

## Outcomes from the Productivity Places Program 2009:

### Technical notes

NCVER

This document was produced as an added resource for the report *Outcomes from the Productivity Places Program 2009*. The report is available on NCVER's website:  
<<http://www.ncver.edu.au>>

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## Introduction

*Outcomes from the Productivity Places Program 2009* presents information about the outcomes of students who completed their vocational education and training (VET) under the Productivity Places Program (PPP graduates) during 2008. Information in this publication is derived from the Productivity Places Program Survey that covers students who were awarded a qualification in 2008 with funding from the Productivity Places Program.

The survey focuses on students' outcomes and satisfaction with VET. Information was collected on personal and training characteristics, employment outcomes, further study activity, satisfaction with the training, whether they achieved their main reason for undertaking the training, and how relevant the training was to their current job.

This is the first time the Productivity Places Program Survey has been conducted.

The survey was conducted by way of a self-enumeration questionnaire between May and August 2009. The response rate to the survey was 37%. Fieldwork was conducted by the Social Research Centre on behalf of the National Centre for Vocational Education Research (NCVER).

Also presented is information on the outcomes of VET graduates who were not employed before training derived from the 2009 Student Outcomes Survey. For more information on the 2009 Student Outcomes Survey, please refer to <http://www.ncver.edu.au/publications/2180.html>.

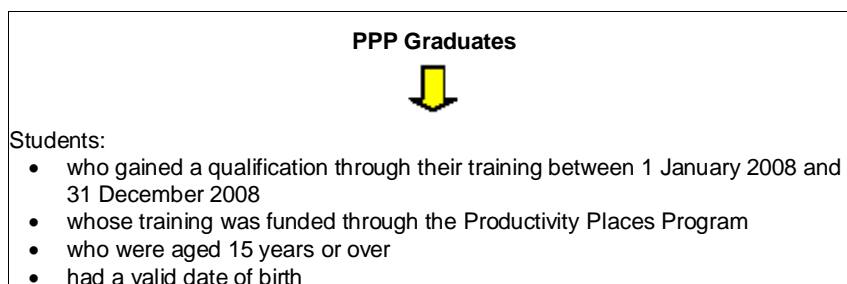
## Scope

The 2009 Productivity Places Program Survey targeted students who completed recognised vocational training in 2008 with funding from the Productivity Places Program (figure 1).

The Productivity Places Program is funded by the Australian Government. In 2008, the program was designed to raise the skill levels and employability of people who were not working but looking for work (job seekers), by funding training in areas of skill shortages. Funding was provided for training leading to nationally endorsed qualifications at certificate II, certificate III, certificate IV, and diploma level. The program commenced in April 2008 and was administered by the Australian Government.

In 2008, all PPP graduates were job seekers. A job seeker is a person aged 15 years or over who is not currently working but is seeking or intending to seek paid employment or self-employment after completing the qualification.

**Figure 1 Definition of PPP graduates**



## Questionnaire design

The survey used the 2009 Student Outcomes Survey questionnaire, which was designed to measure the characteristics of students and relate these to employment and further study outcomes. The questionnaire also measures the relevance of training to the student's employment and student satisfaction with training.

## Reference period

Students were asked to provide information with respect to two reference periods.

The first period was during the *six months before starting the training*. Students were asked to supply information on their highest level of schooling completed, education qualifications completed since school, labour force status, and employment characteristics.

For the second period the reference date was *29 May 2009*. Students were asked to supply information on labour force status, employment characteristics, future study plans, opinions of their training and suggestions for improving the training.

## Survey methodology

### Sample design and frame

The Productivity Places Program Information Management System (PIMS) was used as the sampling frame for the survey. The system holds details on students whose training was funded through the Productivity Places Program, the courses they undertook, and their achievement.

For students in scope of the survey who had completed multiple courses (based on student identifier), the following criteria were used to define the population of PPP graduates:

- Where a student had completed two or more courses, the record with the higher qualification level was selected
- Where a student had completed two or more courses at the same qualification level, the record with the most recent date of completion was selected.

The population of PPP graduates is shown in table 1.

**Table 1. The number of PPP students in scope of the survey**

	Number of records
Course completions	24 291
Records out of scope of the survey:	599
• Invalid date of birth (system default)	2
• Multiple records for the same student	597
Records in scope of the survey	23 692

Once the population was defined, a sample of 9 842 students was randomly selected and stratified by:

- Field of education (6 categories that are aggregates of the 12 ASCED broad fields)
- Sex (2 categories: male, female)
- Age (4 ranges: 15-19, 20-29, 30-44, 45 years and over).

Contact details of all selected students were supplied to the field work contractor by the Department of Education, Employment and Workplace Relations (DEEWR). DEEWR provided the name, address, telephone numbers and email address of the student, the college or institution ID, field of education, and course qualification ID.

## Fieldwork

### Mail out

The data were collected by way of a self-enumeration questionnaire. Each student was mailed a questionnaire pack on 25 May that included a personalised cover letter - including their training details and how to complete the survey online - an information page, and the questionnaire, together with a reply paid envelope. About two weeks later, a postcard was sent to all students thanking those who had returned the survey and reminding others to return their completed questionnaire. Six weeks after the first questionnaire was mailed out, a reminder package was sent to those students who had not returned their questionnaire. This consisted of another questionnaire with a reminder letter, an information page and a reply paid envelope.

### Online option

All students are given the option to complete the survey online. The personalised cover letter they receive within their questionnaire pack contains a unique user name and password for access to the online survey. The online survey questions are the same as the hard copy version.

### Email and Short message service (SMS)

Email and short message service (SMS) communication were also used to contact students and encourage response. All students with a valid email address (about 15% of the sample) were also contacted by email. On 1 June 2009, an invitation to complete the survey was sent, which contained an embedded link to access the online survey. Three reminder emails were sent to students who had not completed the survey on 19 June, 14 July and 15 August. Only those students with a valid mobile phone number who had not been contacted by email were sent a SMS. Two messages were sent, an invitation on 5 June and a reminder on 19 June. Students contacted by email and SMS received the same postal communication and telephone follow-up as those receiving only the hardcopy survey form.

### Telephone follow-up

Not all of the returned questionnaires were useable for reasons such as return to sender or refusals. A summary of survey responses is shown in the *Survey Response* section. Where a student did not answer a question the response was treated as a non-response for that particular question.

## Financial incentive

A financial incentive was offered as a means of increasing the response rate to the 2009 Student Outcomes Survey questionnaire. Three prize draws were conducted, timed to coincide with reminder activity, with winners selected at random. The prizes were:

- a national prize of \$2 000 for on-line response by 15 June 2009
- a prize of \$1 000 in each state/territory for students completing their surveys by 26 June 2009
- a national prize of \$1 000 for students completing their surveys by 20 July 2009.

## Weighting

As the survey was undertaken as a sample rather than a census, responses have been weighted to population benchmarks of students who completed their training in 2008 with funding from the Productivity Places Program - the target population for the survey. All percentages published have been derived based on stated responses.

Respondents were weighted to population benchmarks from PIMS, as defined for sample selection, using the following stratification variables:

- Field of education (6 categories that are aggregates of the 12 ASCED broad fields)
- Sex (2 categories: male, female)
- Age (4 ranges: 15-19, 20-29, 30-44, 45 years and over).

## Survey response

Details of the response rate achieved at the national level are shown in table 2.

**Table 2. Survey response summary, Australia, 2009**

Australia	PPP graduates	
	n	%
Questionnaires mailed <sup>a</sup>	9 842	NA
In scope <sup>b</sup>	9 778	100
Responded	3 651	37.3
Did not respond	6 127	62.7

### Notes

a This is the number of questionnaires mailed to in-scope selections. However, some of these were later deemed to be out of scope of the survey.

b The number of potential respondents once self-identified out of scope selections have been removed.

## Privacy

All students were assured of complete confidentiality. No information has or will be released in a way that will enable the identification of any individual. Students names, addresses, telephone numbers and email addresses were used only by the field work contractor during the field work stage. Contact details have not and will not be given to any other persons, organisations or departments. Any contact details of students held by the field work contractor for the purpose of this survey are destroyed upon conclusion of the project.

## Survey data

The Productivity Places Program Survey collected data on students':

- personal characteristics
- training characteristics
- employment characteristics before and after training
- further study activity
- opinions of the training
- suggestions for improvement.

Information on students was also obtained from PIMS. This included details of students' personal characteristics and some information on their training.

A summary of the main findings is published. Additional information is available, subject to reliability and confidentiality constraints, for the following data items.

- Training characteristics of students include course name, qualification, field of education, sources of income during training, the main reason for doing the training, and relevance of the training to their job.
- Employment characteristics of students are available for both reference periods and include labour force status, whether employed full-time or part-time, whether a casual or permanent employee, occupation, and industry. Applicable to the second reference period only is information about earnings, length of time taken to find a job after training, and whether the job is their first full-time job.
- Further study plans include qualification and type of institution.
- Students' satisfaction ratings with various aspects of the training.
- Personal characteristics of students include age, sex, country of birth, disability status, Indigenous status, students speaking a language other than English at home, school and educational qualifications.

Permanent and casual employment status was determined by whether the student indicated they received paid holiday and/or sick leave.

Students are asked how much they usually earned before tax or other deductions. They are provided with a list of income ranges from which to choose where their income would best fit over a week or a year. The question on earnings is designed to be flexible enough so that it can be converted into average weekly earnings.

For more information on the questions asked within the survey and the derivation of variables, see the survey questionnaire and data dictionary at <http://www.ncver.edu.au/publications/2220.html>.

## Reliability of estimates

Two types of error are possible in an estimate based on a survey: sampling error and non-sampling error. *Non-sampling error* may occur for reasons such as non-response bias, incorrect responses, interviewer errors, attrition and processing errors. *Sampling error* is a measure of the variability that occurs because a sample, rather than the entire population, responds to a survey.

Estimates from the Productivity Places Program Survey are subject to sampling variability. This is because they are based on information provided by a sample rather than a population. The estimates may differ from those produced if all students had been included and responded to the survey. The standard error is one measure of the likely difference. Standard errors enable us to calculate confidence intervals, or significance levels, for the estimates. By convention, a 95% confidence interval is applied in judging the reliability of survey estimates. That is, there are 19 chances in 20 that the estimate obtained from the sample will be within two standard errors of the true population value (i.e. the value if the whole population is surveyed).

Confidence intervals are provided for key variables in the data tables. Please refer to <http://www.ncver.edu.au/publications/2220.html>.

## Data comparability

Information on the outcomes of PPP graduates is compared with the outcomes of conventional VET graduates who were not employed before training (more precisely, who did not have a paid job at any time during the six months before training). This information is derived from the 2009 Student Outcomes Survey. There are inherent differences between the personal and training characteristics of the two groups. For example, compared with VET graduates not employed before training, a higher proportion of PPP graduates:

- were aged 25 years or older (78.8% compared with 48.6%)
- had a disability (20.7% compared with 16.0%)
- spoke a language other than English at home (34.3% compared with 26.8%)
- undertook their training for employment related reasons (85.2% compared with 65.8%)
- completed training within a community services training package (26.7% compared with 9.9%)
- completed training in courses with an intended occupation of community and personal service worker (45.3% compared with 24.4%).

These inherent differences make comparisons with the control group problematic.

For more information on the 2009 Student Outcomes Survey, please refer to <http://www.ncver.edu.au/publications/2180.html>.



## Thank you for completing this form

Please return the form in the envelope provided (no stamp required) to:

**2009 Student Outcomes Survey**  
**c/o The Social Research Centre**  
**Reply Paid 85928**  
**HAWTHORN VIC 3122**

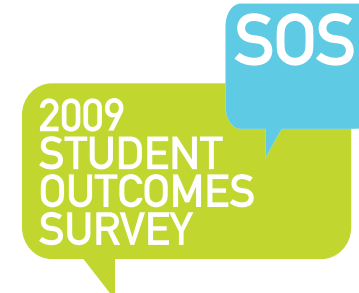
**Remember, if you post the survey to us or complete it online by 6 pm AEST on Friday 26 June 2009 you'll go into a draw for your chance to win \$1,000.**

### 2009 STUDENT OUTCOMES SURVEY PRIZE DRAW TERMS AND CONDITIONS OF ENTRY

Method of entry	Entry open to those who receive an invite to and complete the 2009 Student Outcomes Survey. To enter respondents must complete the survey online ( <a href="http://www.ncver.edu.au/sos">www.ncver.edu.au/sos</a> ), or return it to: <b>2009 Student Outcomes Survey</b> <b>c/o The Social Research Centre</b> <b>Reply Paid 85928</b> <b>HAWTHORN VIC 3122</b>
Duration of entry period	The entry period for inclusion in the first prize draw is from 26th May 2009 until 6 pm AEST, 15th June 2009. The second draw entry period is from 26th May 2009 until 6 pm AEST 26th June 2009. The third draw entry period is from 26th May 2009 until 6 pm AEST 20th July 2009.
Details of prizes and prize values	The first entry drawn in the prize draw for online respondents will receive \$2,000. The first entry drawn in the eight Australian States and Territories will receive \$1,000. The first entry drawn in the second 'national' prize draw will receive \$1,000. The total prize value is \$11,000.
Date, time and place of draw	The first draw will be conducted at 12 pm AEST on 17th June 2009, the second draw will be conducted at 12 pm AEST on 1st July and the third draw at 12 pm AEST on 22nd July at Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. Winners will be randomly selected through a computer generated draw.
Name of newspaper and the date on which the results will be published	Winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in 'The Australian' newspaper on 22nd June 2009, 8th July 2009 and 2nd August 2009.
Trader's name and address	The trader is The Social Research Centre Pty Ltd, Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. ABN: 91 096 153 212
Unclaimed prize draw	If the prizes are unclaimed by 30th October 2009 unclaimed prize draws will take place at 12 pm AEST on 3rd November 2009 at the above address. The winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in 'The Australian' newspaper on 8th November 2009.
Provision of State and Territory licence numbers	SA Licence No: T09/528 ACT Licence No: TP09/00868 NSW Licence No: LTPS/09/01920



009952-2-5



BSP: 0999 - 1  
 Fred Smith  
 21 KESSEY PL  
 Street2  
 BATHURST NSW 1234

## Have your say.....and you could win!!

Congratulations on undertaking training in Certificate IV In Assessment And Workplace Training from TAFE NSW - South Western Sydney Institute.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **9952** and password: **2a4j2s**

### If you complete it online by 15 June, you'll get an extra chance of winning \$2,000\*\*

- Or complete the attached form and post it back to us in the reply-paid envelope.

If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

*Tom Karmel*

Tom Karmel  
 Managing Director, NCVER

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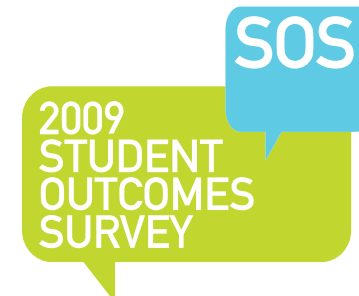
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BSP: 0999 - 2  
 Fred Smith  
 2/56 BELMORE ST  
 Street2  
 BURWOOD NSW 1234

## Have your say.....and you could win!!

Congratulations on undertaking training in Esol (Access) from TAFE NSW - Sydney Institute. This included subjects such as 'Approaches to learning 1'.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **22516** and password: **2a7h4y**

### If you complete it online by 15 June, you'll get an extra chance of winning \$2,000\*\*

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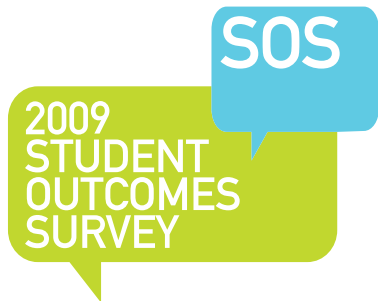
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BSP: 1001 - 3  
 Fred Smith  
 25 Alawa Cres  
 Street2  
 ALAWA NT 0810

## Have your say.....and you could win!!

Congratulations on undertaking training in 'APPLY BASIC FIRST AID' from Charles Darwin University. We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

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Enter your username: **30202** and password: **2a9d3c**

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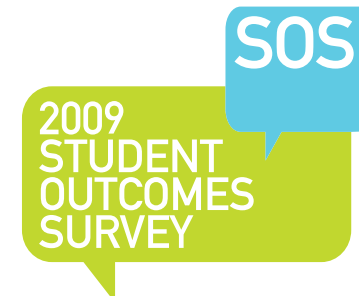
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BSP: 1001 - 4  
 Fred Smith  
 31 Freshwater Road  
 Street2  
 JINGILI NT 0810

## Have your say.....and you could win!!

Congratulations on undertaking training in Certificate II In Retail Operations.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **30549** and password: **2a9f2e**

### If you complete it online by 15 June, you'll get an extra chance of winning \$2,000\*\*

- Or complete the attached form and post it back to us in the reply-paid envelope.

If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

*Tom Karmel*

Tom Karmel  
 Managing Director, NCVER

\* Complete the survey by 26 June 2009 to go into the prize draw for \$1,000.

\*\* Complete the survey online by 15 June 2009 to go into the prize draw for \$2,000.



Australian Government

Department of Education, Employment  
 and Workplace Relations

**NATIONAL CENTRE FOR VOCATIONAL EDUCATION RESEARCH LTD**

Level 11, 33 King William Street Adelaide South Australia 5000

PO Box 8288 Station Arcade SA 5000

ph +61 8 8230 8400 fax +61 8 8212 3436

email [ncver@ncver.edu.au](mailto:ncver@ncver.edu.au) web [www.ncver.edu.au](http://www.ncver.edu.au) ABN 87 007 967 311

## Thank you for completing this form

Please return the form in the envelope provided (no stamp required) to:

**2009 Student Outcomes Survey**  
**c/o The Social Research Centre**  
**Reply Paid 85928**  
**HAWTHORN VIC 3122**

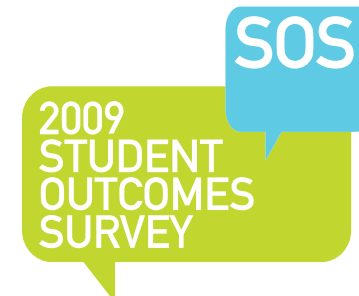
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Trader's name and address	The trader is The Social Research Centre Pty Ltd, Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. ABN: 91 096 153 212
Unclaimed prize draw	If the prizes are unclaimed by 30th October 2009 unclaimed prize draws will take place at 12 pm AEST on 3rd November 2009 at the above address. The winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in 'The Australian' newspaper on 8th November 2009.
Provision of State and Territory licence numbers	SA Licence No: T09/528 ACT Licence No: TP09/00868 NSW Licence No: LTPS/09/01920



030773-2-8



BSP: 1001 - 5  
 Fred Smith  
 29 Jingili  
 Street2  
 JINGILI NT 0810

## Have your say.....and you could win!!

Congratulations on undertaking training in Certificate III In The Seafood Industry (Fishing Operations). This included subjects such as 'APPLY EMERGENCY PROCEDURES ON BOARD A SHIP'.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **30773** and password: **2a9g3y**

### If you complete it online by 15 June, you'll get an extra chance of winning \$2,000\*\*

- Or complete the attached form and post it back to us in the reply-paid envelope.

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Thank you for your help.

*Tom Karmel*

Tom Karmel  
 Managing Director, NCVER

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 Department of Education, Employment  
 and Workplace Relations

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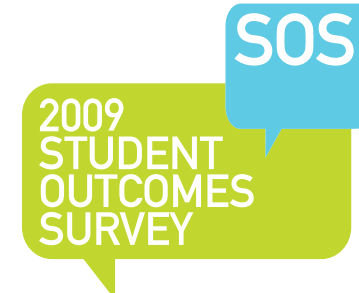
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Provision of State and Territory licence numbers	SA Licence No: T09/528 ACT Licence No: TP09/00868 NSW Licence No: LTPS/09/01920



030810-2-3



BSP: 1001 - 6  
 Fred Smith  
 7 Jingili Terrace  
 Street2  
 JINGILI NT 0810

## Have your say.....and you could win!!

Congratulations on undertaking training in 'APPLY PROTECTIVE COATINGS (BASIC)'.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **30810** and password: **2a9g5p**

### If you complete it online by 15 June, you'll get an extra chance of winning \$2,000\*\*

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Tom Karmel  
 Managing Director, NCVER

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**Reply Paid 85928**  
**HAWTHORN VIC 3122**

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Provision of State and Territory licence numbers	SA Licence No: T09/528 ACT Licence No: TP09/00868 NSW Licence No: LTPS/09/01920



027819-2-0

SOS

2009  
STUDENT  
OUTCOMES  
SURVEY

BSP: 1001 - 7  
 Fred Smith  
 3 Hessel Street  
 Street2  
 WAGAMAN NT 0810

## Have your say.....and you could win!!

Congratulations on undertaking training in Certificate I In Spoken And Written English from Charles Darwin University.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **27819** and password: **2a8q3n**

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**Reply Paid 85928**  
**HAWTHORN VIC 3122**

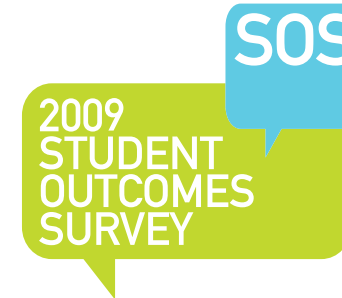
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Provision of State and Territory licence numbers	SA Licence No: T09/528 ACT Licence No: TP09/00868 NSW Licence No: LTPS/09/01920



029820-2-3



BSP: 1001 - 8  
 Fred Smith  
 2/238 Trower Road  
 Street2  
 WAGAMAN NT 0810

## Have your say.....and you could win!!

Congratulations on undertaking training in Certificate II In Spoken And Written English from Charles Darwin University. This included subjects such as 'POST-BEGINNER MATHEMATICAL SKILLS'.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

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Enter your username: **29820** and password: **2a9b2n**

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Australian Government

Department of Education, Employment  
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**HAWTHORN VIC 3122**

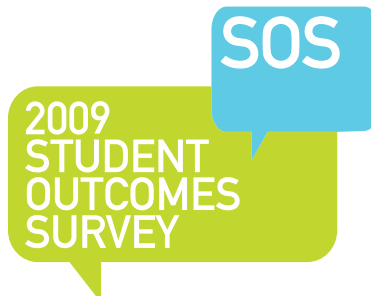
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027828-2-9



BSP: 1001 - 9  
 Fred Smith  
 29/8 Knuckey Street  
 Street2  
 DARWIN NT 0800

## Have your say.....and you could win!!

Congratulations on undertaking training in 'Certificate I In Spoken And Written English' from Charles Darwin University.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

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**Reply Paid 85928**  
**HAWTHORN VIC 3122**

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004564-2-6



BSP: 2019 - 10  
 Fred Smith  
 123 GILMORE CRES  
 Street2  
 GARRAN ACT 2605

## Have your say.....and you could win!!

Congratulations on undertaking training in Certificate III In General Education For Adults.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

### Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\*

It's easy

- Just go to [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

Enter your username: **4564** and password: **2a3b8k**

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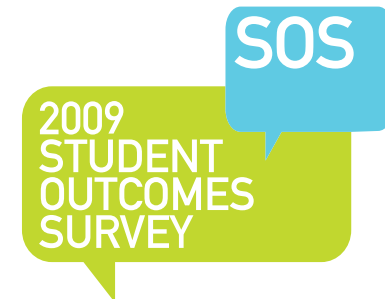
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 Managing Director, NCVER

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**Reply Paid 85928**  
**HAWTHORN VIC 3122**

**Remember, if you post the survey to us, complete it online or over the phone by 6 pm AEST on Friday 26 June 2009 you'll go into a draw for your chance to win \$1,000.**

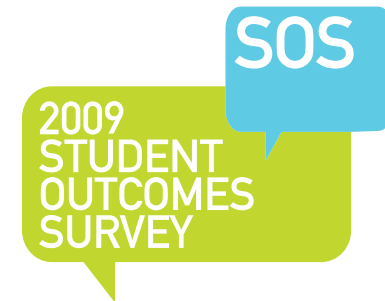
**2009 STUDENT OUTCOMES SURVEY PRIZE DRAW**  
**TERMS AND CONDITIONS OF ENTRY**

Method of entry	Entry open to those who receive an invite to and complete the 2009 Student Outcomes Survey. To enter respondents must complete the survey online (www.ncver.edu.au/sos), over the phone, or return it to: <b>2009 Student Outcomes Survey</b> <b>c/o The Social Research Centre</b> <b>Reply Paid 85928</b> <b>HAWTHORN VIC 3122</b>
Duration of entry period	The entry period for inclusion in the first prize draw is from 26th May 2009 until 6 pm AEST, 15th June 2009. The second draw entry period is from 26th May 2009 until 6 pm AEST 26th June 2009. The third draw entry period is from 26th May 2009 until 6 pm AEST 20th July 2009.
Details of prizes and prize values	The first entry drawn in the prize draw for online respondents will receive \$2,000. The first entry drawn in the eight Australian States and Territories will receive \$1,000. The first entry drawn in the second 'national' prize draw will receive \$1,000. The total prize value is \$11,000.
Date, time and place of draw	The first draw will be conducted at 12 pm AEST on 17th June 2009, the second draw will be conducted at 12 pm AEST on 1st July and the third draw at 12 pm AEST on 22nd July at Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. Winners will be randomly selected through a computer generated draw.
Name of newspaper and the date on which the results will be published	Winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in 'The Australian' newspaper on 22nd June 2009, 8th July 2009 and 2nd August 2009.
Trader's name and address	The trader is The Social Research Centre Pty Ltd, Level 1, 262 Victoria St, North Melbourne, Victoria, 3051. ABN: 91 096 153 212
Unclaimed prize draw	If the prizes are unclaimed by 30th October 2009 unclaimed prize draws will take place at 12 pm AEST on 3rd November 2009 at the above address. The winners will be notified by telephone or email and in writing. The names and State or Territory of residence of all winners will be published in 'The Australian' newspaper on 8th November 2009.
Provision of State and Territory licence numbers	SA Licence No: T09/528 ACT Licence No: TP09/00868 NSW Licence No: LTPS/09/01920



089264-2-0

Pantone 637C



BSP: 3032 - 11  
 Fred Smith  
 128 EAST RD  
 Street2  
 SEAFORD VIC 3198

**Have your say.....and you could win!!**

Congratulations on undertaking training in Certificate II In General Education For Adults. This included subjects such as 'Numeracy and Mathematics II'.

We want to know what you thought about your training and if you found it useful. Your input will be used to ensure training is of high quality.

**Complete the survey now for your chance to win 1 of 8 prizes of \$1,000\***

It's easy

- Just go to **www.ncver.edu.au/sos**

Enter your username: **89264** and password: **2c7c3a**

**If you complete it online by 15 June, you'll get an extra chance of winning \$2,000\*\***

- Or complete the attached form and post it back to us in the reply-paid envelope.
- Or call us for free on 1800 020 676, and somebody will ask you the questions over the phone.

If you have questions about the survey you can freecall The Social Research Centre on 1800 020 676.

Thank you for your help.

*Tom Karmel*

Tom Karmel  
 Managing Director, NCVER

\* Complete the survey by 26 June 2009 to go into the prize draw for \$1,000.  
 \*\* Complete the survey online by 15 June 2009 to go into the prize draw for \$2,000.



**NATIONAL CENTRE FOR VOCATIONAL EDUCATION RESEARCH LTD**  
 Level 11, 33 King William Street Adelaide South Australia 5000  
 PO Box 8288 Station Arcade SA 5000  
 ph +61 8 8230 8400 fax +61 8 8212 3436  
 email ncver@ncver.edu.au web www.ncver.edu.au ABN 87 007 967 311

**Australian Government**  
**Department of Education, Employment and Workplace Relations**







# 2009 Student Outcomes Survey

## **WHAT is it?**

The 2009 Student Outcomes Survey is a survey of students who successfully completed some vocational training in Australia during 2008. The survey has been conducted annually since 1997.

## **WHY is it done?**

The survey looks at 3 important areas:

- Did students think the training was relevant and did it benefit them?
- Were students satisfied with the training received?
- Did employment situations change as a result of training?

## **HOW is the information used?**

The information is used by national and state/territory bodies, along with local training providers, to ensure vocational training is of high quality and relevant to Australian workplaces.

## **HOW did you get my name and address?**

Your personal details were provided by the TAFE, private or community education provider where you did your training. This survey complies with the requirements of the *Privacy Act 1988*. Details on the privacy policies of NCVET and The Social Research Centre can be accessed from [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos)

## **ARE my answers confidential?**

Yes, **all answers provided will remain confidential**. Only group responses, not your individual responses are reported and importantly, all names, addresses and telephone numbers will be deleted from the survey database at the end of the project.

## **DO I have to participate?**

**No, participating in the survey is voluntary**. However, your answers are important as they can help to improve future vocational training. **If you do not wish to participate** please make this known by either returning the uncompleted survey form or telephoning The Social Research Centre on the freecall number below. This will ensure you do not receive any further communication from us. Please note however your response is valuable for future training needs.

## **WHO is doing it?**

The National Centre for Vocational Education Research ([www.ncver.edu.au](http://www.ncver.edu.au)), Australia's leading national vocational education and training research organisation, manages the survey. The Social Research Centre Pty Ltd, a national social research company, conducts the survey on NCVET's behalf. The Australian Government Department of Education, Employment and Workplace Relations is funding the survey.

## **HOW do I send the survey back?**

Either complete the survey online at [www.ncver.edu.au/sos](http://www.ncver.edu.au/sos) or send your survey back to us in the envelope provided (no stamp required).

## **WANT to know more?**

If you would like more information about any aspect of this survey the staff at The Social Research Centre will be happy to answer your questions. Please contact them by:

**Telephone:** 1800 020 676 (Freecall)  
**Email:** [sos@srcentre.com.au](mailto:sos@srcentre.com.au)


**Mail:** Student Outcomes Survey  
c/o The Social Research Centre  
Reply Paid 85928  
HAWTHORN VIC 3122

## HOW TO ANSWER QUESTIONS:

- Please cross **ONE** box only like this Yes  (unless otherwise requested).
- Correct mistakes like this:
 

<input checked="" type="checkbox"/>	Yes
<input checked="" type="checkbox"/>	No

(If you make a mistake, simply scribble it out and mark the correct answer with a cross).

- Use a ballpoint blue or black pen (do not use a felt tipped pen).
  - Some boxes have 'Go to' instructions that look like  **Go to 17**
- Please follow the 'Go to' even if you miss out on some questions.
- Where exact information is not known, please give the best answer you can.
  - Where a written answer is required, please write clearly in the boxes provided.

**Example Q49:** In which country were you born?

*Canada*

## ABOUT your training

This section focuses on the training shown on the front of the form.

**For all questions in this section, 'the training' refers to that shown on the front of the form.**

**1** Are you still enrolled in the training shown on the front of the form?

- Yes  **Go to 21**
- No  **Go to 2**

**2** Are you currently enrolled in **any other training** with a TAFE institute, TAFE division of a university, Skills Institute, Polytechnic, Registered Private Provider or Adult and Community Education Provider?

- Yes
- No

**3** Have you completed all the training required to gain the qualification that is awarded for the training shown on the front of the form?

- Yes  **Go to 6**
- No  **Go to 4**

4 Why did you decide not to continue the training?  
(More than one box can be crossed)

ITEM CODE

**Employment-related reasons**

- A Changed jobs or started a new job
- B I lost my job
- C I learnt the skills I needed for my job

**Training-related reasons**

- D I achieved my training goals
- E I started other training
- F The training no longer related to my plans
- G The training was not what I expected
- H The training timetable was not flexible enough

**Personal reasons**

- I I moved
- J Illness
- K Family reasons
- L Financial reasons
- M Too many pressures on my time
- N **Any other major reason**  
(please specify)

5 From the list in Question 4, what was your **main** reason for choosing not to continue the training?

(Please write the appropriate item LETTER code A to N in the box below)

**Main Reason:**

6 Which of the following describes **how** the training was delivered?

(More than one box can be crossed)

- Personal/classroom communication with instructor(s)
- Printed materials
- Web-based resources
- Videotape, CD or DVD
- Online communication with instructor and other students
- Radio
- Television
- Video conference
- Teleconference
- Workshop practical activities
- Other

7 What sources of income did you have while doing the training?

(More than one box can be crossed)

- Austudy
- Abstudy
- Youth Allowance
- Government pensions or benefits (e.g. Newstart, Disability pension)
- Scholarship/cadetship
- Paid work (including an apprenticeship or traineeship)
- Own business
- Parents or spouse/partner
- Other

8 Which of the following **best** describes when you started the training?

- While enrolled at school
- Within 12 months of leaving school
- More than 12 months after leaving school

9 What was your **main** reason for doing the training?

(Cross one box only)

- To get a job
- To develop my existing business
- To start my own business
- To try for a different career
- To get a better job or promotion
- It was a requirement of my job
- I wanted extra skills for my job
- To get into another course of study
- To improve my general educational skills
- To get skills for community/voluntary work
- To increase my confidence/self-esteem
- Other reasons (please specify)

10 Did the training help you to achieve your **main** reason?

- Yes
- No
- Partly
- Don't know yet



- 11 Did you enrol in the training because it was part of an apprenticeship or traineeship?

Yes → Go to 12  
 No → Go to 13

- 12 Have you successfully completed **all** requirements of your apprenticeship or traineeship?

**Note:** This includes both the study and employment requirements of your apprenticeship or traineeship.

Yes  
 No, still ongoing  
 No, cancelled or withdrew  
 Don't know

- 13 Would you recommend the training you have undertaken to others?

Yes  
 No

- 14 Would you recommend the institution where you undertook the training to others?

Yes  
 No

### Recognition of Prior Learning

*At the time of enrolling, some people have experience and skills relevant to the training they will be doing.*

- 15 Before you started the training, did you have experience and skills related to the training you undertook?

Yes → Go to 16  
 No → Go to 20

- 16 Did the training provider assess your relevant experience and skills to see if the training could be shortened?

Yes → Go to 17  
 No → Go to 20

- 17 Did the training provider shorten the training based on your relevant experience and skills?

Yes → Go to 18  
 No → Go to 21

- 18 Was the training shortened based on previous study? (*More than one box can be crossed*)

Yes, based on study at university  
 Yes, based on study at TAFE  
 Yes, based on study at a Private Provider  
 Yes, based on study at Secondary School  
 Yes, based on study elsewhere  
*(please specify)*

No

- 19 Was the training shortened based on other relevant experience and skills?  
*(More than one box can be crossed)*

Yes, based on relevant job experience/skills  
 Yes, based on relevant life experience/skills  
 Yes, based on something else *(please specify)*

→ Go to 21

No

- 20 Did the training provider **offer** to assess your relevant experience and skills?

Yes  
 No

For the following questions, we want to know what you thought about the training stated on the front of the form.

## YOUR opinions on the training

**21** How would you rate, **on average**, the following aspects of the training?  
(Please cross one box for each aspect using the scale below)

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE	NOT APPLICABLE
<b>TEACHING</b>						
1 My instructors had a thorough knowledge of the subject content	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 My instructors provided opportunities to ask questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 My instructors treated me with respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 My instructors understood my learning needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 My instructors communicated the subject content effectively	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 My instructors made the subject as interesting as possible	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>ASSESSMENT</b>						
7 I knew how I was going to be assessed	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 The way I was assessed was a fair test of my skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 I was assessed at appropriate intervals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 I received useful feedback on my assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 The assessment was a good test of what I was taught	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>GENERIC SKILLS AND LEARNING EXPERIENCES</b>						
12 My training developed my problem solving skills	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 My training helped me develop my ability to work as a team member	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 My training improved my skills in written communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 My training helped me to develop the ability to plan my own work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 As a result of my training, I feel more confident about tackling unfamiliar problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 My training has made me more confident about my ability to learn	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18 As a result of my training, I am more positive about achieving my goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19 My training has helped me think about new opportunities in life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Overall satisfaction with the training

**22** How would you rate, **on average**, your satisfaction with the overall quality of the training?  
Using the scale box below, please rate your level of agreement with the following statement:

	STRONGLY DISAGREE	DISAGREE	NEITHER AGREE NOR DISAGREE	AGREE	STRONGLY AGREE
Overall, I was satisfied with the quality of this training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## IMPORTANT instruction

- 23 Are you STILL ENROLLED in the training shown on the front of the form?

if 'Yes' → Go to 48  
if 'No' → Go to 24

## ADDITIONAL study

The questions in this section look at whether you have enrolled in any other study since you undertook the training shown on the front of the form.

- 24 Have you enrolled in any other study since undertaking the training shown on the front of the form?

No  
 Yes, but cancelled or withdrew

→ Go to 27

Yes, still ongoing  
 Yes, finished

→ Go to 25

- 25 Which of the following best describes the level of the qualification you have enrolled in since undertaking the training? (Cross one box only)

**Note:** If you enrolled in more than one course, please report the course that you think is most important.

- Bachelor degree or higher  
 Advanced diploma or associate degree  
 Diploma or associate diploma  
 Certificate IV (or advanced certificate/technician)  
 Certificate III (or trade certificate e.g. apprenticeship)  
 Certificate II  
 Certificate I  
 Other certificate  
 Secondary school qualification (e.g. mature age, night school)  
 Statement of attainment  
 Other course (please specify)

- 26 Where did you enrol to do this study?

**Note:** If you are doing external study, please report the organisation you are studying with e.g. university, TAFE institute.

- University  
 TAFE institute, Skills Institute or Polytechnic  
 TAFE division of a university  
 Private Provider  
 Adult and Community Education Provider  
 Secondary School  
 Other

## YOUR work situation at 29th May 2009

- 27 Did you have a job of any kind at 29th May 2009?

**Note:** If you had more than one job, please report for your main job, i.e. the job in which you usually worked the most hours.

**Note:** A job means any kind of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period.

- Yes, worked for payment or profit  
 Yes, but absent on holidays, on paid leave, on strike, or temporarily stood down  
 Yes, unpaid work in a family business  
 Yes, other unpaid work  
 No, did not have a job

→ Go to 28

→ Go to 38

- 28 On what basis were you employed in your main job at 29th May 2009?

- Wage or salary earner  
 Conducting own business - with employees  
 Conducting own business - without employees  
 Helper not receiving wages

- 29 Were you entitled to paid sick leave and/or paid holiday leave in your main job at 29th May 2009?

**Note:** If you could take paid sick and/or paid holiday leave after being employed for a certain period, for example three months, or a year, please cross the appropriate 'Yes' box.

- Yes, both  
 Yes, paid sick leave only  
 Yes, paid holiday leave only  
 No

**30** What was your occupation and what were the main tasks you usually performed in your **main** job at 29th May 2009?

**Give full title** e.g. *Apprentice chef, Childcare aide*

**What are the main tasks or duties you usually perform in this occupation?**  
e.g. *Preparing food/cooking food, Typing*


**31** What kind of industry, business or service was carried out by your employer/business in your **main** job at 29th May 2009?  
e.g. *Steel pipe manufacturing, Childcare services, Fast food outlet, Clothing retailing*


**32** How many hours did you usually work each week in your **main** job at 29th May 2009?

- 35 hours or more per week
- 1-34 hours per week

**33** How much did you usually earn (before tax or anything else is taken out) in your **main** job at 29th May 2009?

- \$1,500 or more per week (\$78,000 or more per year)
- \$1,000-\$1,499 per week (\$52,000-\$77,999 per year)
- \$700-\$999 per week (\$36,400-\$51,999 per year)
- \$500-\$699 per week (\$26,000-\$36,399 per year)
- \$300-\$499 per week (\$15,600-\$25,999 per year)
- \$160-\$299 per week (\$8,320-\$15,599 per year)
- \$80-\$159 per week (\$4,160-\$8,319 per year)
- \$1-\$79 per week (\$1-\$4,159 per year)

**34** Which of the following **job-related benefits** do you feel you have received as a result of undertaking the training shown on the front of the form?

(More than one box can be crossed)

- Got a job
- Was able to set up/expand my own business
- Change of job
- A promotion (or increased status at work)
- An increase in earnings
- Other (please specify)

- None

**35** How relevant is the training to your **main** job at 29th May 2009?

- Highly relevant
- Some relevance
- Very little relevance
- Not at all relevant

**36** When did you commence your **main** job at 29th May 2009?

- Before I began the training → **Go to 39**
- While undertaking the training
- After I finished the training → **Go to 37**

**37** How long did it take to find a job **after** undertaking the training?

- Less than one month
- One to three months → **Go to 39**
- Four to six months
- More than six months

- 38 Were you actively looking for work at 29th May 2009?  
(Cross one box only)

**Note:** Examples of actively looking for work include: Being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work.

- Yes, I looked primarily for full-time work  
 Yes, I looked primarily for part-time work  
 No, I did not look for work

- 39 Have you previously held a full-time job?

- Current job is first full-time job  
 Previously had a full-time job  
 Never had a full-time job

- 40 Which of the following **personal benefits** do you feel you have received as a result of undertaking the training shown on the front of the form?  
(More than one box can be crossed)

- Got into further study  
 Advanced my skills generally  
 Gained confidence  
 Satisfaction of achievement  
 Improved communication skills  
 Made new friends  
 Seen as a role model for others in the community  
 Other (please specify)

- None

## YOUR employment situation before your training

The questions in this section focus on your employment situation **before you undertook the training** shown on the front of the form.

- 41 Did you have a paid job at any time during the **six months before** undertaking the training shown on the front of the form?

**Note:** If you had more than one job, please report for your **main job**, i.e. the job in which you usually worked the most hours.

**Note:** A job means any kind of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period.

- Yes, worked for payment or profit  
 Yes, but absent on holidays, on paid leave, on strike or temporarily stood down  
 Yes, unpaid work in a family business  
 Yes, other unpaid work  
 No, did not have a job

Go to 42

Go to 47

- 42 On what basis were you employed in your **main job** during the **six months before** undertaking the training shown on the front of the form?

- Wage or salary earner  
 Conducting own business - with employees  
 Conducting own business - without employees  
 Helper not receiving wages

- 43 Were you entitled to paid sick leave and/or paid holiday leave in your **main job** during the **six months before** undertaking the training?

**Note:** If you could take paid sick and/or paid holiday leave after being employed for a certain period, for example three months, or a year, please cross the appropriate 'Yes' box.

- Yes, both  
 Yes, paid sick leave only  
 Yes, paid holiday leave only  
 No



- 44 What was your occupation and what were the main tasks you usually performed in your **main** job during the **six months before** undertaking the training?

Please cross this box if the same as **current** occupation (as reported in 30).

→ **Go to 45**

**Give full title** e.g. *Apprentice chef, Childcare aide*

**What are the main tasks or duties you usually perform in this occupation?**  
e.g. *Preparing food/cooking food, Typing*

- 45 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?

Please cross this box if the same as **current** industry (as reported in 31).

→ **Go to 46**

e.g. *Steel pipe manufacturing, Childcare services, Fast food outlet, Clothing retailing*

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

35 hours or more per week → **Go to 48**  
 1-34 hours per week

- 47 Were you actively looking for work during the **six months before** undertaking the training shown on the front of the form?  
(Cross one box only)

**Note:** Examples of actively looking for work include: *Being registered with Centrelink as a job seeker; checking or registering with any other employment agency; writing, telephoning or applying in person to an employer for work; or advertising for work.*

Yes, I looked primarily for full-time work  
 Yes, I looked primarily for part-time work  
 No, I did not look for work

## ABOUT you

- 48 Are you of Aboriginal or Torres Strait Islander origin?

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

- 49 In which country were you born?

Australia  
 New Zealand  
 United Kingdom  
 China (excludes SARs and Taiwan Province)  
 Viet Nam  
 Philippines  
 India  
 Hong Kong (SAR of China)  
 Korea, Republic of (South)  
 Other (please specify)

- 50 Do you speak a language **other than** English at home?

Yes → **Go to 51**  
 No → **Go to 52**

- 51 How well do you speak English?

Very well  
 Well  
 Not well  
 Not at all

- 52 Do you consider yourself to have a disability, impairment or long-term condition?

Yes → **Go to 53**  
 No → **Go to 54**

- 53 Please indicate the areas of disability, impairment or long-term condition.  
(More than one box can be crossed)

Hearing/deaf  
 Physical  
 Intellectual  
 Learning  
 Mental illness  
 Acquired brain impairment  
 Vision  
 Medical condition  
 Other

54 What was the highest level of schooling you completed before undertaking the training shown on the front of the form?

- Year 12 or equivalent
- Year 11 or equivalent
- Year 10 or equivalent
- Year 9 or equivalent
- Year 8 or below
- Did not go to school

→ Now go to 55 →→→→→

55 Did you complete any of the following qualifications before undertaking the training shown on the front of the form?  
(More than one box can be crossed)

- Bachelor degree or higher
- Advanced diploma or associate degree
- Diploma or associate diploma
- Certificate IV (or advanced certificate/technician)
- Certificate III (or trade certificate e.g. apprenticeship)
- Certificate II
- Certificate I
- Other certificate
- Certificate of competency or proficiency
- Statement of attainment
- Pre-vocational training
- Other (please specify)

None

## YOUR suggestions for improvement

56 Do you have any suggestions for improving the training shown on the front of the form?  
(Please list up to 3 suggestions)

1

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2

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3

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57 We would appreciate if you could provide a **daytime** contact phone number in case we need to get further information from you about any of your responses. You can be assured that all names, addresses and telephone numbers will be deleted from the survey database at the end of the project.

Phone Number (      )



Sample

