



2020 National Student Outcomes Survey: Questionnaire for domestic students

The 2020 questionnaire suite was designed to ensure students received only questions relevant to them. The questionnaires included:

- full (10 minute) questionnaire for certificate II and above qualification completers
- pulse (2 minute) questionnaire for continuing students
- short (5 minute) questionnaire, referred to as the 'lite' questionnaire for all other students.

This document incorporates the three questionnaires.

About your training

For all questions in this survey, 'the training' refers to the training shown below:

<insert training details> <insert RTO (if TAFE or university)>

Asked of qualification part-completers and short course part-completers only

1. Are you still enrolled in the training <insert training details>?
 1. Yes – go to 8 (pulse)
 2. No – go to 2

Asked of qualification part-completers and short course part-completers only

2. Have you completed all the training required to gain the <insert training details>?
 1. Yes – go to 5
 2. No – go to 3

Asked of qualification part-completers and short course part-completers only

3. What was your **main** reason for choosing not to continue the training? (*Please select one option only*)
 1. I changed jobs or started a new job
 2. I lost my job
 3. I learnt the skills I needed for my job
 4. I achieved my training goals
 5. I started other training
 6. The training no longer related to my plans
 7. The training was not what I expected
 8. The training timetable was not flexible enough
 9. Family or personal reasons
 10. I completed all the training I intended to when I enrolled
 11. Other reason (*please specify*)

Asked of subject only completers only

4. Are you currently enrolled in any other training with a TAFE institute, TAFE division of a university, Registered Private Provider or Adult and Community Education provider?

1. Yes –go to 8 (pulse)
2. Yes – but course delayed or postponed due to COVID-19 – go to 8 (pulse)
3. No – go to 5

5. What was your **main** reason for doing the training?

(Please select one option only)

1. To get a job
2. To develop or start my own business
3. To try for a different career
4. To get a better job or promotion
5. It was a requirement of my job
6. I wanted extra skills for my job
7. To obtain credit points towards my senior secondary schooling
8. To gain advanced entry to a higher qualification or university
9. To get into another course of study
10. To improve my general education skills
11. To get skills for community/voluntary work
12. To increase my self-esteem
13. Other reason *(please specify)*

6. Did the training help you achieve your **main** reason?

1. Yes
2. No
3. Partly
4. Don't know yet

If SOS Lite then go to 8

7. How likely are you to recommend the training?

1. Very likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Very unlikely

8. How likely are you to recommend the training **provider**?

1. Very likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Very unlikely

If pulse (Q1=1 OR Q4 = 1 or 2 ask 9), else go to 11

Training intentions

9. At any point during your training have you seriously thought about dropping out?

1. Yes – go to 10
2. No - go to 17

10. Why did you think about dropping out of your training? <Multiple response>

(Please select all options that apply)

1. Got offered a job / better job
2. Too hard to juggle work and study
3. To start another course of study
4. Course fees too high
5. Financial reasons
6. Course was too hard
7. The training was not what I expected
8. Family or personal reasons
9. Other reason *(please specify)* _____

If pulse (Q1=1 OR Q4=1 or 2) then go to 17.

For those aged 15-19 years old (else go to 13)

11. Did you undertake any of the <insert training details> as part of your senior secondary schooling at a school, a TAFE institute or another training organisation? <multiple response, unless choose no>

(Please select all options that apply)

1. Yes – at my school
2. Yes – at another school
3. Yes – at a TAFE institute
4. Yes – at another training provider
5. No – go to 13

12. Did you complete any training in a real workplace as part of your main VET subject?

1. Yes – 1 week or less
2. Yes – 2-4 weeks
3. Yes – 5 weeks or more
4. Yes – as an Australian School-based Apprenticeship/Traineeship
5. No

13. How did you pay for your training? <single response>

(Please select main source of payment)

1. My employer paid
2. My partner/my parents/another family member/a friend paid
3. I paid the fees outright
4. I took out a Commonwealth VET student loan
5. I paid using a loan or payment plan offered by the training provider
6. I did not need to pay a fee (paid for by government)
7. Other *(please specify)* _____

Satisfaction with the training

For the following questions, we want to know what you thought about the training in <insert training details>, on average.

14. To what extent do you agree or disagree that your training developed your problem-solving skills?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Not applicable

15. To what extent do you agree or disagree that your training improved your writing skills?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Not applicable

16. To what extent do you agree or disagree that your training improved your numerical skills?

1. Strongly agree
2. Agree
3. Neither agree nor disagree
4. Disagree
5. Strongly disagree
6. Not applicable

If pulse (Q1=1 OR Q4=1 or 2) then provide section heading and instruction prior to asking 17

Satisfaction with the training

For the following questions, we want to know what you thought about the training in <insert training details>, on average.

17. How satisfied are you with the quality of your trainers/teachers/instructors?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Not applicable

18. How satisfied are you that the way you were assessed was a fair test of your skills and knowledge?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Not applicable

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

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied

Satisfaction with training provider

For the following questions, we want to know what you thought of your training provider <insert RTO (if TAFE or university)>.

20. How satisfied are you with the facilities available at your training provider (*e.g. classrooms, workshops*)?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Not applicable

21. How satisfied are you with the learning resources provided by the trainer (*e.g. textbooks, online materials*)?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Not applicable

22. How satisfied are you with the location of your training provider?

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Not applicable

23. How satisfied are you with the support services offered by your training provider?

Note: *support services include help with additional learning needs, English language assistance, career advice, counsellors.*

1. Very satisfied
2. Satisfied
3. Neither satisfied nor dissatisfied
4. Dissatisfied
5. Very dissatisfied
6. Don't know/did not access

If pulse (Q1=1 OR Q4=1 or 2) go to finish screen.

Additional study

The questions in this section look at whether you **have enrolled in any other study since you undertook the training in <insert training details>**.

24. Have you enrolled in another course or further study since undertaking the training in <insert training details>?

Note: *Government restrictions due to COVID-19 were put in place from March 2020.*

1. No – go to 27
2. Yes, but I cancelled or withdrew – go to 27
3. Yes, but course was cancelled due to COVID-19 – go to 27
4. Yes, but course was delayed or postponed due to COVID-19
5. Yes, still ongoing
6. Yes, finished

25. What is the level of this new course?

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

1. Bachelor degree or higher
2. Advanced diploma or associate degree
3. Diploma
4. Certificate IV
5. Certificate III
6. Certificate II
7. Certificate I
8. Secondary school qualification (*e.g. mature age, night school*)
9. Statement of attainment
10. Other (*please specify*)

If SOS Lite then go to 27

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.*

1. University
2. TAFE institute
3. TAFE division of a university
4. Private provider
5. Adult and community education provider
6. Secondary school
7. Other <capture of verbatim response not required>

Your work situation at 29th May 2020

27. Did you have a job of any kind at 29th May 2020?

Note: A job means any type of work, including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period. If you had more than one job, please report for your **main** job, i.e. the job you usually worked the most hours.

1. Yes, worked for payment or profit
2. Yes, but absent on holidays, paid leave or on strike
3. Yes, but temporarily stood down
4. Yes, unpaid work in a family business
5. Yes, other unpaid work – go to 39
6. No – go to 39

28. How many hours did you usually work each week in your **main** job at 29th May 2020?

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

1. 35 hours or more per week
2. 1-34 hours per week
3. 0 hours per week

29. Have your hours changed since COVID-19?

Note: Government restrictions due to COVID-19 were put in place from March 2020.

1. Yes, hours have increased
2. Yes, hours have decreased
3. No

If SOS Lite then go to 33

Ask if Q28 = 1 (asked of those working 35 hours or more)

30. Is your **main** job your first full-time job?

1. Yes – first full time job
2. No – have worked full-time before

If SOS Lite then go to 32

31. On what basis were you employed in your **main** job at 29th May 2020?

1. Wage or salary earner
2. Conducting own business – with employees
3. Conducting own business – without employees
4. Helper not receiving wages

32. When did you commence your **main** job at 29th May 2020?

1. Before I began the training
2. While undertaking the training
3. After I finished the training

33. What was the full title of your **main** job at 29th May 2020?

e.g. Apprentice chef, Childcare aide

34. What were the main tasks or duties you usually performed in this job?

e.g. Preparing food/cooking food, Typing

=

If SOS Lite = then go to 37

35. What kind of industry, business or service was carried out by your employer/business in your **main** job at 29th May 2020?

This question is non-mandatory.

36. How much did you usually earn (before tax or anything else is taken out) in your **main** job at 29th May 2020? Gross income \$ (response)

And is that...

1. Earned in a week
2. Earned in a fortnight
3. Earned in a month
4. Earned in a year
5. \$0 – none – unpaid worker

37. Which of the following **job-related benefits** have you received from undertaking the training in <insert training details>?

(Please select all that apply)

1. Got a job
2. Got a new job/changed my job
3. Was able to set up or expand my own business
4. A promotion (or increased my status at work)
5. Gained extra skills for my job
6. An increase in earnings
7. Other *(please specify)*
8. None

38. How relevant is the training to your **main** job at 29th May 2020?

1. Highly relevant
2. Some relevance
3. Very little relevance
4. Not at all relevant

If Q27=3, 5 or 6 ask Q39.

39. (If Q27= 5 or 6) Did you have a job prior to 29th May 2020 which you lost due to COVID-19?

(If Q27=3) Were you temporarily stood down due to COVID-19?

Note: Government restrictions due to COVID-19 were put in place from March 2020.

1. Yes
2. No

40. Were you actively looking for work at 29th May 2020 (even if you were already working)?

(Please select one option only)

1. Yes – mainly looking for full-time work
2. Yes – mainly looking for part-time work
3. No – not looking for work due to COVID-19
4. No – not looking for work but not due to COVID-19

If SOS Lite then go to 42

41. Which of the following **personal benefits** have you received due to undertaking the training in <insert training details>?

(Please select all that apply)

1. Got into further study
2. Advanced my skills generally
3. Gained confidence
4. Satisfaction of achievement
5. Improved communication skills
6. Made new friends
7. Seen as a role model for others in the community
8. Other *(please specify)*
9. None

Work situation before training

The questions in this section focus on your work situation **before you undertook the training in <insert training details>**.

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

Note: A job means any type of work including full-time, casual, temporary or part-time work, if it was for one hour or more over a two-week period. If you had more than one job, please report for your **main** job, i.e. the job you usually worked the most hours.

1. Yes
2. No <IF SOS Core go to 49>; <IF SOS LITE go to final question on suggestions for improving training>

If Q27 = 1 or 2 or 3 or 4 (asked of those working after training)

43. All things considered, is the job or role you are working in now....

1. Better than your previous job/role
2. About the same as your previous job/role
3. Not as good as your previous job/role
4. Not applicable - I'm still in the same job/role

If SOS Lite then go to 46

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

1. 35 hours or more per week
2. 1-34 hours per week

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

(Please select one option only)

1. Wage or salary earner
2. Conducting own business – with employees
3. Conducting own business – without employees
4. Helper not receiving wages

46. What was the full title of your **main** job during the six months before undertaking the training?
e.g. Apprentice chef, Childcare aide

Please select this option if same as current title: <insert text from question 33>.

If different, please specify:

47. What were the main tasks or duties you usually performed in this job?

e.g. Preparing food/cooking food, Typing

Please select this option if same as current tasks and duties: <IF Q46=Q33 then insert text from question 34>.

If different, please specify:

If SOS Lite 0 then go to final question on suggestions for improving training

48. 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 select this option if the same as current industry, business or service: <IF Q46=Q33 then insert text from question 35>.

If different, please specify.

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

(Please select one option only).

1. Yes – mainly looking for full-time work
2. Yes – mainly looking for part-time work
3. No – not looking for work

About you

Ask if no data from VET Provider Collection. This question is non-mandatory.

50. Are you of Aboriginal or Torres Strait Islander origin?

(Please select one option only).

1. No
2. Yes, Aboriginal
3. Yes, Torres Strait Islander
4. Yes, both Aboriginal and Torres Strait Islander

Ask if no data from VET Provider Collection . This question is non-mandatory.

51. In which country were you born?

(Please select one option only)

1. Australia
2. New Zealand
3. England
4. China (excludes SARs and Taiwan)
5. Vietnam
6. Philippines
7. India
8. South Africa
9. Nepal
10. Sri Lanka
11. Other *(please specify)*

Ask if no data from VET Provider Collection. This question is non-mandatory.

52. Do you speak a language **other than** English at home?

1. Yes
2. No

Ask if no data from VET Provider Collection. This question is non-mandatory.

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

1. Yes
2. No – go to Q55

Ask if Q53 = This question is non-mandatory.

54. What type of disability, impairment or long-term condition do you have?

(Please select all options that apply)

1. Hearing/deaf
2. Physical
3. Intellectual
4. Learning
5. Mental illness
6. Acquired brain impairment
7. Vision
8. Medical condition
9. Other

If no data from VET Provider Collection

55. What was the highest level of schooling you completed before undertaking the training in <insert training details>?

(Please select one option only)

1. Year 12 or equivalent
2. Year 11 or equivalent
3. Year 10 or equivalent
4. Year 9 or equivalent
5. Year 8 or below
6. Did not go to school

If no data from VET Provider Collection.

56. Did you complete any of the following qualifications before undertaking the training in <insert training details>?

(Please select all that apply)

1. Bachelor degree or higher
2. Advanced diploma or associate degree
3. Diploma
4. Certificate IV (or advanced certificate/technician)
5. Certificate III (or trade certificate e.g. apprenticeship)
6. Certificate II
7. Certificate I
8. Other certificate
9. Certificate of competency or proficiency
10. Statement of attainment
11. Pre-vocational training
12. Other *(please specify)*
13. None

Suggestion for improvement

This question is non-mandatory

What one aspect of your training would you change to improve it for future students?

By completing this survey question, you also understand that this is not a formal complaints process.

If you wish to make a formal complaint, please contact the National Training Complaints Hotline (13 38 73) or visit: <https://www.employment.gov.au/national-training-complaints-hotline>.