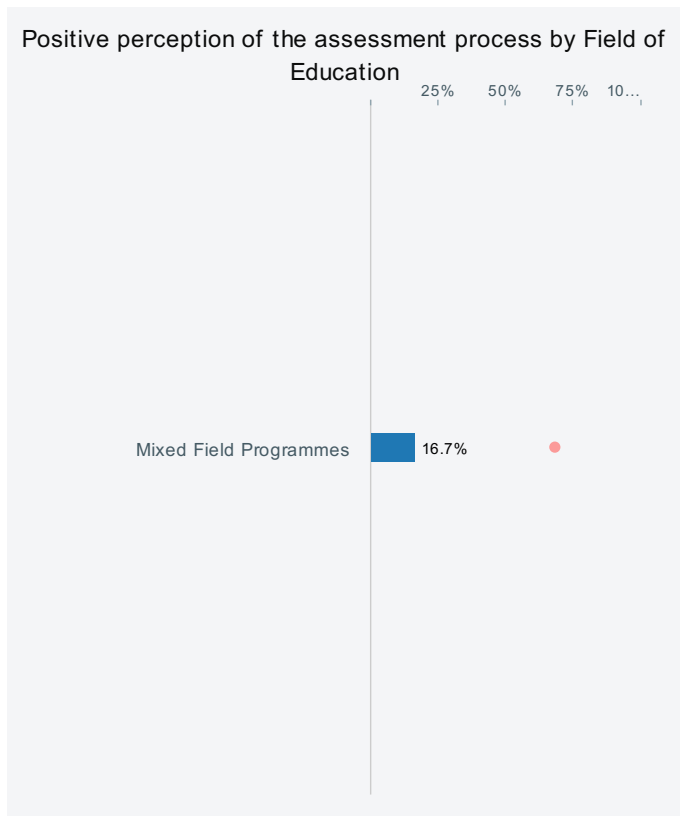
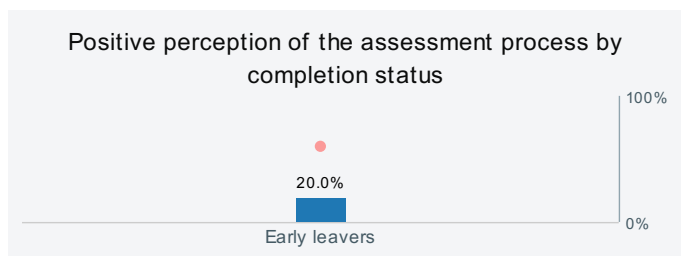
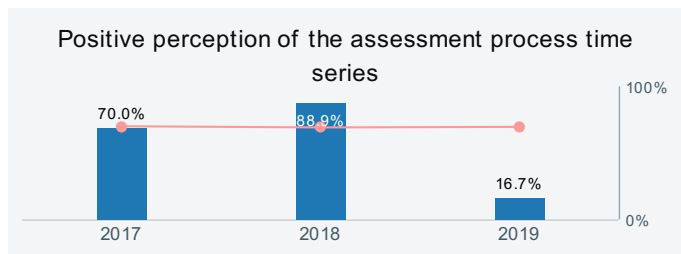
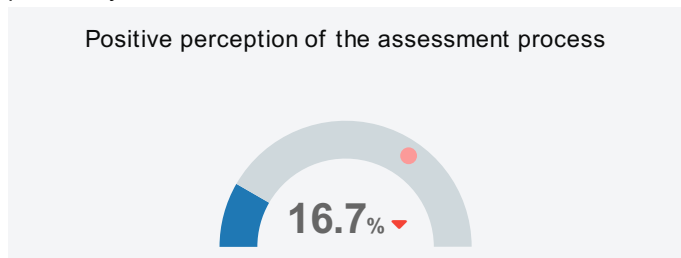
Proportion of VET students who reported a positive perception of teaching

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



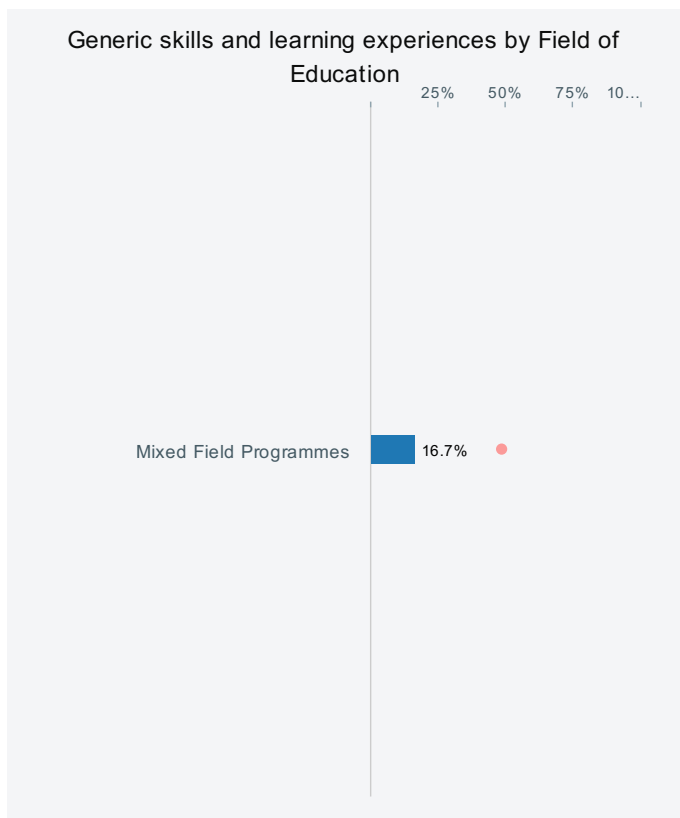
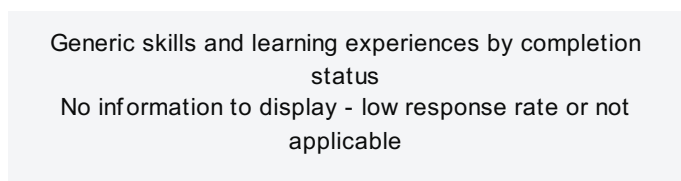
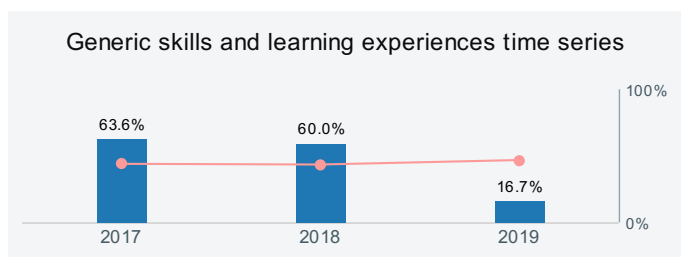
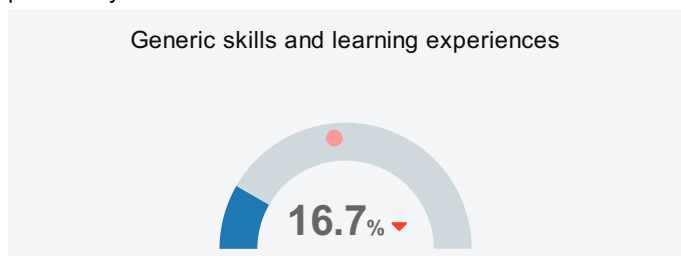
Proportion of VET students who reported a positive perception of the assessment process

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

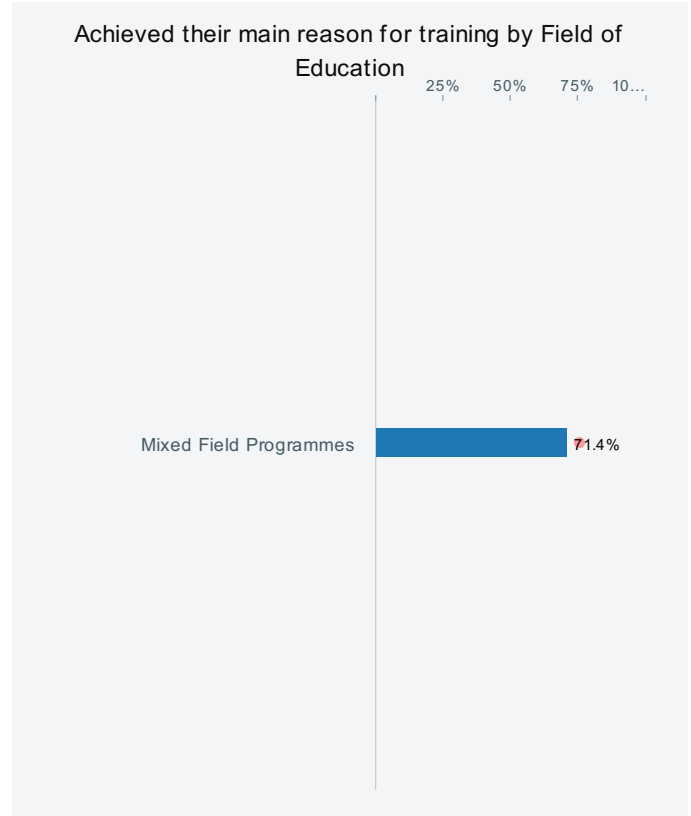
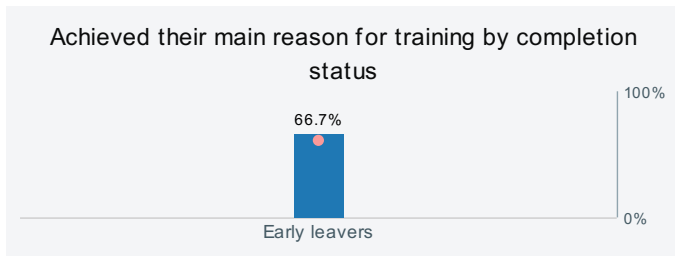
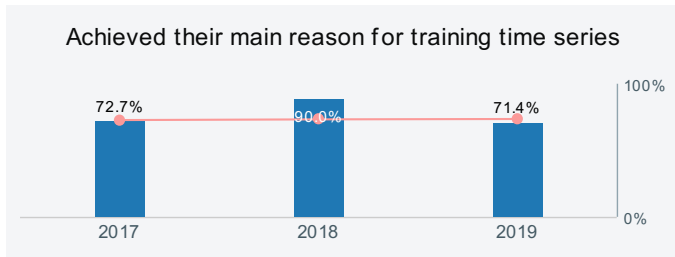
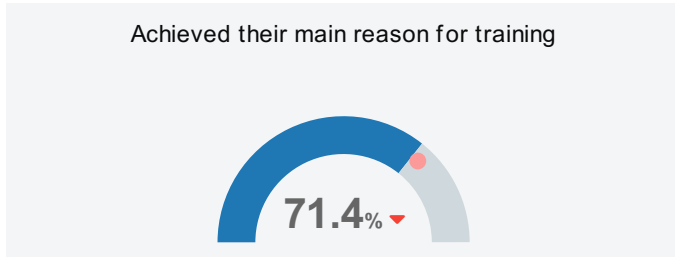
North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

Proportion of VET students who achieved their main reason for training

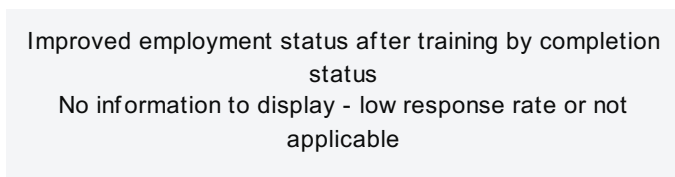
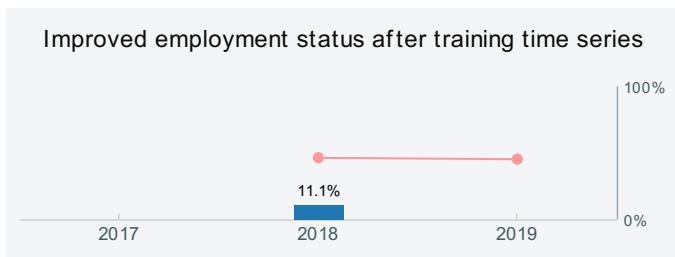
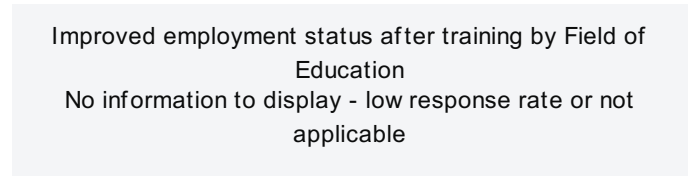
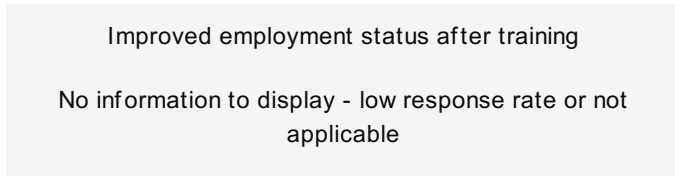
North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students with an improved employment status after training

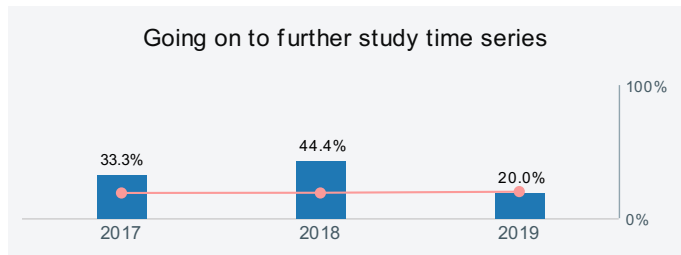
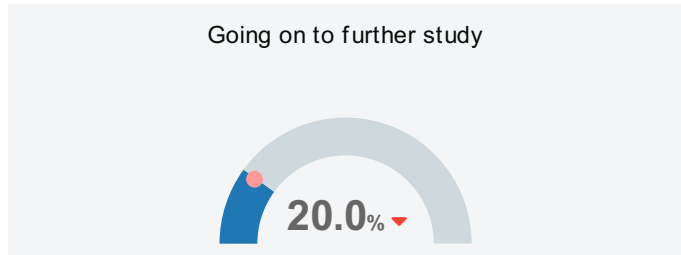
The methodology used to construct this measure was changed in 2018. So, the results for 2017 have not been displayed.

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



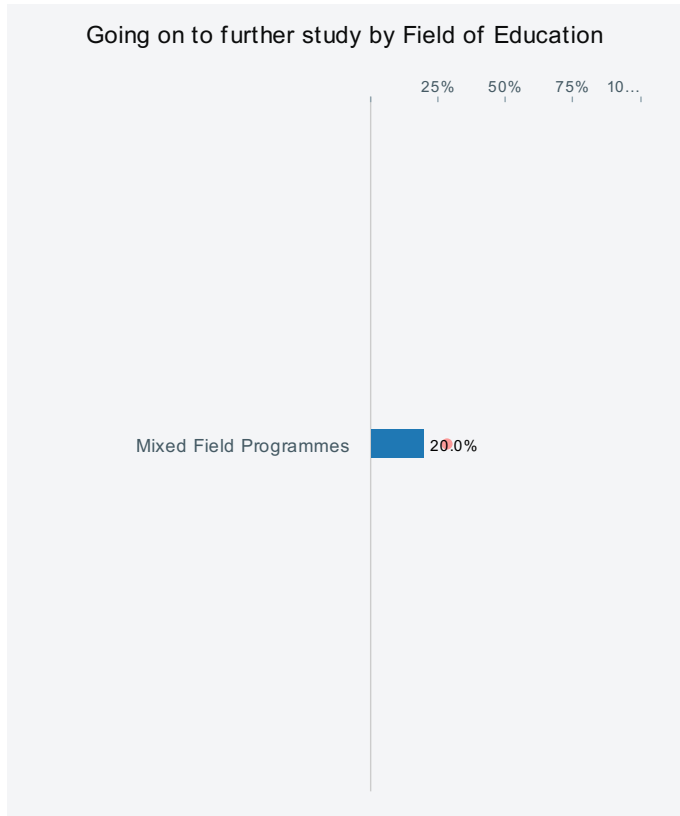
Proportion of VET students who went on to further study at a higher level than their completed training

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



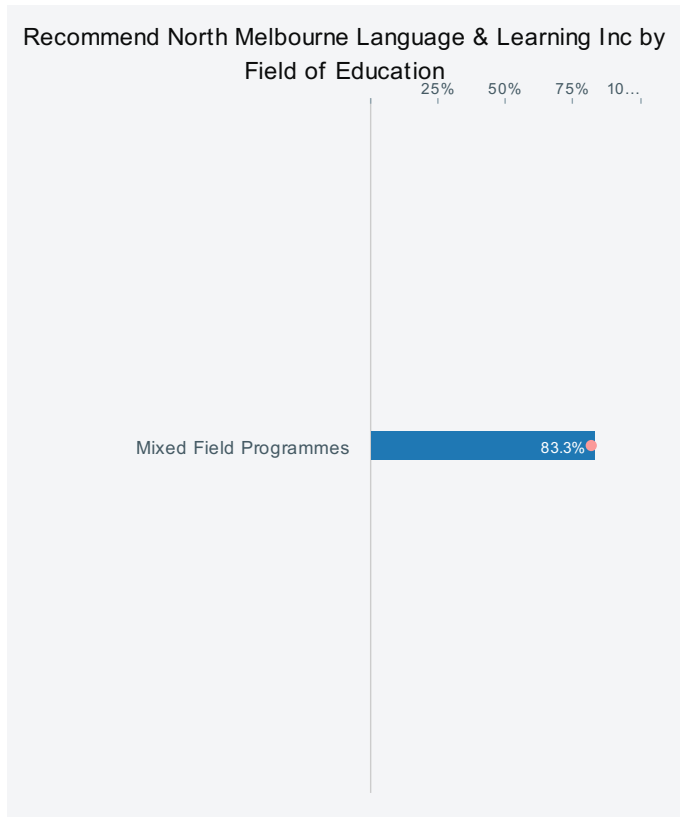
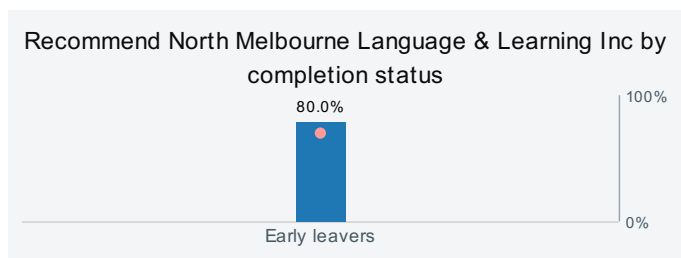
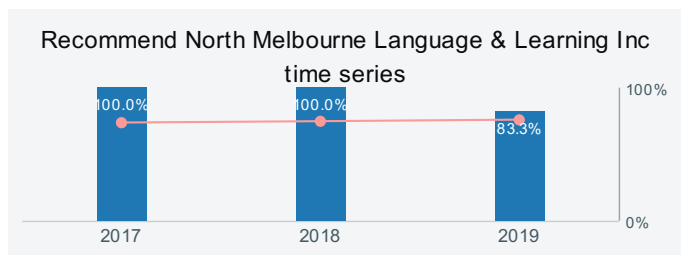
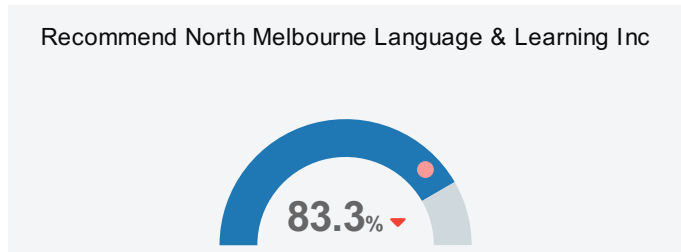
Going on to further study by completion status

No information to display - low response rate or not applicable



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

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Employer feedback

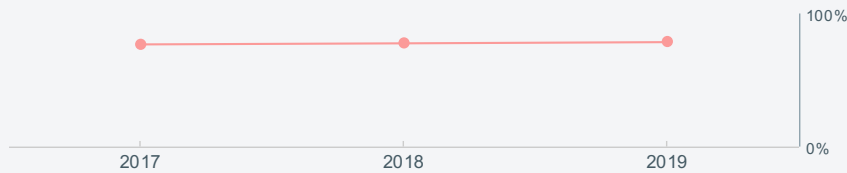
Proportion of employers who were satisfied with training provided by North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Satisfied with training provided by North Melbourne Language & Learning Inc

No information to display - low response rate or not applicable

Satisfied with training provided by North Melbourne Language & Learning Inc time series



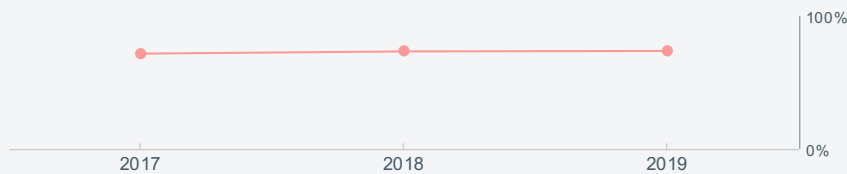
Proportion of employers who would recommend North Melbourne Language & Learning Inc

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend North Melbourne Language & Learning Inc

No information to display - low response rate or not applicable

Would recommend North Melbourne Language & Learning Inc time series



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

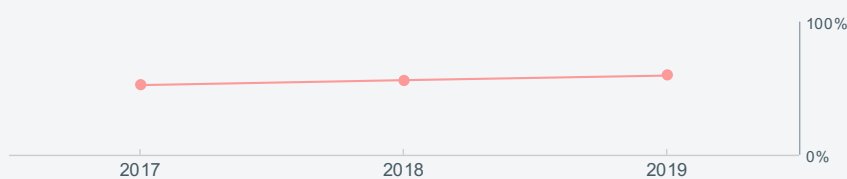
The methodology used to construct this measure was changed for the 2017 survey. So, the 2016 results are not directly comparable to the results from 2017 onwards.

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Improvement in generic skills

No information to display - low response rate or not applicable

Improvement in generic skills time series



Student Satisfaction Survey question level results

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

About your training

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What was your main reason for not continuing this course?***" so the results are not shown.

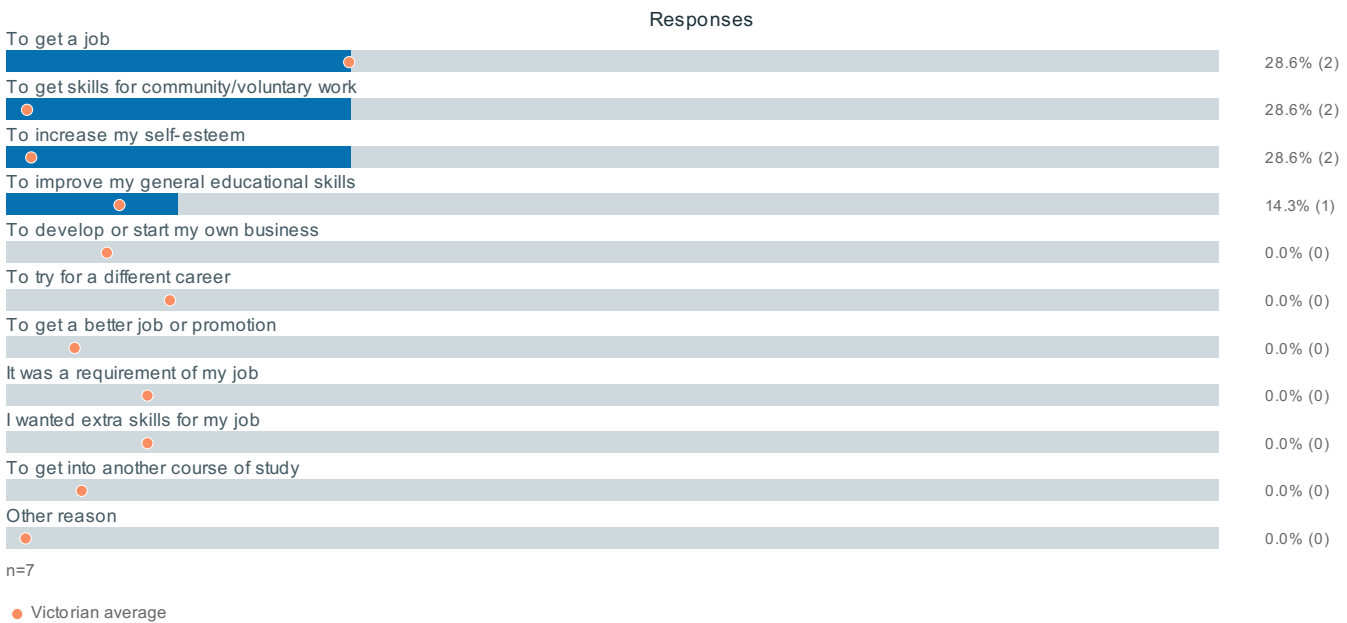
North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What was the main reason for intending to do only part of this course?***" so the results are not shown.

Reasons for training, satisfaction

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

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

- 28.6% said *To get a job*
- 28.6% said *To get skills for community/voluntary work*
- 28.6% said *To increase my self-esteem*
- 14.3% said *To improve my general educational skills*
- None (0%) said *To develop or start my own business*
- None (0%) said *To try for a different career*
- None (0%) said *To get a better job or promotion*
- None (0%) said *It was a requirement of my job*
- None (0%) said *I wanted extra skills for my job*
- None (0%) said *To get into another course of study*
- None (0%) said *Other reason*

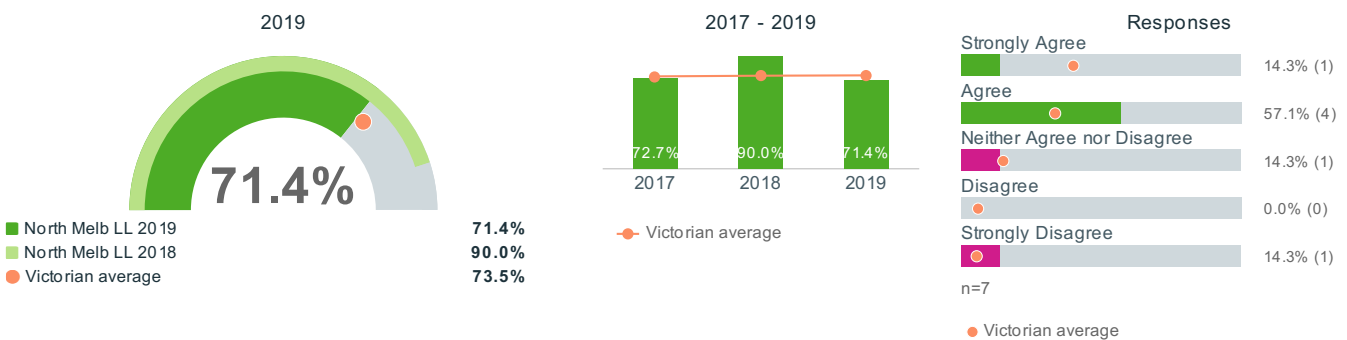


7. To what extent would you agree or disagree that you achieved your main reason for doing the course?

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

- 14.3% said *Strongly Agree*
- 57.1% said *Agree*
- 14.3% said *Neither Agree nor Disagree*
- none (0%) said *Disagree*
- 14.3% said *Strongly Disagree*

In last year's survey, (90.0%) selected *Strongly Agree and Agree*.



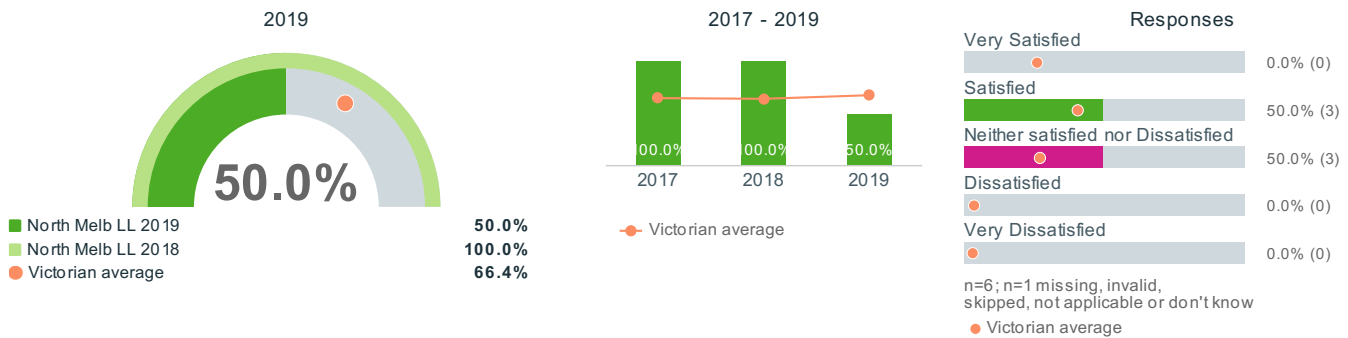
8. How satisfied are you that the training for this course contributed to an improvement in your...

(a) English writing skills

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

- none (0%) said *Very Satisfied*
- 50.0% said *Satisfied*
- 50.0% 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*.

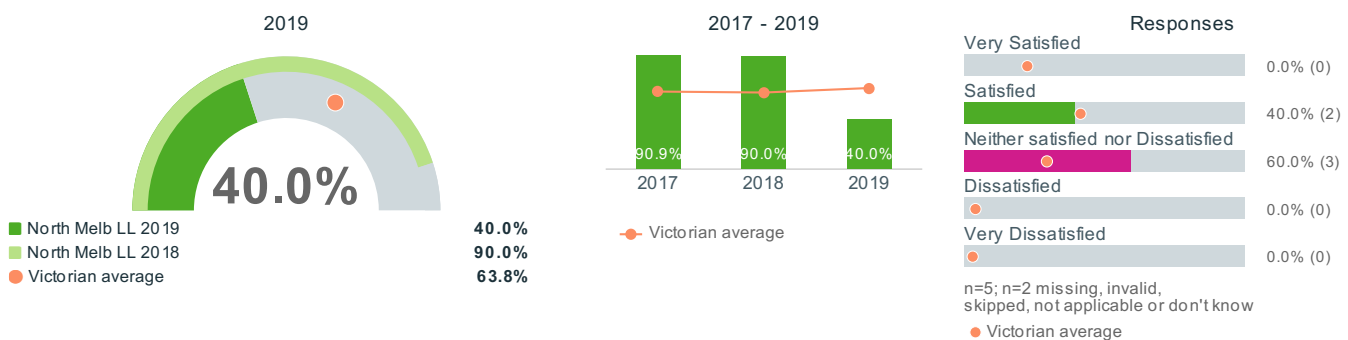


(b) Numerical skills

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

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

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

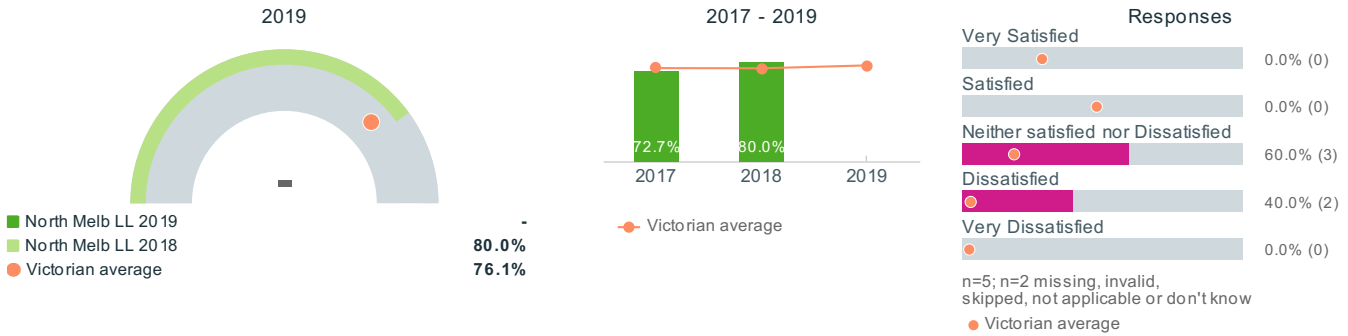


(c) Problem solving skills

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

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

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

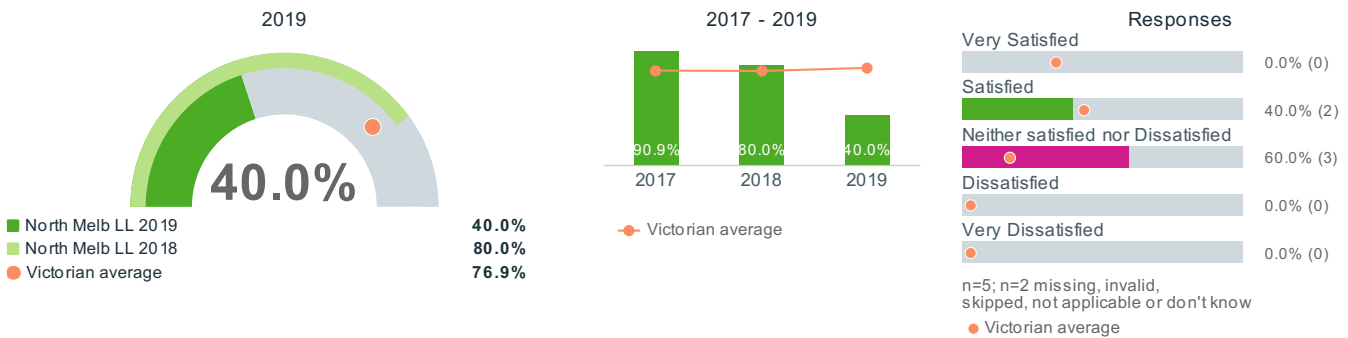


(d) Team working skills

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

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

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

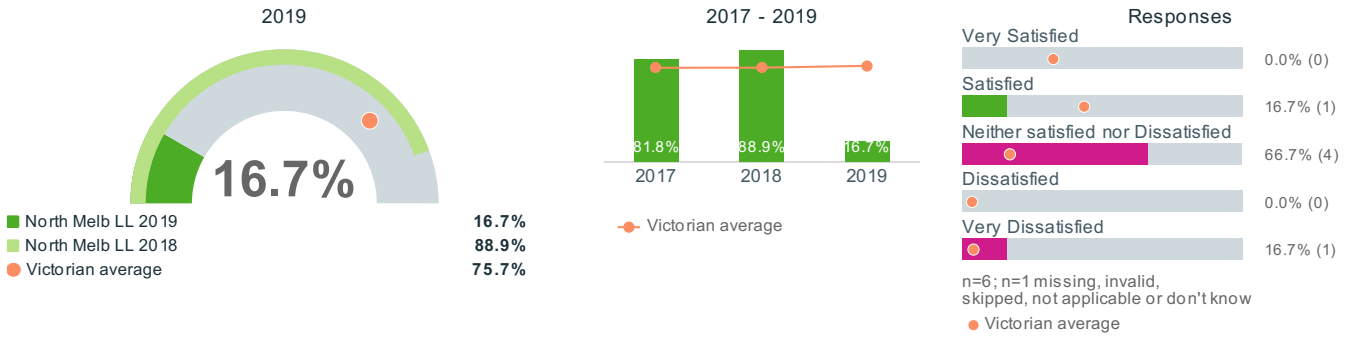


(e) Self-confidence

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

- none (0%) said *Very Satisfied*
- 16.7% said *Satisfied*
- 66.7% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 16.7% said *Very Dissatisfied*

In last year's survey, (88.9%) said *Very Satisfied and Satisfied*.

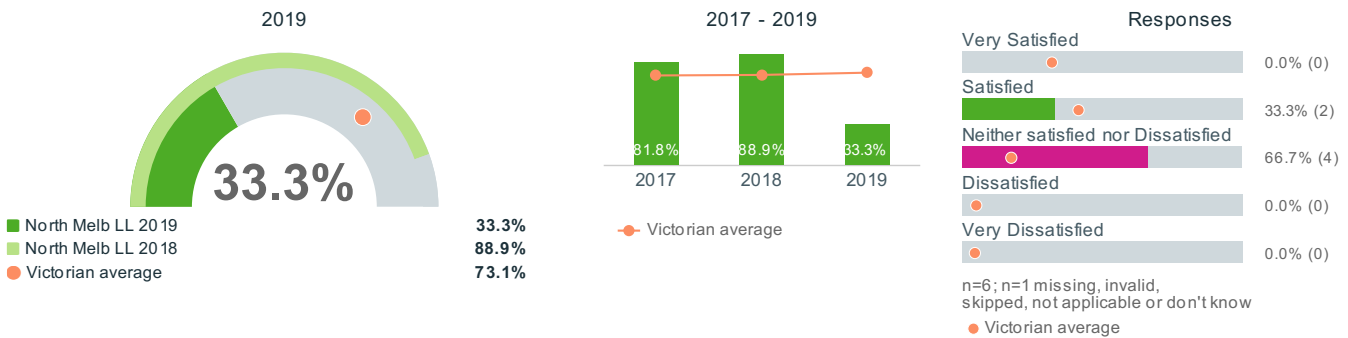


(f) Career outlook

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

- none (0%) said *Very Satisfied*
- 33.3% said *Satisfied*
- 66.7% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (88.9%) selected *Very Satisfied and Satisfied*.



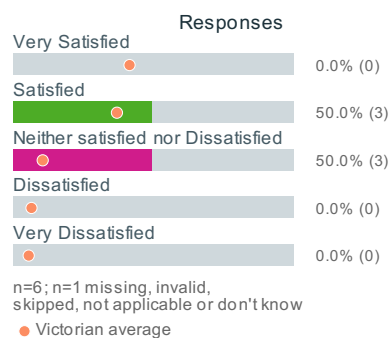
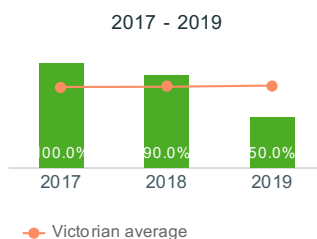
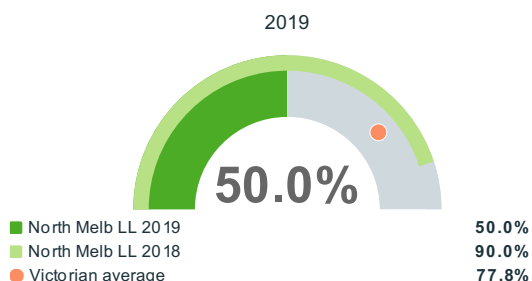
9. How satisfied are you that the trainers/teachers for this course...

(a) Clearly taught the subject

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

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

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

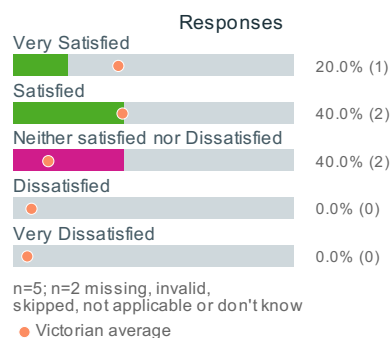
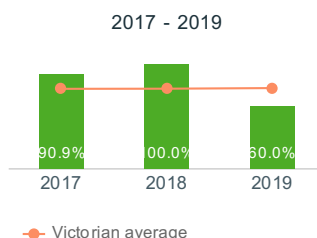
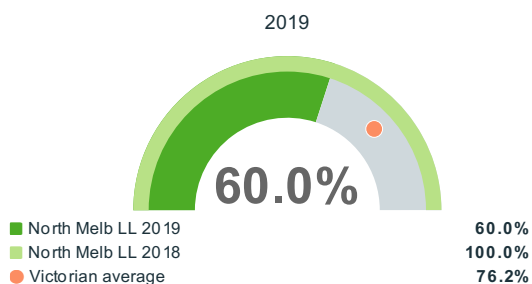


(b) Understood your learning needs

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

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

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

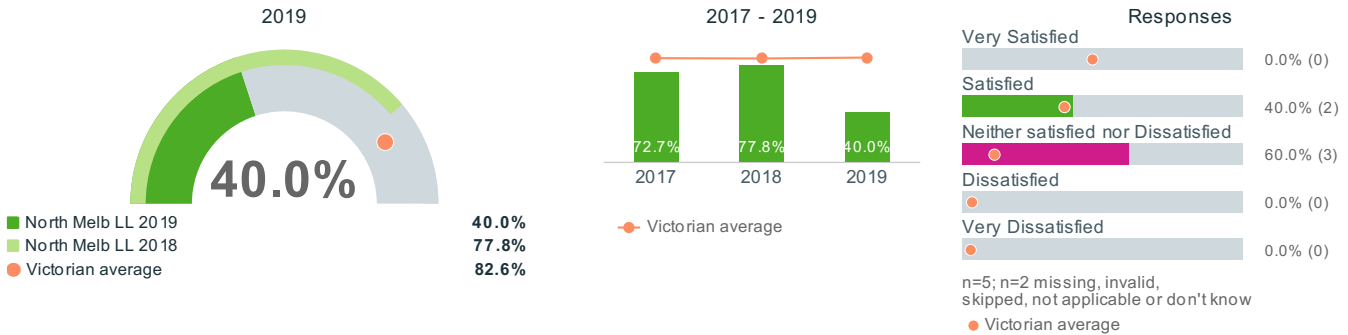


(c) Had current industry experience

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

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

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



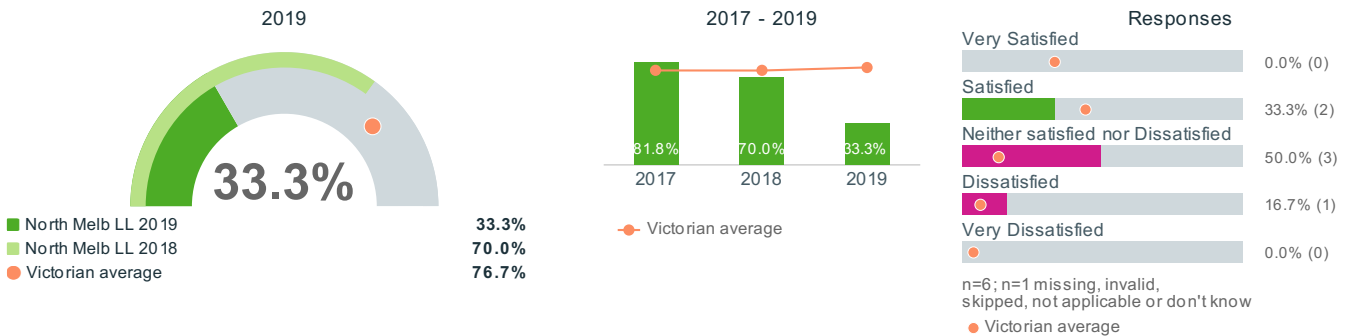
10. How satisfied are you with the following aspects of your course...?

(a) The facilities and equipment

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

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

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

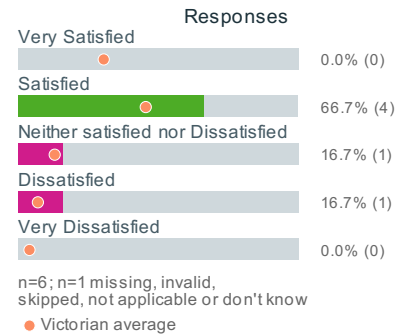
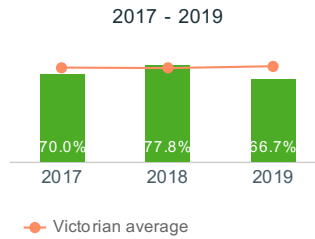
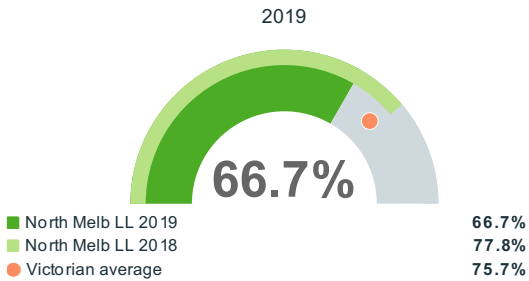


(b) Course materials and content

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

- none (0%) said *Very Satisfied*
- 66.7% said *Satisfied*
- 16.7% said *Neither satisfied nor Dissatisfied*
- 16.7% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

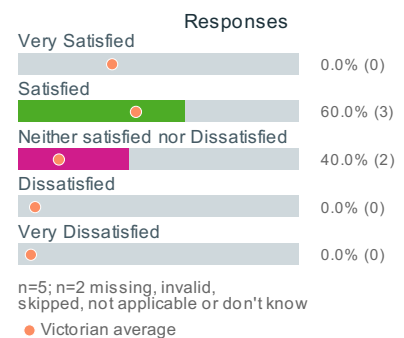
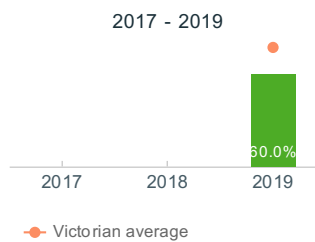
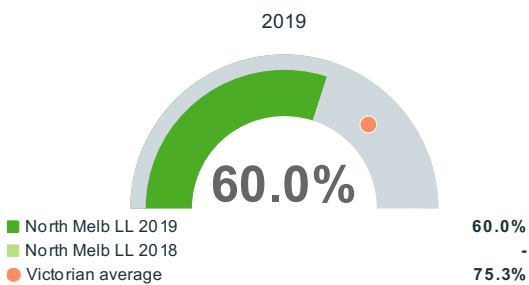
In last year's survey, (77.8%) selected *Very Satisfied and Satisfied*.



(c) Flexibility of training delivery

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

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

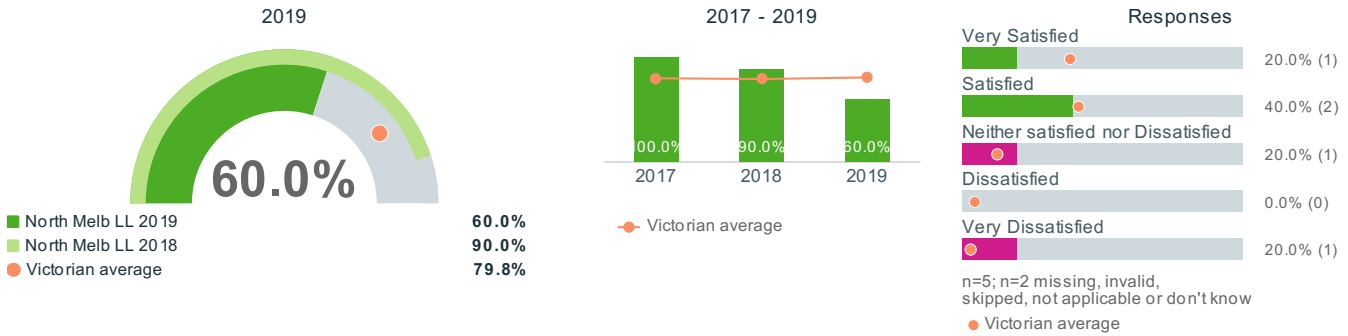


(d) The training location is convenient for you

When asked "How satisfied are you with the following aspects of your course...? (d) The training location is convenient for you":

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

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

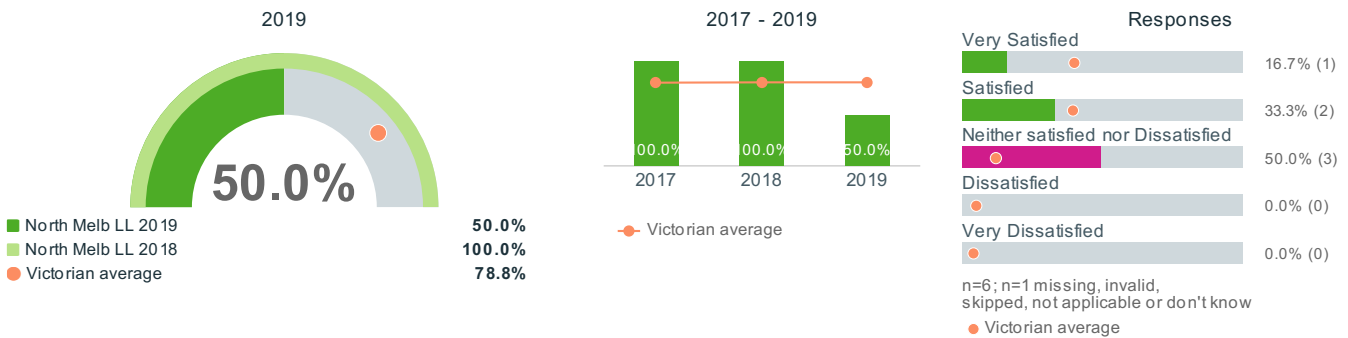


(e) The availability of your trainer/teacher

When asked "How satisfied are you with the following aspects of your course...? (e) The availability of your trainer/teacher":

- 16.7% said *Very Satisfied*
- 33.3% said *Satisfied*
- 50.0% 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*.

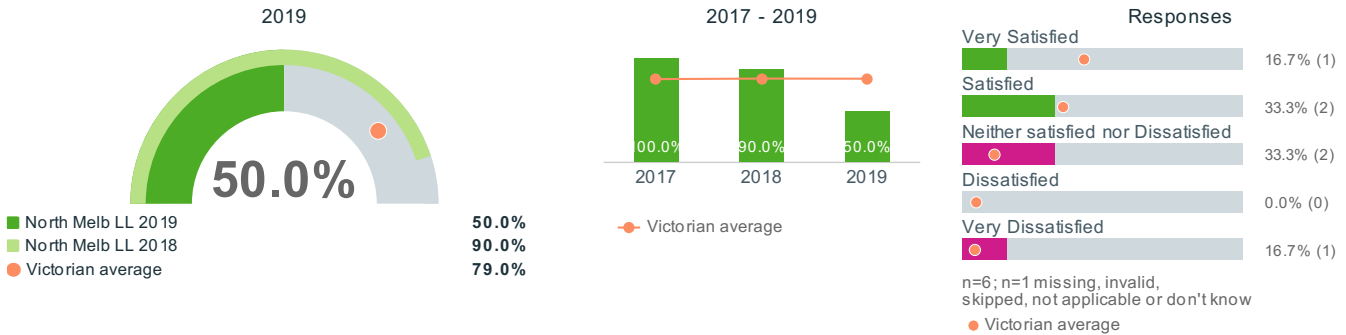


(f) Support from your trainer/teacher

When asked "How satisfied are you with the following aspects of your course...? (f) Support from your trainer/teacher":

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

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

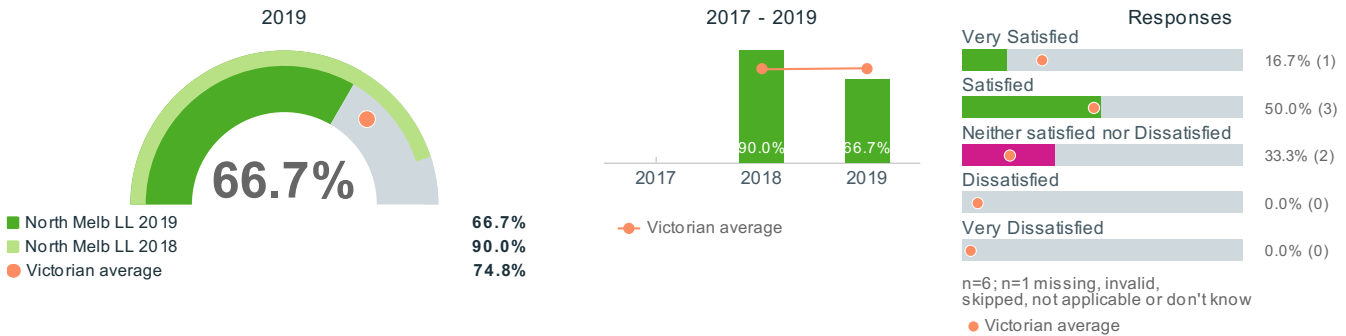


(g) Length of the course

When asked "How satisfied are you with the following aspects of your course...? (g) Length of the course":

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

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



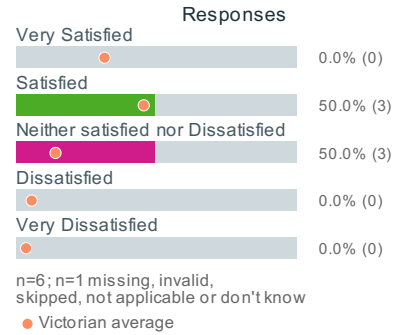
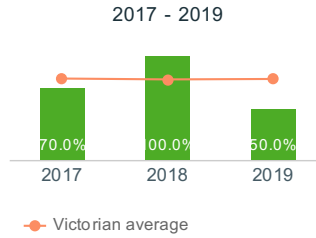
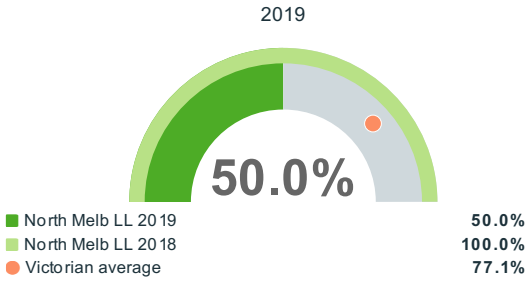
11. How satisfied are you that your training organisation's assessment of your learnings was...?

(a) Clearly outlined to you

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

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

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

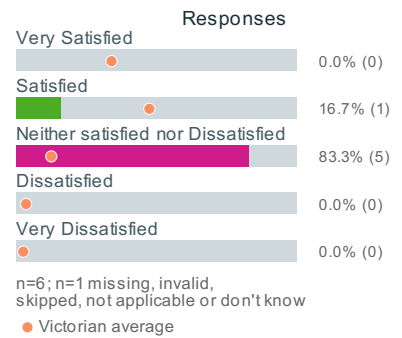
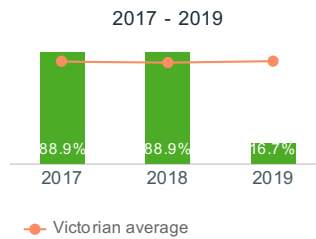
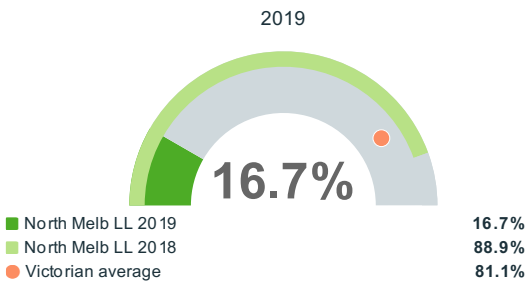


(b) Appropriate for your studies

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

- none (0%) said *Very Satisfied*
- 16.7% said *Satisfied*
- 83.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (88.9%) reported *Very Satisfied and Satisfied*.

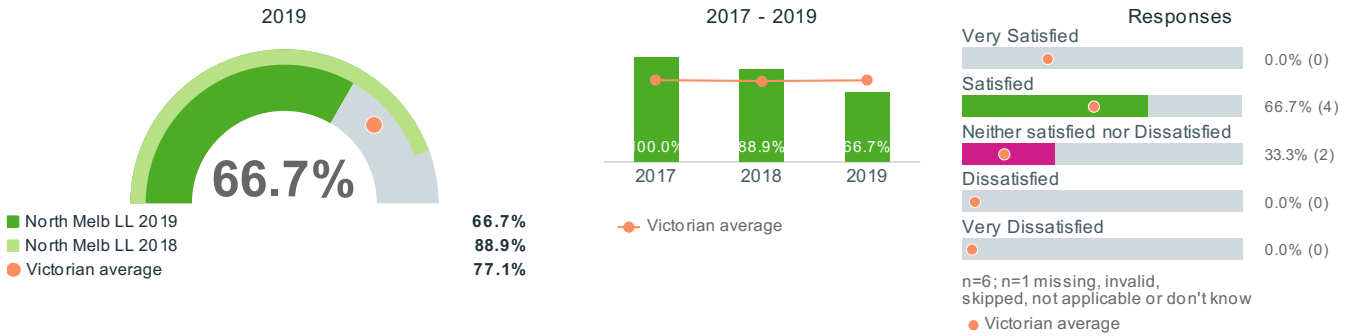


(c) Carried out as outlined to you

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

- none (0%) said *Very Satisfied*
- 66.7% said *Satisfied*
- 33.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (88.9%) reported *Very Satisfied and Satisfied*.

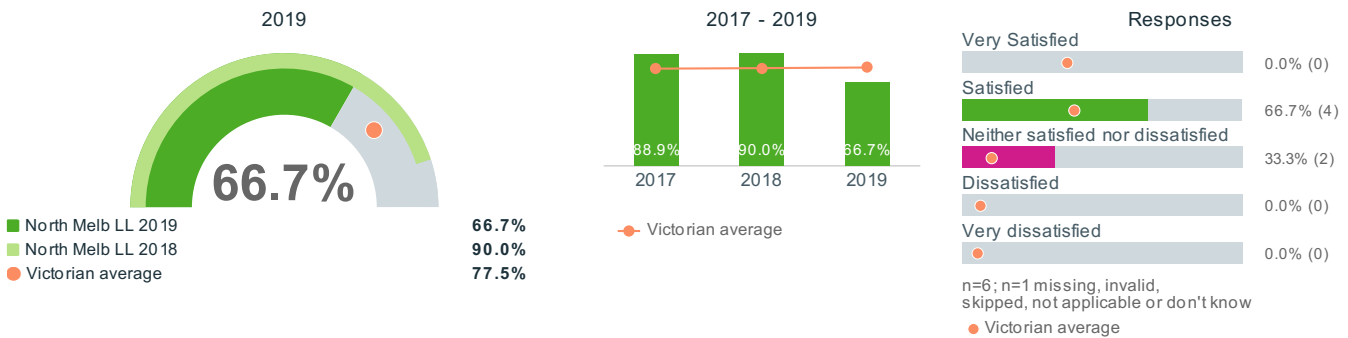


12. Overall, how satisfied are you with your training?

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

- none (0%) said *Very Satisfied*
- 66.7% said *Satisfied*
- 33.3% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

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

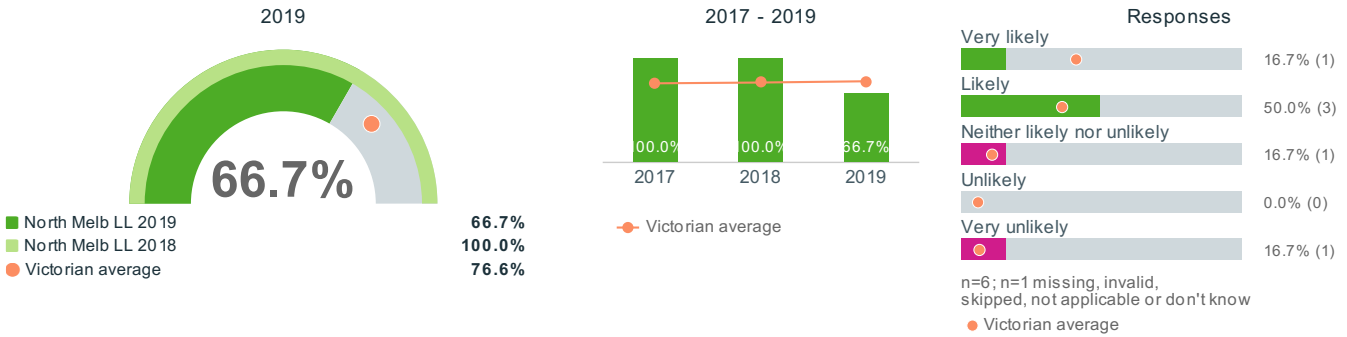


13. How likely would you be to recommend this course to other students?

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

- 16.7% said *Very likely*
- 50.0% said *Likely*
- 16.7% said *Neither likely nor unlikely*
- none (0%) said *Unlikely*
- 16.7% said *Very unlikely*

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

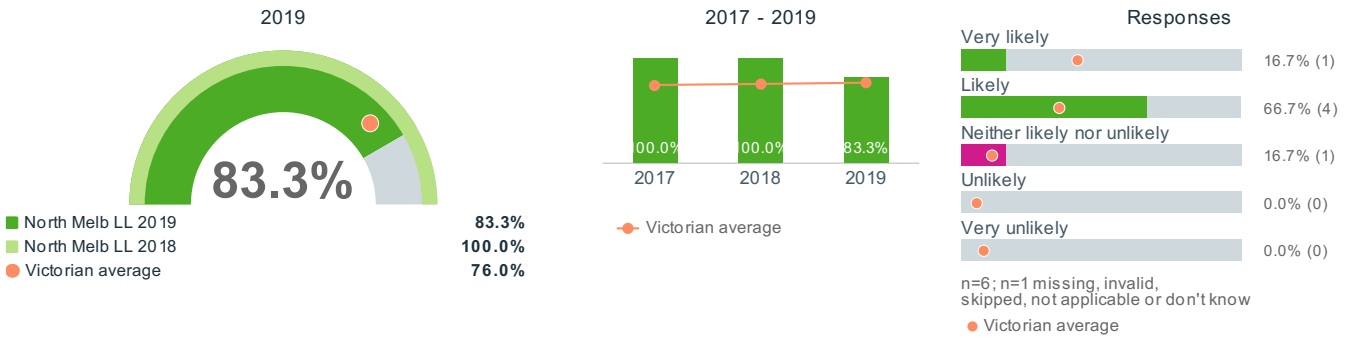


14. How likely would you be to recommend this training organisation to other students?

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

- 16.7% said *Very likely*
- 66.7% said *Likely*
- 16.7% said *Neither likely nor unlikely*
- none (0%) said *Unlikely*
- none (0%) said *Very unlikely*

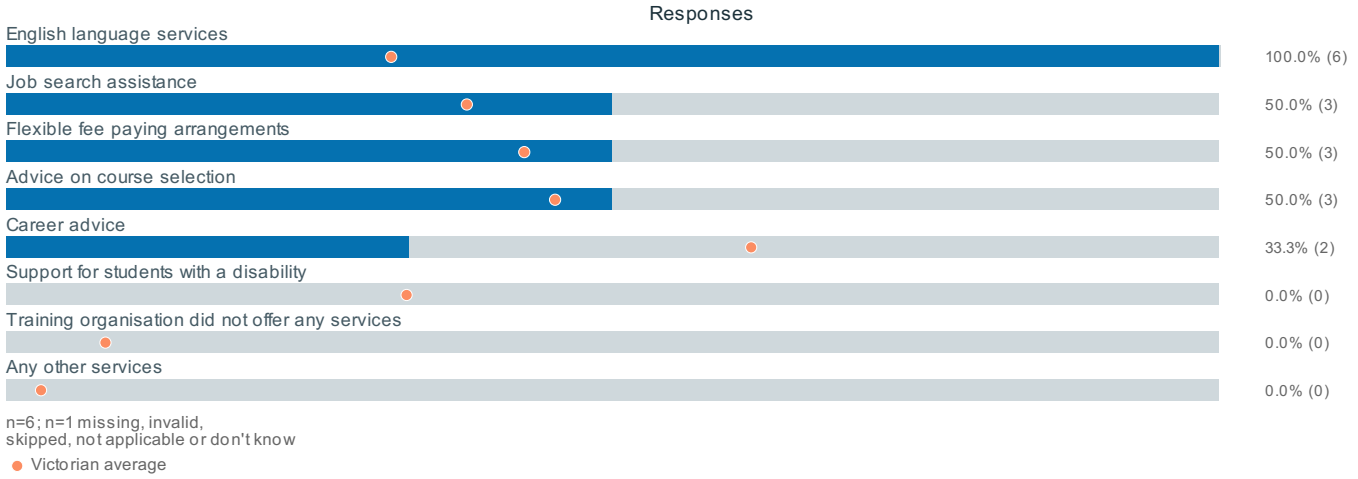
In last year's survey, (100.0%) chose *Very likely and Likely*.



16. To the best of your knowledge which of the following services did your training organisation offer?

When asked "To the best of your knowledge which of the following services did your training organisation offer?":

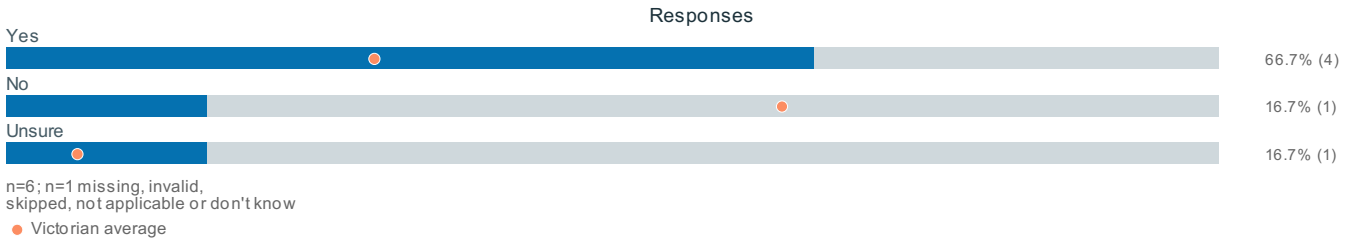
- 100.0% said *English language services*
- 50.0% said *Job search assistance*
- 50.0% said *Flexible fee paying arrangements*
- 50.0% said *Advice on course selection*
- 33.3% said *Career advice*
- None (0%) said *Support for students with a disability*
- None (0%) said *Training organisation did not offer any services*
- None (0%) said *Any other services*



17. Have you commenced another course or further study?

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

- 66.7% said *Yes*
- 16.7% said *No*
- 16.7% said *Unsure*



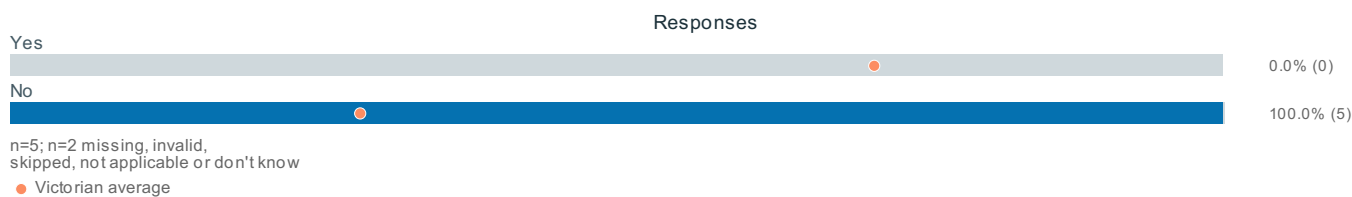
North Melbourne Language & Learning Inc received fewer than 5 responses to the question "What is the level of this new course?*" so the results are not shown.

Your work situation now

20. Thinking about your work situation...Do you currently have a job of any kind?

When asked "Thinking about your work situation...Do you currently have a job of any kind?":

- 100.0% said *No*
- None (0%) said *Yes*



North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**How many hours do you usually work each week in your main job? ***" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**On what basis are you employed in your main job? ***" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What is the full title of your main job?* (ANZSCO Level 1)**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What is the full title of your main job?* (ANZSCO Level 4)**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What kind of industry, business or service is carried out by your employer/business in your main job?* (ANZSIC Level 1)**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What kind of industry, business or service is carried out by your employer/business in your main job? * (ANZSIC Level 4)**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**Which of the following job related benefits do you feel you have received as a result of undertaking the training?***" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**How relevant was your training to your main job? ***" so the results are not shown.

28. Are you actively looking for work (even if you are already working)?

When asked "Are you actively looking for work (even if you are already working)?":

- 40.0% said *Yes - mainly looking for part-time work*
- 40.0% said *No - not looking for work*
- 20.0% said *Yes - mainly looking for full-time work*



North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**Which of the following personal benefits have you received as a result of undertaking the training?**" so the results are not shown.

Your work situation before training

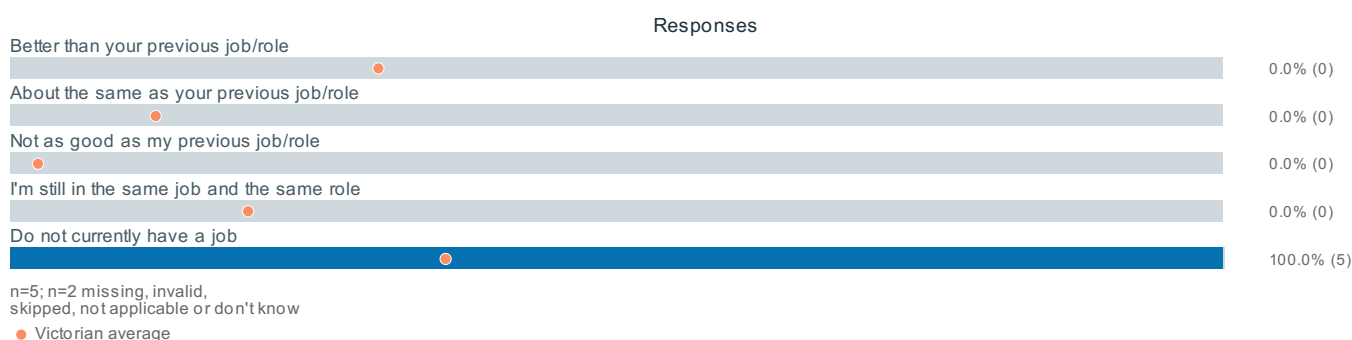
North Melbourne Language & Learning Inc received fewer than 5 responses to the question "Did you have a job of any kind during the six months before undertaking the training?" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "Is your current job still with the same employer/business (as the previous job you had during the six months before undertaking the training)? *" so the results are not shown.

32. All things considered, is the job or role you are working in now...

When asked "All things considered, is the job or role you are working in now...":

- 100.0% said *Do not currently have a job*
- None (0%) said *Better than your previous job/role*
- None (0%) said *About the same as your previous job/role*
- None (0%) said *Not as good as my previous job/role*
- None (0%) said *I'm still in the same job and the same role*



*Question 32 applies to students who indicated they had a job in the six months before undertaking training.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "How many hours did you usually work each week in your main job during the six months before undertaking the training?*" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "On what basis were you employed in your main job during the six months before undertaking the training? *" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "What was the full title of your main job during the six months before undertaking the training?*" (ANZSCO Level 1)" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "What was the full title of your main job during the six months before undertaking the training?*" (ANZSCO Level 4)" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "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)" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "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)" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**Were you actively looking for work during the six months before undertaking the training (even if you were already working)?**" so the results are not shown.

Choosing a training organisation

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**When deciding to do this course, how many other training organisations did you consider (excluding the one you trained with)? ***" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**When choosing your course and training organisation, did you have access to information about...?**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What was the main reason for choosing to train with your chosen training organisation?**" so the results are not shown.

Employer Satisfaction Survey question level results

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

Satisfaction with training

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

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(a) Technical/job specific skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(b) Problem-solving skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(c) Decision making skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(d) Team working skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(e) Numerical skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(f) Writing skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(g) IT/computer Skills**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(h) Confidence and initiative**" so the results are not shown.

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

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(a) Improved their skills to do the job well**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(b) Improved their productivity**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(c) Reflected up-to-date practices in my industry/sector**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(d) Was delivered by knowledgeable and experienced staff**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**Overall, how satisfied are you with the training that your apprentice(s)/trainee(s) received from your training provider?**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**How likely are you to recommend your training provider to other employers?**" so the results are not shown.

Feedback on training provider

8. How satisfied were you with...?

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(a) The standard of assessment**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(b) The flexibility of the provider in meeting your workplace needs**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(c) The updates about the progress of your apprentice(s)/trainee(s)**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(d) The quality of your communication with the training provider**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(e) The training provider making clear their roles and responsibilities as well as yours**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**(f) The information on Competency Based Completion (CBC)**" so the results are not shown.

North Melbourne Language & Learning Inc received fewer than 5 responses to the question "**What was your main reason for choosing your training provider?**" so the results are not shown.

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.

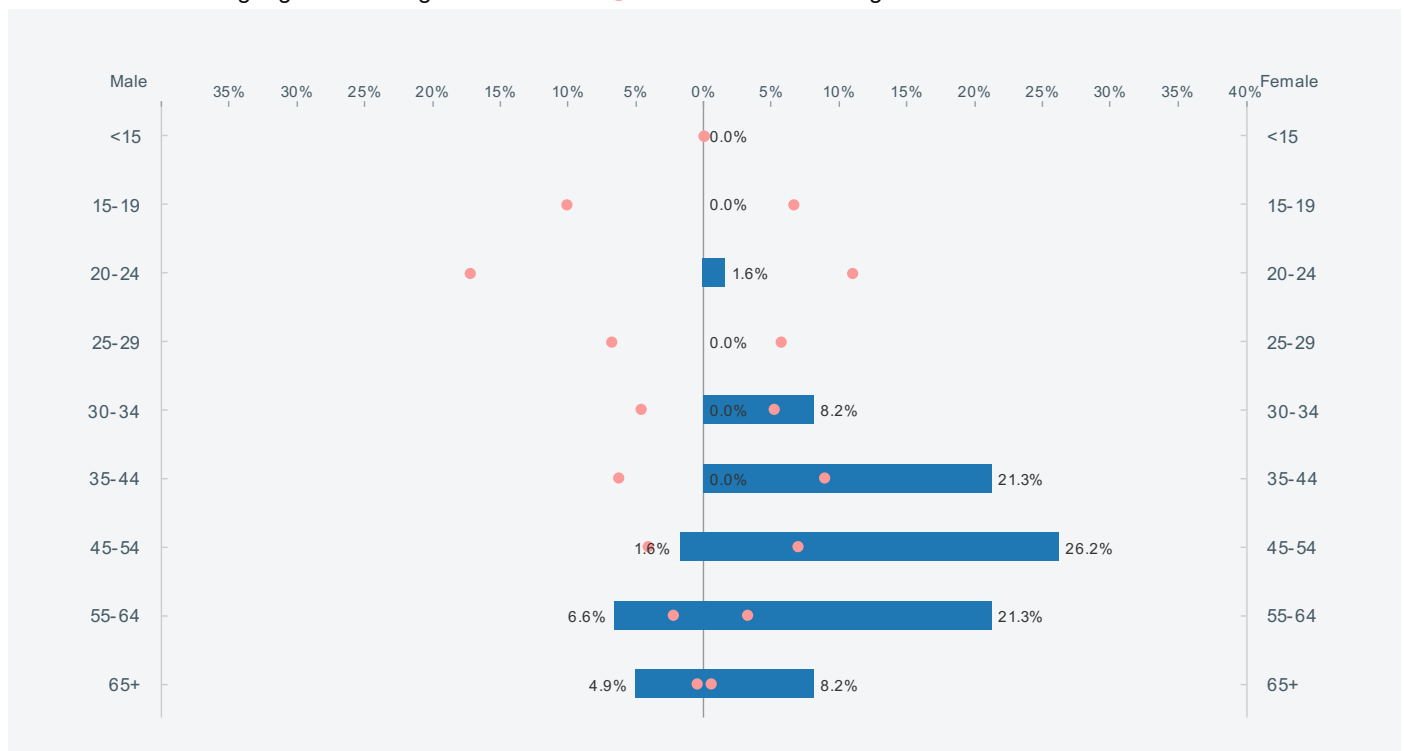
Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2019 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 2018.

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

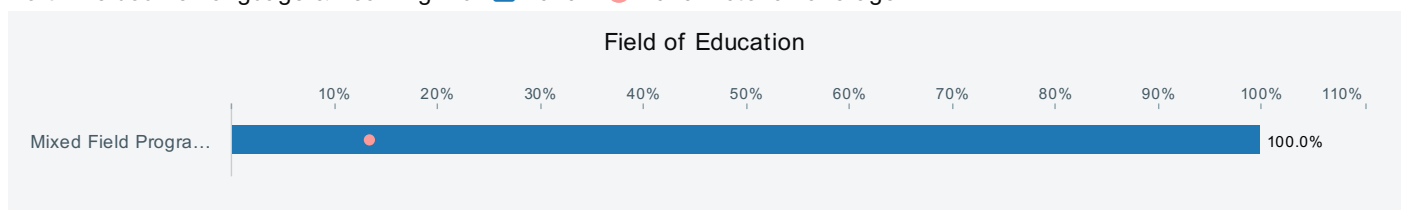
Age and Gender

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average



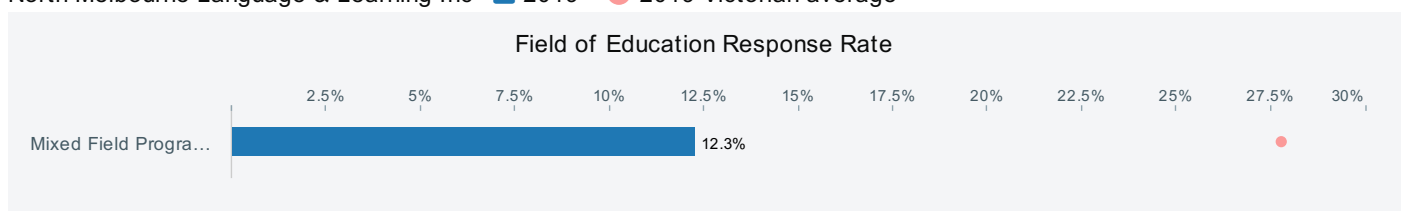
Field of Education

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average



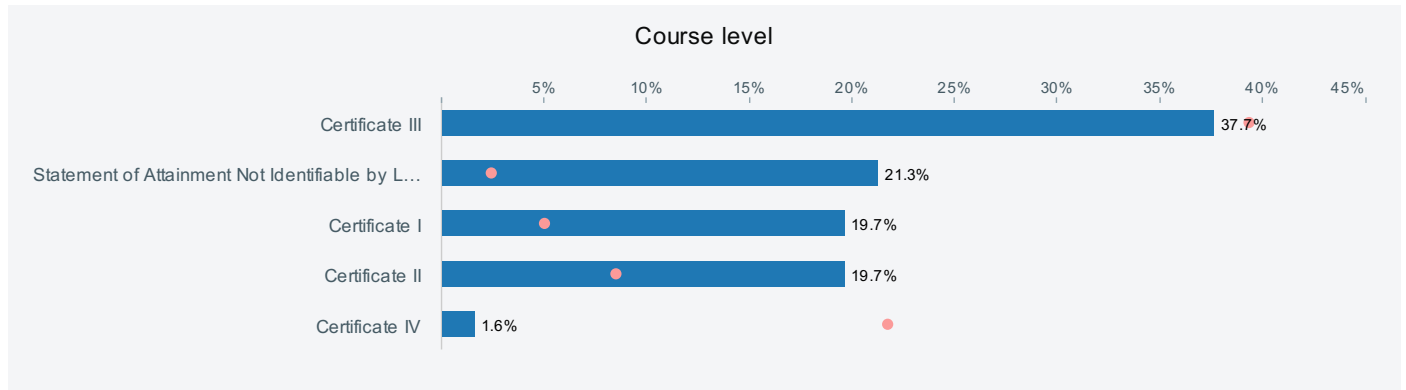
Field of Education Response Rate

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average



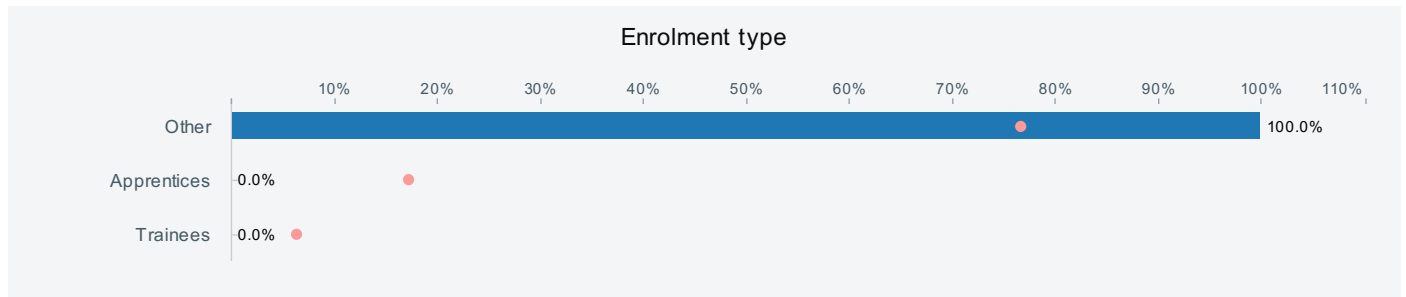
Course Level

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average



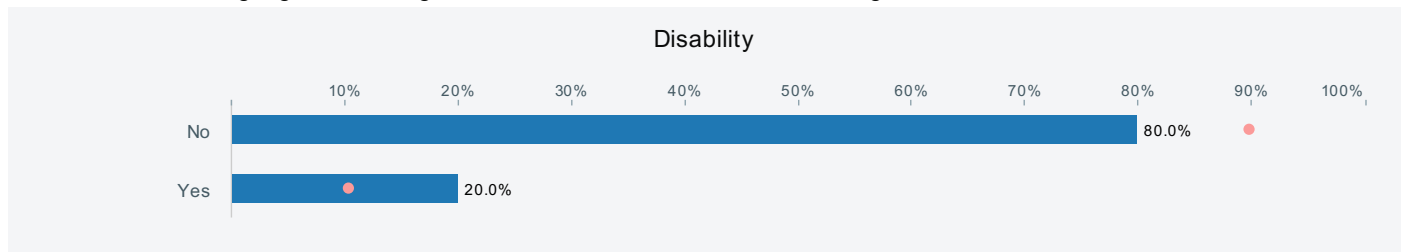
Enrolment type

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average



Disability

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average



Indigenous

North Melbourne Language & Learning Inc ■ 2019 ● 2019 Victorian average

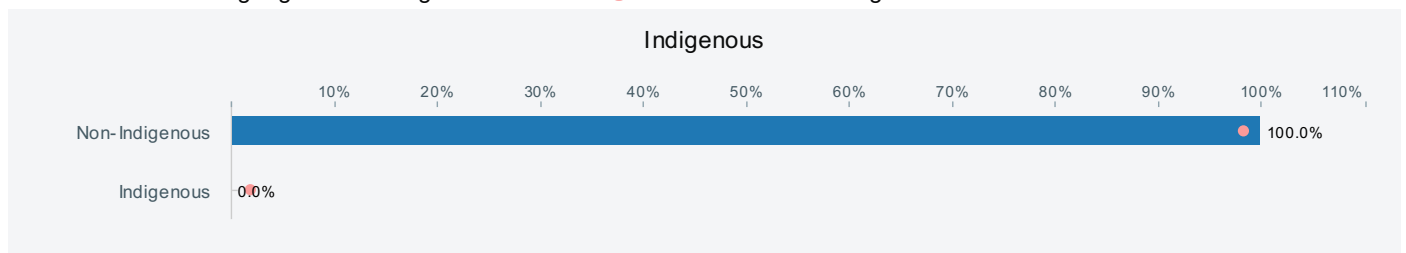


Chart Help

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

For Private/ACE RTOs (PDF)

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



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



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

Definitions

Completers:

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

Early leavers:

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

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

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

RTO: Registered Training Organisation

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

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

Results and analysis

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

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

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

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

About the survey

Student Satisfaction Survey

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

From March to May 2019, the Student Survey invited over 151,000 students who completed or left early from study in 2018 to provide feedback on their training experience and outcomes. In 2019, over 53,900 students across more than 350 RTOs took part in the survey. The average response rate for all of Victoria was 35.7%.

The survey asks students a range of questions, including:

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

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

There are eight student-related performance measures:

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

Employer Satisfaction Survey

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

From March to May 2019, the Employer Survey invited approximately 30,700 employers to provide their views on the training their apprentices/trainees received in 2018. In 2019, over 9,200 responses were received from employers of apprentices and trainees, resulting in an overall response rate of 30.1%

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

There are three employer-related performance measures:

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

Administration of the surveys

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

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