

# STUDENT EXPERIENCE SURVEY - VE LQ

## 2017

|   |       |  |
|---|-------|--|
| C5376 - Diploma of Logistics OUA<br>BUS<br>650T - Vocational Business Education | AUSCY | Survey Population: 23<br>Respondents : 4<br>Response Rate: 17.4% |
|---|-------|--|

### Demographics (% of total sample size)

#### Commencement Year

Pre 2012  
2012  
2013  
2014  
2015  
2016  
2017

0  
0  
0  
0  
0  
3  
1

#### Age

Under 15  
15-19  
20-24  
25-34  
35-44  
45-54  
55-64  
65 or over

0%  
0%  
0%  
75%  
25%  
0%  
0%  
0%

#### Citizenship

Australian  
International Onshore  
International Offshore

100%  
0%  
0%

#### Gender

Male  
Female

75%  
25%

#### Program Type

TAFE Certificate  
TAFE Diploma  
Other

0%  
100%  
0%

#### LOTE

Yes  
No

25%  
75%

#### Disability

Yes  
No

0%  
100%

#### Qualification

Certificate I  
Certificate II  
Certificate III  
Certificate IV  
Certificate level unknown  
Diploma  
Advanced diploma  
Associate degree  
Degree  
Short course / statement of attainment  
VET graduate certificate / graduate dip.  
Other qualification / training  
Do not know

0%  
0%  
0%  
0%  
0%  
100%  
0%  
0%  
0%  
0%  
0%  
0%  
0%

#### FOE

Natural & physical sciences  
Information Technology  
Engineering & related technologies  
Architecture & building  
Agriculture, envi & related studies  
Health  
Education  
Management & commerce  
Society & culture  
Creative arts  
Food, hospitality & personal services  
Other

0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
0%  
100%

#### Identifying as Aboriginal/TSI

No  
Yes, Aboriginal  
Yes, Torres Strait Islander  
Yes, both

100%  
0%  
0%  
0%

#### Studying for an Apprenticeship or Traineeship

Yes  
No

0%  
100%

#### Recognition/Prior Learning

Yes  
No

0%  
100%

#### Snapshot Scales 2017 (Old Formula)

Trainer Quality 79.2%  
Overall 33.3%

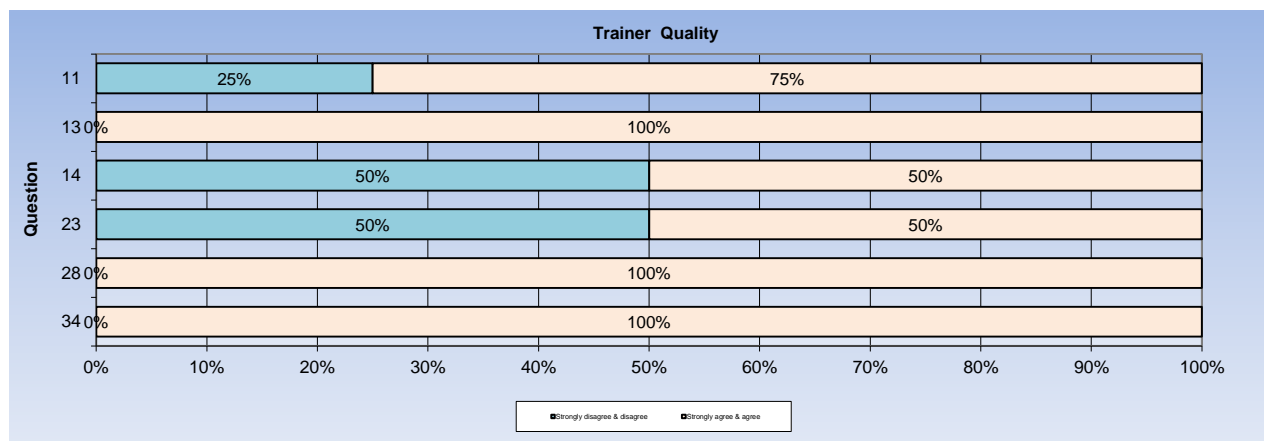
#### Please check notes on page 3

#### Snapshot Scales 2017 (New Formula)

Trainer Quality 75.0%  
Overall Satisfaction 50.0%

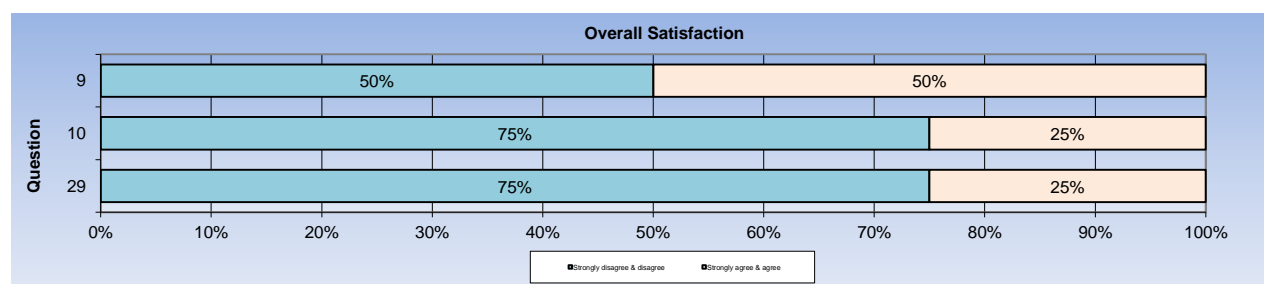
## 1. Trainer Quality

|   | % AGREE | Strongly Disagree |     | Strongly Agree |     | No. of Students |
|---|---------|-------------------|-----|----------------|-----|-----------------|
|   | 79.2%   |                   |     |                |     |                 |
| 11. Training organisation staff respected my background and needs |         | 0%                | 25% | 50%            | 25% | 4               |
| 13. Trainers had an excellent knowledge of the subject content    |         | 0%                | 0%  | 75%            | 25% | 4               |
| 14. I received useful feedback on my assessments                  |         | 0%                | 50% | 25%            | 25% | 4               |
| 23. Trainers explained things clearly                             |         | 0%                | 50% | 50%            | 0%  | 4               |
| 28. Trainers made the subject as interesting as possible          |         | 0%                | 0%  | 100%           | 0%  | 4               |
| 34. Trainers encouraged learners to ask questions                 |         | 0%                | 0%  | 75%            | 25% | 4               |



## 2. Overall Satisfaction

| Overall Satisfaction:                                     |  | % AGREE |       | Strongly Disagree |     | Strongly Agree |     | No. of Students |
|---|--|---------|-------|-------------------|-----|----------------|-----|-----------------|
|   |  |         | 33.3% |                   |     |                |     |                 |
| 9. Overall, I am satisfied with the training              |  |         |       | 0%                | 50% | 50%            | 0%  | 4               |
| 10. I would recommend the training organisation to others |  |         |       | 0%                | 75% | 0%             | 25% | 4               |
| 29. I would recommend the training to others              |  |         |       | 0%                | 75% | 0%             | 25% | 4               |



## 3. Effective Support

|   | % AGREE |    |     |     | Strongly Disagree | Strongly Agree | No. of Students |
|---|---------|----|-----|-----|-------------------|----------------|-----------------|
|   | 75.0%   |    |     |     |                   |                |                 |
| 24. The training organisation had a range of services to support learners |         | 0% | 25% | 75% | 0%                |                | 4               |
| 33. The training was flexible enough to meet my needs                     |         | 0% | 25% | 75% | 0%                |                | 4               |

#### 4. Clear Expectations

|  | % AGREE | Strongly Disagree |     | Strongly Agree | No. of Students |   |
|--|---------|-------------------|-----|----------------|-----------------|---|
|  | 50.0%   |                   |     |                |                 |   |
| 20. It was always easy to know the standards expected                      |         | 0%                | 75% | 25%            | 0%              | 4 |
| 22. I usually had a clear idea of what was expected of me                  |         | 25%               | 25% | 50%            | 0%              | 4 |
| 35. Trainers made it clear right from the start what they expected from me |         | 0%                | 25% | 75%            | 0%              | 4 |

#### 5. Effective Assessment

|   | % AGREE | Strongly Disagree |     | Strongly Agree | No. of Students |   |
|---|---------|-------------------|-----|----------------|-----------------|---|
|   | 66.7%   |                   |     |                |                 |   |
| 15. The way I was assessed was a fair test of my skills and knowledge                       |         | 0%                | 25% | 50%            | 25%             | 4 |
| 19. Assessments were based on realistic activities  |         | 0%                | 25% | 50%            | 25%             | 4 |
| 30. The training organisation gave appropriate recognition of existing knowledge and skills |         | 0%                | 50% | 50%            | 0%              | 4 |

#### 6. Learning Stimulation

|  | % AGREE | Strongly Disagree |     | Strongly Agree |    | No. of Students |
|--|---------|-------------------|-----|----------------|----|-----------------|
|  | 81.8%   |                   |     |                |    |                 |
| 17. The training was at the right level of difficulty for me |         | 0%                | 33% | 67%            | 0% | 3               |
| 18. The amount of work I had to do was reasonable            |         | 0%                | 25% | 75%            | 0% | 4               |
| 32. I was given enough material to keep up my interest       |         | 0%                | 0%  | 100%           | 0% | 4               |

#### 7. Training Resources

|  | % AGREE | Strongly Disagree |     | Strongly Agree | No. of Students |   |
|--|---------|-------------------|-----|----------------|-----------------|---|
|  | 83.3%   |                   |     |                |                 |   |
| 21. Training facilities and materials were in good condition         |         | 0%                | 25% | 75%            | 0%              | 4 |
| 26. The training used up-to-date equipment, facilities and materials |         | 0%                | 25% | 75%            | 0%              | 4 |
| 31. Training resources were available when I needed them             |         | 0%                | 0%  | 100%           | 0%              | 4 |

#### 8. Training Relevance

|   | % AGREE | Strongly Disagree |     | Strongly Agree | No. of Students |   |
|---|---------|-------------------|-----|----------------|-----------------|---|
|   | 58.3%   |                   |     |                |                 |   |
| 3. The training focused on relevant skills            |         | 0%                | 0%  | 100%           | 0%              | 4 |
| 5. The training prepared me well for work             |         | 0%                | 50% | 50%            | 0%              | 4 |
| 7. The training had a good mix of theory and practice |         | 0%                | 75% | 25%            | 0%              | 4 |

#### 9. Competency Development

|  | % AGREE | Strongly Disagree |    | Strongly Agree | No. of Students |   |
|--|---------|-------------------|----|----------------|-----------------|---|
|  | 100.0%  |                   |    |                |                 |   |
| 1. I developed the skills expected from this training            |         | 0%                | 0% | 75%            | 25%             | 4 |
| 2. I identified ways to build on my current knowledge and skills |         | 0%                | 0% | 100%           | 0%              | 4 |

#### Notes

The Social Research Centre (SRC) uses a new method to evaluate scales such as Trainer Quality. The original method simply added the number of responses which were "Strongly Agree" or "Agree" for all 6 GTS questions and divided this by the number of actual responses. This is the Percent Agree value for the scale. Blanks, D/A and N/A are excluded.

The new method counts students rather than responses. Firstly, students who did not answer at least 4 of the 6 questions are excluded from the calculation. Responses for the remaining students are then converted to a value between 0 and 100 (Strongly Disagree=0, Disagree=25, Neither=50, Agree=75, Strongly Agree=100). Students with an average below 55 are regarded as "Not In Agreement".

The Percent Agree value is then the number of students In Agreement expressed as a percentage of all students that were not excluded.

The new method for calculating overall satisfaction uses responses only to Q9: Overall, I am satisfied with the training.

Percentages represent the percentage of total valid responses per question, with the exception of the demographics section which represent the percentage of total responses.

Charts are rescaled on valid responses to total 100%.

The sum of the percentages may be 99% or 101% in some cases due to rounding.

Valid responses exclude N/A and blank responses.