

Laverton Community Education Centre (6408)

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, 38 students from Laverton Community Education Centre (6408) took part in the survey. This is a response rate of 46.3%. The average response rate for all of Victoria was 35.7%.

In 2019, 31 of the respondents in the survey were completers and 7 were early leavers.

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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.

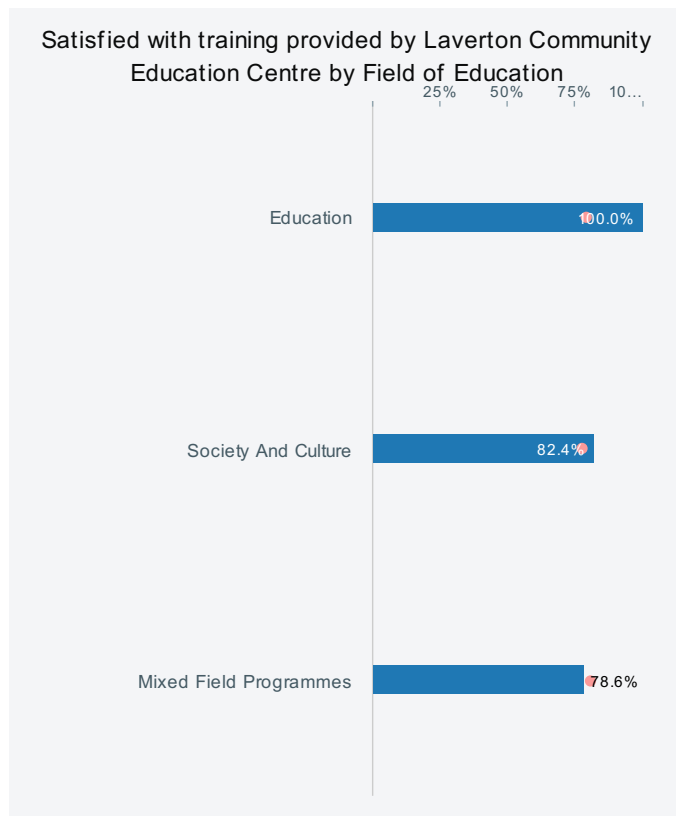
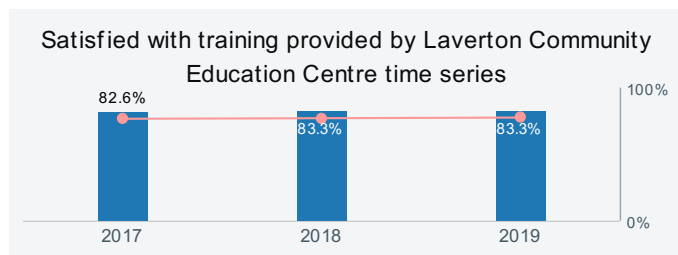
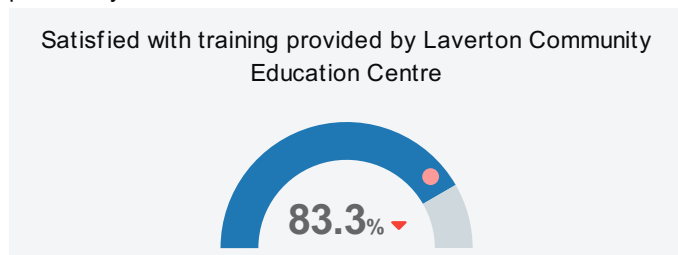
	Laverton Community Education Centre			2019 average
	2019	2018	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by Laverton Community Education Centre	83.3%	83.3%		77.5%
Proportion of VET students who reported a positive perception of teaching	81.6% 	80.0%		68.3%
Proportion of VET students who reported a positive perception of the assessment process	75.7% 	79.3%		69.5%
Proportion of VET students who were satisfied with generic skills and learning experiences	63.2% 	62.1%		46.8%
Student outcomes				
Proportion of VET students who achieved their main reason for training	76.3% 	83.3%		73.5%
Proportion of VET students with an improved employment status after training	37.1% 	48.3%		45.2%
Proportion of VET students who went on to further study at a higher level than their completed training	22.9% 	22.2%		19.9%
Proportion of VET students who would recommend Laverton Community Education Centre	86.5% 	93.1%		76.0%
Employer feedback				
Proportion of employers who were satisfied with training provided by Laverton Community Education Centre	%	%		78.5%
Proportion of employers who would recommend Laverton Community Education Centre	%	%		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

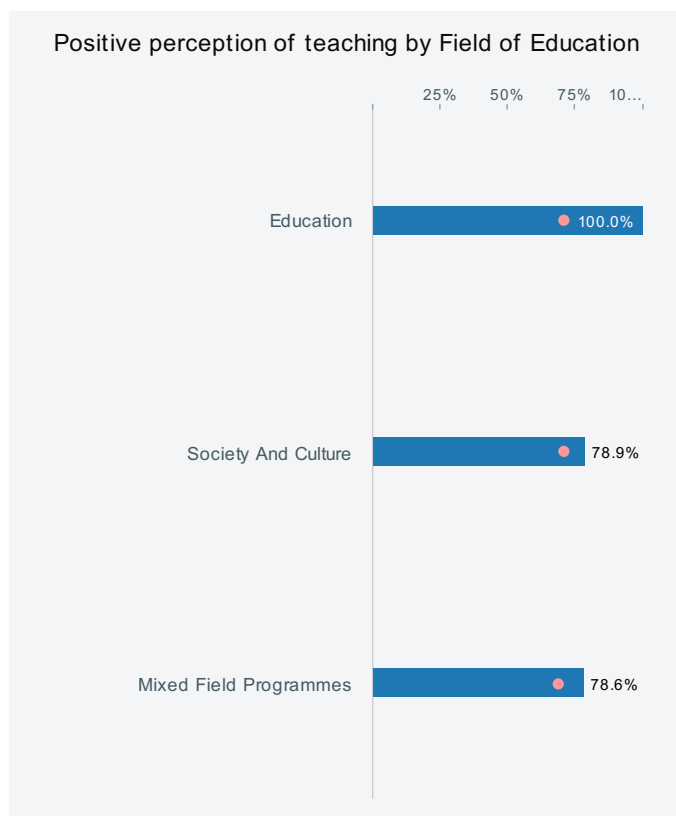
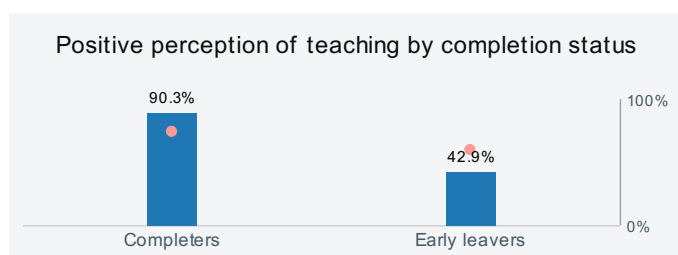
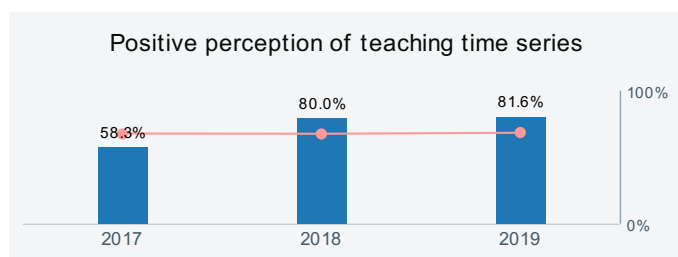
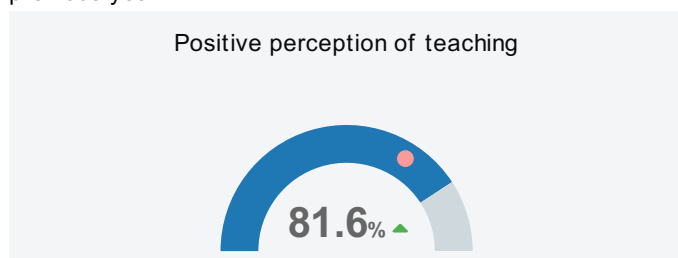
Proportion of VET students who were satisfied with training provided by Laverton Community Education Centre

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



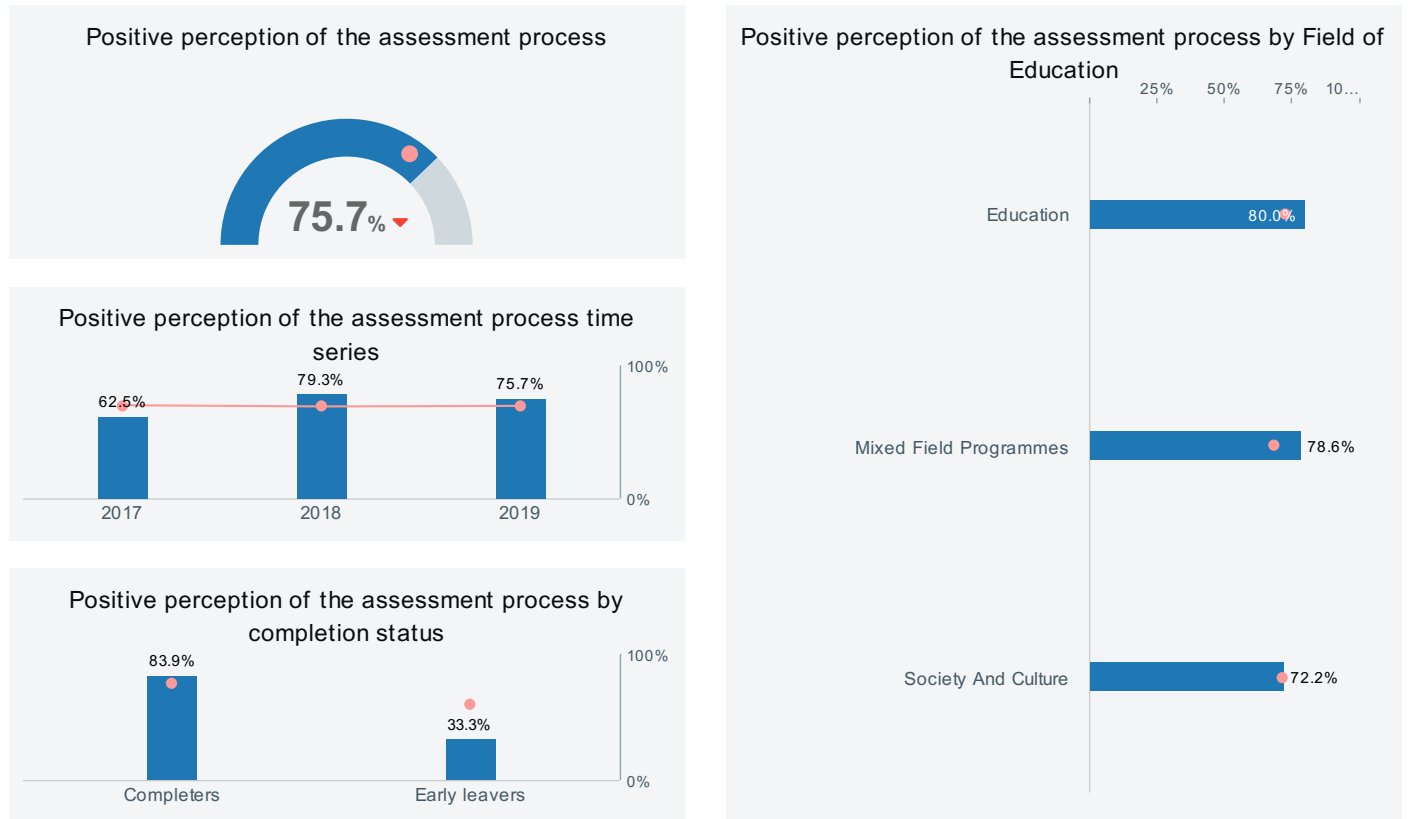
Proportion of VET students who reported a positive perception of teaching

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



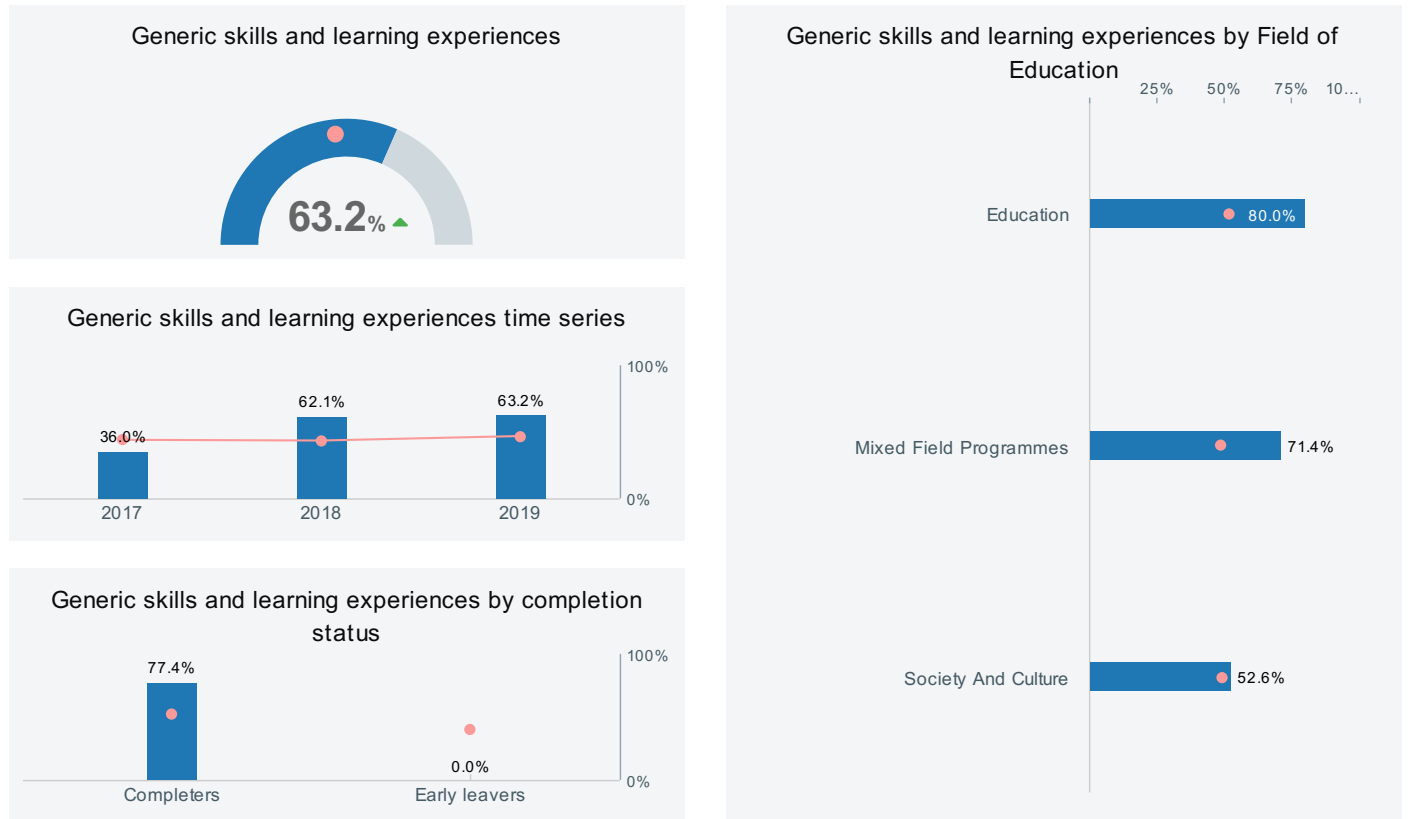
Proportion of VET students who reported a positive perception of the assessment process

Laverton Community Education Centre 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

Laverton Community Education Centre 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

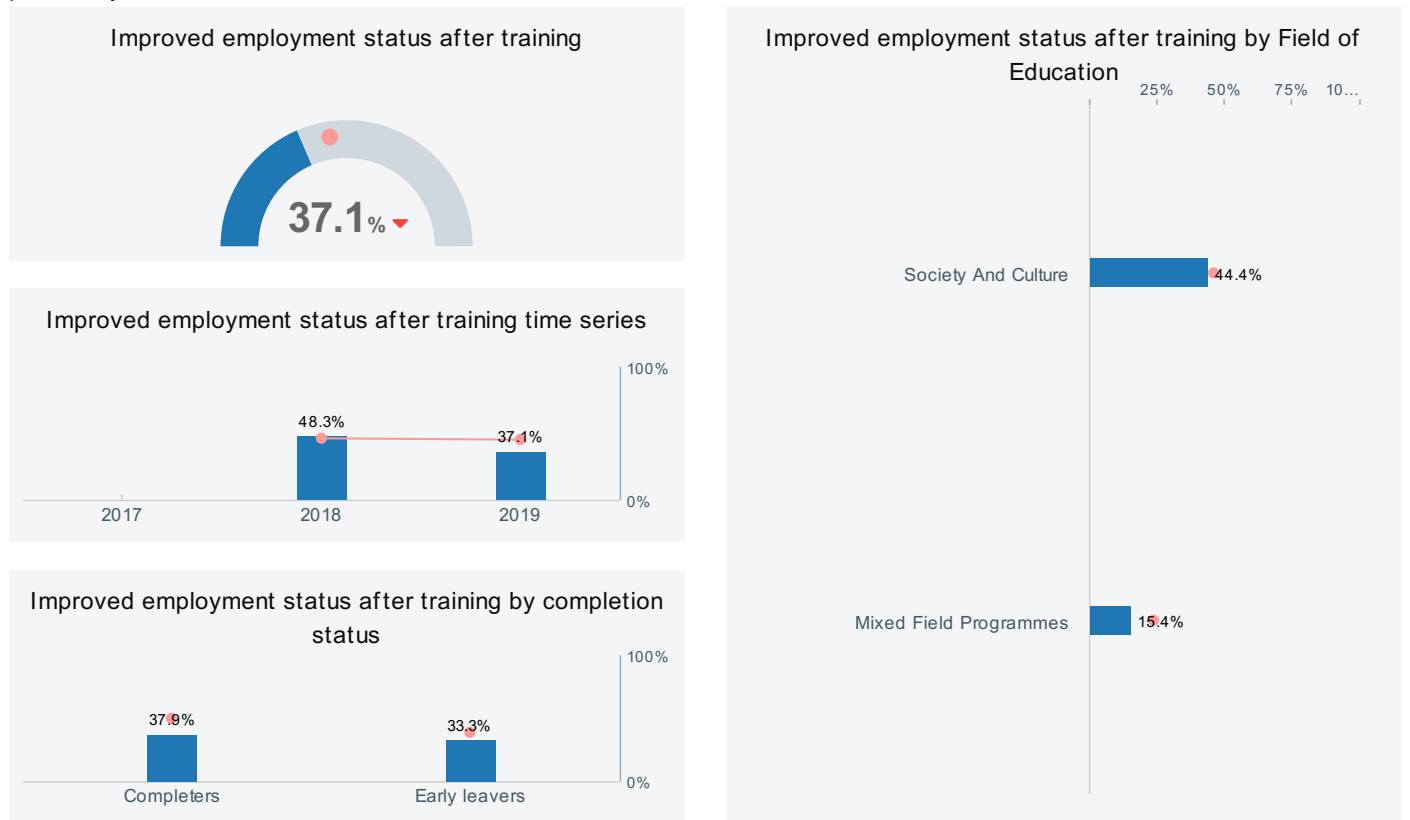
Laverton Community Education Centre 2019 2019 Victorian average Higher than previous year Lower than previous year



Proportion of VET students with an improved employment status after training

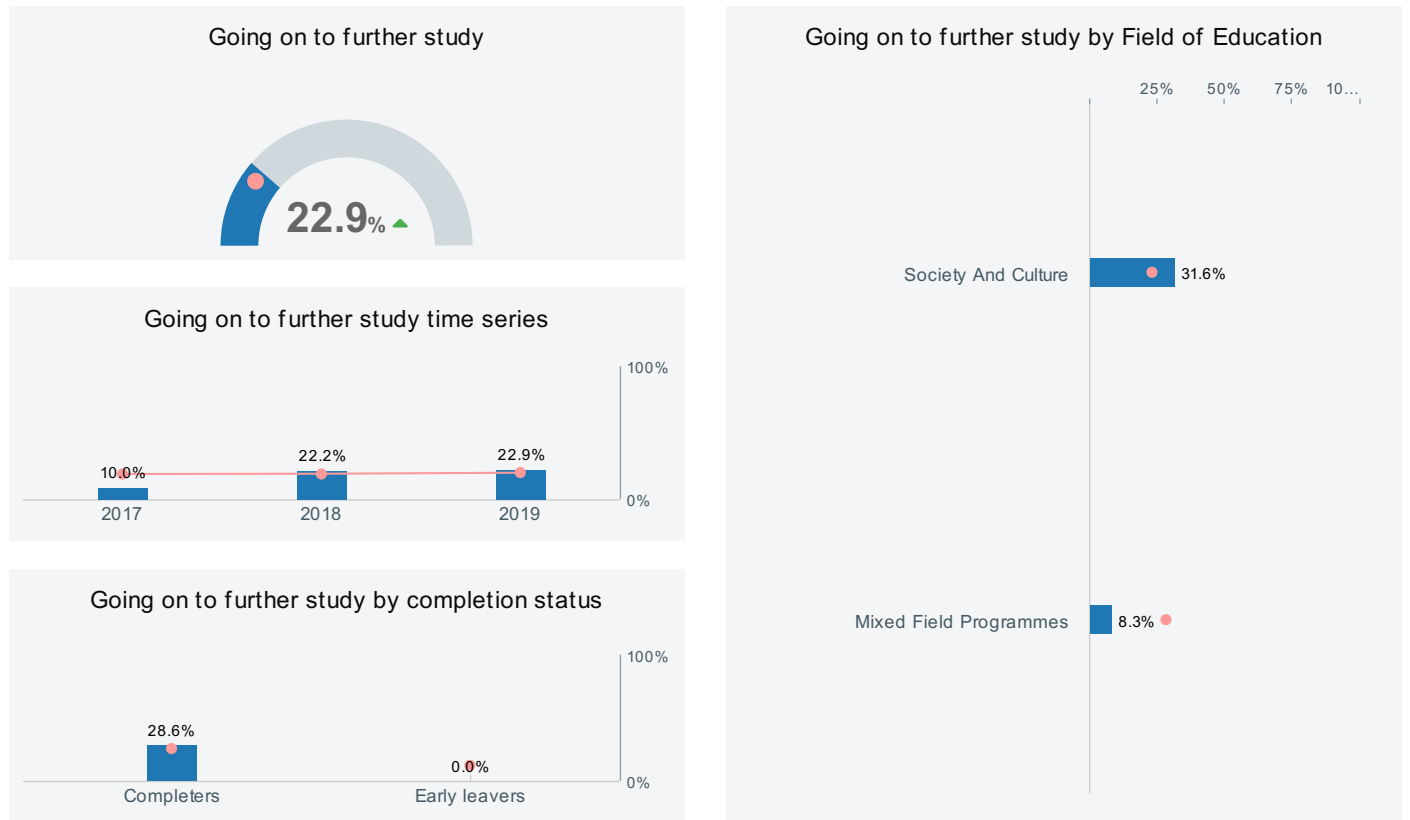
The methodology used to construct this measure was changed in 2018. So, the results for 2017 have not been displayed.

Laverton Community Education Centre 2019 2019 Victorian average Higher than previous year Lower than previous year



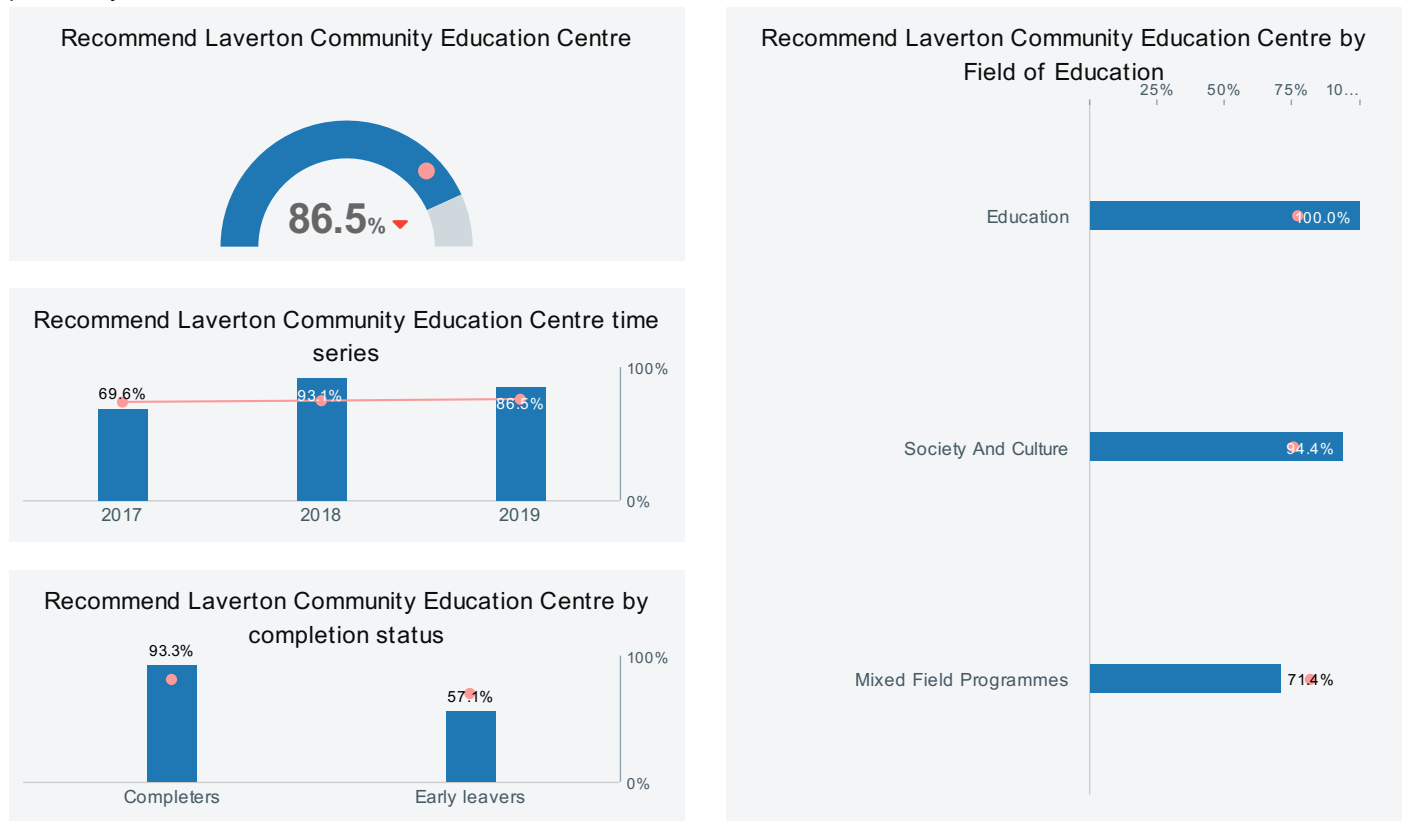
Proportion of VET students who went on to further study at a higher level than their completed training

Laverton Community Education Centre 2019 2019 Victorian average Higher than previous year Lower than previous year



Proportion of VET students who would recommend Laverton Community Education Centre

Laverton Community Education Centre 2019 2019 Victorian average Higher than previous year Lower than previous year



Employer feedback

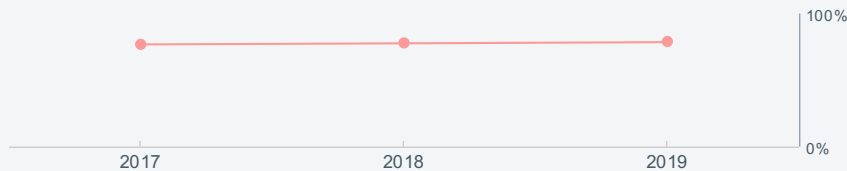
Proportion of employers who were satisfied with training provided by Laverton Community Education Centre

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Satisfied with training provided by Laverton Community Education Centre

No information to display - low response rate or not applicable

Satisfied with training provided by Laverton Community Education Centre time series



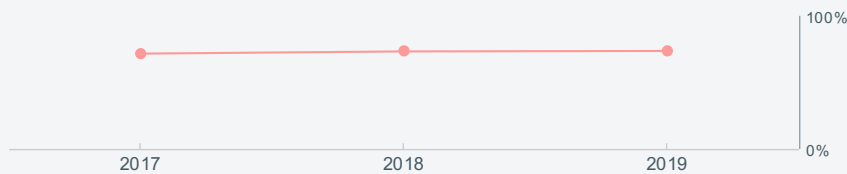
Proportion of employers who would recommend Laverton Community Education Centre

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend Laverton Community Education Centre

No information to display - low response rate or not applicable

Would recommend Laverton Community Education Centre time series



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

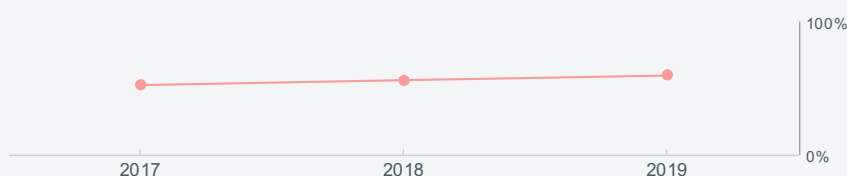
The methodology used to construct this measure was changed for the 2017 survey. So, the 2016 results are not directly comparable to the results from 2017 onwards.

Laverton Community Education Centre ■ 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

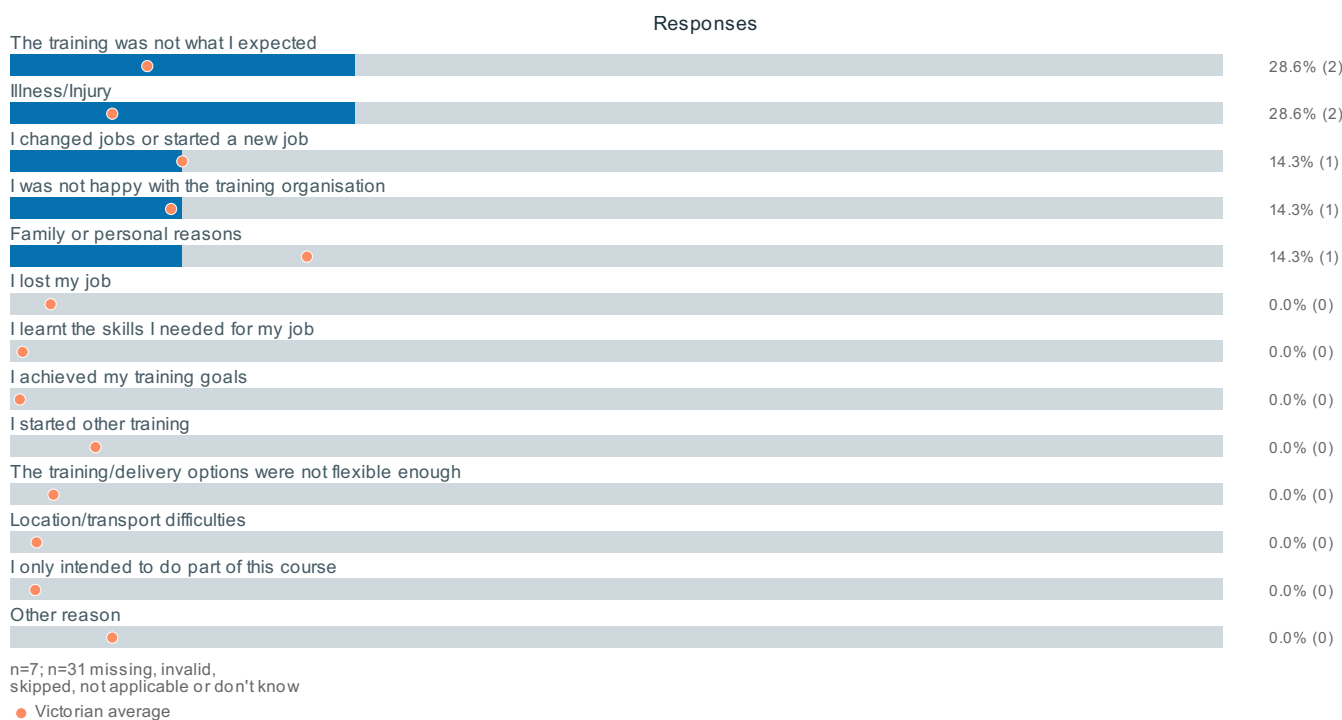
This section provides a detailed analysis of your results at the question by question level, including comparison against previous years of the surveys.

About your training

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

When asked "What was your main reason for not continuing this course?":

- 28.6% said *The training was not what I expected*
- 28.6% said *Illness/Injury*
- 14.3% said *I changed jobs or started a new job*
- 14.3% said *I was not happy with the training organisation*
- 14.3% said *Family or personal reasons*
- None (0%) said *I lost my job*
- None (0%) said *I learnt the skills I needed for my job*
- None (0%) said *I achieved my training goals*
- None (0%) said *I started other training*
- None (0%) said *The training/delivery options were not flexible enough*
- None (0%) said *Location/transport difficulties*
- None (0%) said *I only intended to do part of this course*
- None (0%) said *Other reason*



*Question 5 applies to students who did not complete the training required to gain the qualification for this course.

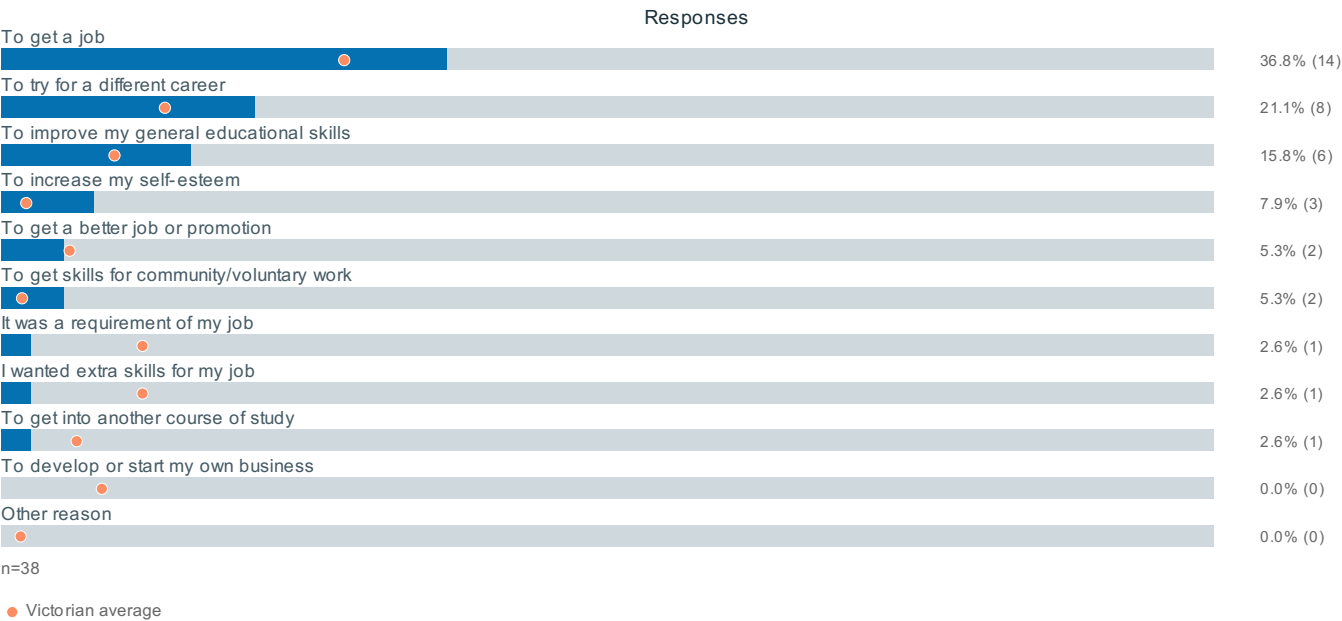
Laverton Community Education Centre received fewer than 5 responses to the question "What was the main reason for intending to do only part of this course?" so the results are not shown.

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? ":

- 36.8% said *To get a job*
- 21.1% said *To try for a different career*
- 15.8% said *To improve my general educational skills*
- 7.9% said *To increase my self-esteem*
- 5.3% said *To get a better job or promotion*
- 5.3% said *To get skills for community/voluntary work*
- 2.6% said *It was a requirement of my job*
- 2.6% said *I wanted extra skills for my job*
- 2.6% said *To get into another course of study*
- None (0%) said *To develop or start my own business*
- None (0%) said *Other reason*

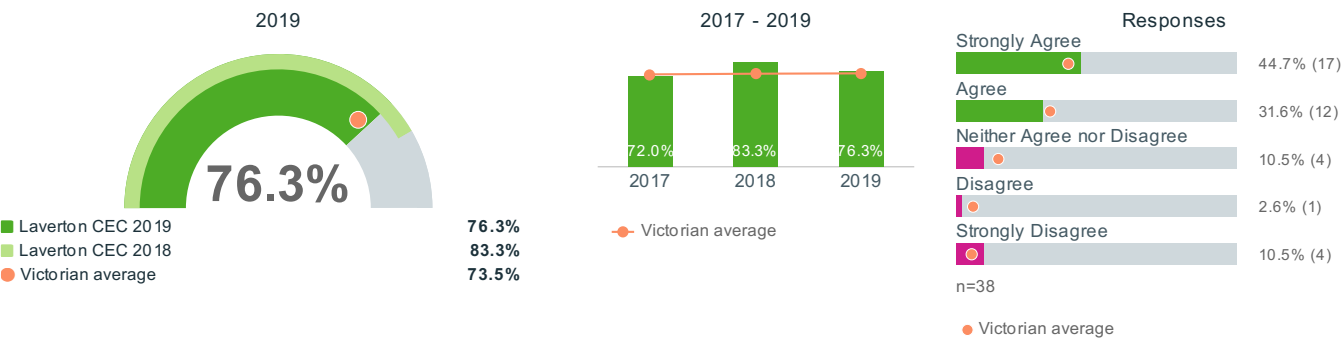


7. To what extent would you agree or disagree that you achieved your main reason for doing the course?

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

- 44.7% said *Strongly Agree*
- 31.6% said *Agree*
- 10.5% said *Neither Agree nor Disagree*
- 2.6% said *Disagree*
- 10.5% said *Strongly Disagree*

In last year's survey, (83.3%) stated *Strongly Agree and Agree*.



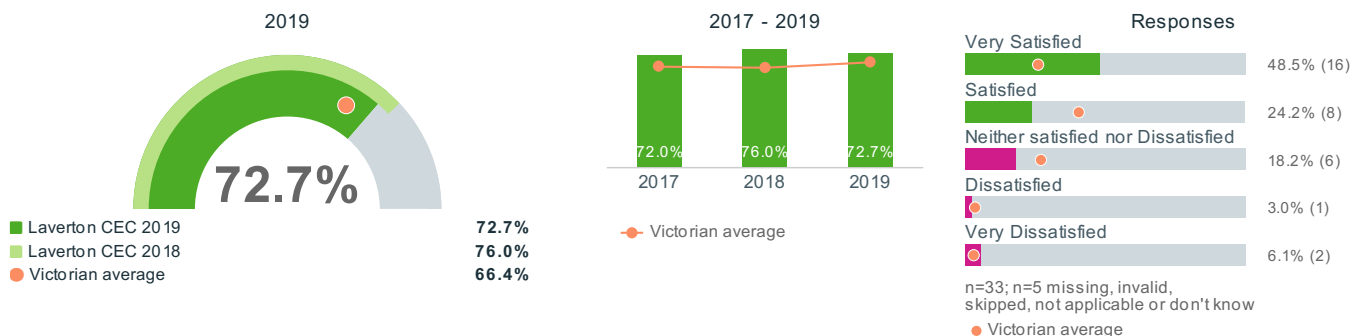
8. How satisfied are you that the training for this course contributed to an improvement in your...

(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":

- 48.5% said *Very Satisfied*
- 24.2% said *Satisfied*
- 18.2% said *Neither satisfied nor Dissatisfied*
- 3.0% said *Dissatisfied*
- 6.1% said *Very Dissatisfied*

In last year's survey, (76.0%) reported *Very Satisfied and Satisfied*.

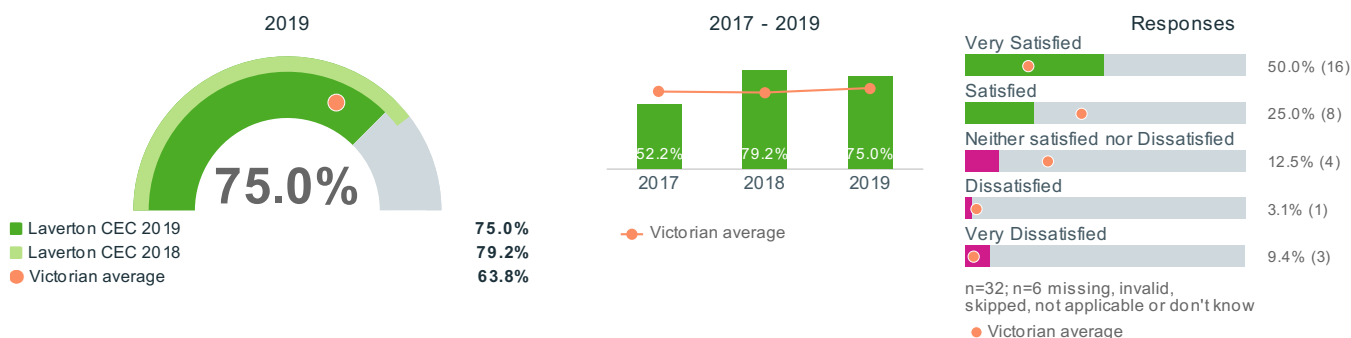


(b) Numerical skills

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

- 50.0% said *Very Satisfied*
- 25.0% said *Satisfied*
- 12.5% said *Neither satisfied nor Dissatisfied*
- 3.1% said *Dissatisfied*
- 9.4% said *Very Dissatisfied*

In last year's survey, (79.2%) stated *Very Satisfied and Satisfied*.

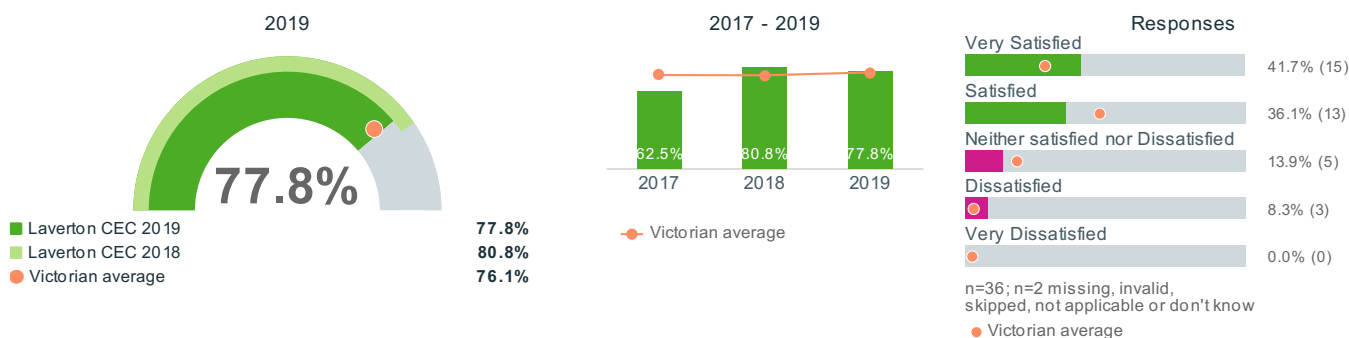


(c) Problem solving skills

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

- 41.7% said *Very Satisfied*
- 36.1% said *Satisfied*
- 13.9% said *Neither satisfied nor Dissatisfied*
- 8.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (80.8%) reported *Very Satisfied and Satisfied*.

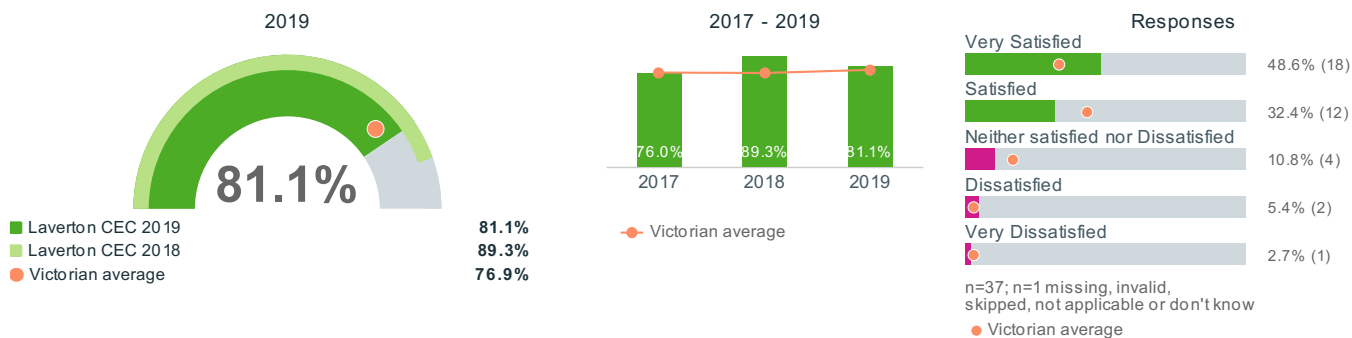


(d) Team working skills

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

- 48.6% said *Very Satisfied*
- 32.4% said *Satisfied*
- 10.8% said *Neither satisfied nor Dissatisfied*
- 5.4% said *Dissatisfied*
- 2.7% said *Very Dissatisfied*

In last year's survey, (89.3%) selected *Very Satisfied and Satisfied*.

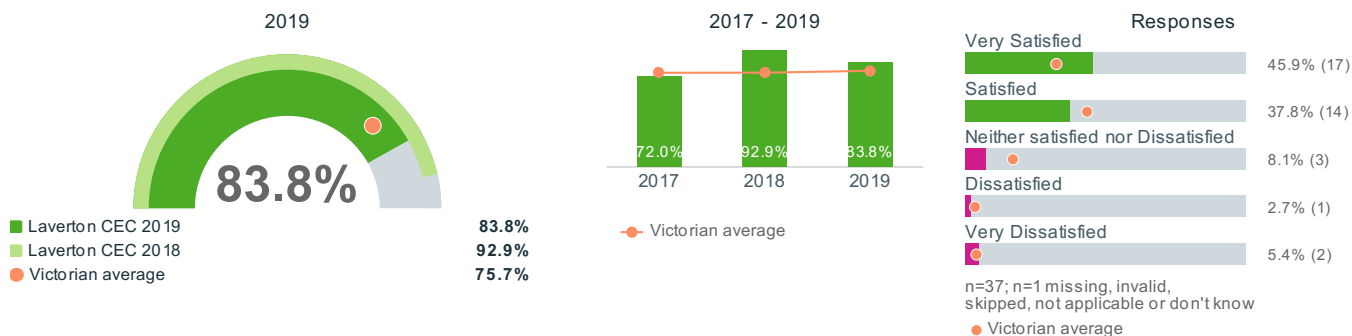


(e) Self-confidence

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

- 45.9% said *Very Satisfied*
- 37.8% said *Satisfied*
- 8.1% said *Neither satisfied nor Dissatisfied*
- 2.7% said *Dissatisfied*
- 5.4% said *Very Dissatisfied*

In last year's survey, (92.9%) reported *Very Satisfied and Satisfied*.

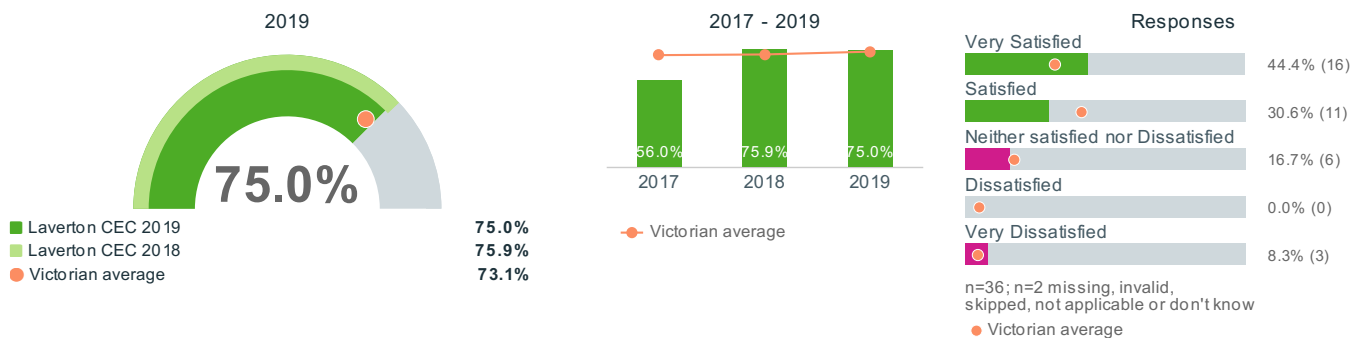


(f) Career outlook

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

- 44.4% said *Very Satisfied*
- 30.6% said *Satisfied*
- 16.7% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 8.3% said *Very Dissatisfied*

In last year's survey, (75.9%) stated *Very Satisfied and Satisfied*.



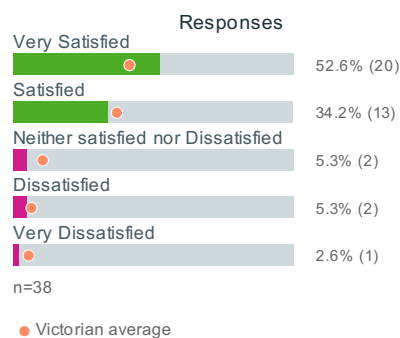
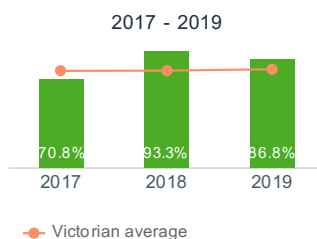
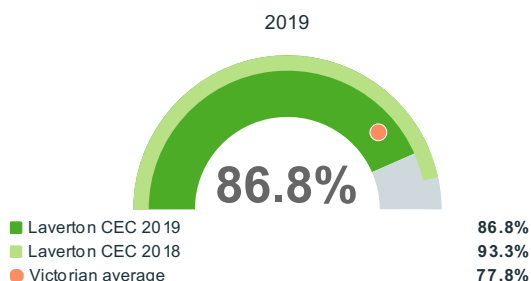
9. How satisfied are you that the trainers/teachers for this course...

(a) Clearly taught the subject

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

- 52.6% said *Very Satisfied*
- 34.2% said *Satisfied*
- 5.3% said *Neither satisfied nor Dissatisfied*
- 5.3% said *Dissatisfied*
- 2.6% said *Very Dissatisfied*

In last year's survey, (93.3%) selected *Very Satisfied and Satisfied*.

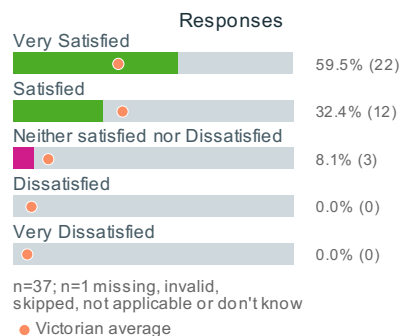
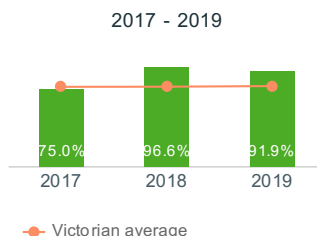
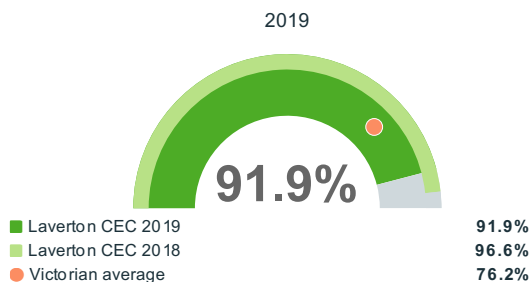


(b) Understood your learning needs

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

- 59.5% said *Very Satisfied*
- 32.4% said *Satisfied*
- 8.1% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (96.6%) reported *Very Satisfied and Satisfied*.

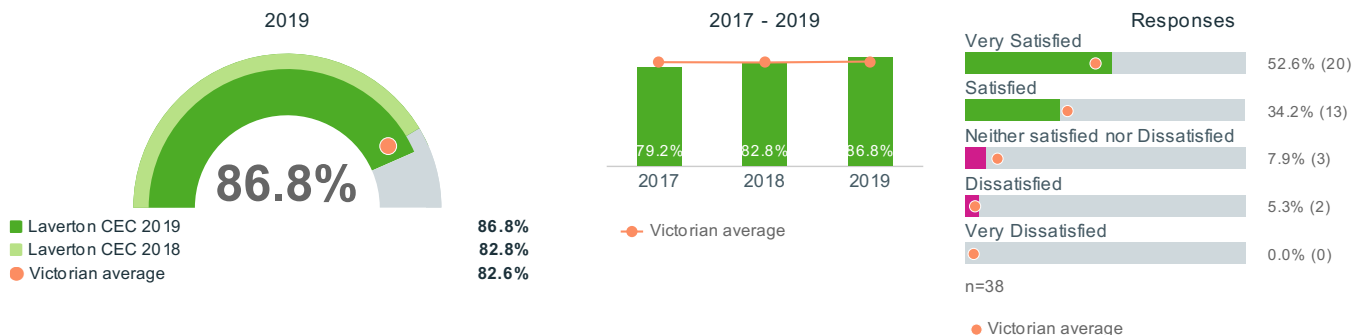


(c) Had current industry experience

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

- 52.6% said *Very Satisfied*
- 34.2% said *Satisfied*
- 7.9% said *Neither satisfied nor Dissatisfied*
- 5.3% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (82.8%) selected *Very Satisfied and Satisfied*.



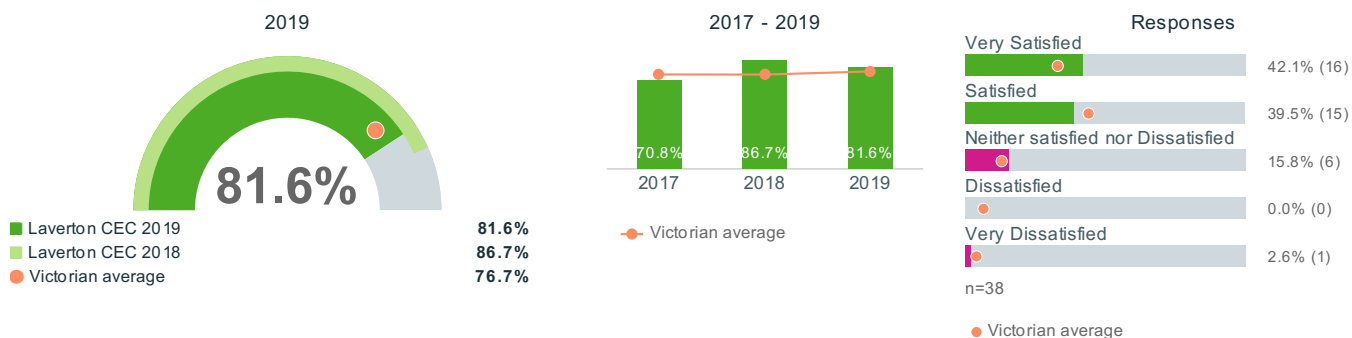
10. How satisfied are you with the following aspects of your course...?

(a) The facilities and equipment

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

- 42.1% said *Very Satisfied*
- 39.5% said *Satisfied*
- 15.8% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 2.6% said *Very Dissatisfied*

In last year's survey, (86.7%) selected *Very Satisfied and Satisfied*.

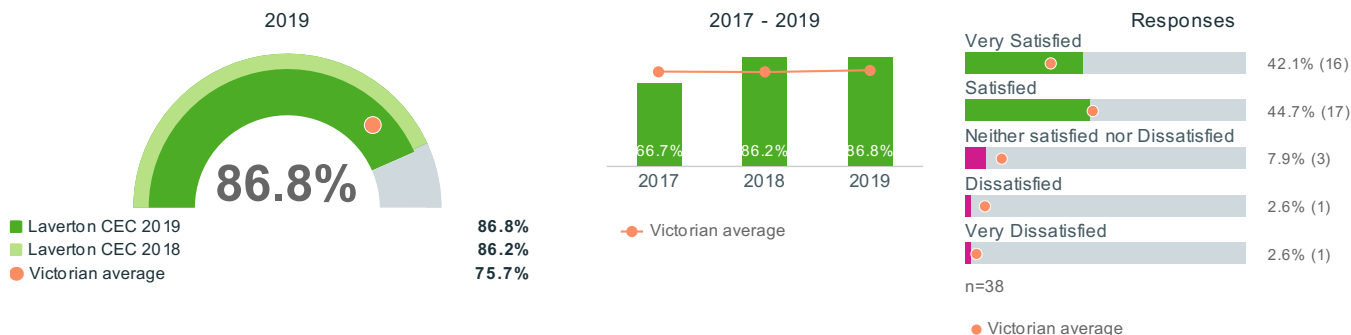


(b) Course materials and content

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

- 42.1% said *Very Satisfied*
- 44.7% said *Satisfied*
- 7.9% said *Neither satisfied nor Dissatisfied*
- 2.6% said *Dissatisfied*
- 2.6% said *Very Dissatisfied*

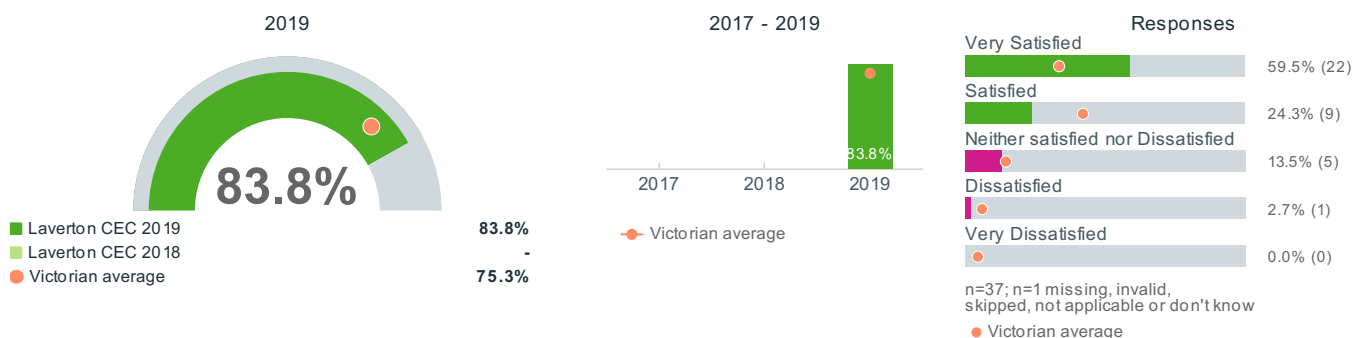
In last year's survey, (86.2%) selected *Very Satisfied and Satisfied*.



(c) Flexibility of training delivery

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

- 59.5% said *Very Satisfied*
- 24.3% said *Satisfied*
- 13.5% said *Neither satisfied nor Dissatisfied*
- 2.7% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

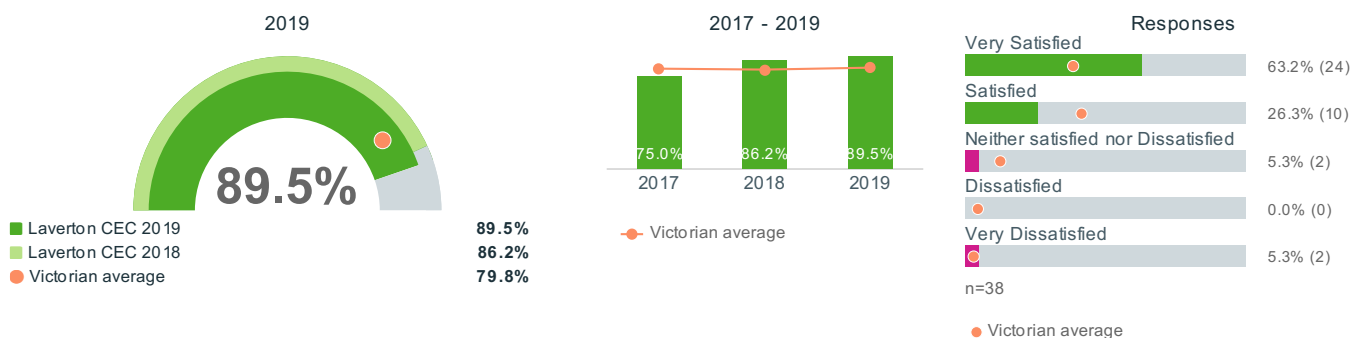


(d) The training location is convenient for you

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

- 63.2% said *Very Satisfied*
- 26.3% said *Satisfied*
- 5.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 5.3% said *Very Dissatisfied*

In last year's survey, (86.2%) selected *Very Satisfied and Satisfied*.

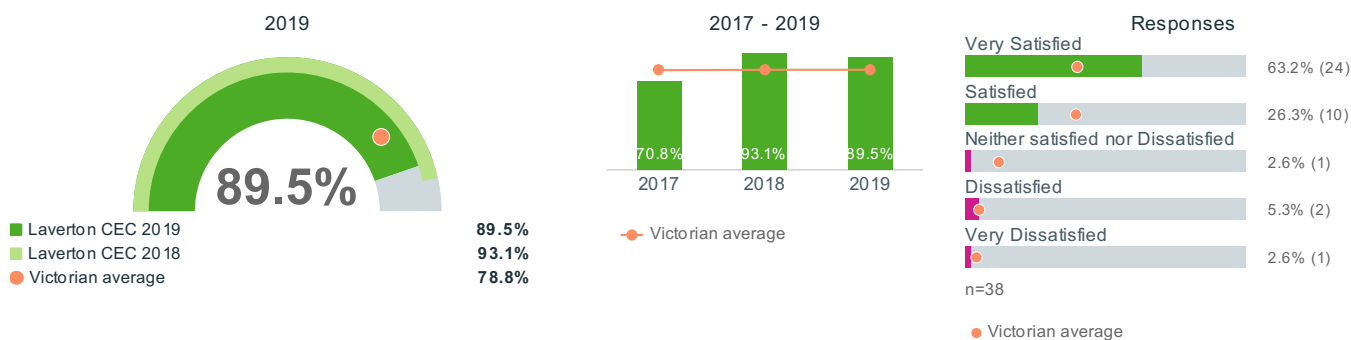


(e) The availability of your trainer/teacher

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

- 63.2% said *Very Satisfied*
- 26.3% said *Satisfied*
- 2.6% said *Neither satisfied nor Dissatisfied*
- 5.3% said *Dissatisfied*
- 2.6% said *Very Dissatisfied*

In last year's survey, (93.1%) chose *Very Satisfied and Satisfied*.

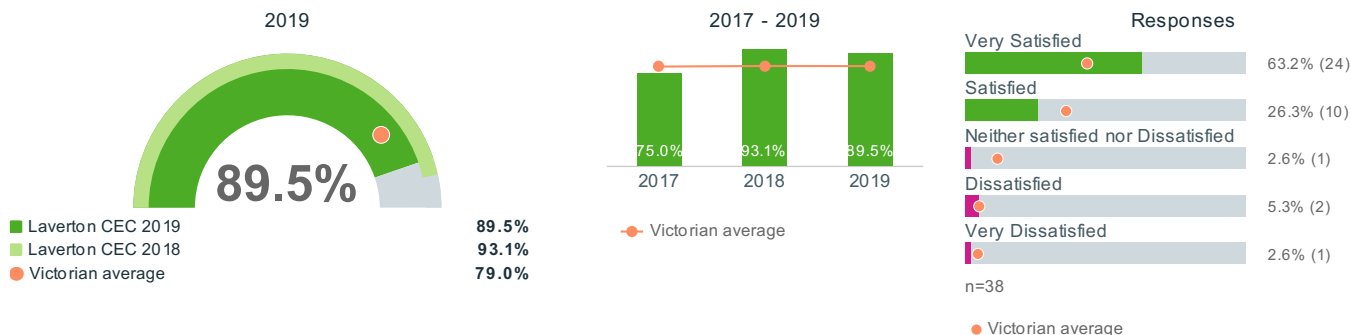


(f) Support from your trainer/teacher

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

- 63.2% said *Very Satisfied*
- 26.3% said *Satisfied*
- 2.6% said *Neither satisfied nor Dissatisfied*
- 5.3% said *Dissatisfied*
- 2.6% said *Very Dissatisfied*

In last year's survey, (93.1%) selected *Very Satisfied and Satisfied*.

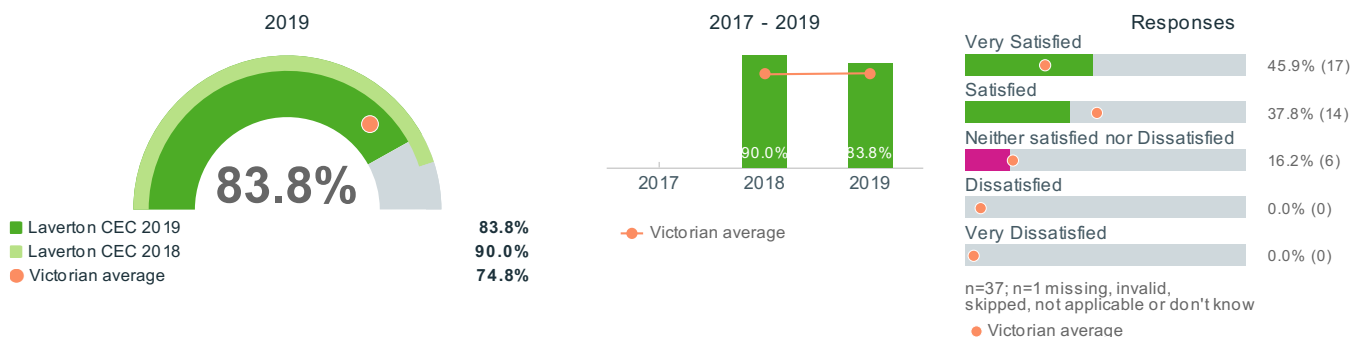


(g) Length of the course

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

- 45.9% said *Very Satisfied*
- 37.8% said *Satisfied*
- 16.2% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

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



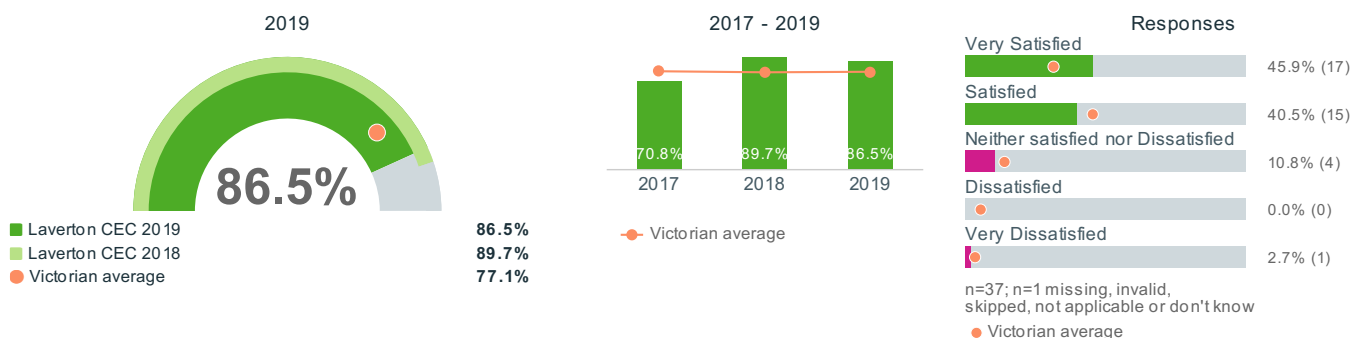
11. How satisfied are you that your training organisation's assessment of your learnings was...?

(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":

- 45.9% said *Very Satisfied*
- 40.5% said *Satisfied*
- 10.8% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 2.7% said *Very Dissatisfied*

In last year's survey, (89.7%) said *Very Satisfied and Satisfied*.

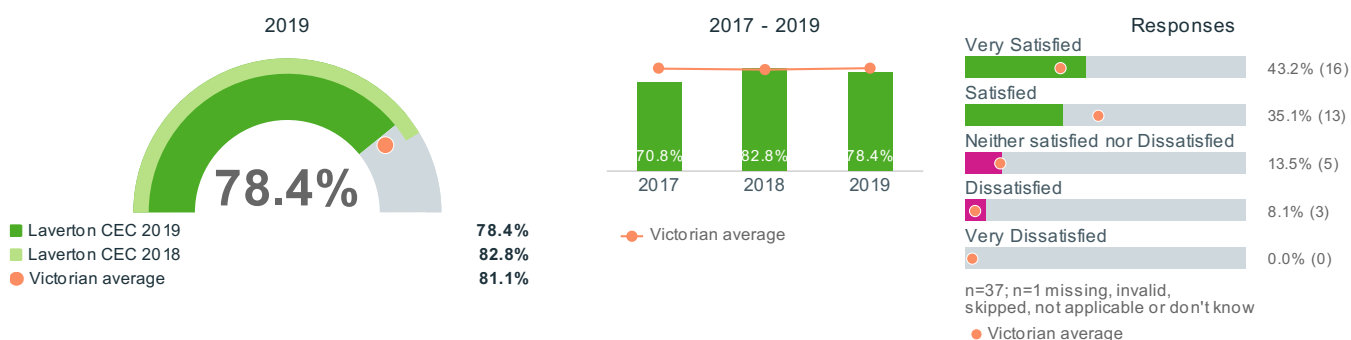


(b) Appropriate for your studies

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

- 43.2% said *Very Satisfied*
- 35.1% said *Satisfied*
- 13.5% said *Neither satisfied nor Dissatisfied*
- 8.1% said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (82.8%) stated *Very Satisfied and Satisfied*.

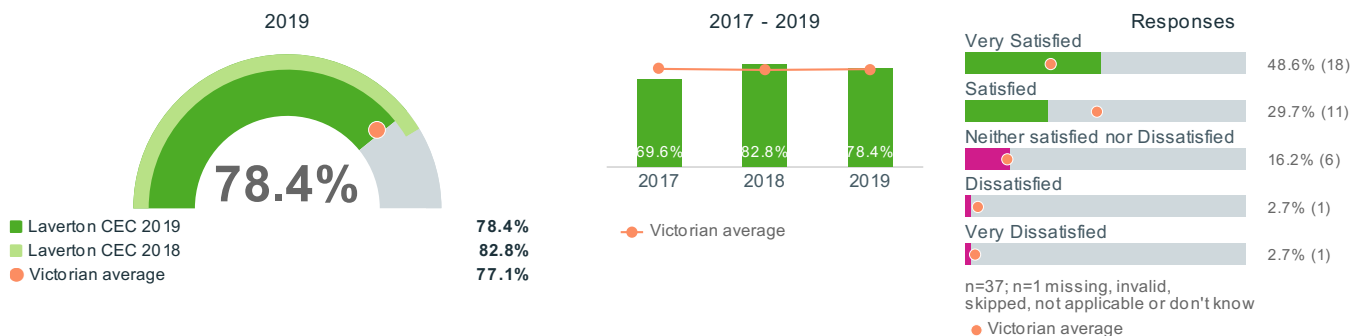


(c) Carried out as outlined to you

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

- 48.6% said *Very Satisfied*
- 29.7% said *Satisfied*
- 16.2% said *Neither satisfied nor Dissatisfied*
- 2.7% said *Dissatisfied*
- 2.7% said *Very Dissatisfied*

In last year's survey, (82.8%) said *Very Satisfied and Satisfied*.

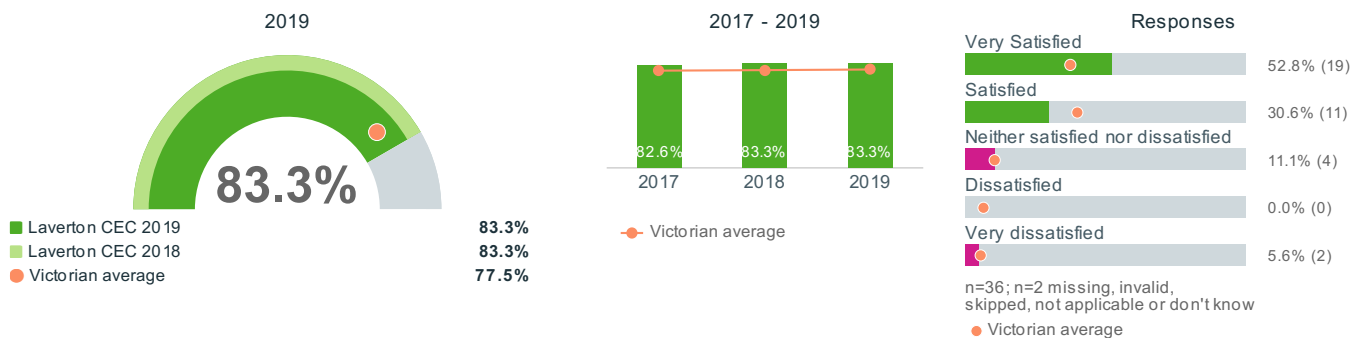


12. Overall, how satisfied are you with your training?

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

- 52.8% said *Very Satisfied*
- 30.6% said *Satisfied*
- 11.1% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 5.6% said *Very dissatisfied*

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

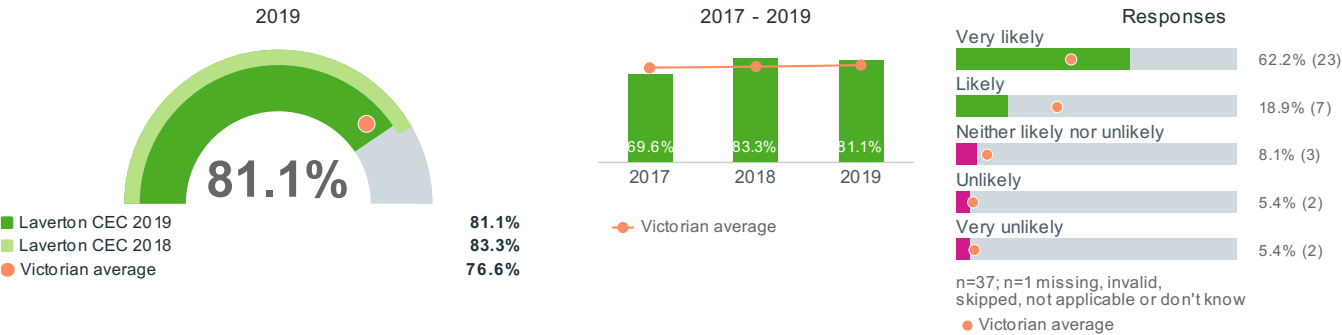


13. How likely would you be to recommend this course to other students?

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

- 62.2% said *Very likely*
- 18.9% said *Likely*
- 8.1% said *Neither likely nor unlikely*
- 5.4% said *Unlikely*
- 5.4% said *Very unlikely*

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

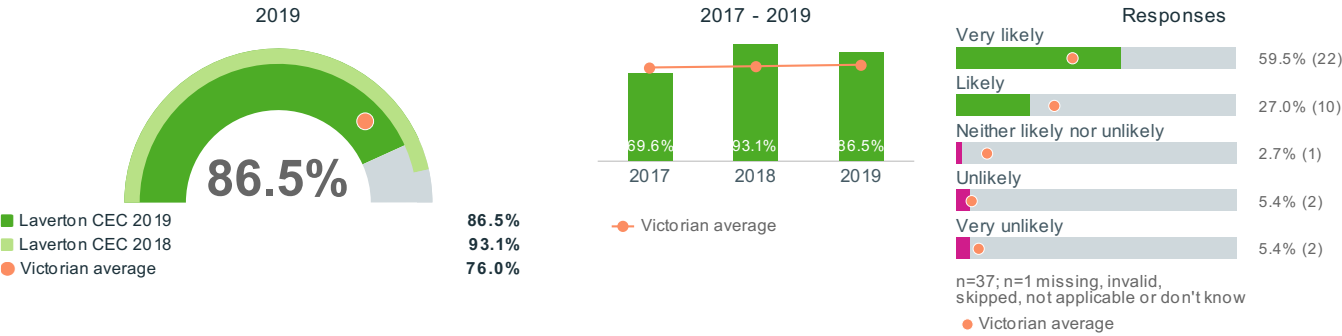


14. How likely would you be to recommend this training organisation to other students?

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

- 59.5% said *Very likely*
- 27.0% said *Likely*
- 2.7% said *Neither likely nor unlikely*
- 5.4% said *Unlikely*
- 5.4% said *Very unlikely*

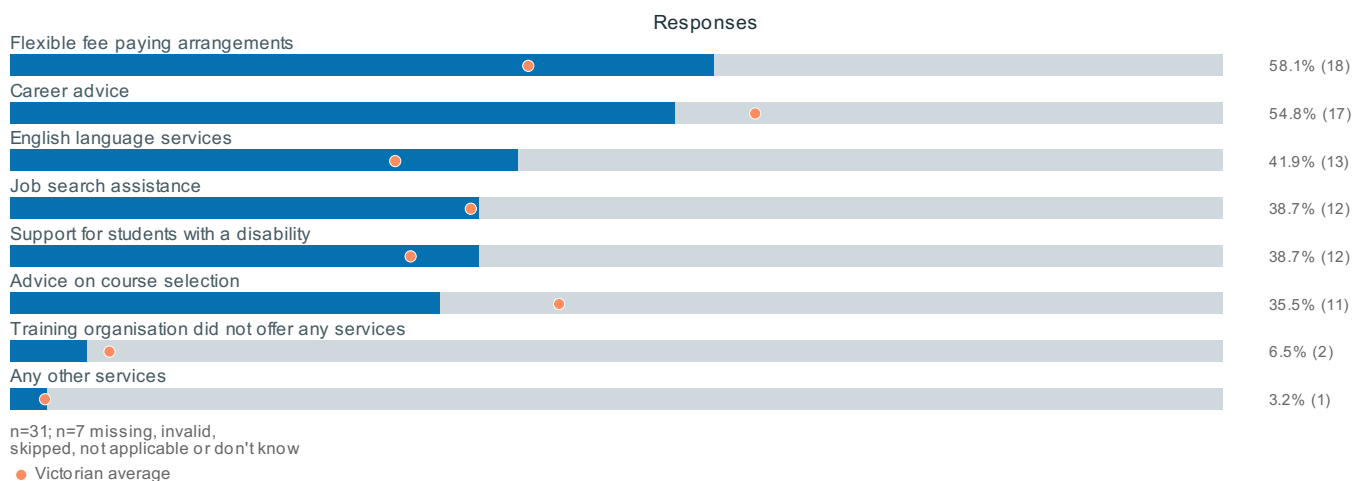
In last year's survey, (93.1%) said *Very likely and Likely*.



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?":

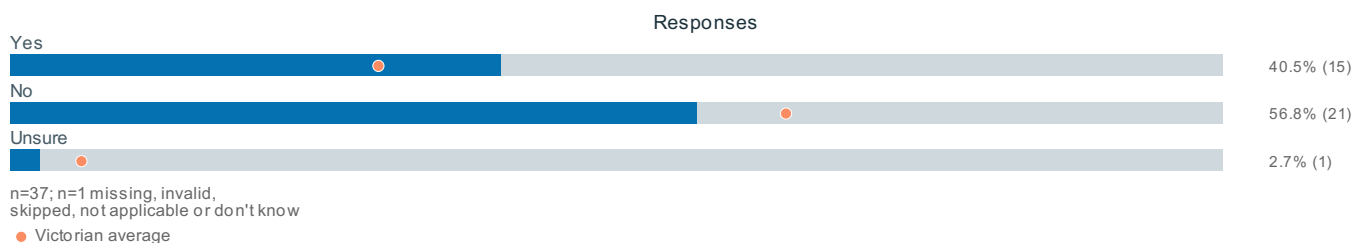
- 58.1% said *Flexible fee paying arrangements*
- 54.8% said *Career advice*
- 41.9% said *English language services*
- 38.7% said *Job search assistance*
- 38.7% said *Support for students with a disability*
- 35.5% said *Advice on course selection*
- 6.5% said *Training organisation did not offer any services*
- 3.2% said *Any other services*



17. Have you commenced another course or further study?

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

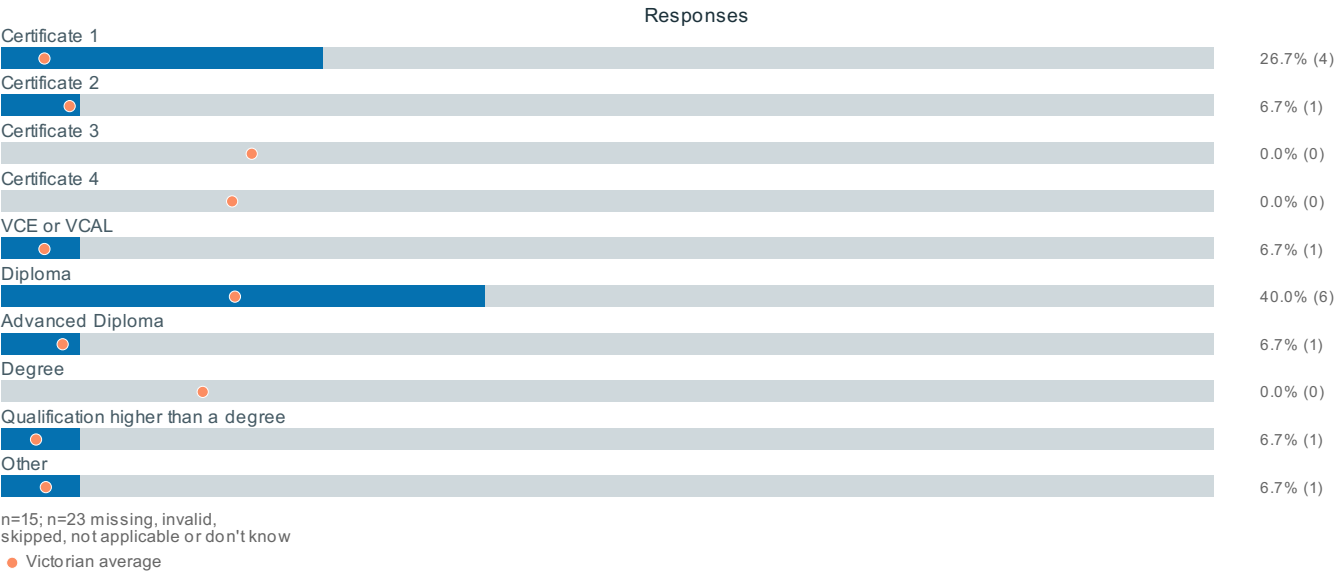
- 56.8% said *No*
- 40.5% said *Yes*
- 2.7% said *Unsure*



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

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

- 40.0% said *Diploma*
- 26.7% said *Certificate 1*
- 6.7% said *Certificate 2*
- 6.7% said *VCE or VCAL*
- 6.7% said *Advanced Diploma*
- 6.7% said *Qualification higher than a degree*
- 6.7% said *Other*
- None (0%) said *Certificate 3*
- None (0%) said *Certificate 4*
- None (0%) said *Degree*



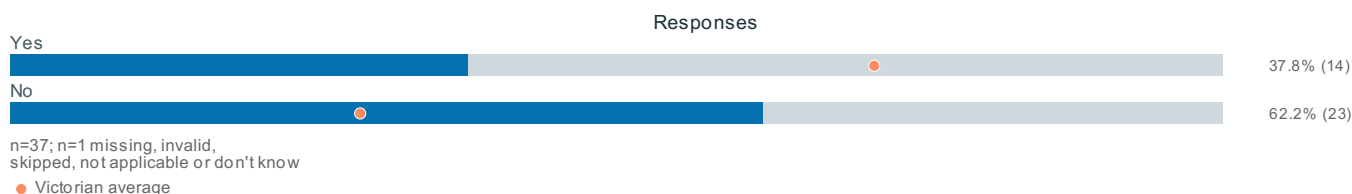
*Question 18 applies to students who indicated they have commenced another course or further study.

Your work situation now

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

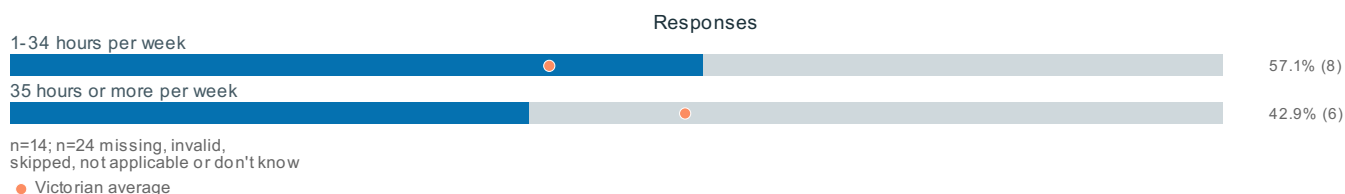
When asked "Thinking about your work situation...Do you currently have a job of any kind?":

- 62.2% said *No*
- 37.8% said *Yes*



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

When asked "How many hours do you usually work each week in your main job? **", 57.1% of Laverton Community Education Centre respondents chose *1-34 hours per week*. and 42.9% stated *35 hours or more per week*.

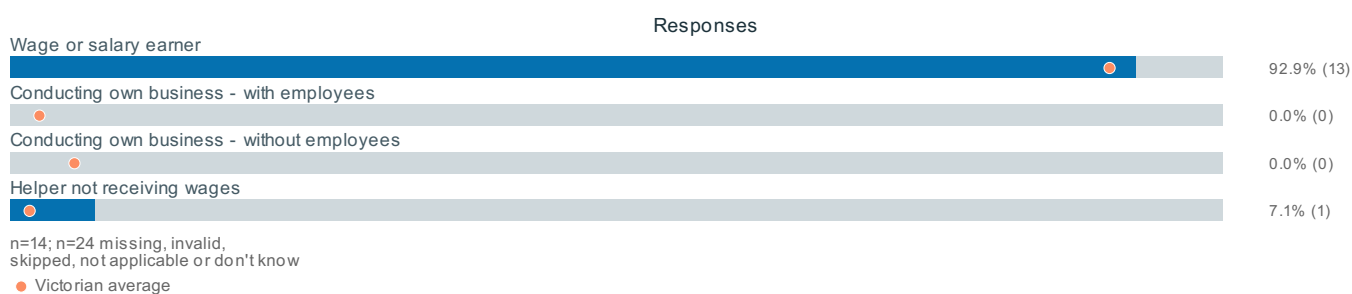


*Question 21 applies to students who indicated they currently have a job.

22. On what basis are you employed in your main job? *

When asked "On what basis are you employed in your main job? **":

- 92.9% said *Wage or salary earner*
- 7.1% said *Helper not receiving wages*
- None (0%) said *Conducting own business - with employees*
- None (0%) said *Conducting own business - without employees*

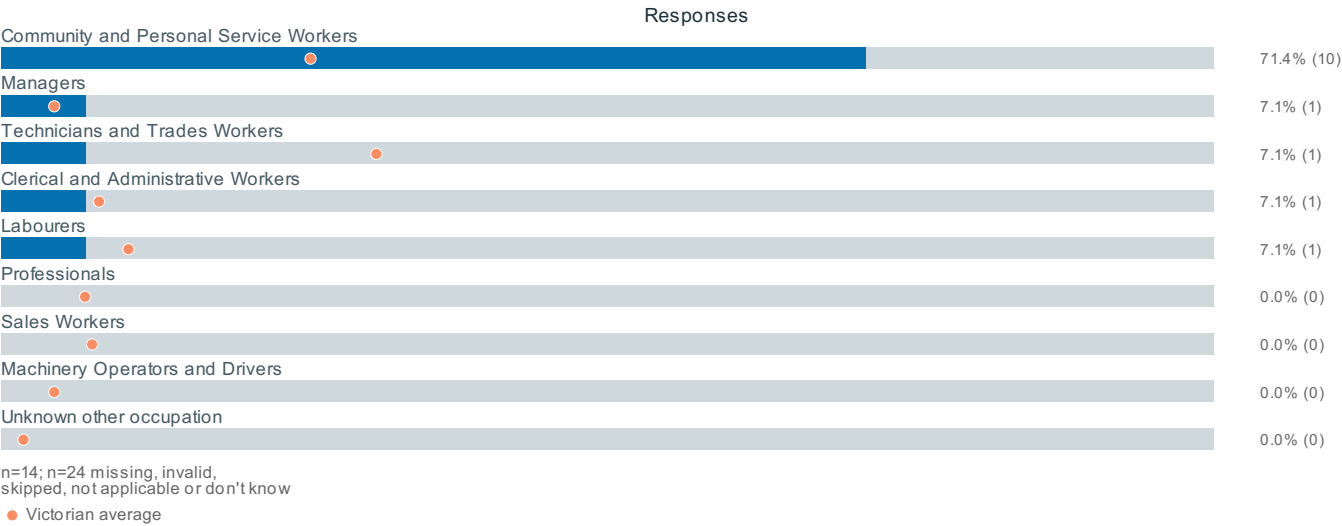


*Question 22 applies to students who indicated they currently have a job.

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

When asked "What is the full title of your main job?* (ANZSCO Level 1)":

- 71.4% said *Community and Personal Service Workers*
- 7.1% said *Managers*
- 7.1% said *Technicians and Trades Workers*
- 7.1% said *Clerical and Administrative Workers*
- 7.1% said *Labourers*
- None (0%) said *Professionals*
- None (0%) said *Sales Workers*
- None (0%) said *Machinery Operators and Drivers*
- None (0%) said *Unknown other occupation*



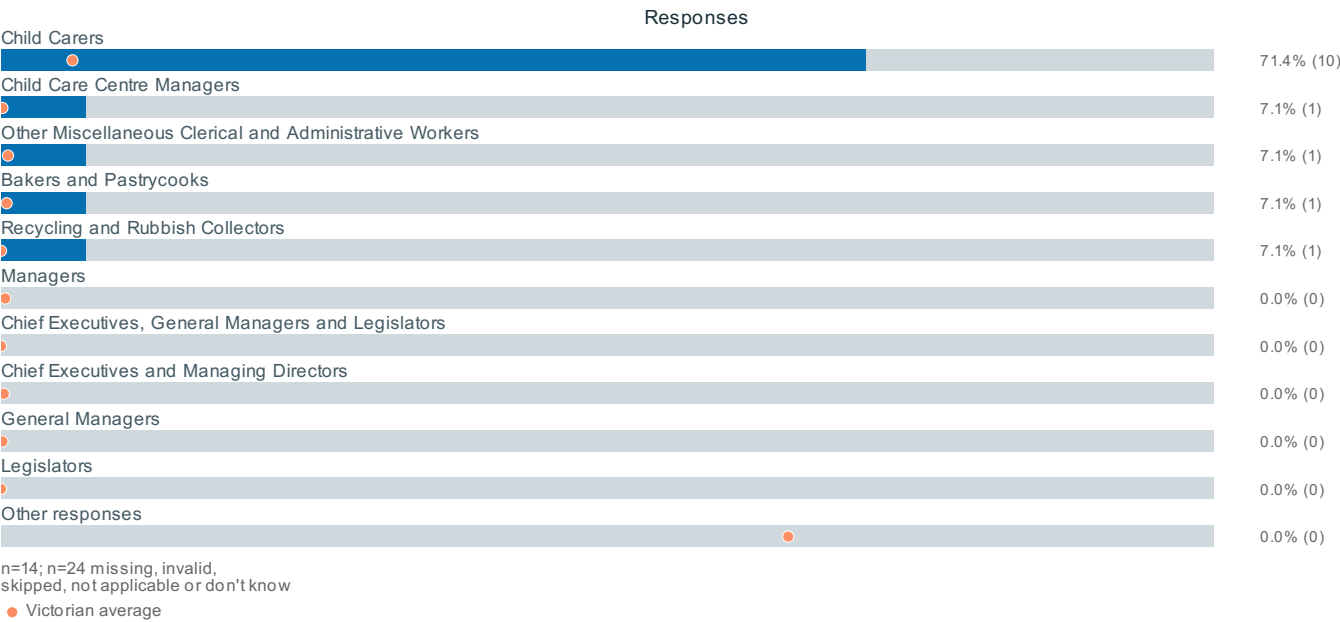
*Question 23 applies to students who indicated they currently have a job.

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

When asked "What is the full title of your main job?* (ANZSCO Level 4)":

- 71.4% said *Child Carers*
- 7.1% said *Child Care Centre Managers*
- 7.1% said *Other Miscellaneous Clerical and Administrative Workers*
- 7.1% said *Bakers and Pastrycooks*
- 7.1% said *Recycling and Rubbish Collectors*
- None (0%) said *Managers*
- None (0%) said *Chief Executives, General Managers and Legislators*
- None (0%) said *Chief Executives and Managing Directors*
- None (0%) said *General Managers*
- None (0%) said *Legislators*
- None (0%) said *Other responses*

Top 10 responses

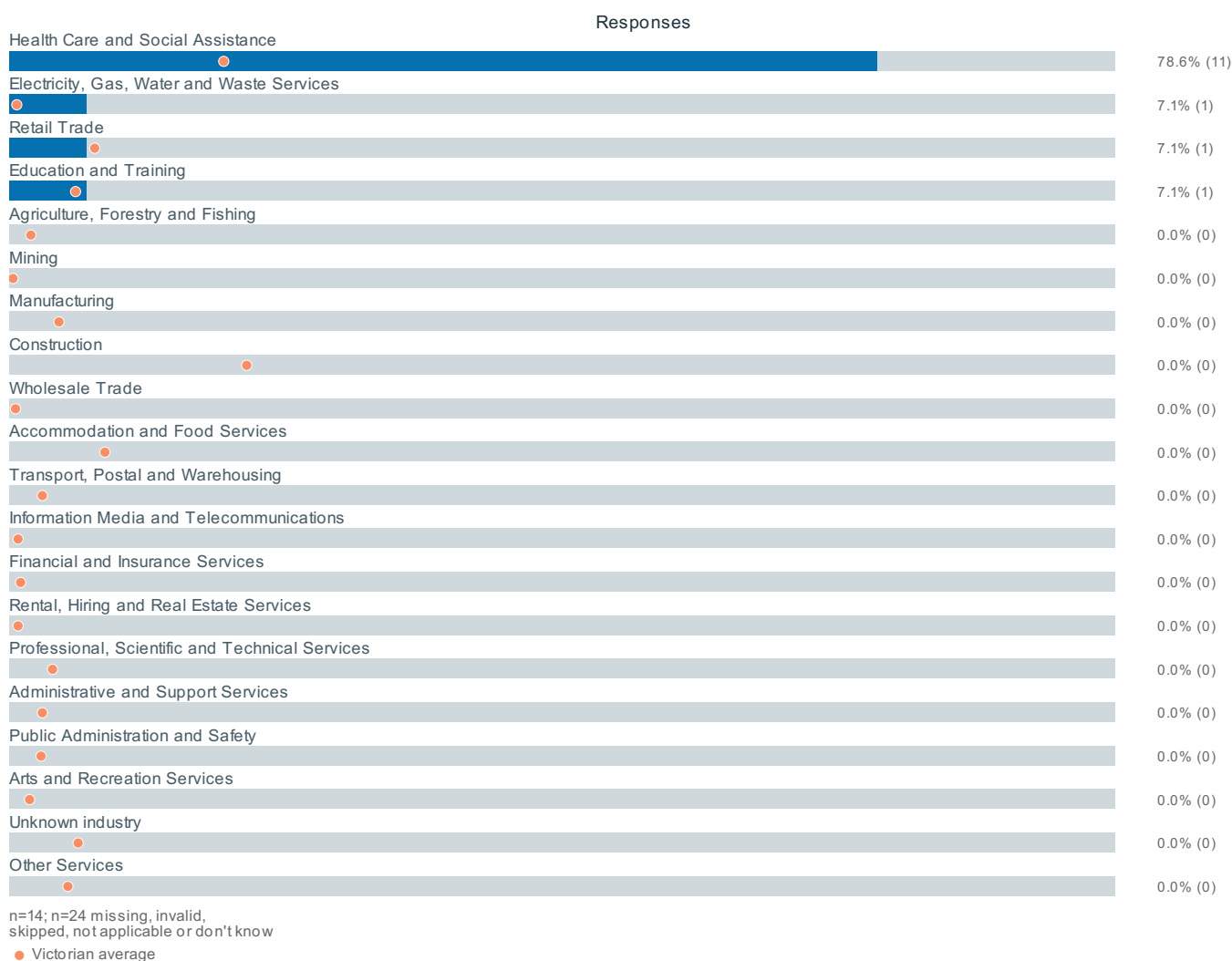


*Question 23 applies to students who indicated they currently have a job.

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

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

- 78.6% said *Health Care and Social Assistance*
- 7.1% said *Electricity, Gas, Water and Waste Services*
- 7.1% said *Retail Trade*
- 7.1% said *Education and Training*
- None (0%) said *Agriculture, Forestry and Fishing*
- None (0%) said *Mining*
- None (0%) said *Manufacturing*
- None (0%) said *Construction*
- None (0%) said *Wholesale Trade*
- None (0%) said *Accommodation and Food Services*
- None (0%) said *Transport, Postal and Warehousing*
- None (0%) said *Information Media and Telecommunications*
- None (0%) said *Financial and Insurance Services*
- None (0%) said *Rental, Hiring and Real Estate Services*
- None (0%) said *Professional, Scientific and Technical Services*
- None (0%) said *Administrative and Support Services*
- None (0%) said *Public Administration and Safety*
- None (0%) said *Arts and Recreation Services*
- None (0%) said *Other Services*
- None (0%) said *Unknown industry*



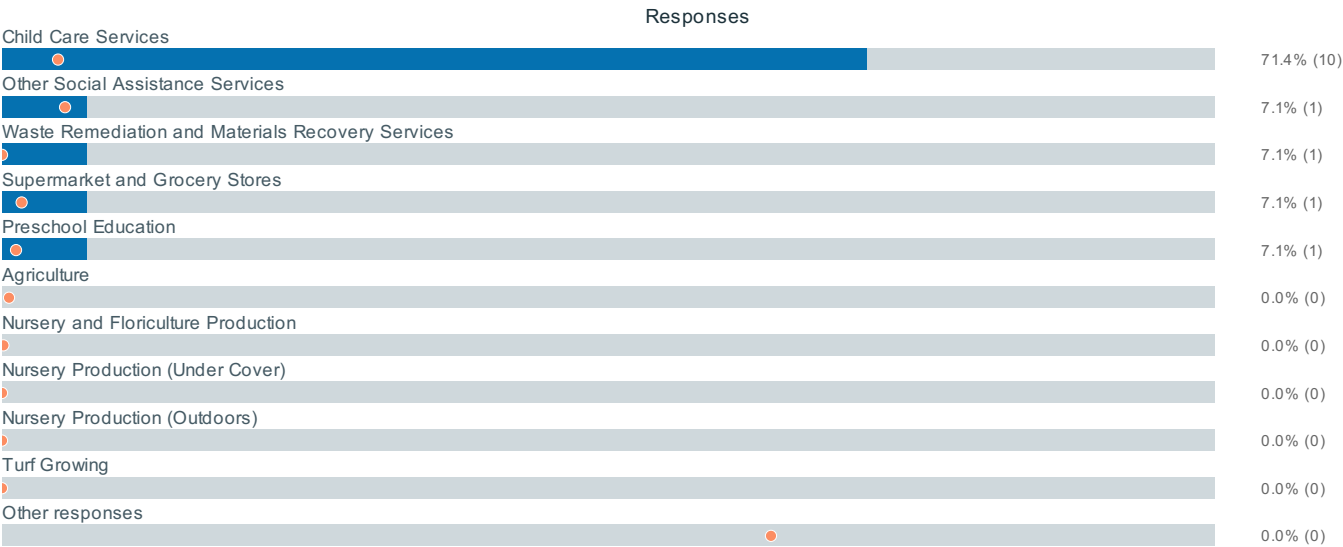
*Question 25 applies to students who indicated they currently have a job.

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

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

- 71.4% said *Child Care Services*
- 7.1% said *Other Social Assistance Services*
- 7.1% said *Waste Remediation and Materials Recovery Services*
- 7.1% said *Supermarket and Grocery Stores*
- 7.1% said *Preschool Education*
- None (0%) said *Agriculture*
- None (0%) said *Nursery and Floriculture Production*
- None (0%) said *Nursery Production (Under Cover)*
- None (0%) said *Nursery Production (Outdoors)*
- None (0%) said *Turf Growing*
- None (0%) said *Other responses*

Top 10 responses



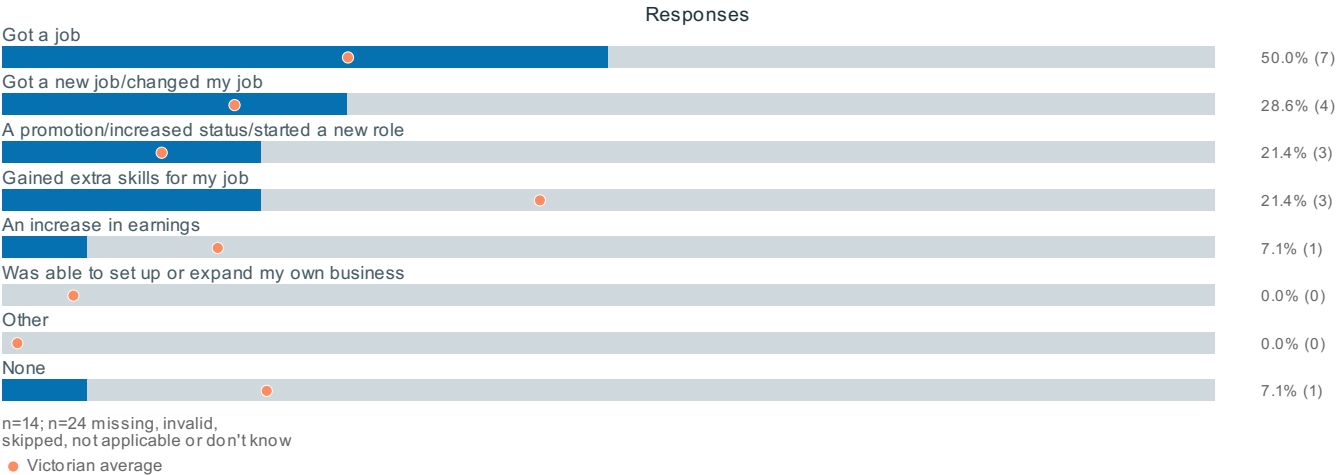
n=14; n=24 missing, invalid, skipped, not applicable or don't know
● Victorian average

*Question 25 applies to students who indicated they currently have a job.

26. Which of the following job related benefits do you feel you have received as a result of undertaking the training?*

When asked "Which of the following job related benefits do you feel you have received as a result of undertaking the training?":

- 50.0% said *Got a job*
- 28.6% said *Got a new job/changed my job*
- 21.4% said *A promotion/increased status/started a new role*
- 21.4% said *Gained extra skills for my job*
- 7.1% said *An increase in earnings*
- 7.1% said *None*
- None (0%) said *Was able to set up or expand my own business*
- None (0%) said *Other*



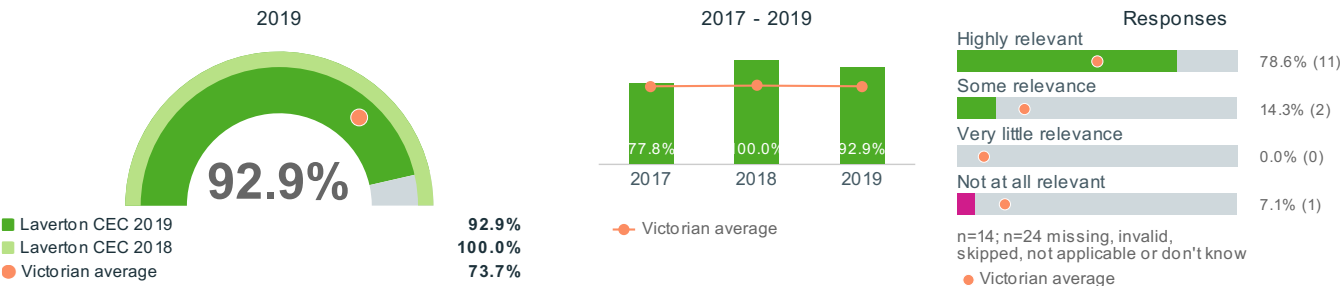
*Question 26 applies to students who indicated they currently have a job.

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

When asked "How relevant was your training to your main job? ":

- 78.6% said *Highly relevant*
- 14.3% said *Some relevance*
- none (0%) said *Very little relevance*
- 7.1% said *Not at all relevant*

In last year's survey, (100.0%) selected *Highly relevant and Some relevance*.



*Question 27 applies to students who indicated they currently have a job.

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)?":

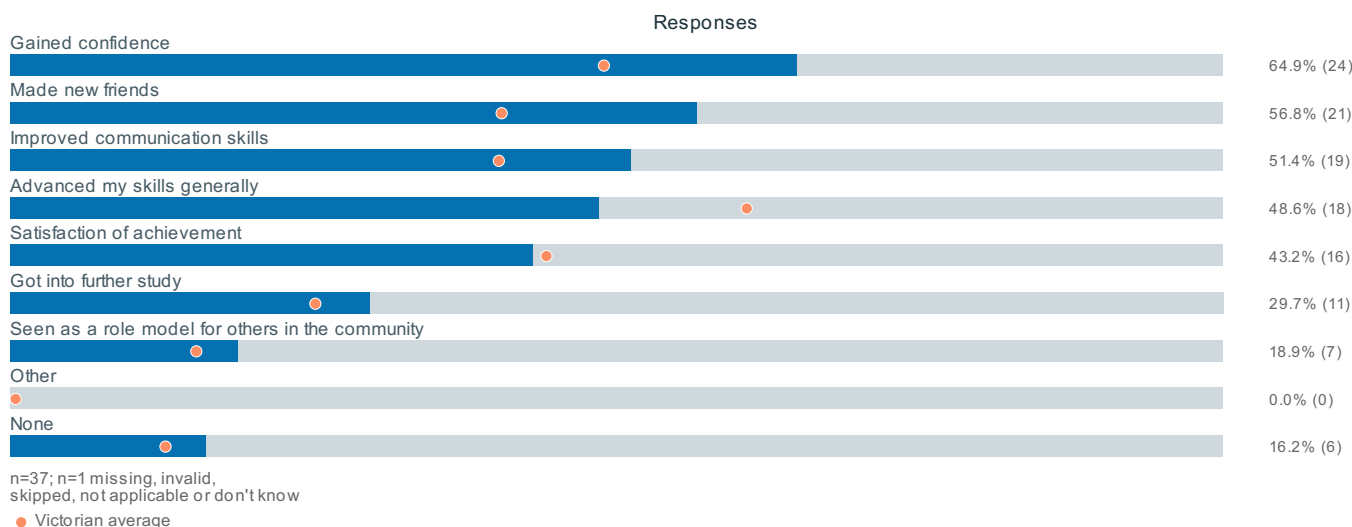
- 40.5% said *No - not looking for work*
- 37.8% said *Yes - mainly looking for full-time work*
- 21.6% said *Yes - mainly looking for part-time work*



29. Which of the following personal benefits have you received as a result of undertaking the training?

When asked "Which of the following personal benefits have you received as a result of undertaking the training?":

- 64.9% said *Gained confidence*
- 56.8% said *Made new friends*
- 51.4% said *Improved communication skills*
- 48.6% said *Advanced my skills generally*
- 43.2% said *Satisfaction of achievement*
- 29.7% said *Got into further study*
- 18.9% said *Seen as a role model for others in the community*
- 16.2% said *None*
- None (0%) said *Other*

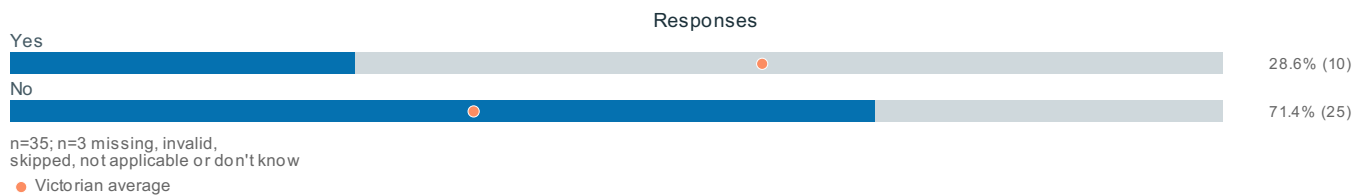


Your work situation before training

30. Did you have a job of any kind during the six months before undertaking the training?

When asked "Did you have a job of any kind during the six months before undertaking the training?":

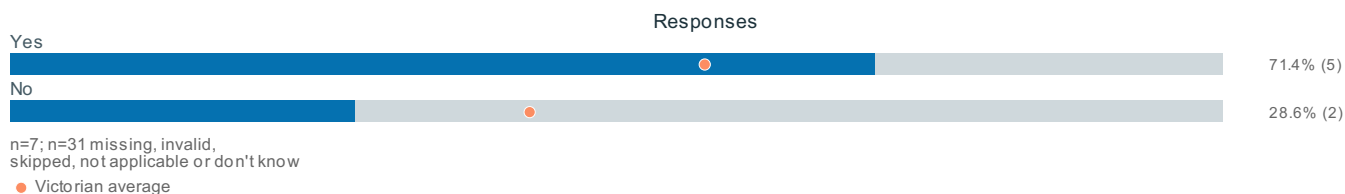
- 71.4% said *No*
- 28.6% said *Yes*



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

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

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

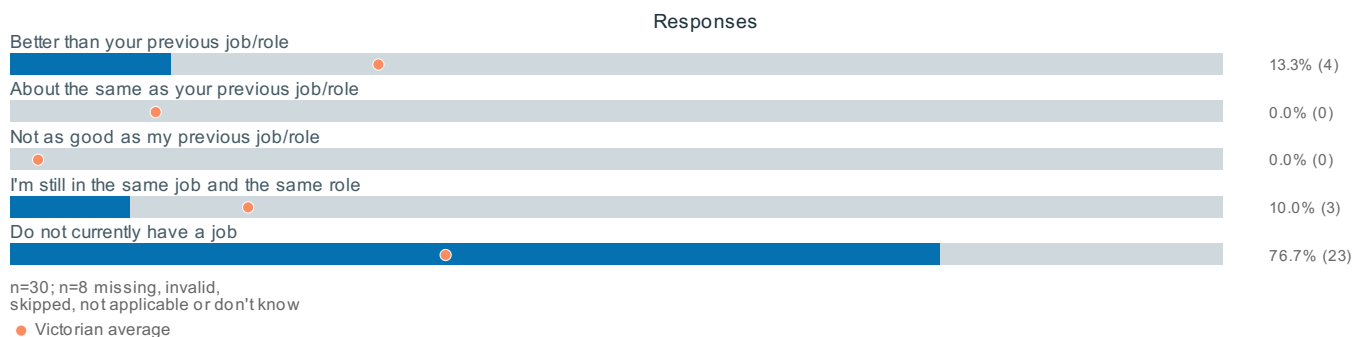


*Question 31 applies to students who indicated they had a job in the six months before undertaking training.

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...":

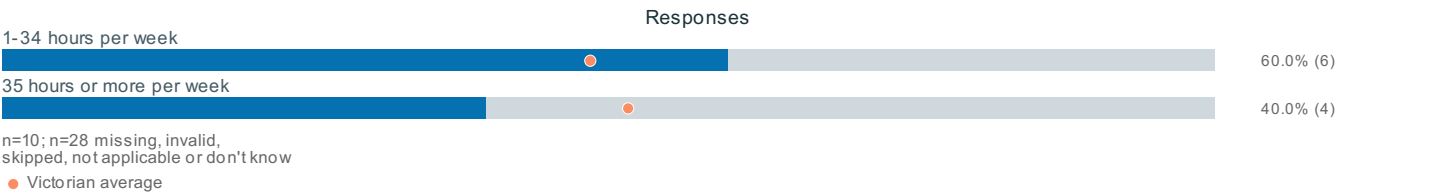
- 76.7% said *Do not currently have a job*
- 13.3% said *Better than your previous job/role*
- 10.0% said *I'm still in the same job and the same role*
- None (0%) said *About the same as your previous job/role*
- None (0%) said *Not as good as my previous job/role*



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

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

When asked "How many hours did you usually work each week in your main job during the six months before undertaking the training?*", 60.0% of Laverton Community Education Centre respondents stated *1-34 hours per week*. and 40.0% stated *35 hours or more per week*.

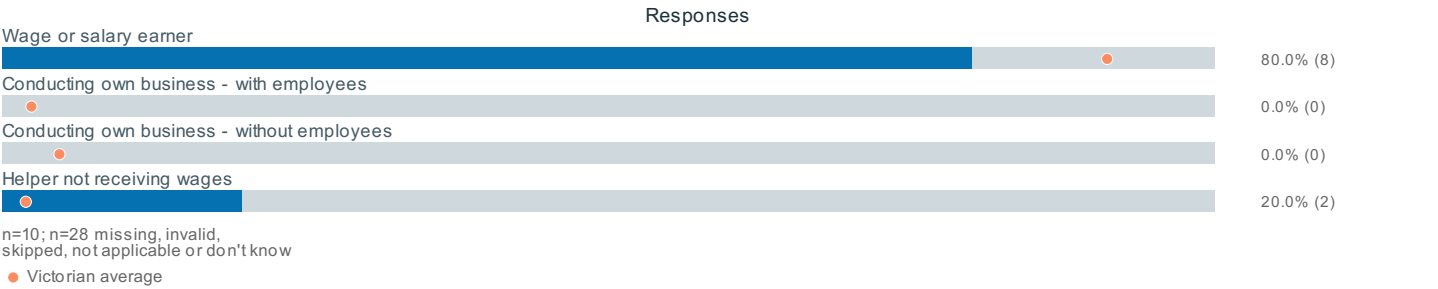


*Question 33 applies to students who indicated they had a job in the six months before undertaking training.

34. On what basis were you employed in your main job during the six months before undertaking the training? *

When asked "On what basis were you employed in your main job during the six months before undertaking the training? *":

- 80.0% said *Wage or salary earner*
- 20.0% said *Helper not receiving wages*
- None (0%) said *Conducting own business - with employees*
- None (0%) said *Conducting own business - without employees*



*Question 34 applies to students who indicated they had a job in the six months before undertaking training.

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

When asked "What was the full title of your main job during the six months before undertaking the training?* (ANZSCO Level 1)":

- 28.6% said *Technicians and Trades Workers*
- 28.6% said *Community and Personal Service Workers*
- 14.3% said *Professionals*
- 14.3% said *Clerical and Administrative Workers*
- 14.3% said *Labourers*
- None (0%) said *Managers*
- None (0%) said *Sales Workers*
- None (0%) said *Machinery Operators and Drivers*
- None (0%) said *Unknown other occupation*



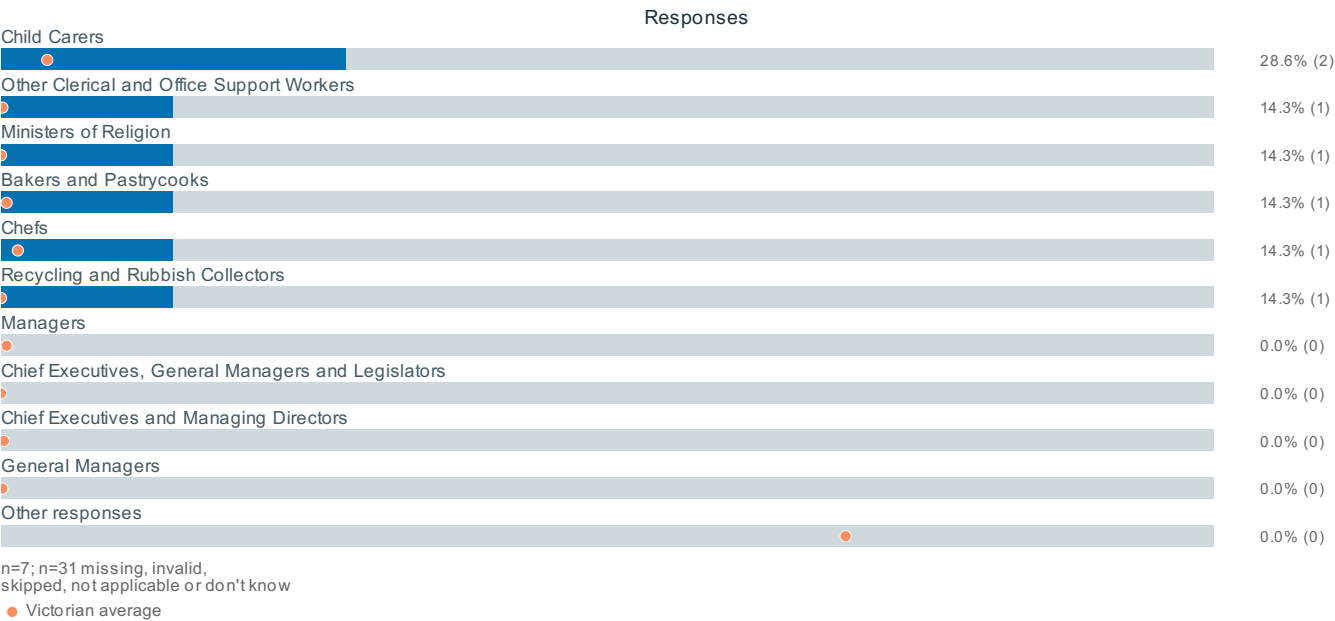
*Question 35 applies to students who indicated they had a job in the six months before undertaking training.

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

When asked "What was the full title of your main job during the six months before undertaking the training?* (ANZSCO Level 4)":

- 28.6% said *Child Carers*
- 14.3% said *Other Clerical and Office Support Workers*
- 14.3% said *Ministers of Religion*
- 14.3% said *Bakers and Pastrycooks*
- 14.3% said *Chefs*
- 14.3% said *Recycling and Rubbish Collectors*
- None (0%) said *Managers*
- None (0%) said *Chief Executives, General Managers and Legislators*
- None (0%) said *Chief Executives and Managing Directors*
- None (0%) said *General Managers*
- None (0%) said *Other responses*

Top 10 responses

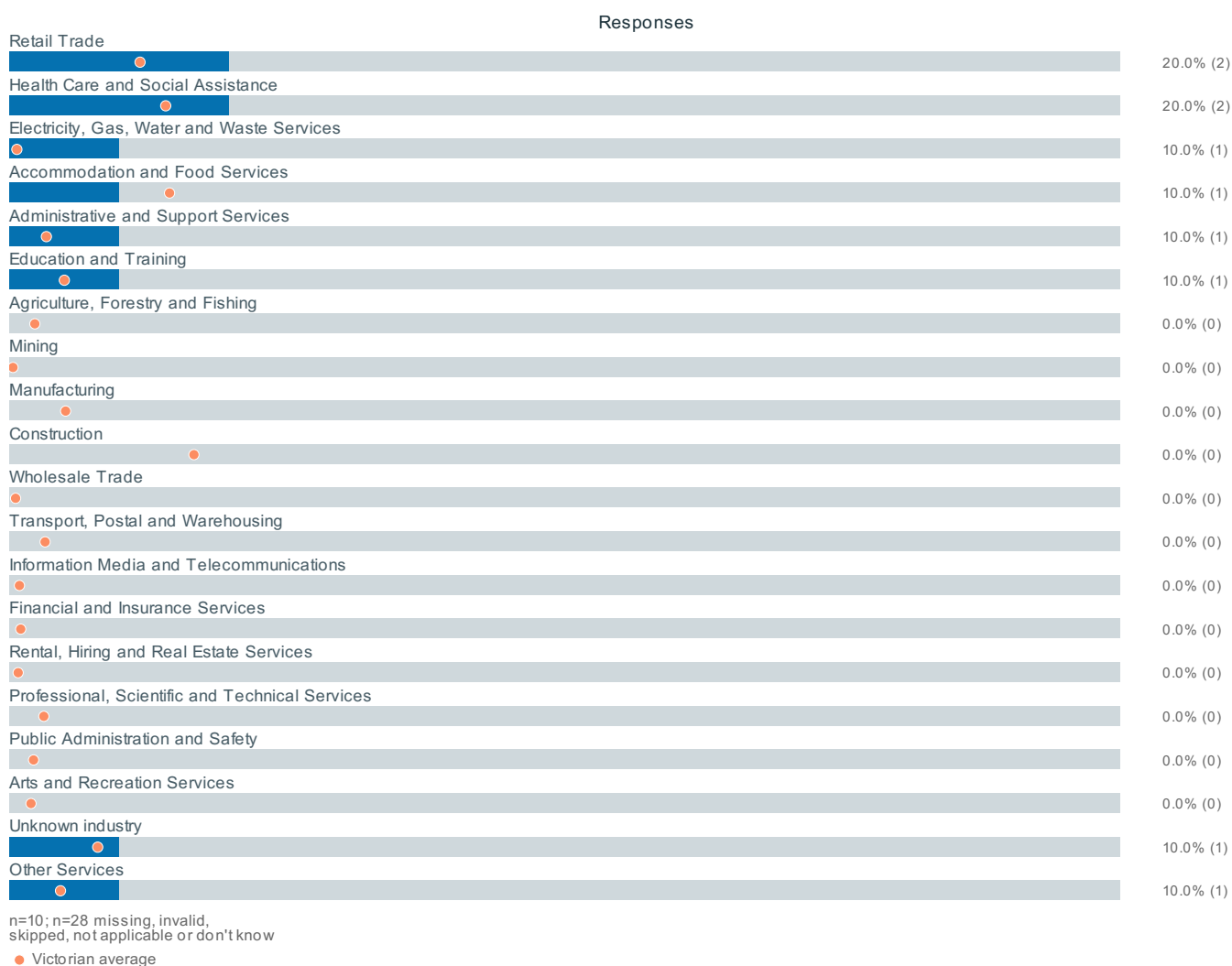


*Question 35 applies to students who indicated they had a job in the six months before undertaking training.

37. 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)

When asked "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)":

- 20.0% said *Retail Trade*
- 20.0% said *Health Care and Social Assistance*
- 10.0% said *Electricity, Gas, Water and Waste Services*
- 10.0% said *Accommodation and Food Services*
- 10.0% said *Administrative and Support Services*
- 10.0% said *Education and Training*
- 10.0% said *Other Services*
- 10.0% said *Unknown industry*
- None (0%) said *Agriculture, Forestry and Fishing*
- None (0%) said *Mining*
- None (0%) said *Manufacturing*
- None (0%) said *Construction*
- None (0%) said *Wholesale Trade*
- None (0%) said *Transport, Postal and Warehousing*
- None (0%) said *Information Media and Telecommunications*
- None (0%) said *Financial and Insurance Services*
- None (0%) said *Rental, Hiring and Real Estate Services*
- None (0%) said *Professional, Scientific and Technical Services*
- None (0%) said *Public Administration and Safety*
- None (0%) said *Arts and Recreation Services*



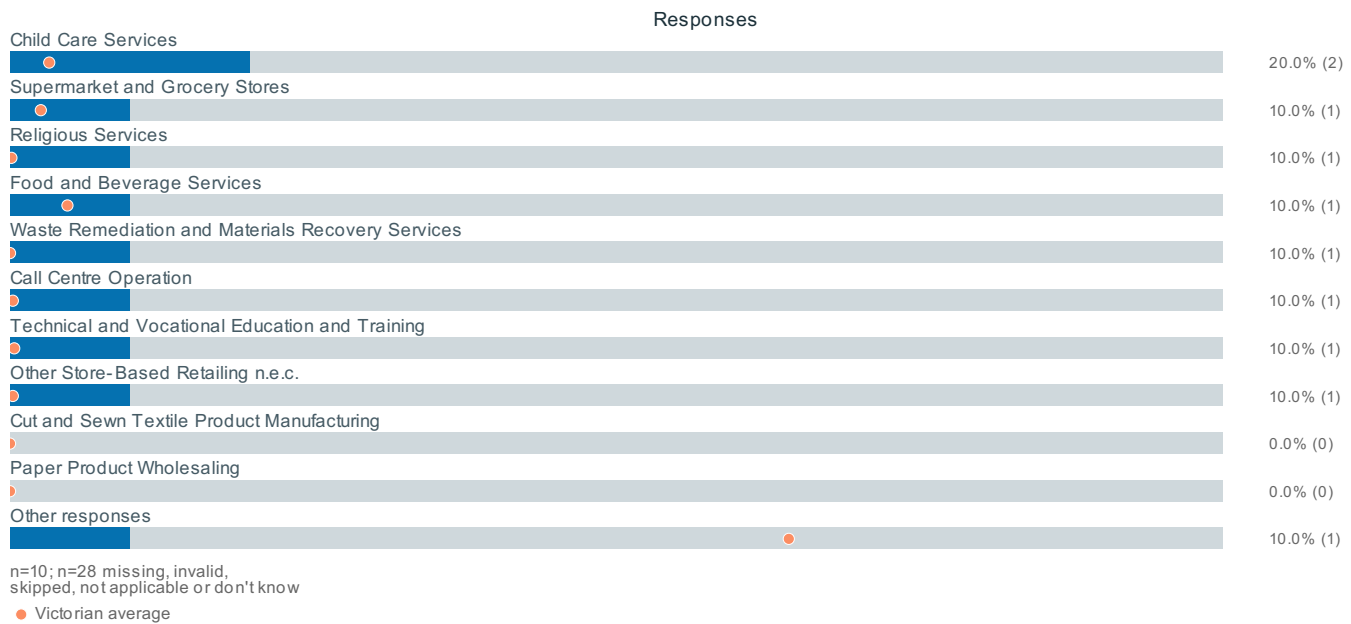
*Question 37 applies to students who indicated they had a job in the six months before undertaking training.

37. 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)

When asked "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)":

- 20.0% said *Child Care Services*
- 10.0% said *Supermarket and Grocery Stores*
- 10.0% said *Religious Services*
- 10.0% said *Food and Beverage Services*
- 10.0% said *Waste Remediation and Materials Recovery Services*
- 10.0% said *Call Centre Operation*
- 10.0% said *Technical and Vocational Education and Training*
- 10.0% said *Other Store-Based Retailing n.e.c.*
- None (0%) said *Cut and Sewn Textile Product Manufacturing*
- None (0%) said *Paper Product Wholesaling*
- 10.0% said *Other responses*

Top 10 responses

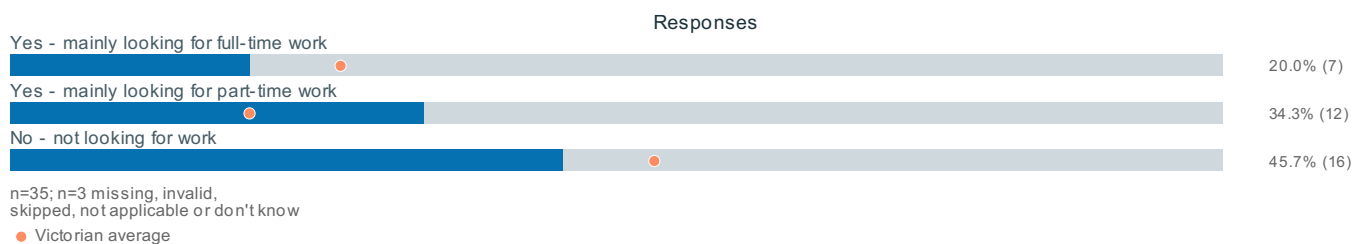


*Question 37 applies to students who indicated they had a job in the six months before undertaking training.

38. Were you actively looking for work during the six months before undertaking the training (even if you were already working)?

When asked "Were you actively looking for work during the six months before undertaking the training (even if you were already working)?":

- 45.7% said *No - not looking for work*
- 34.3% said *Yes - mainly looking for part-time work*
- 20.0% said *Yes - mainly looking for full-time work*

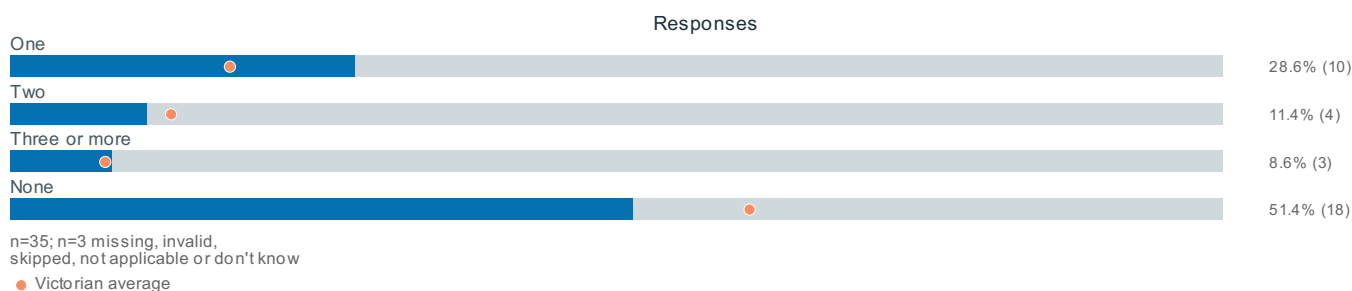


Choosing a training organisation

39. When deciding to do this course, how many other training organisations did you consider (excluding the one you trained with)? *

When asked "When deciding to do this course, how many other training organisations did you consider (excluding the one you trained with)? **":

- 51.4% said *None*
- 28.6% said *One*
- 11.4% said *Two*
- 8.6% said *Three or more*

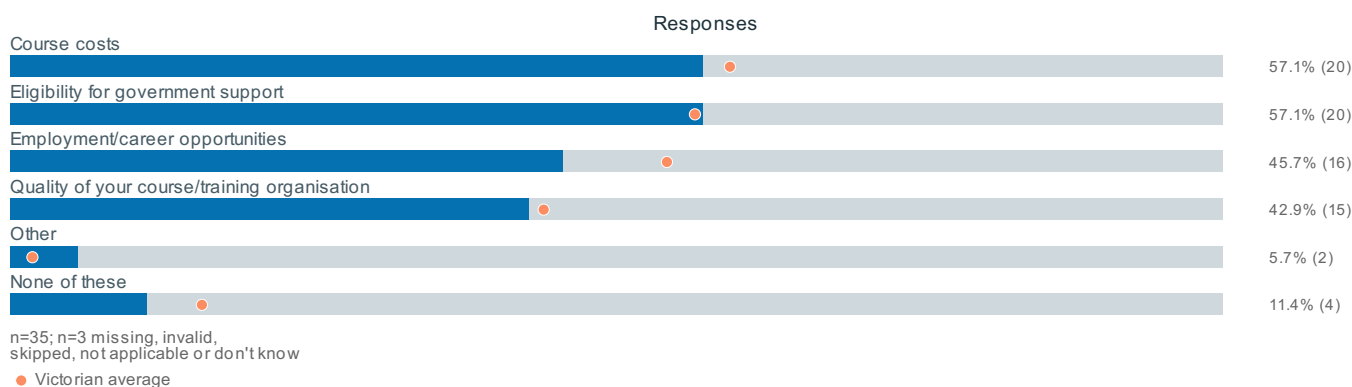


*Question 39 applies to those who indicated they considered other training organisations.

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

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

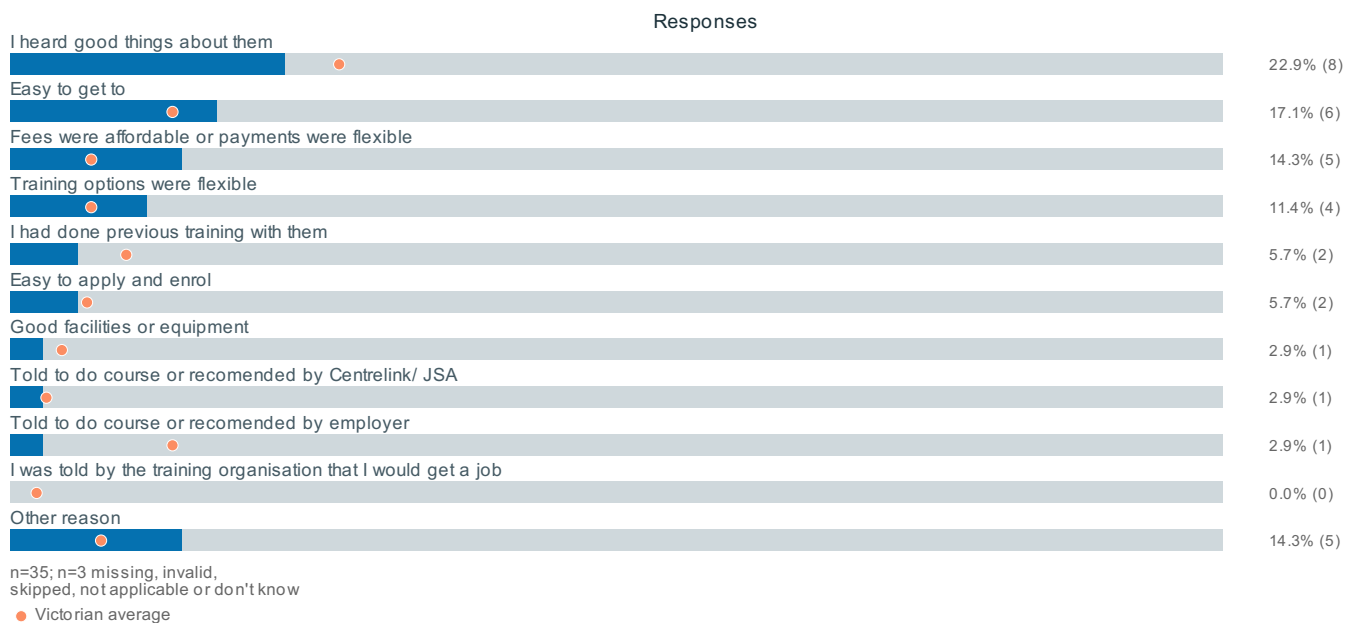
- 57.1% said *Course costs*
- 57.1% said *Eligibility for government support*
- 45.7% said *Employment/career opportunities*
- 42.9% said *Quality of your course/training organisation*
- 11.4% said *None of these*
- 5.7% said *Other*



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

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

- 22.9% said *I heard good things about them*
- 17.1% said *Easy to get to*
- 14.3% said *Fees were affordable or payments were flexible*
- 14.3% said *Other reason*
- 11.4% said *Training options were flexible*
- 5.7% said *I had done previous training with them*
- 5.7% said *Easy to apply and enrol*
- 2.9% said *Good facilities or equipment*
- 2.9% said *Told to do course or recommended by Centrelink/ JSA*
- 2.9% said *Told to do course or recommended by employer*
- None (0%) said *I was told by the training organisation that I would get a job*



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...

Laverton Community Education Centre received fewer than 5 responses to the question "**(a) Technical/job specific skills**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(b) Problem-solving skills**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(c) Decision making skills**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(d) Team working skills**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(e) Numerical skills**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(f) Writing skills**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(g) IT/computer Skills**" so the results are not shown.

Laverton Community Education Centre 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)...

Laverton Community Education Centre received fewer than 5 responses to the question "**(a) Improved their skills to do the job well**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(b) Improved their productivity**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(c) Reflected up-to-date practices in my industry/sector**" so the results are not shown.

Laverton Community Education Centre received fewer than 5 responses to the question "**(d) Was delivered by knowledgeable and experienced staff**" so the results are not shown.

Laverton Community Education Centre 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.

Laverton Community Education Centre 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...?

Laverton Community Education Centre received fewer than 5 responses to the question "**(a) The standard of assessment**" so the results are not shown.

Laverton Community Education Centre 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.

Laverton Community Education Centre 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.

Laverton Community Education Centre received fewer than 5 responses to the question "**(d) The quality of your communication with the training provider**" so the results are not shown.

Laverton Community Education Centre 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.

Laverton Community Education Centre received fewer than 5 responses to the question "**(f) The information on Competency Based Completion (CBC)**" so the results are not shown.

Laverton Community Education Centre 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.

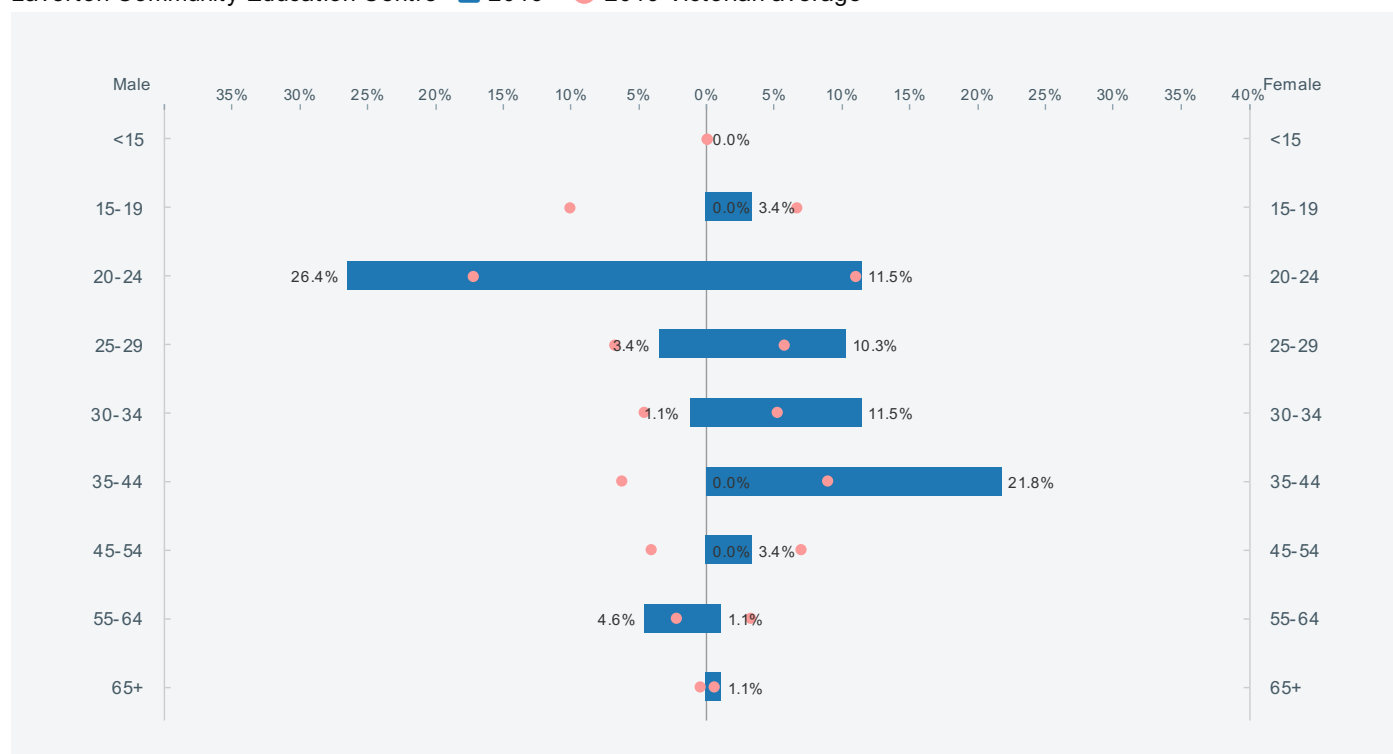
Student profile

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.

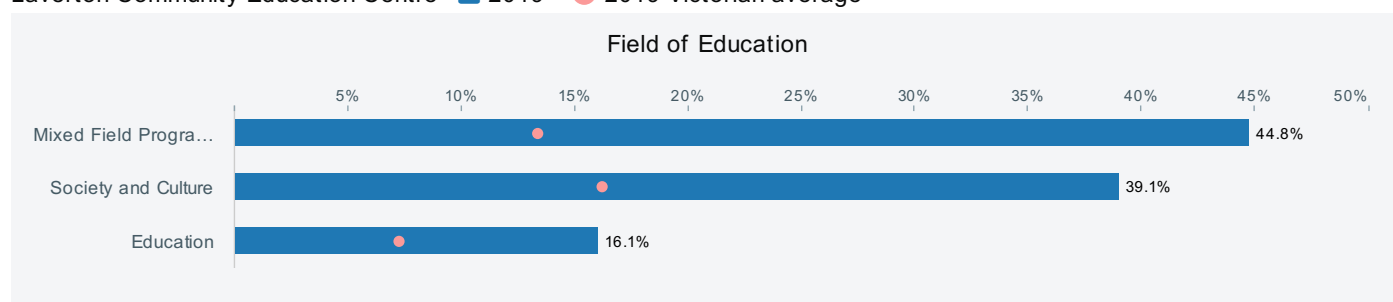
Age and Gender

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average



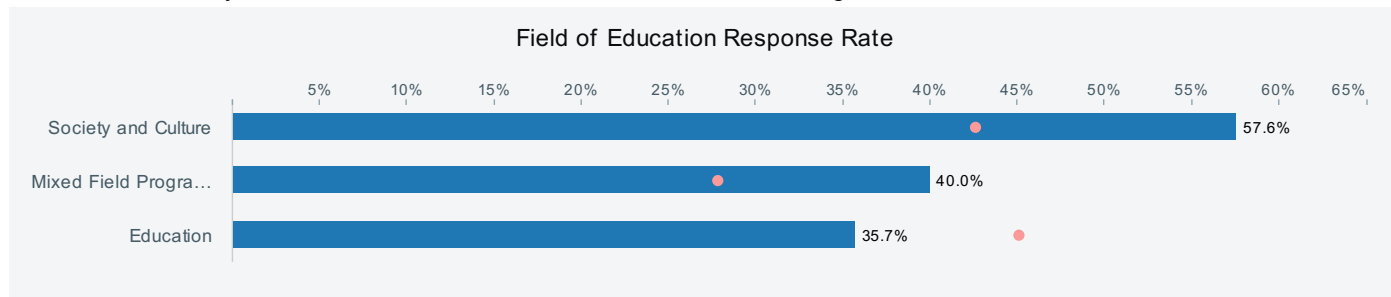
Field of Education

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average



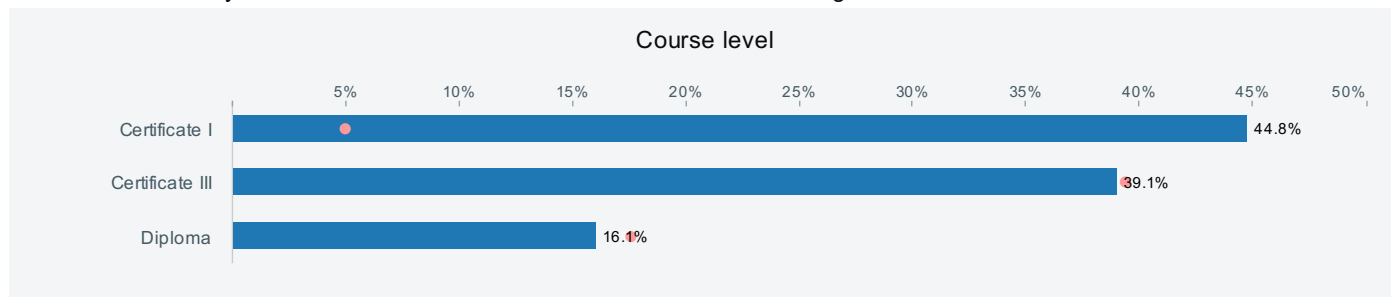
Field of Education Response Rate

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average



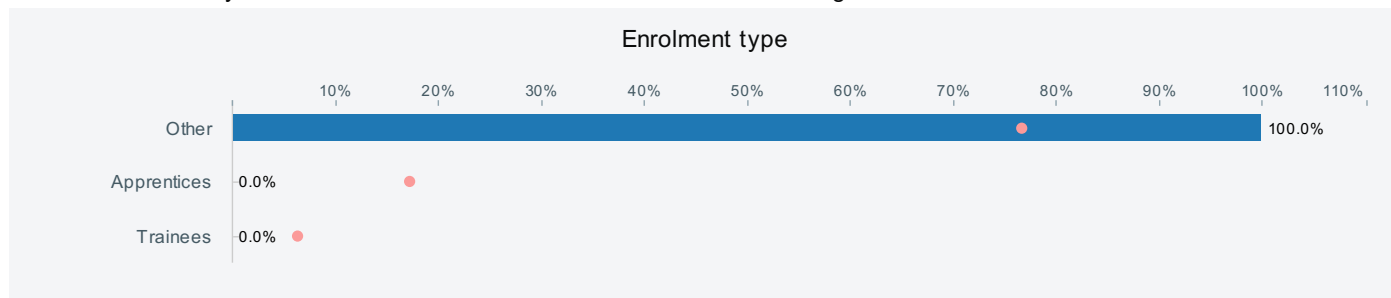
Course Level

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average



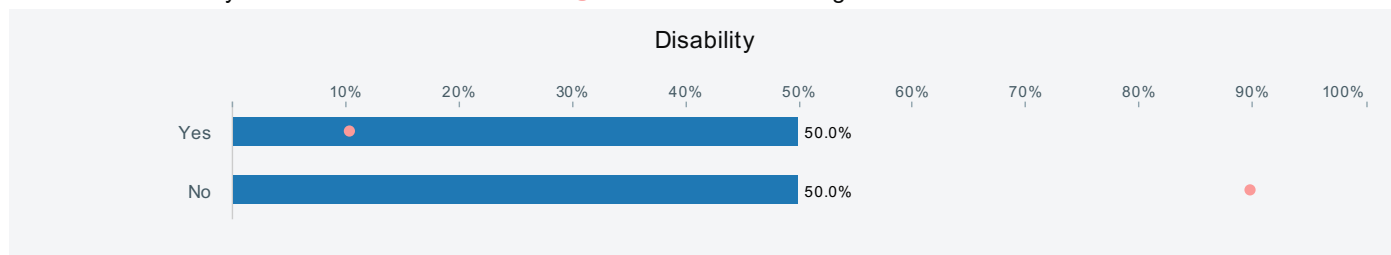
Enrolment type

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average



Disability

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average



Indigenous

Laverton Community Education Centre ■ 2019 ● 2019 Victorian average

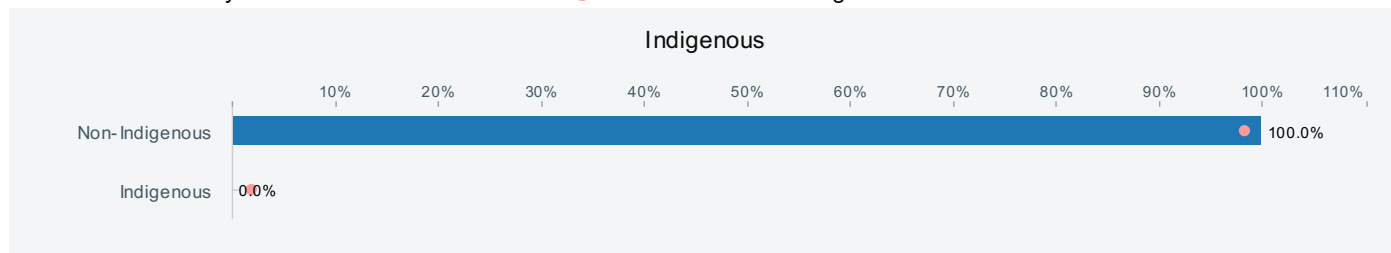


Chart Help

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.



n = x n=1 missing, invalid, skipped, not applicable or don't know
Victorian average

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](#)