

## LAVERTON COMMUNITY INTEGRATED SERVICES INC (6408)

### 2025 RTO Performance Detailed Report

#### Introduction

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

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

#### Student Satisfaction Survey

- In 2025, almost 74,500 Victorian students across 253 Registered Training Organisations (RTOs) participated in the survey. The state-level response rate for Victoria was 46.5%
- In 2025, around 44,700 respondents had completed their training (completers) and around 29,800 left training without completing (early leavers).
- A total of 90 students from LAVERTON COMMUNITY INTEGRATED SERVICES INC (6408) participated in the 2025 Student Satisfaction Survey. This is a response rate of 53.9%.
- In 2025, 70 respondents were completers and 20 were early leavers.

#### Employer Satisfaction Survey

- In 2025, over 9,000 employers of apprentice(s) and trainee(s) took part in the survey. The state-level response rate for Victoria was 39.4%.
- A total of 1 employers of apprentice(s) and/or trainee(s) who either completed their training or were still in training at LAVERTON COMMUNITY INTEGRATED SERVICES INC (6408) participated in the 2025 Employer Satisfaction Survey. This is a response rate of 50%

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### Student Satisfaction Survey question level results

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- Satisfaction with training
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- Your work situation before training
- Work Placement
- About your training organization

### Employer Satisfaction Survey question level results

- Satisfaction with Training
- Working with apprentices/trainees

### Additional information

- Student profile
- Definitions
- 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 INTEGRATED SERVICES INC		
	2025	2024	Victoria overall
<b>Student experience</b>			
Proportion of VET students who were satisfied with training	92.1% ▲	90.4%	79.9%
Proportion of VET students who reported a positive perception of teaching	88.5% ▲	86.3%	72.3%
Proportion of VET students who reported a positive perception of the assessment process	93.5% ▲	91.8%	84.2%
Proportion of VET students who were satisfied with generic skills and learning experiences	76.3% ▲	73.5%	60.9%
<b>Student outcomes</b>			
Proportion of VET students who achieved their main reason for training	91.1% ▲	86.2%	75.8%
Proportion of VET students with an improved employment status after training	69.1% ▲	52.9%	54.0%
Proportion of VET students who went on to further study at a higher level than their completed training	12.1% ▼	20.9%	16.6%
Proportion of VET students who would recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC	92.2% ▲	89.6%	78.3%
<b>Employer feedback</b>			
Proportion of employers who were satisfied with training provided by LAVERTON COMMUNITY INTEGRATED SERVICES INC	N/A	N/A	76.9%
Proportion of employers who would recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC	N/A	N/A	73.2%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	N/A	N/A	76.8%

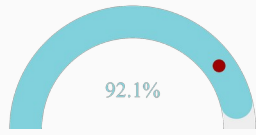
▲ Higher than previous year ▼ Lower than previous year

# Student experience

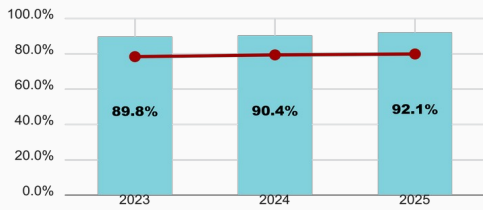
## Proportion of VET students who were satisfied with training

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average

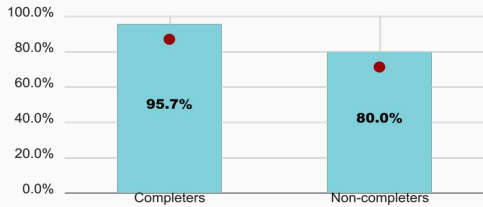
satisfied with training provided



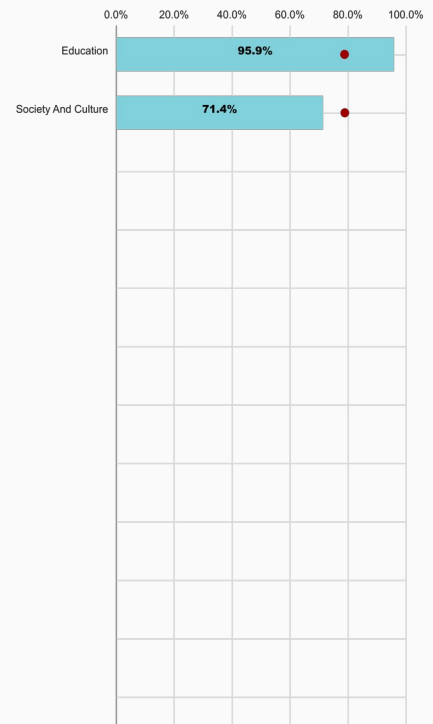
satisfied with training provided time series



satisfied with training provided by completion status

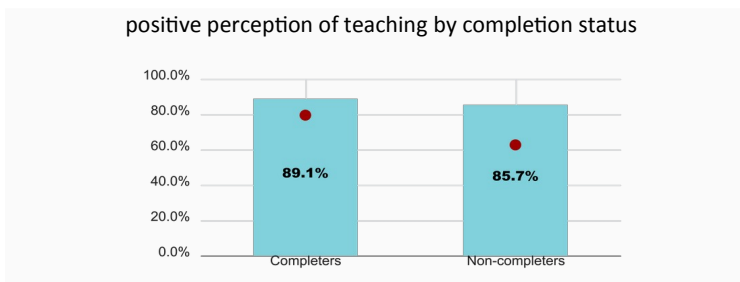
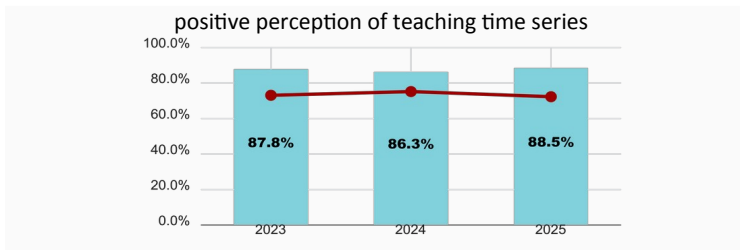
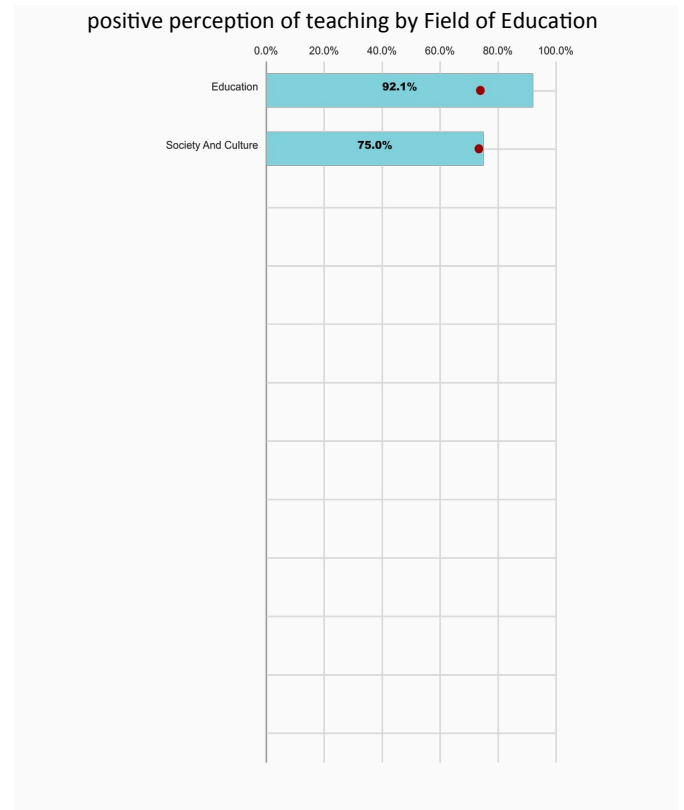
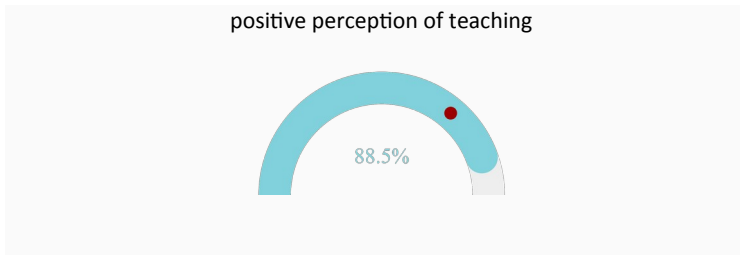


satisfied with training provided by Field of Education



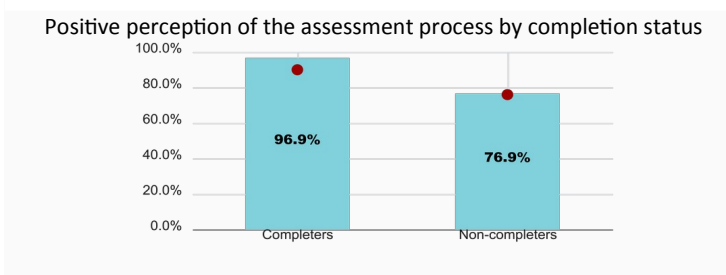
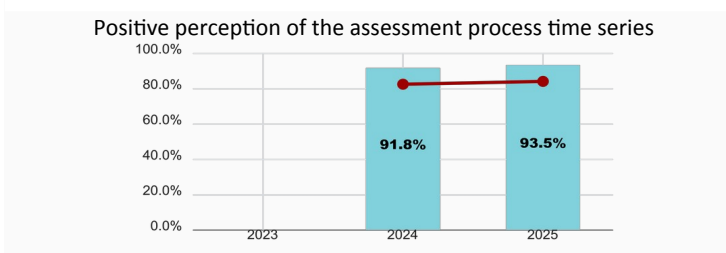
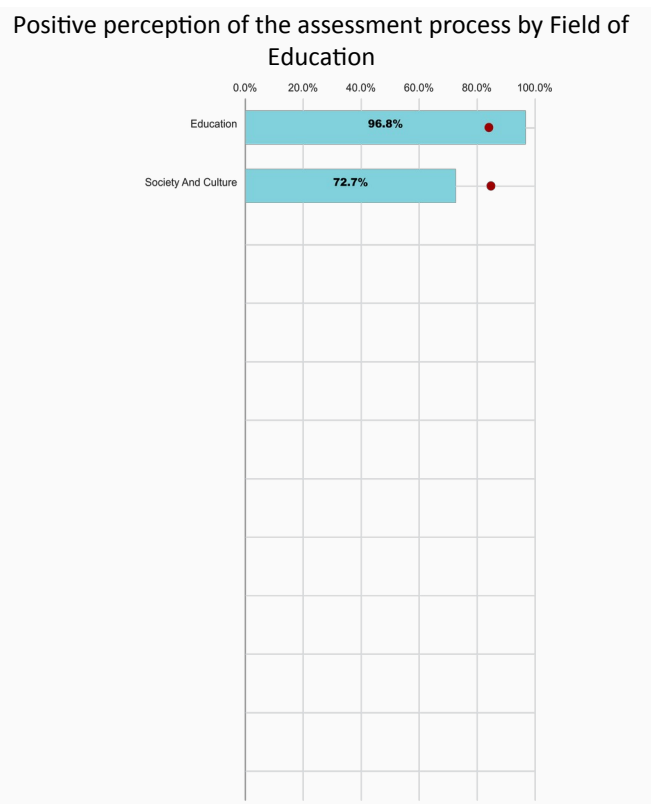
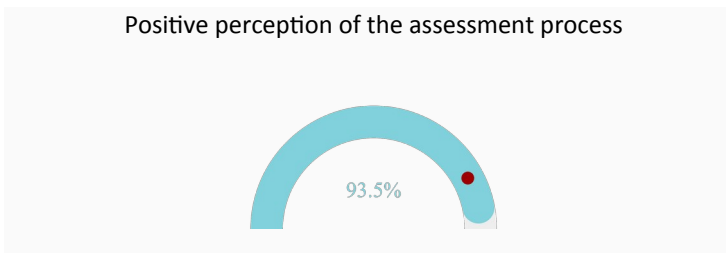
## Proportion of VET students who reported a positive perception of teaching

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



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

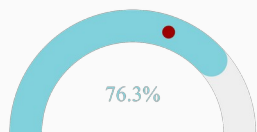
LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



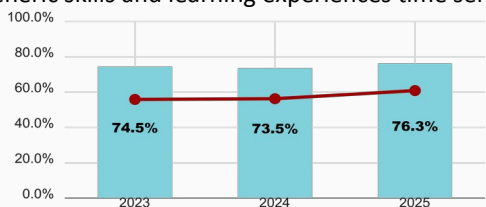
# Proportion of VET students who were satisfied with generic skills and learning experiences

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average

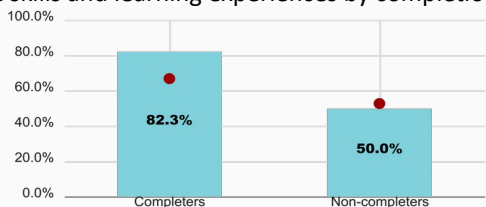
Generic skills and learning experiences



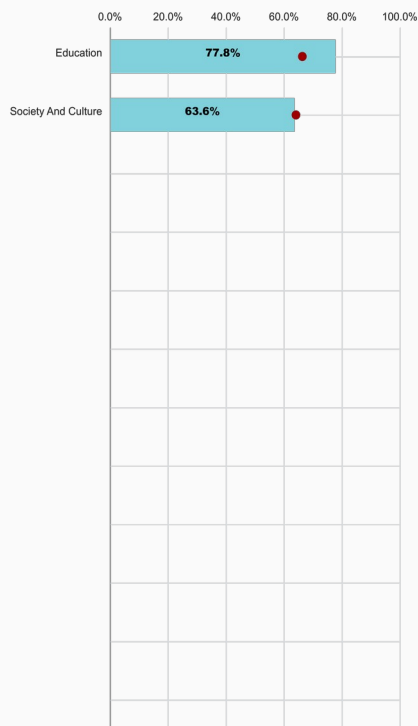
Generic skills and learning experiences time series



Generic skills and learning experiences by completion status



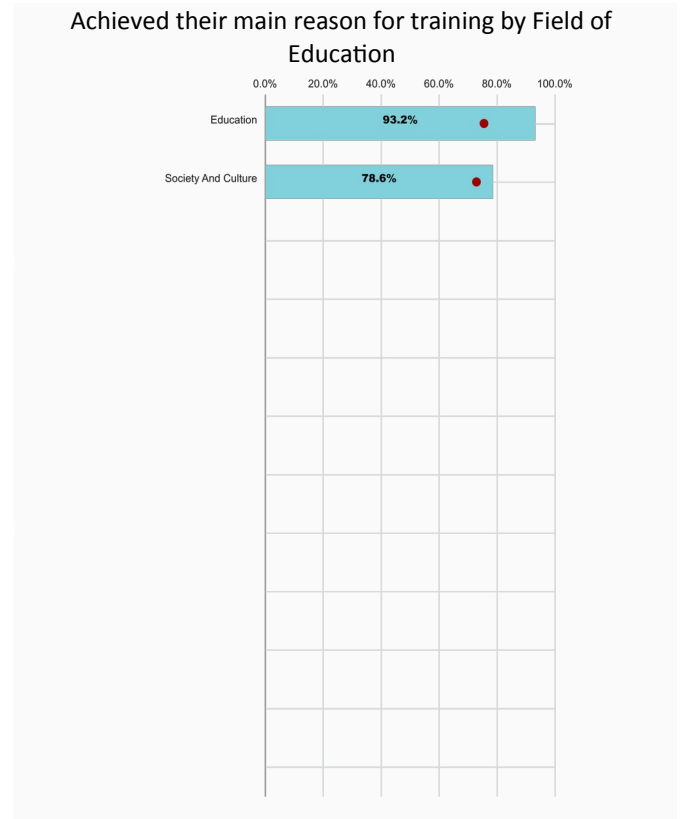
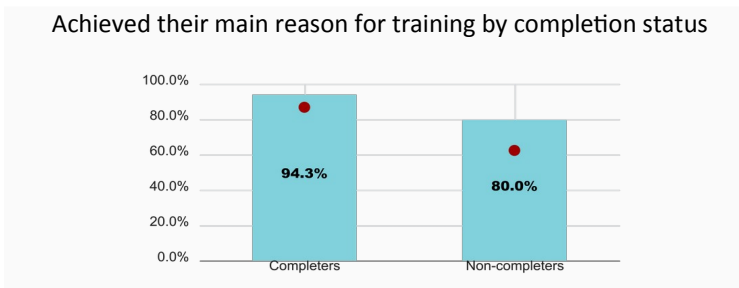
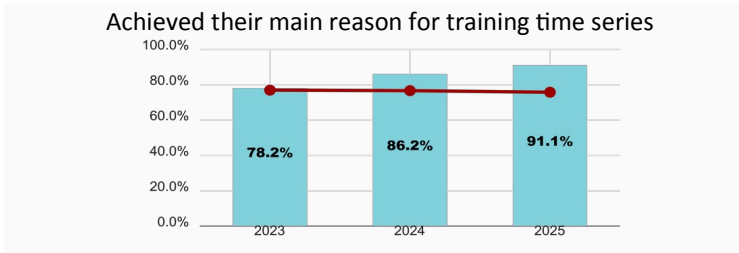
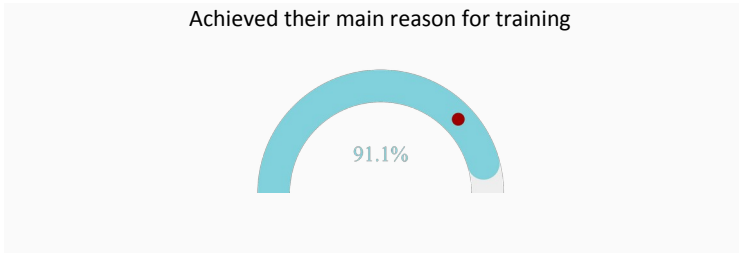
Generic skills and learning experiences by Field of Education



# Student outcomes

## Proportion of VET students who achieved their main reason for training

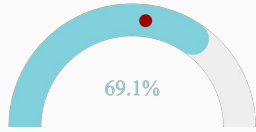
LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



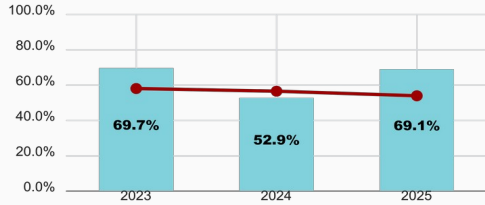
# Proportion of VET students with an improved employment status after training

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average

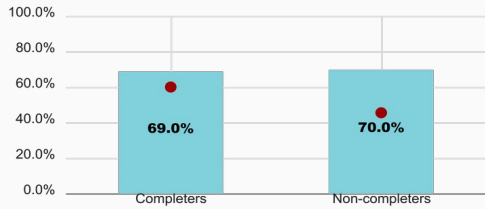
Improved employment status after training



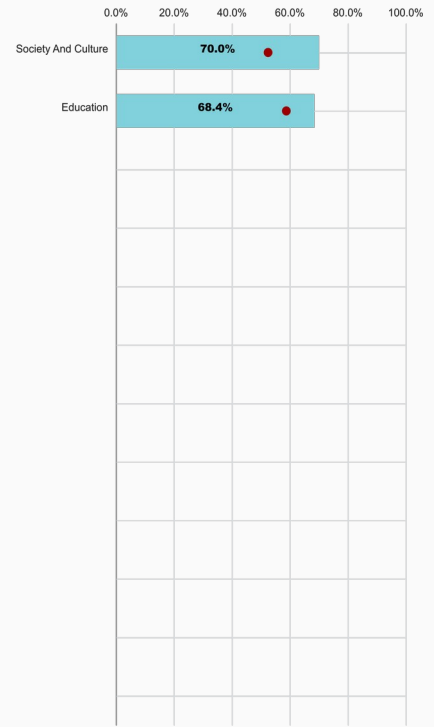
Improved employment status after training time series



Improved employment status after training by completion Status



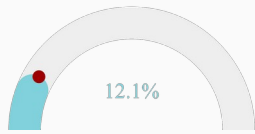
Improved employment status after training by Field of Education



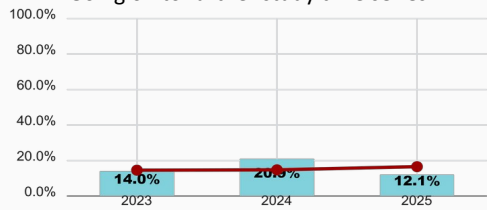
# Proportion of VET students who went on to further study at a higher level than their completed training

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average

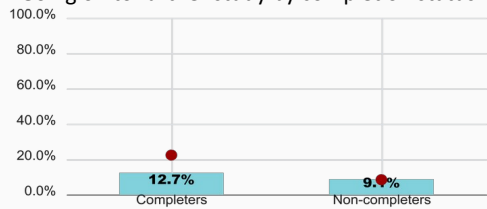
Going on to further study



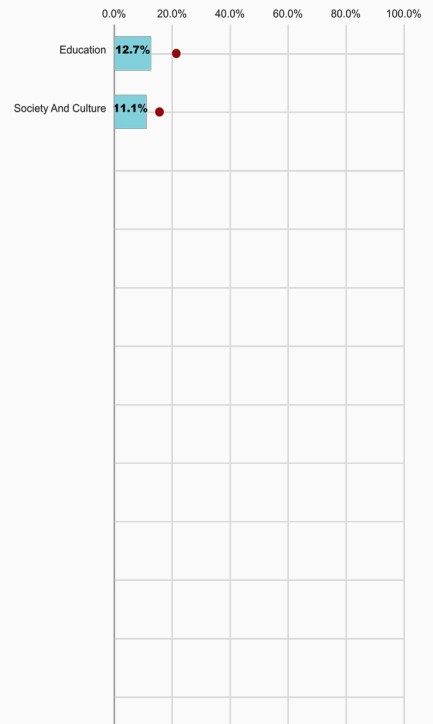
Going on to further study time series



Going on to further study by completion status



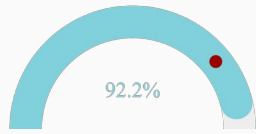
Going on to further study by Field of Education



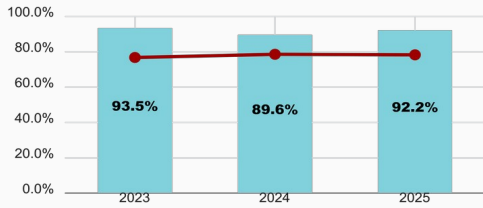
# Proportion of VET students who would recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average

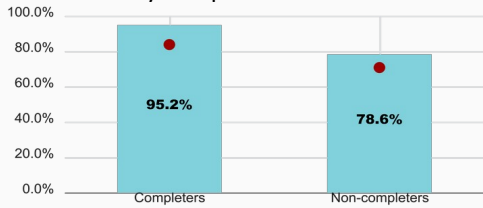
Recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC



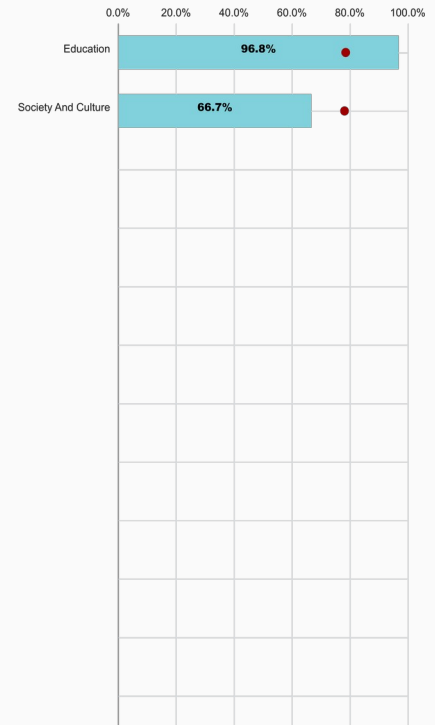
Recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC time series



Recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC by completion status



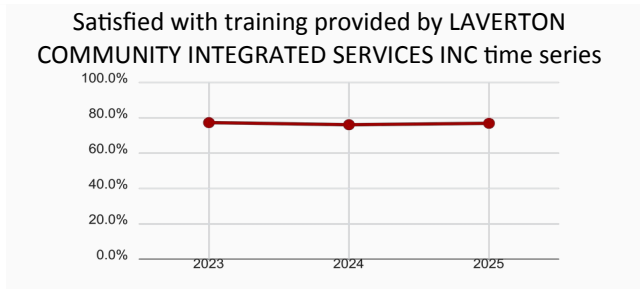
Recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC by Field of Education



# Employer Feedback

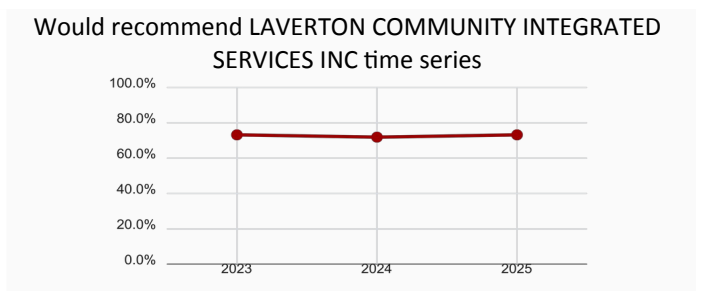
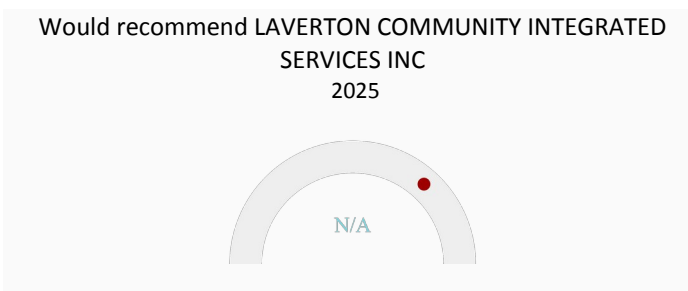
## Proportion of employers who were satisfied with training provided by LAVERTON COMMUNITY INTEGRATED SERVICES INC

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



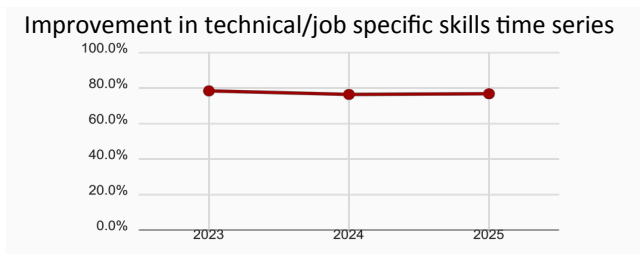
## Proportion of employers who would recommend LAVERTON COMMUNITY INTEGRATED SERVICES INC

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



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

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average

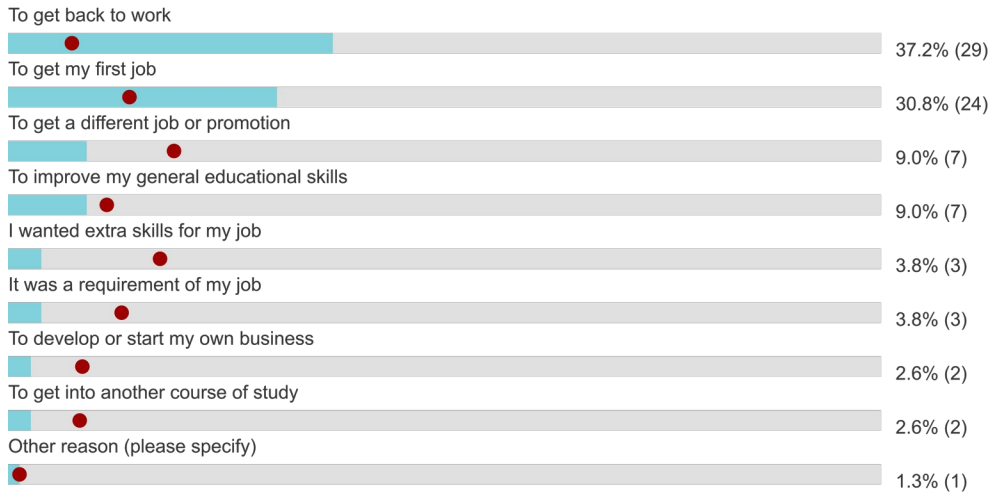


# Student Satisfaction Survey question level results

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

## About your training

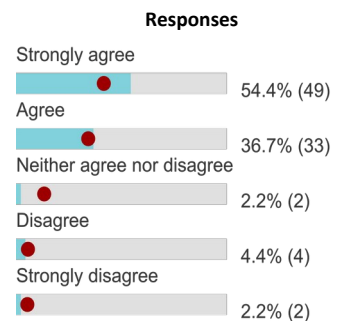
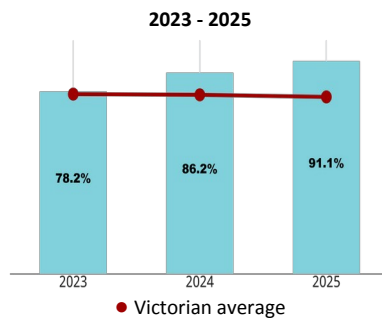
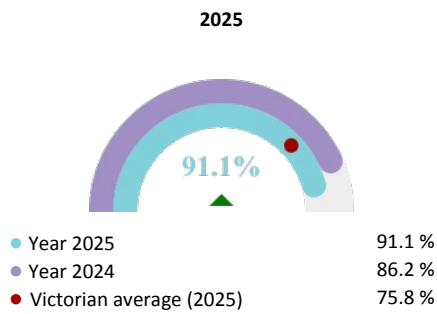
### 1. What was your main reason for doing this course?



n = 78

● Victorian average

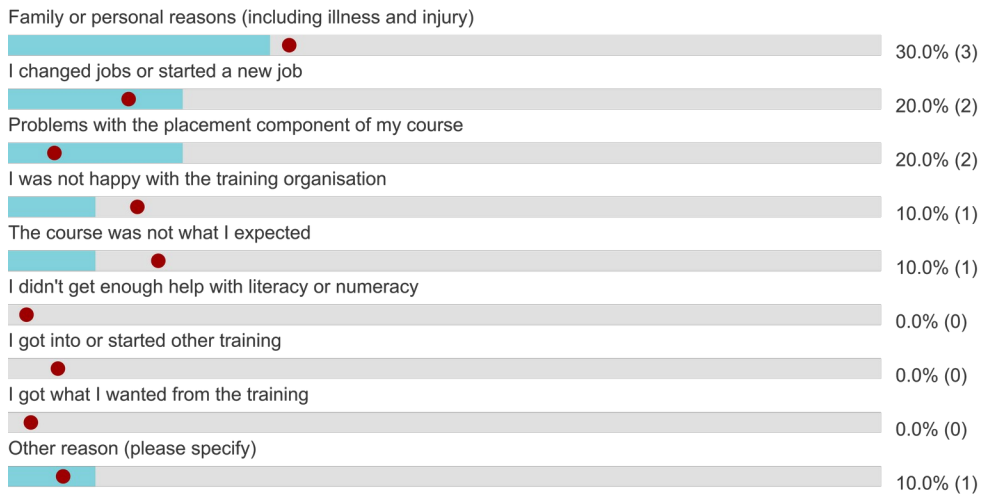
### 2. To what extent would you agree that you achieved your main reason for doing this course?



n = 90

● Victorian average

#### 4. What was your main reason for not continuing your course? \*



n = 10

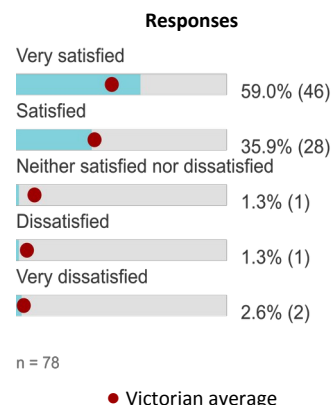
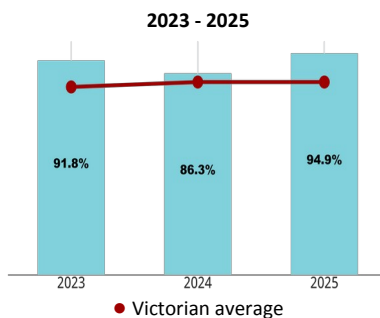
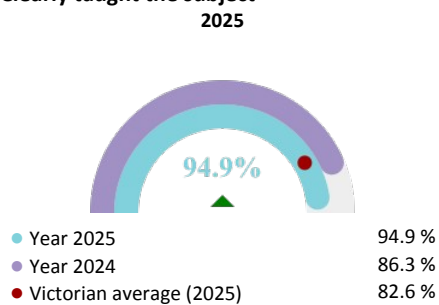
● Victorian average

\*Question 4 applies to students who did not complete the training required to gain the qualification for this course.

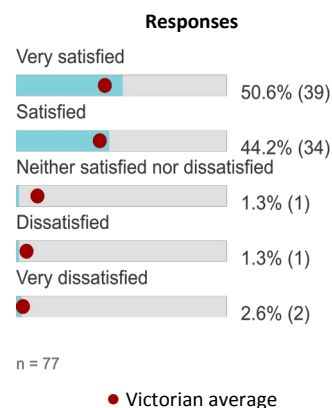
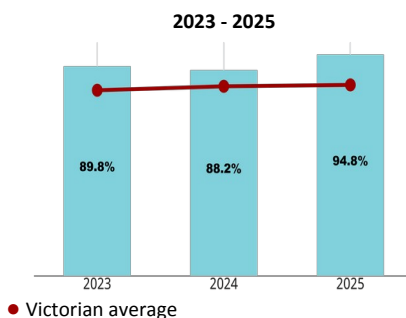
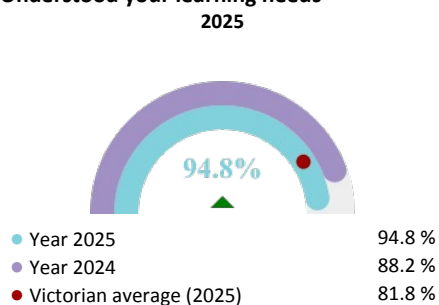
## Satisfaction with training

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

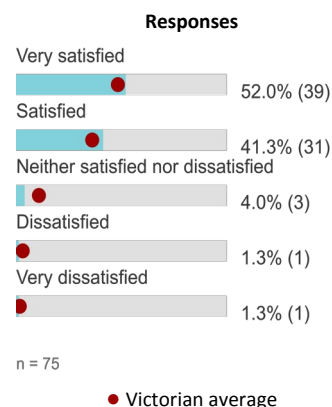
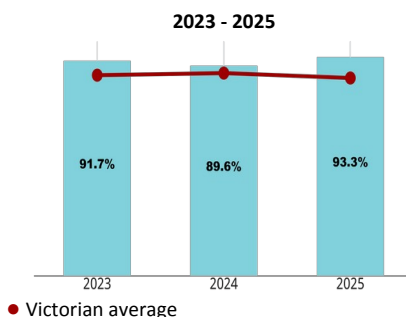
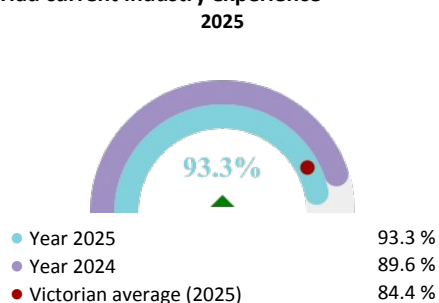
#### Clearly taught the subject



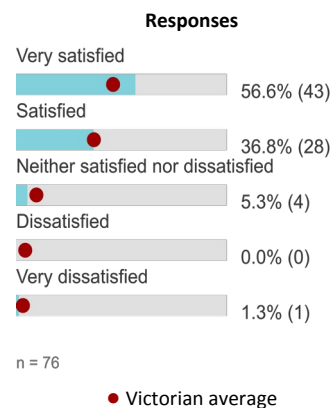
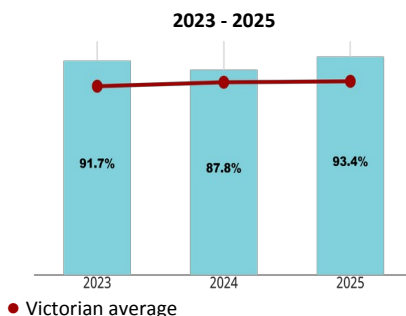
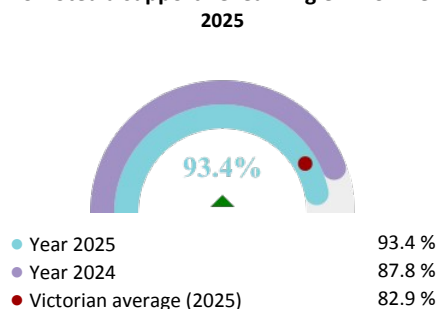
#### Understood your learning needs



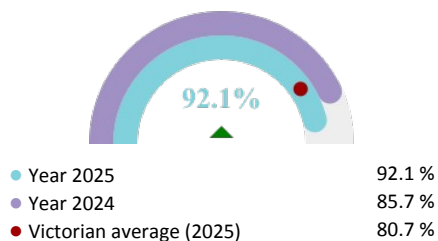
#### Had current industry experience



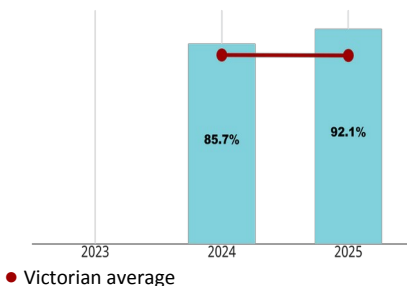
#### Promoted a supportive learning environment



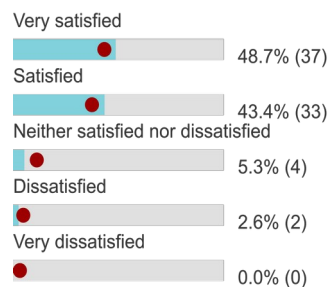
**Provided useful feedback**  
2025



**2023 - 2025**



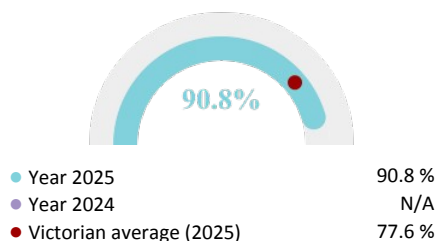
**Responses**



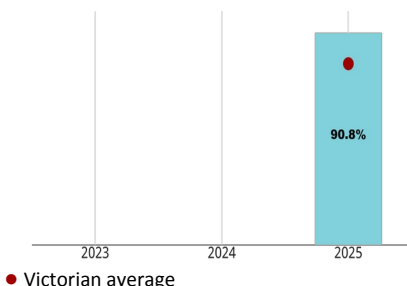
n = 76

● Victorian average

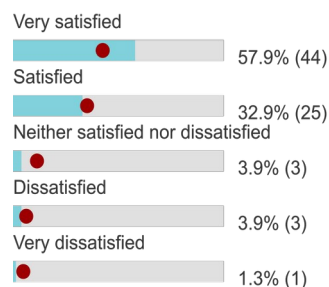
**Were organised in their teaching (such as clear lesson plans and managing class time well)**  
2025



**2023 - 2025**



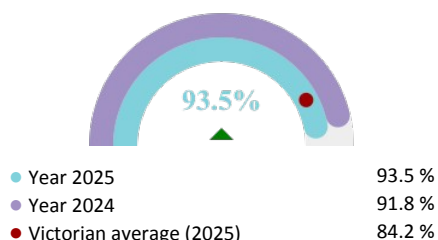
**Responses**



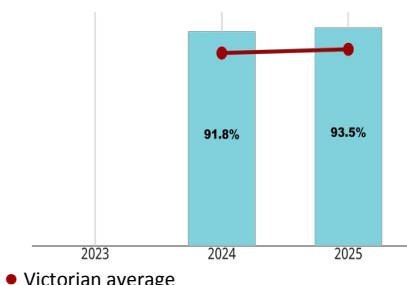
n = 76

● Victorian average

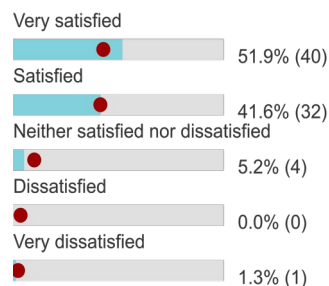
**6. How satisfied are you that your assessment was a fair test of your skills and knowledge?**  
2025



**2023 - 2025**



**Responses**

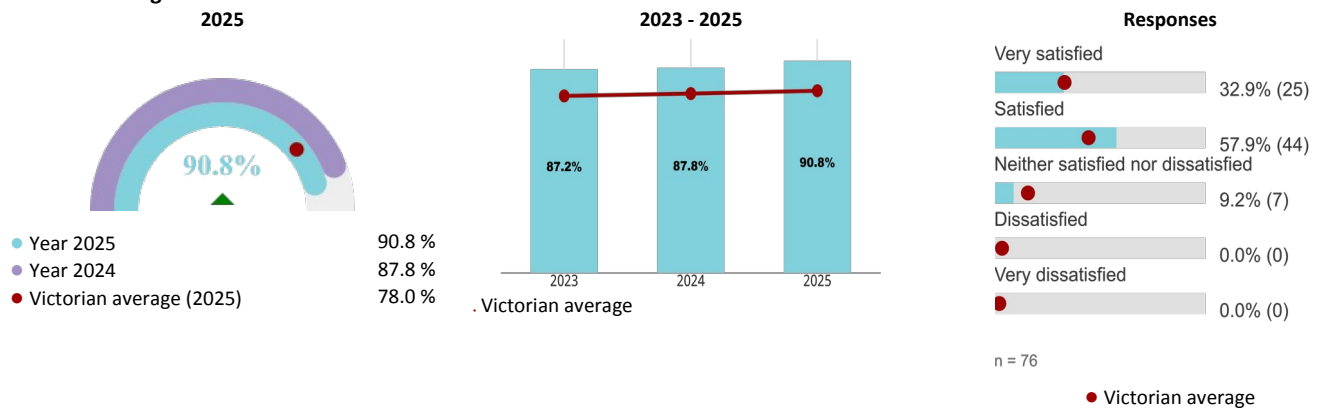


n = 77

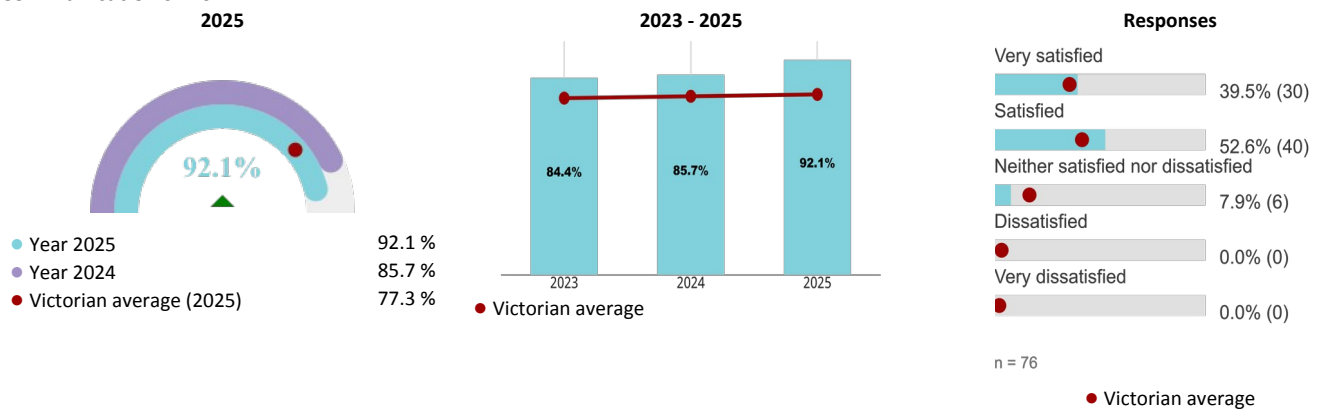
● Victorian average

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

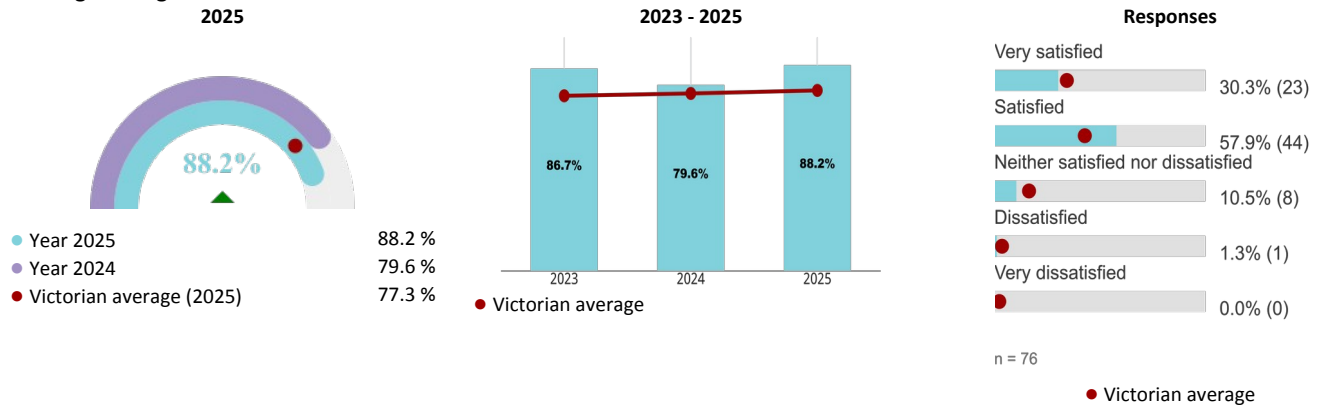
### Problem-solving skills



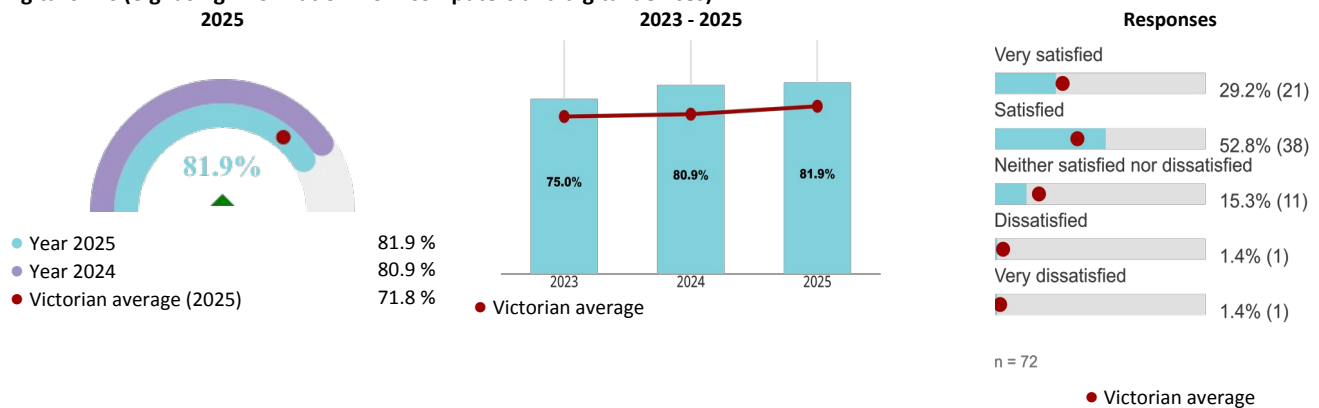
### Communication skills



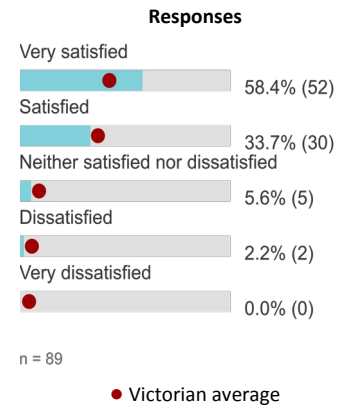
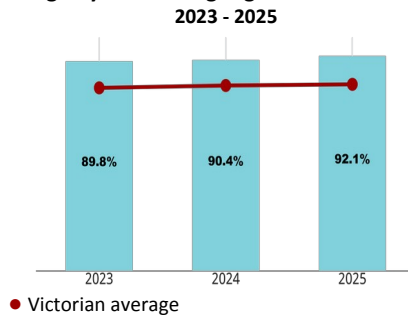
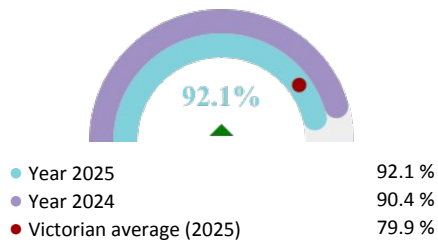
### Planning and organisation skills



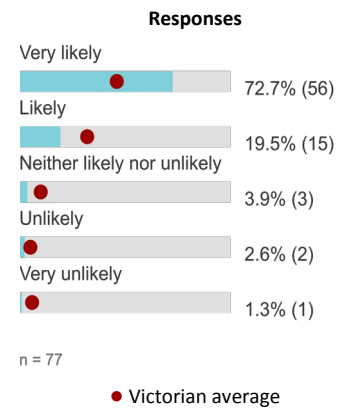
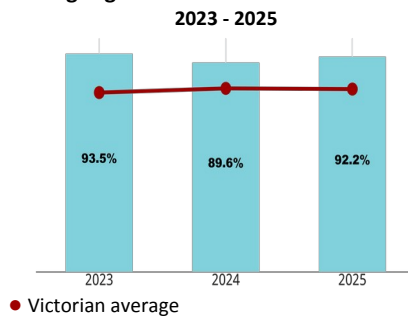
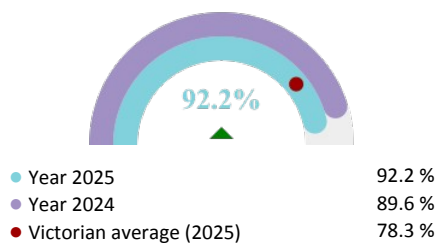
### Digital skills (e.g. using information from computers and digital devices)



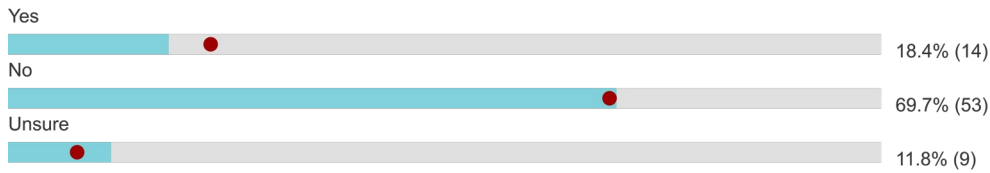
**8. Overall, how satisfied were you with your training at your training organisation?  
2025**



**9. How likely would you be to recommend the training organisation to other students?  
2025**



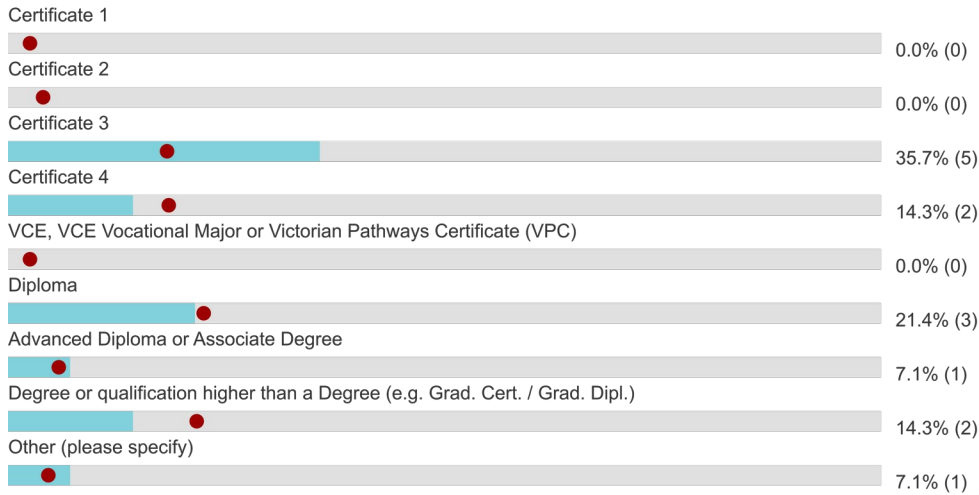
### 11. Have you started another course or further study?



n = 76

● Victorian average

### 12. What is the level of this new course? \*

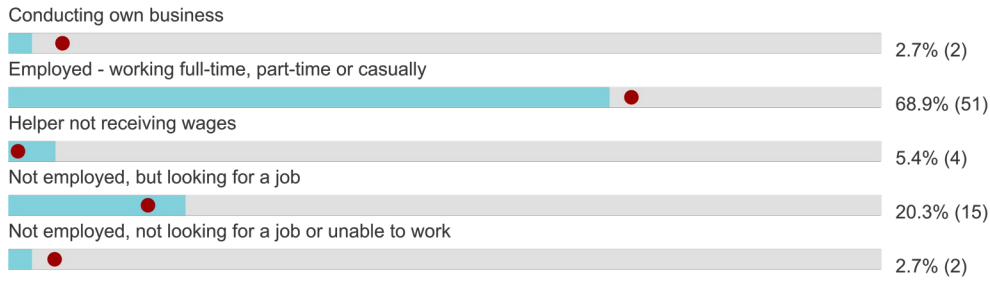


n = 14

● Victorian average

## Your work situation now

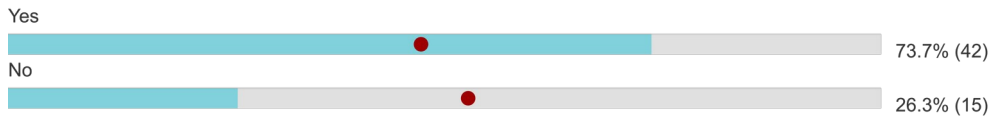
### 14. Which of the following best describes your work situation now?



n = 74

● Victorian average

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



n = 57

● Victorian average

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

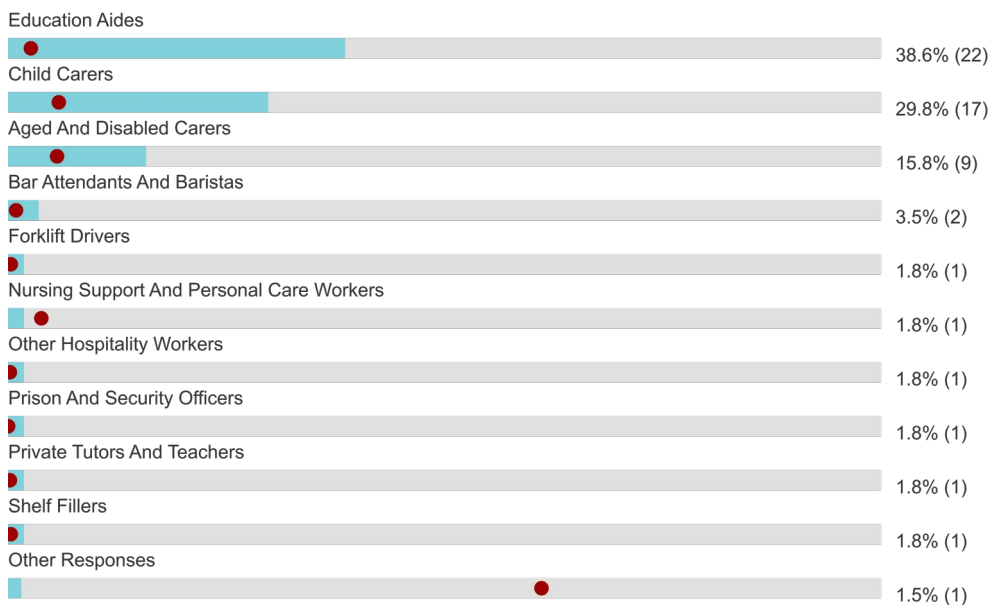


n = 57

● Victorian average

\*Question 16 applies to students who indicated they currently have a job.

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

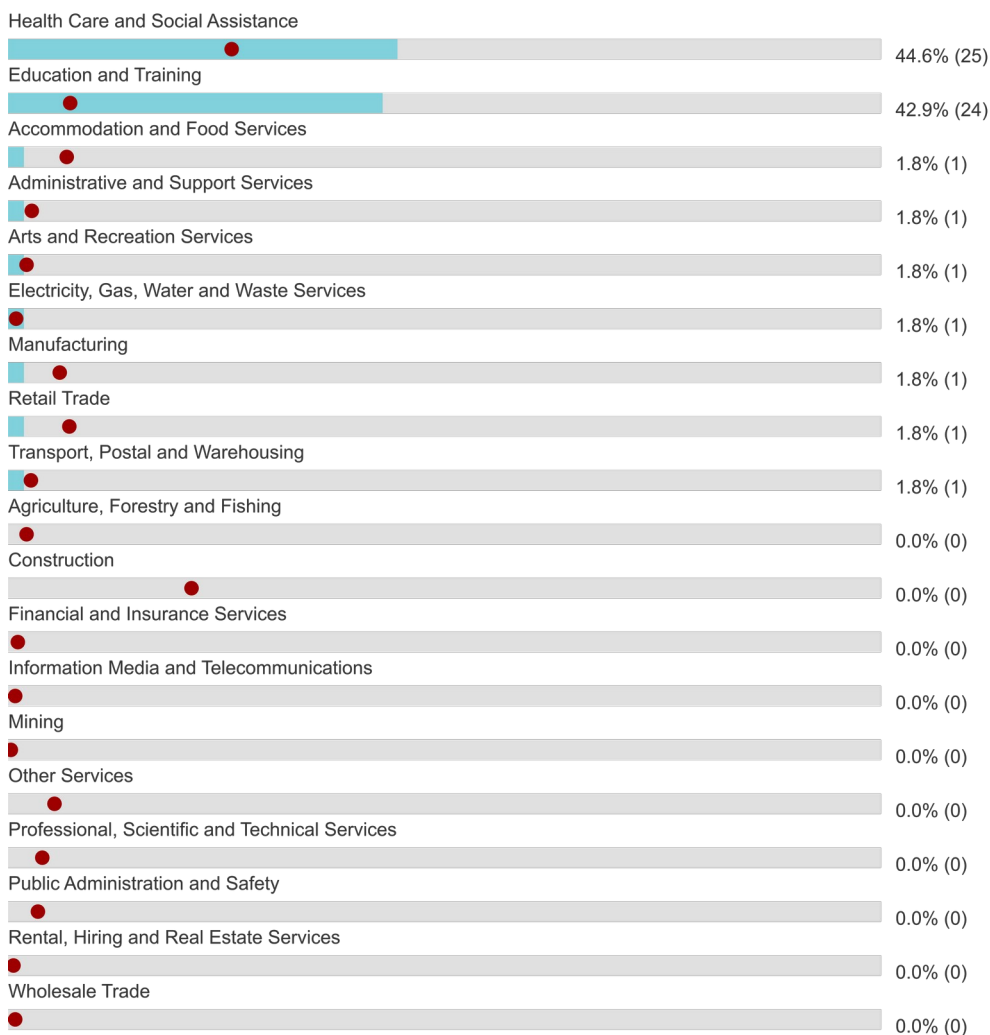


n = 57

● Victorian average

\*Question 16 applies to students who indicated they currently have a job.

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

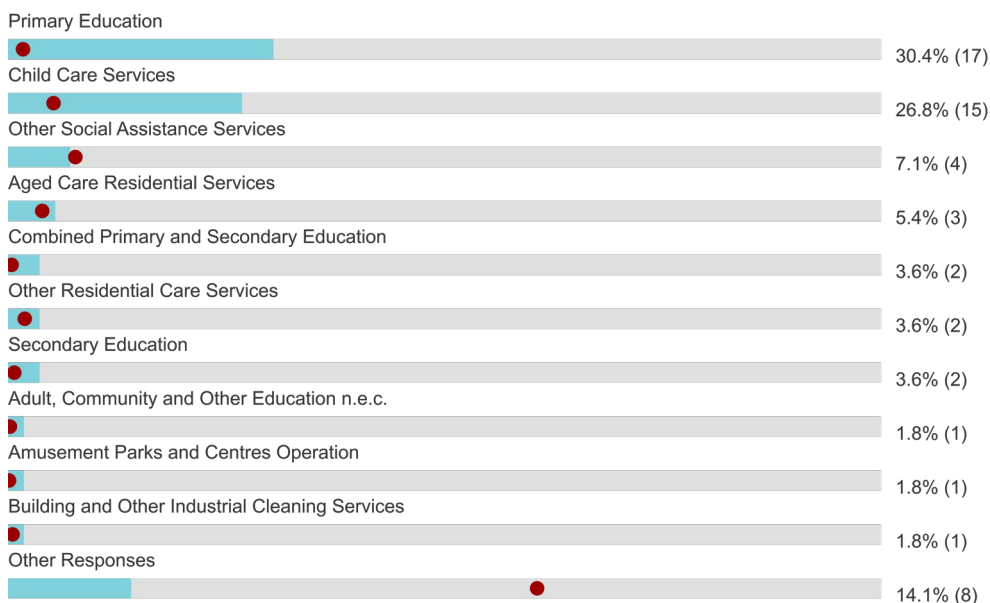


n = 56

• Victorian average

**\*Question 18 applies to students who indicated they currently have a job.**

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

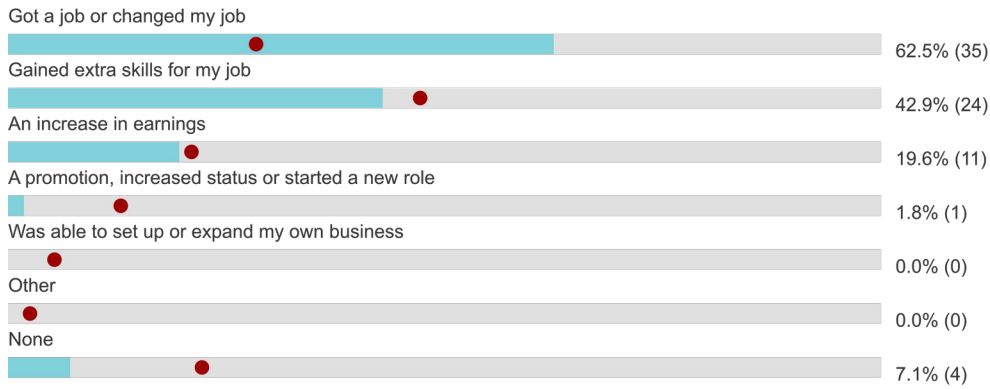


n = 56

• Victorian average

**\*Question 18 applies to students who indicated they currently have a job.**

## 20. Which of the following job-related benefits have you received from undertaking the training?



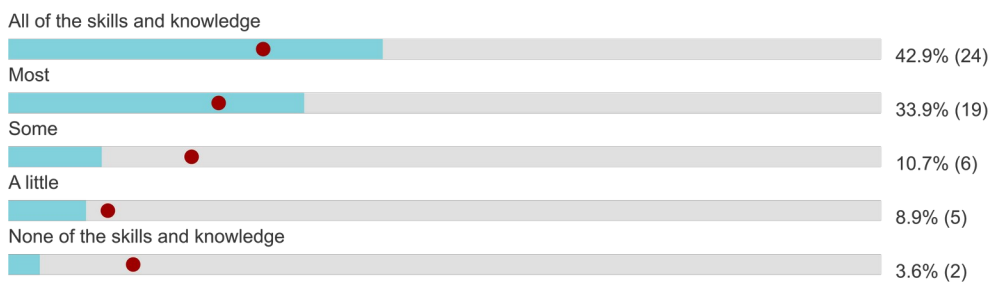
n = 56

● Victorian average

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

---

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

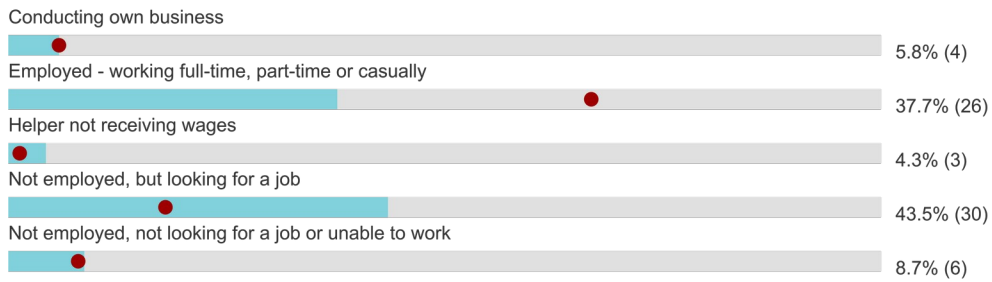


n = 56

● Victorian average

## Your work situation before training

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

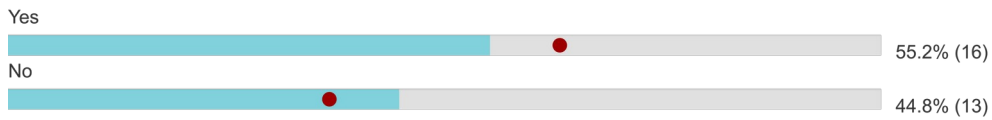


n = 69

● Victorian average

---

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



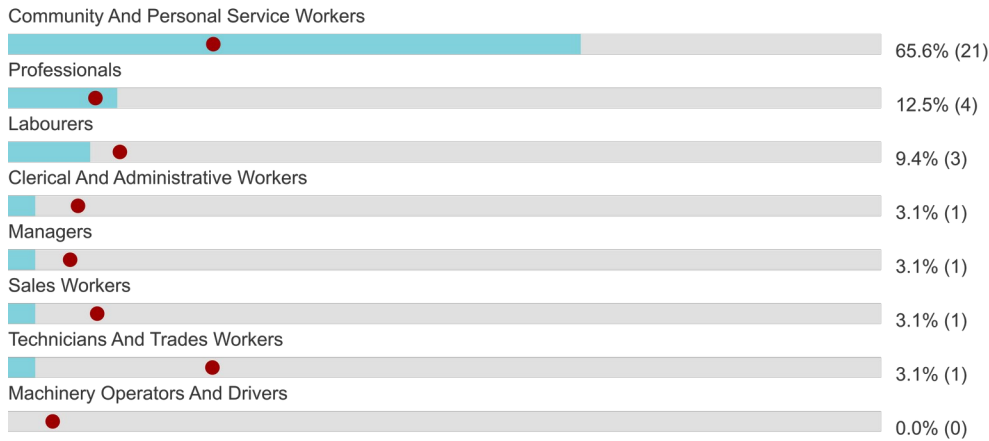
n = 29

● Victorian average

\*Question 23 applies to students who indicated they had a job in the six months before undertaking training.

---

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

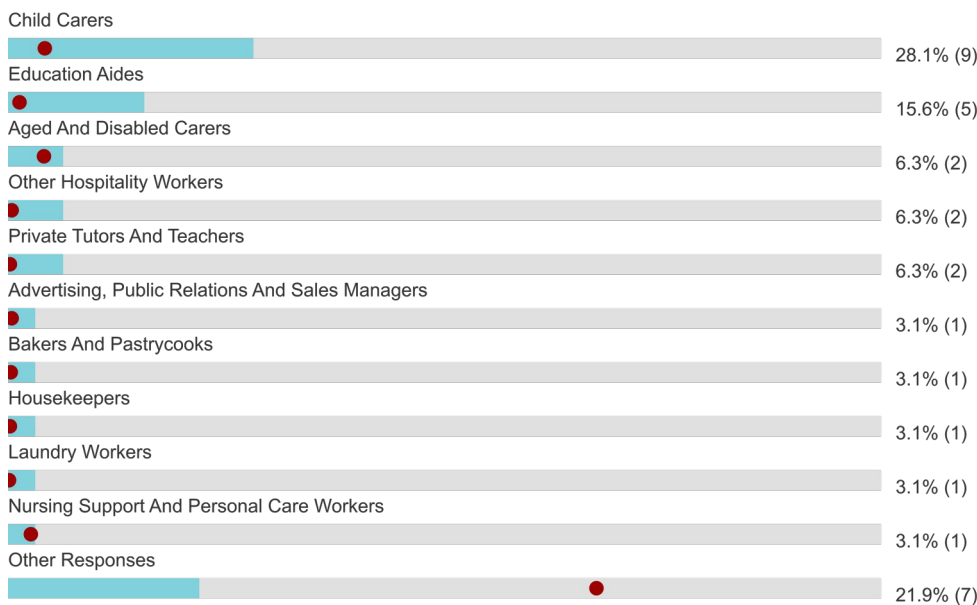


n = 32

● Victorian average

**\*Question 24 applies to students who indicated they had a job in the six months before undertaking training.**

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

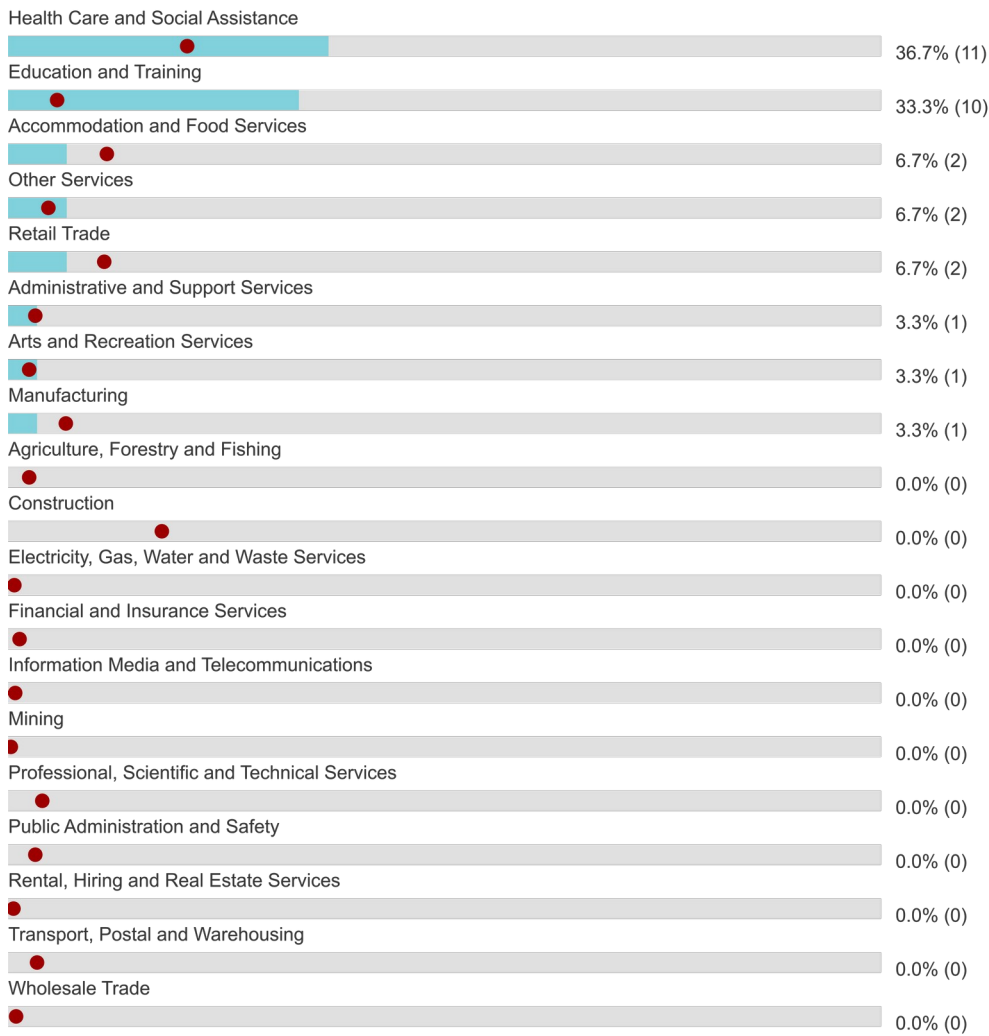


n = 32

● Victorian average

**\*Question 24 applies to students who indicated they had a job in the six months before undertaking training.**

**26. 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)

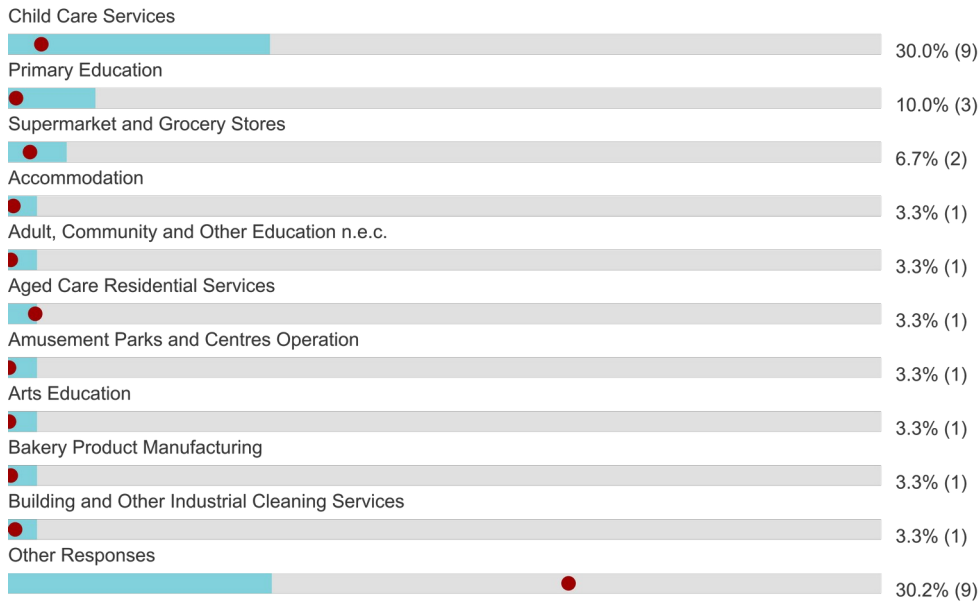


n = 30

● Victorian average

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

**26. 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)



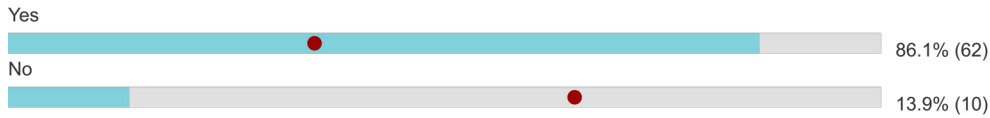
n = 30

● Victorian average

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

## Work Placement

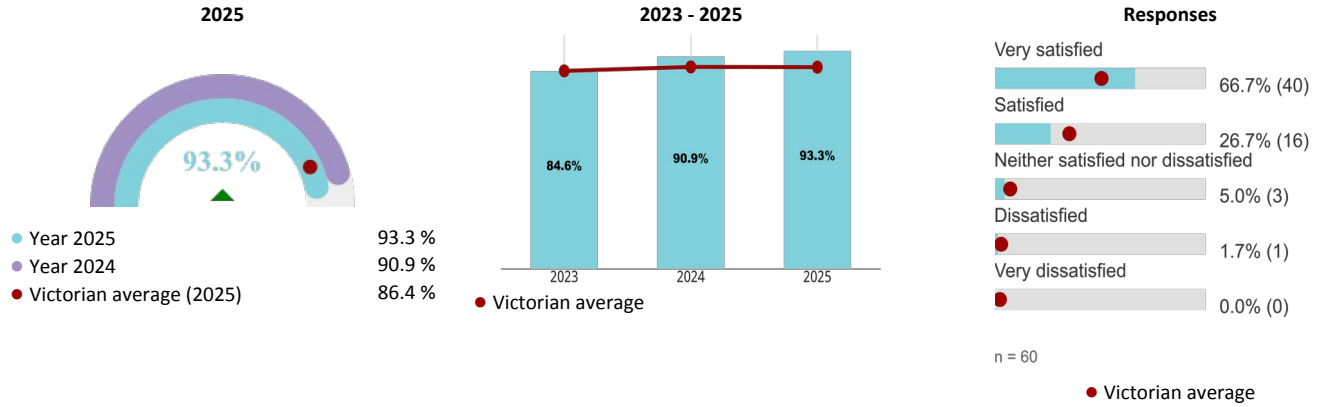
### 27. Did you do any work placement as part of your training?



n = 72

● Victorian average

### 28. How satisfied were you with your overall work placement experience?

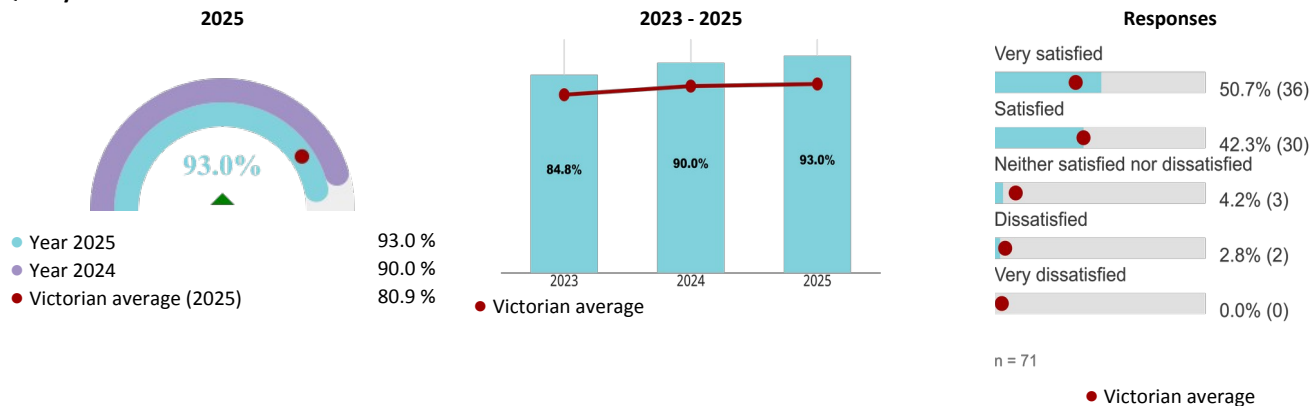


\*Question 28 applies to students who reported they undertook a work placement as part of their training

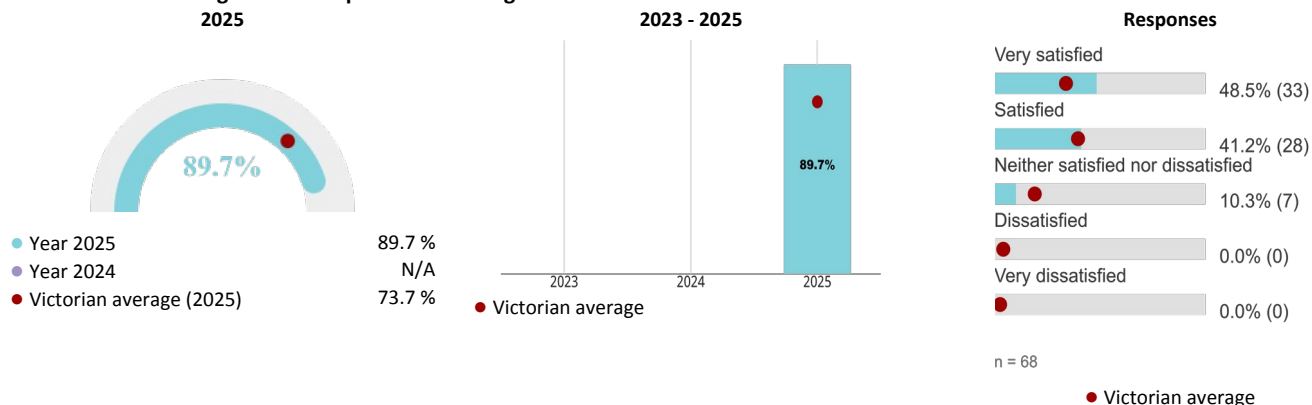
## About your training organization

### 29. How satisfied are you with the following aspects of your training organisation...?

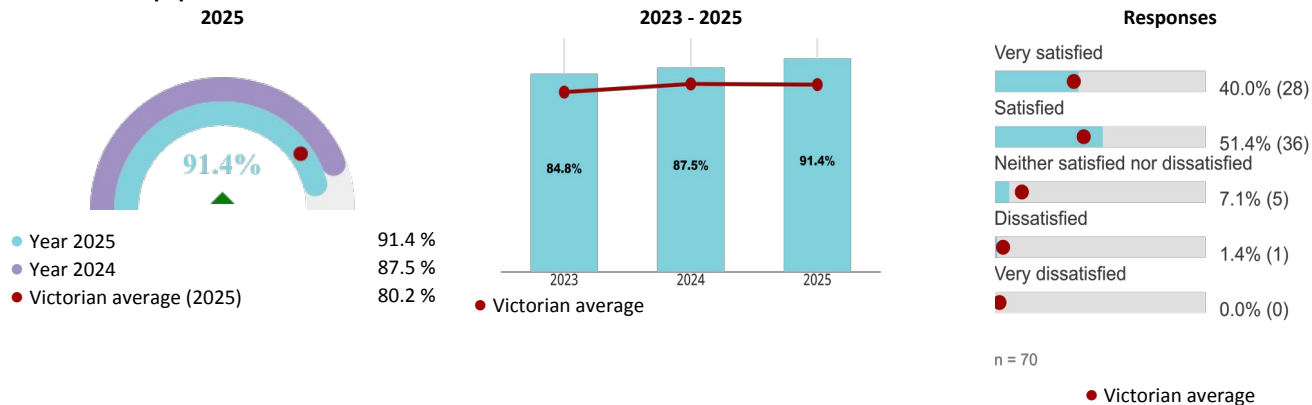
#### Quality of the course materials and content



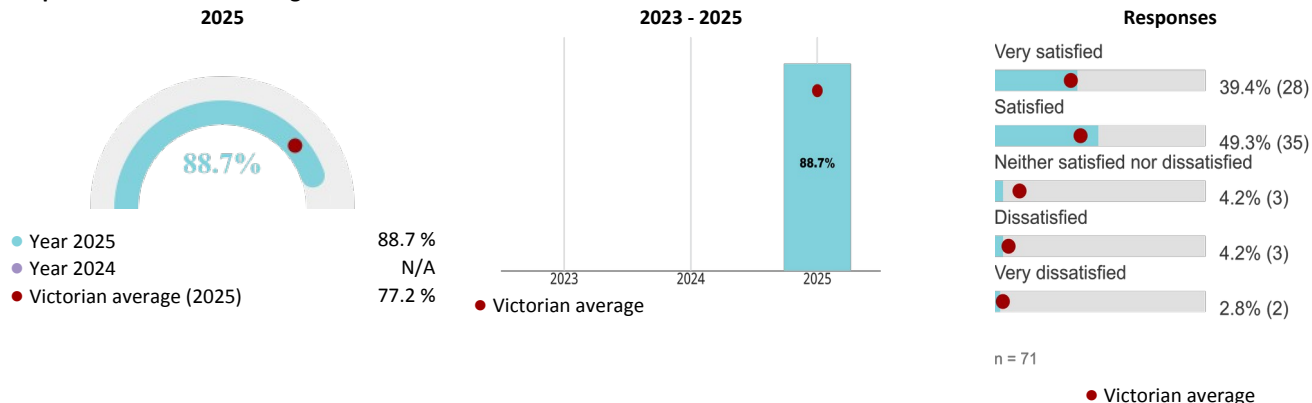
#### How much the training included topics about taking care of the environment



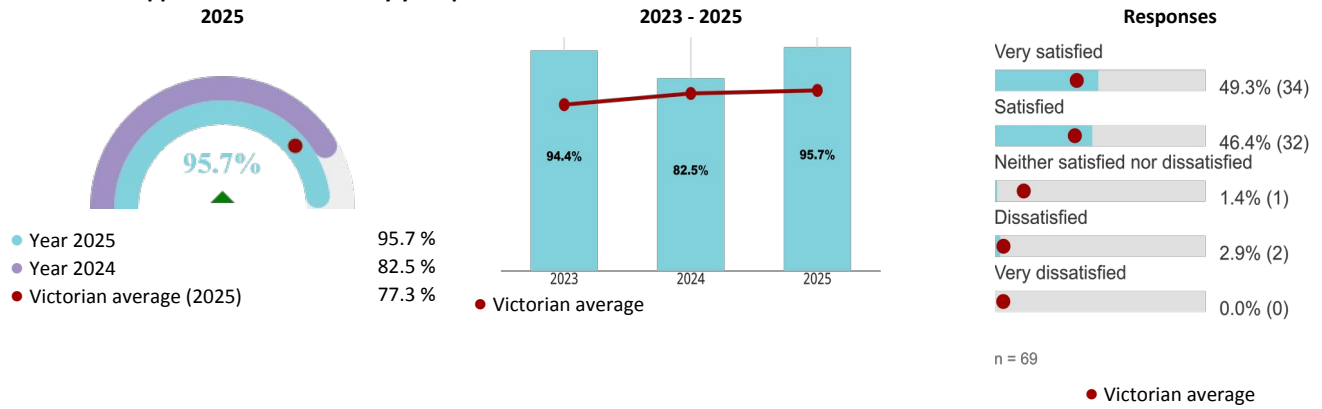
#### Facilities and equipment



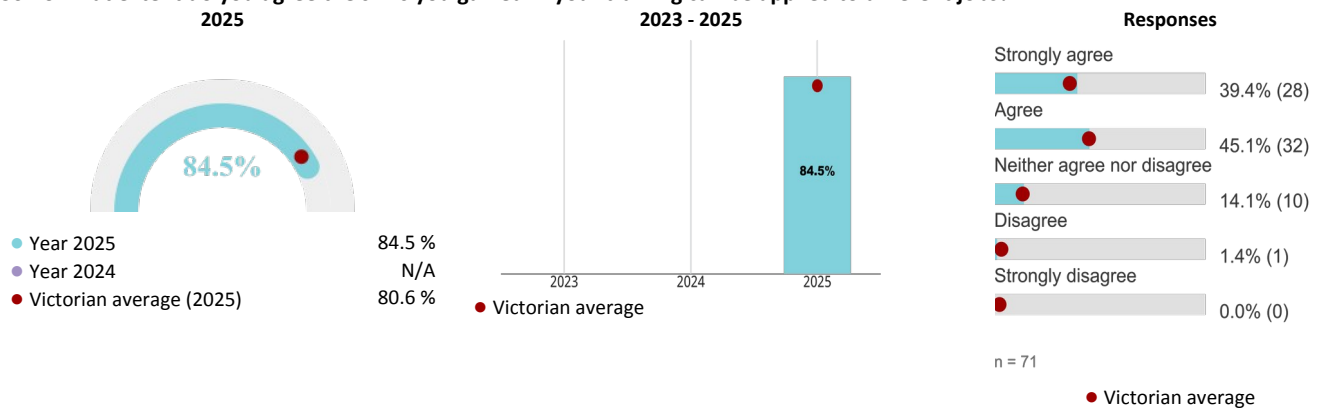
#### The pace at which the training was delivered



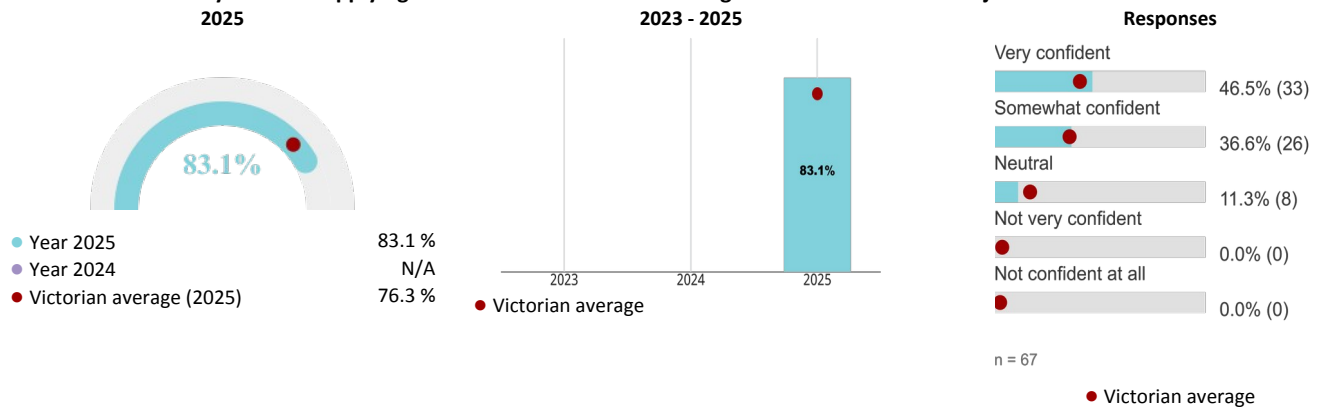
**The student support services offered by your provider**



**30.To what extent do you agree the skills you gained in your training can be applied to different jobs?**



**31.How confident do you feel in applying the skills learned in this training to a number of different jobs?**



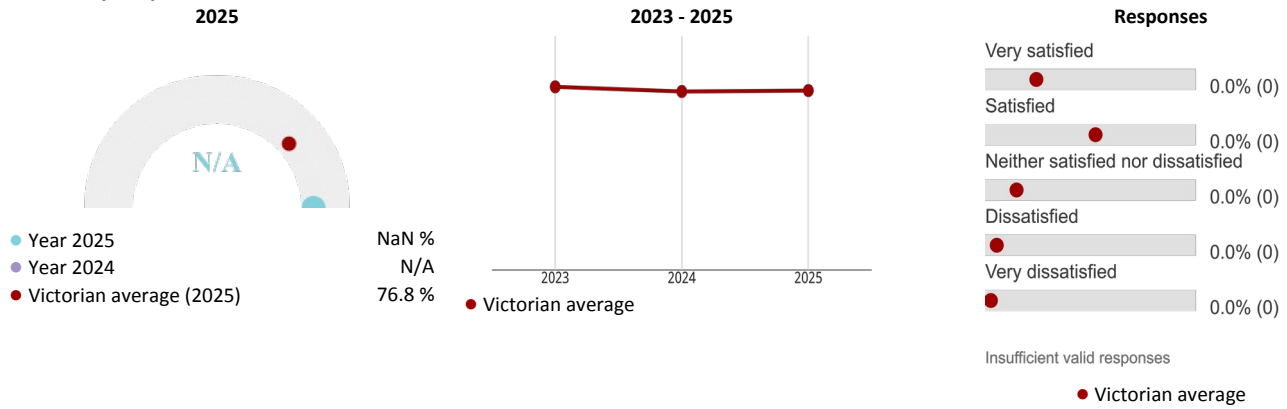
# Employer Satisfaction Survey question level results

This page lists the questions asked in the Employer Satisfaction Survey.

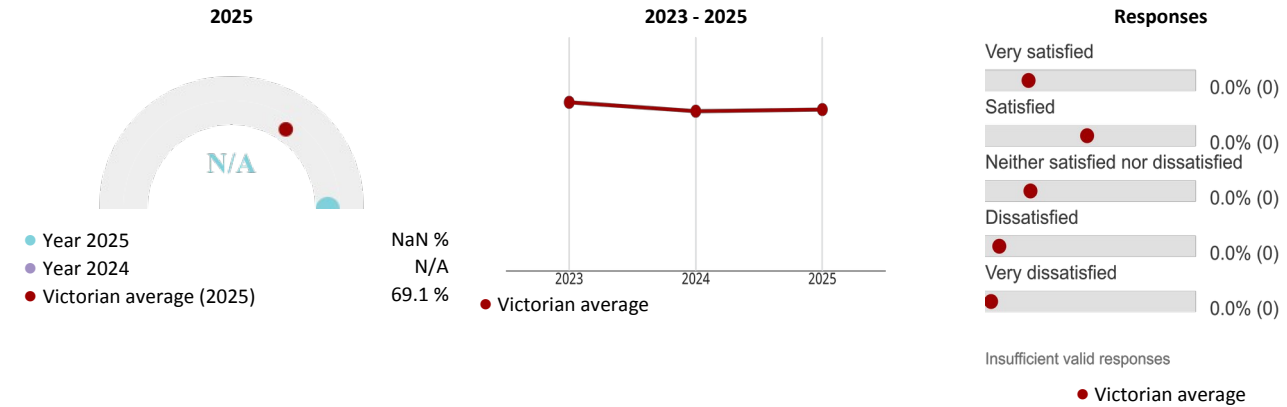
## Satisfaction with training

### 2. How satisfied are you that the training improved their... ?

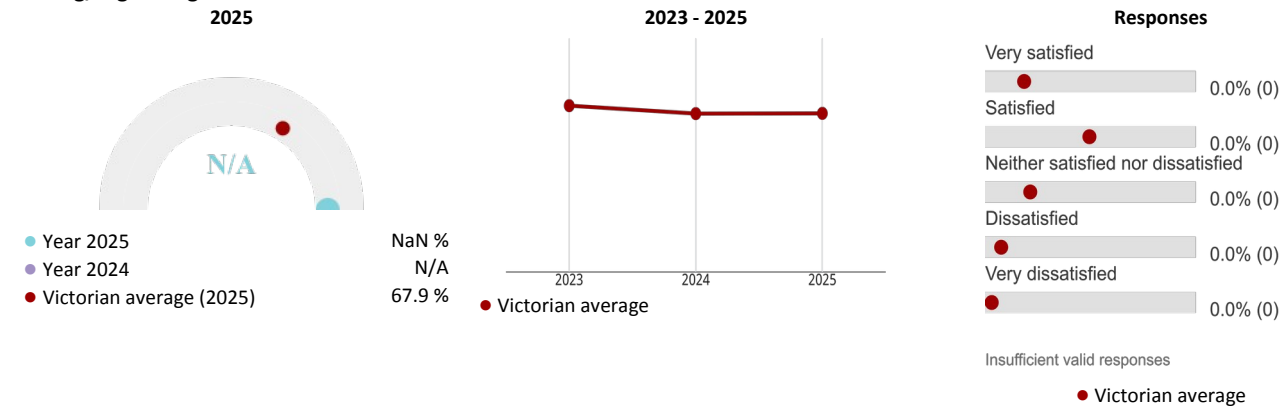
#### Technical/job specific skills



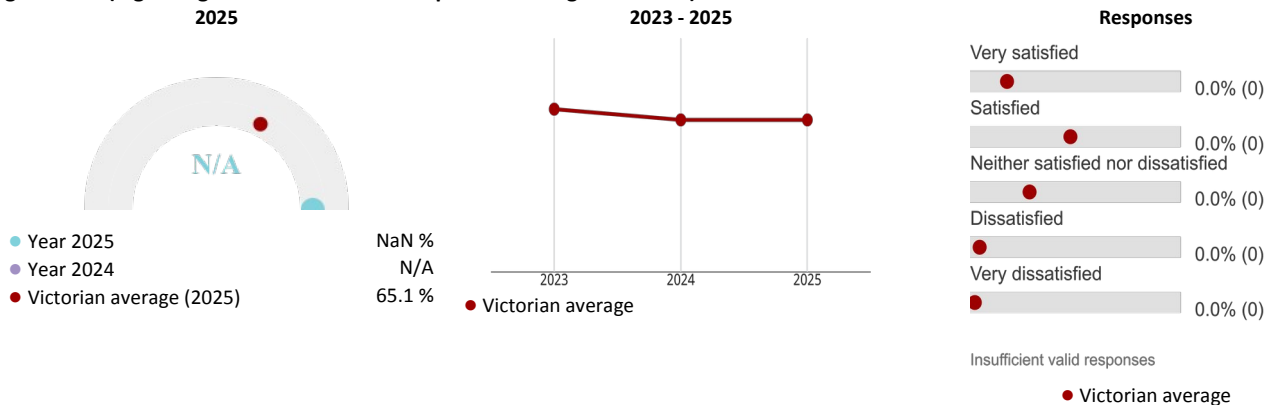
#### Communication skills



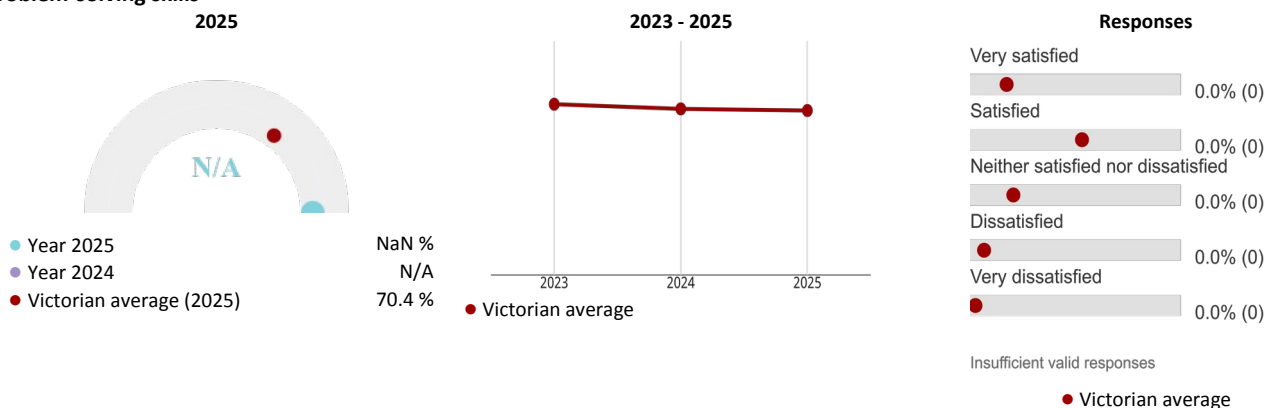
#### Planning/organising skills



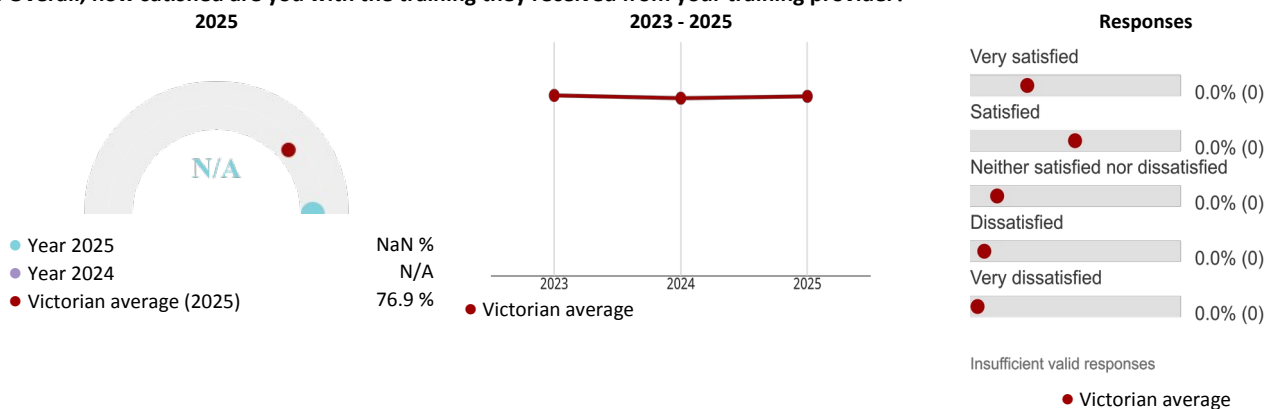
**Digital skills (e.g. using information from computers and digital devices)**



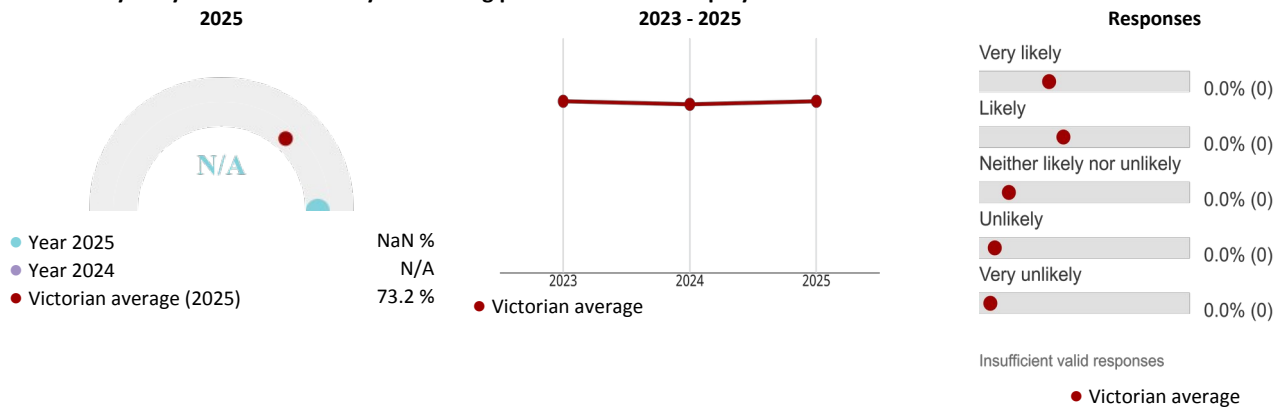
**Problem-solving skills**



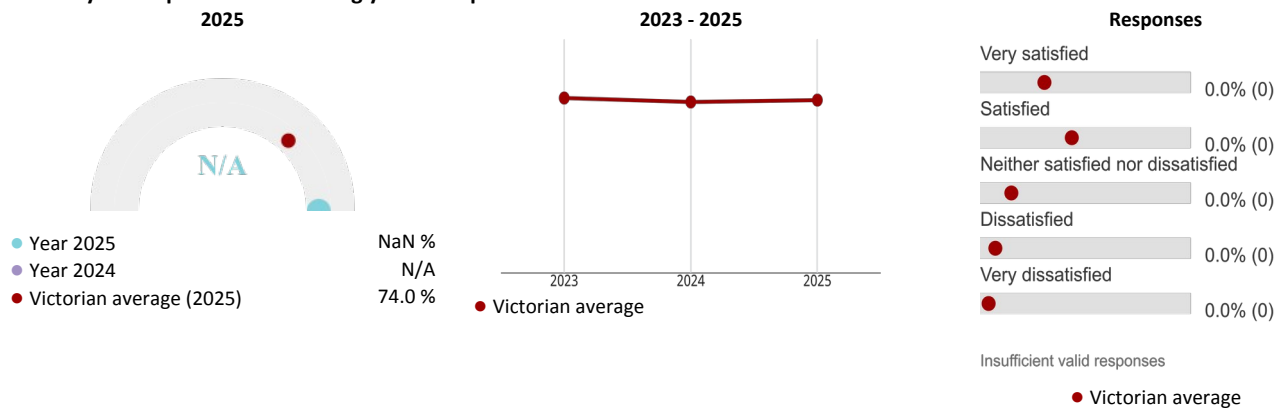
**3. Overall, how satisfied are you with the training they received from your training provider?**



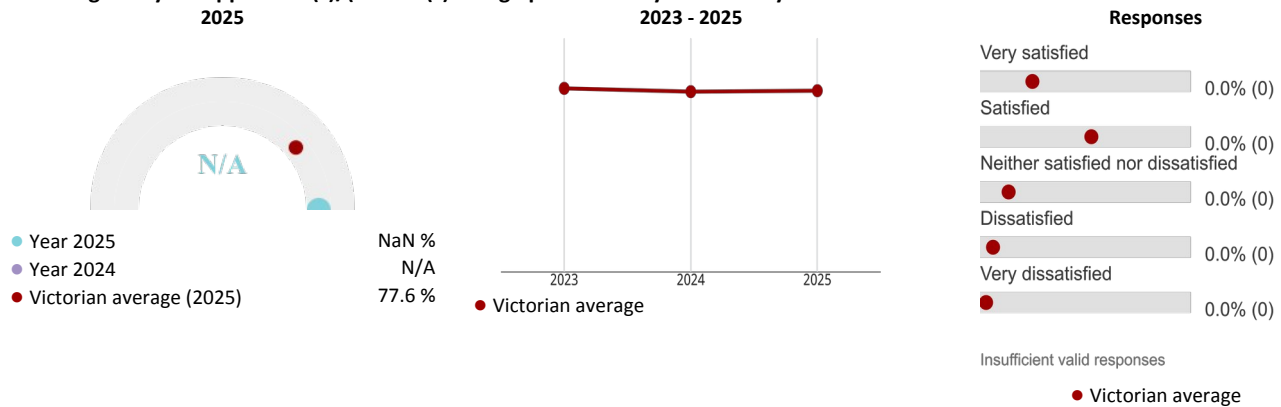
**4. How likely are you to recommend your training provider to other employers?**



5. How satisfied were you with each of the following...?  
**Flexibility of the provider in meeting your workplace needs**



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



## Working with apprentices/trainees

### 7. Which of the following methods would you be most likely to use in the future to support you as an employer?

Face-to-face local support officers



Live chat with a support person



Online training sessions



Telephone help desk



Web FAQs and links to useful apprentice and trainee information



Other



Insufficient valid responses

● Victorian average

## 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.

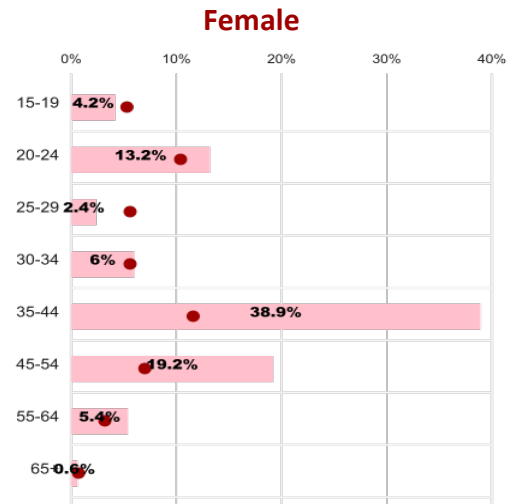
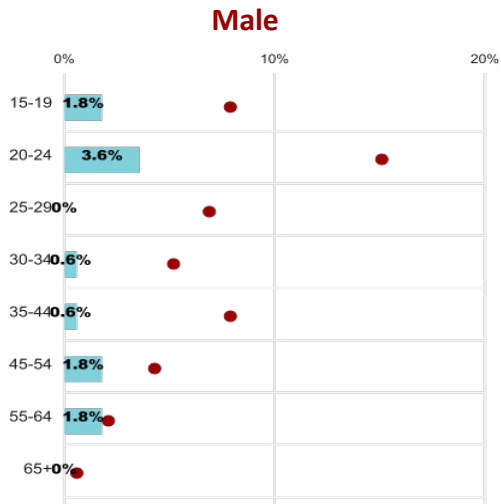
### Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2025 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 2024.

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

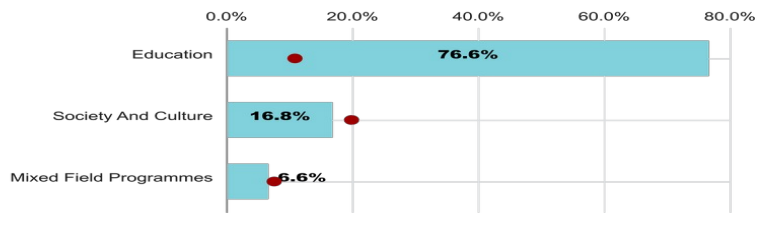
### Age and Gender

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



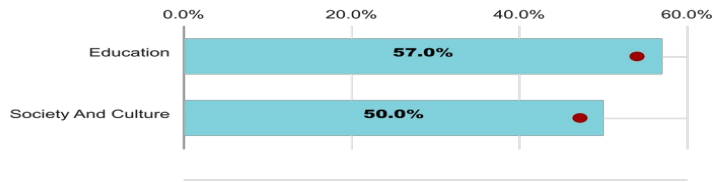
## Field of Education

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



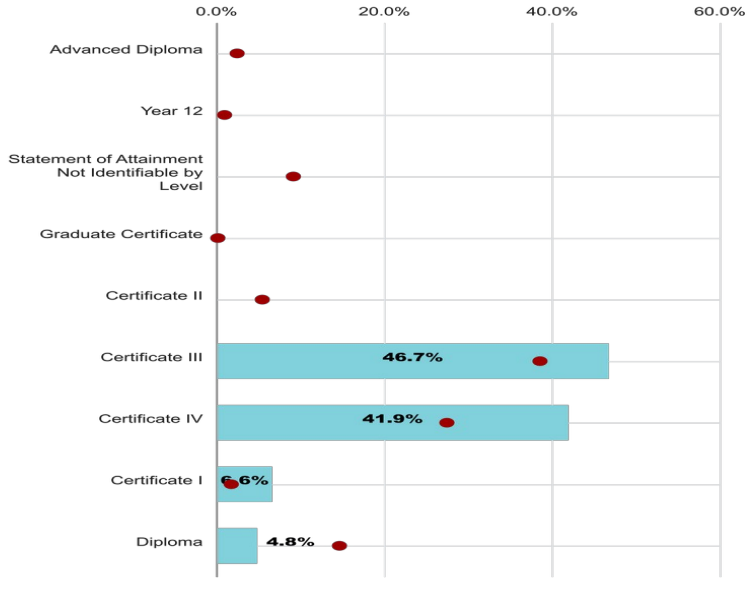
## Field of Education Response Rate

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



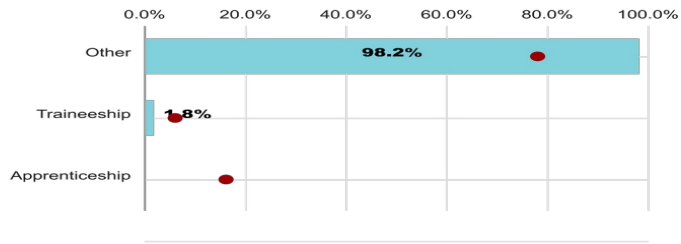
## Course Level

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



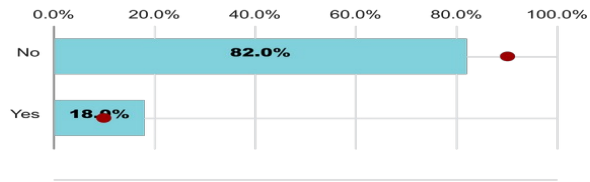
## Enrolment type

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



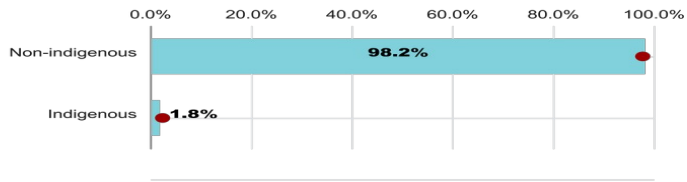
## Disability

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



## Indigenous

LAVERTON COMMUNITY INTEGRATED SERVICES INC ● 2025 ● 2025 Victorian average



## 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.

## About the survey

VETStat is the [Victorian Skills Authority's \(VSA\)](#) secure, online portal for sharing results from their [survey program](#). The VSA conducts an annual survey program to monitor the performance and outcomes of vocational education and training (VET) in Victoria. The program includes the [Student Satisfaction Survey](#) and the [Employer Satisfaction Survey](#).

Each year, survey results are reported back to individual training providers via the VETStat portal. The results from these surveys are used to construct a range of performance measures which can help training providers track their performance and identify opportunities for improvement.

There are eight student-related performance measures:

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

There are three employer-related performance measures:

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

Question-level results are also presented on this portal.

VETStat has been developed with input from several stakeholders, including TAFEs, private RTOs, peak bodies, as well as a range of Victorian government organisations including the Victorian Skills Authority, Office of TAFE Coordination and Delivery, Department of Jobs, Skills, Industry and Regions and the Department of Education.

## Student Satisfaction Survey

The Victorian Student Satisfaction Survey (Student Survey) is an annual large-scale survey that collects information from all government-subsidised Victorian VET students who completed or discontinued their study in the previous calendar year. The Student Survey invites these students to have their say about their training experience and outcomes. In 2025, almost 74,500 Victorian students across 253 RTOs took part in the survey. The state-level response rate for Victoria was 46.5%.

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

The survey asks students a range of questions, including:

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

### **Employer Satisfaction Survey**

The Victorian Employer Satisfaction Survey (Employer Survey) is an annual survey that collects information from employers on the training experiences their apprentice(s) and/or trainee(s) received at an individual RTO. In 2025, over 9,000 responses were received from Victorian employers of apprentices and trainees, resulting in an overall response rate of 39.4%.

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

## Notes on Data and Analysis

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

**Number of respondents:** In some instances, there may be insufficient data to present findings. To protect the privacy of survey respondents, results for RTOs are published on VETStat if the VSA threshold for reporting is met. This threshold is at least 20 people invited to respond to the latest survey and 5 survey respondents.

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

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

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

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