

STUDENT EXPERIENCE SURVEY - VE LQ

2020

Semester 2

C4363 - Cert IV in Community Services DSC 375T - Voc Design & Social Context	AUSCY	Survey Population: 117 Respondents : 37 Response Rate: 31.6%
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Demographics (% of total sample size)

Commencement Year

Pre 2015	0
2015	0
2016	0
2017	0
2018	0
2019	8
2020	29

Age

Under 15	0%
15-19	16%
20-24	32%
25-34	19%
35-44	16%
45-54	14%
55-64	3%
65 or over	0%

Citizenship

Australian	100%
International Onshore	0%
International Offshore	0%

Gender

Male	27%
Female	73%

Program Type

TAFE Certificate	100%
TAFE Diploma	0%
Other	0%

LOTE

Yes	49%
No	51%

Disability

Yes	14%
No	84%

Qualification

Certificate I	0%
Certificate II	0%
Certificate III	0%
Certificate IV	100%
Certificate level unknown	0%
Diploma	0%
Advanced diploma	0%
Associate degree	0%
Degree	0%
Short course / statement of attainment	0%
VET graduate certificate / graduate dip.	0%
Other qualification / training	0%
Do not know	0%

FOE

Natural & physical sciences	0%
Information Technology	0%
Engineering & related technologies	0%
Architecture & building	0%
Agriculture, envi & related studies	0%
Health	11%
Education	3%
Management & commerce	0%
Society & culture	49%
Creative arts	0%
Food, hospitality & personal services	0%
Other	38%

Identifying as Aboriginal/TSI

No	97%
Yes, Aboriginal	3%
Yes, Torres Strait Islander	0%
Yes, both	0%

Studying for an Apprenticeship or Traineeship

Yes	19%
No	81%

Recognition/Prior Learning

Yes	5%
No	95%

Please check notes on page 3

Snapshot Scales 2020 (Old Formula)	
Trainer Quality	85.0%
Overall	92.7%

Snapshot Scales 2020 (New Formula)	
Trainer Quality	83.8%
Overall Satisfaction	86.1%

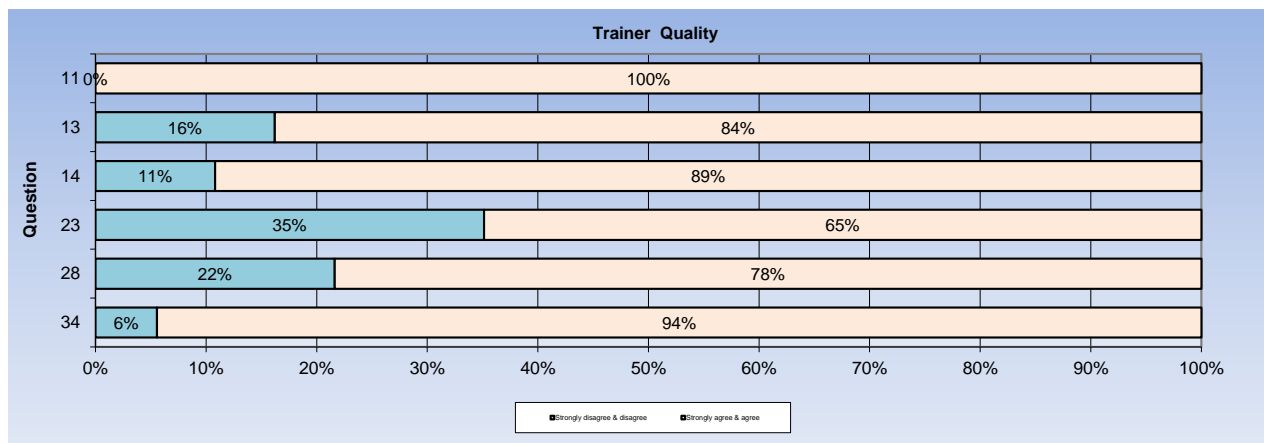
About Your Training

C4363 - Cert IV in Community Services

2020

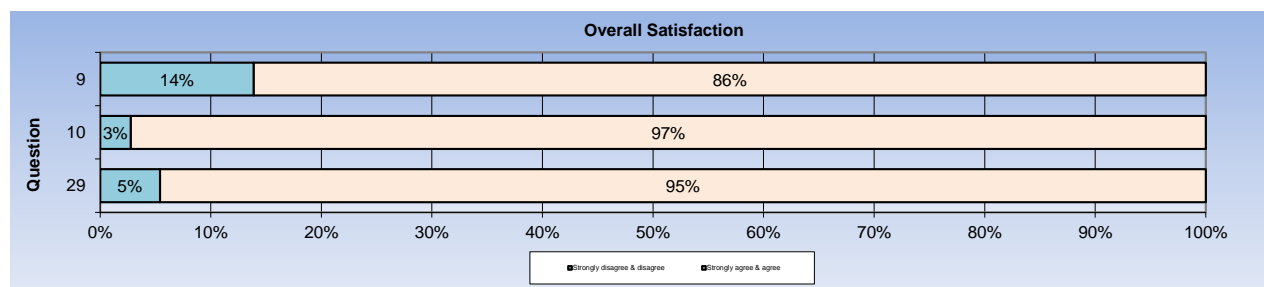
1. Trainer Quality

	% AGREE	Strongly Disagree		Strongly Agree		No. of Students
	85.0%					
11. Training organisation staff respected my background and needs		0%	0%	50%	50%	36
13. Trainers had an excellent knowledge of the subject content		0%	16%	41%	43%	37
14. I received useful feedback on my assessments		0%	11%	43%	46%	37
23. Trainers explained things clearly		0%	35%	46%	19%	37
28. Trainers made the subject as interesting as possible		0%	22%	49%	30%	37
34. Trainers encouraged learners to ask questions		0%	6%	50%	44%	36



2. Overall Satisfaction

		% AGREE				No. of	
		92.7%	Strongly Disagree		Strongly Agree	Students	
9. Overall, I am satisfied with the training			0%	14%	58%	28%	36
10. I would recommend the training organisation to others			0%	3%	61%	36%	36
29. I would recommend the training to others			0%	5%	59%	35%	37



3. Effective Support

	% AGREE	Strongly Disagree		Strongly Agree	No. of Students	
	83.6%					
24. The training organisation had a range of services to support learners		0%	14%	64%	22%	36
33. The training was flexible enough to meet my needs		3%	16%	51%	30%	37

4. Clear Expectations

	% AGREE				No. of	
	72.5%	Strongly Disagree		Strongly Agree	Students	
20. It was always easy to know the standards expected		0%	35%	49%	16%	37
22. I usually had a clear idea of what was expected of me		3%	23%	51%	23%	35
35. Trainers made it clear right from the start what they expected from me		0%	22%	41%	38%	37

5. Effective Assessment

	% AGREE	Strongly Disagree		Strongly Agree		No. of Students
	91.9%					
15. The way I was assessed was a fair test of my skills and knowledge		3%	8%	51%	38%	37
19. Assessments were based on realistic activities		0%	14%	65%	22%	37
30. The training organisation gave appropriate recognition of existing knowledge and skills		0%	0%	86%	14%	37

6. Learning Stimulation

	% AGREE	Strongly Disagree			Strongly Agree	No. of Students
	87.4%					
17. The training was at the right level of difficulty for me		0%	8%	68%	24%	37
18. The amount of work I had to do was reasonable		3%	16%	70%	11%	37
32. I was given enough material to keep up my interest		0%	11%	62%	27%	37

7. Training Resources

	% AGREE	Strongly Disagree		Strongly Agree		No. of Students
	85.5%					
21. Training facilities and materials were in good condition		0%	22%	57%	22%	37
26. The training used up-to-date equipment, facilities and materials		0%	8%	72%	19%	36
31. Training resources were available when I needed them		0%	14%	57%	30%	37

8. Training Relevance

	% AGREE			Strongly Disagree	Strongly Agree	No. of Students
	90.1%					
3. The training focused on relevant skills		0%	3%	57%	41%	37
5. The training prepared me well for work		3%	11%	68%	19%	37
7. The training had a good mix of theory and practice		0%	14%	57%	30%	37

9. Competency Development

	% AGREE	Strongly Disagree		Strongly Agree	No. of Students	
	97.3%					
1. I developed the skills expected from this training		0%	5%	65%	30%	37
2. I identified ways to build on my current knowledge and skills		0%	0%	62%	38%	37

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.