



National Student Outcomes Survey 2022 —questionnaire

Introduction

The 2022 domestic student questionnaire suite was designed to ensure students received only questions relevant to them. The questionnaires included:

- pulse questionnaire for continuing students (approximately 5 minutes)
- full questionnaire for Certificate II and above qualification completers (approximately 10 minutes)
- lite questionnaire for all other students (approximately 5 to 10 minutes)

This document combines these three domestic student questionnaires into one questionnaire.

Questionnaire for domestic students

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

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

About your training

<ask if a qualification part-completer or short course part-completer>

1. Are you still enrolled in the training <insert training details>?
 1. Yes - <go to 7>
 2. No

<ask if a qualification part-completer or short course part-completer>

2. Have you completed all the training required to gain the <insert training details>?
 1. Yes - <go to 3>
 2. No - <go to 4>

<ask if a qualification part-completer or short course part-completer>

3. When did you complete the <insert training details>?
<Programming note: Please allow the year drop box to go back to 2010>
 1. Month _____ Year _____ - <go to 8>
 2. Unsure

<ask if a qualification part-completer or short course part-completer>

4. 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. Problems with the work placement
10. Family or personal reasons
11. I completed all the training I intended to when I enrolled
12. Other reason (*please specify*)

<ask if a qualification part-completer or short course part-completer>

5. Was your reason for not continuing the training due to COVID-19?
 1. Yes
 2. No
 3. Partly

<ask if a subject-only completer>

6. 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 7>
 2. No <go to 8>

<ask if Q1=1 OR Q6 = 1, else go to Q8>

7. How long have you been undertaking your training with your training provider <insert RTO (if TAFE or university)>?
 1. Less than 3 months
 2. 4-6 months
 3. 7-12 months
 4. More than a year

8. 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*)

<If Q1=1 OR Q6 = 1 then go to Q10>

9. Did the training help you achieve your **main** reason?
 1. Yes
 2. No
 3. Partly
 4. Don't know yet

<Ask if Q1=1 OR Q6 = 1, else if "SOS full" go to Q16 OR if SOS lite go to Q17>

10. When you were considering training, did you use any of the following for information?

Please select all options that apply

1. My family or friends
2. A professional career practitioner, including a school career advisor
3. A VET Coordinator
4. A teacher or other staff member at a school
5. Australian Government websites such as My Skills or My Future (or those ending in '.gov.au')
6. Other websites
7. Paper-based materials (e.g. flyers or brochures, etc.)
8. A career expo or public event
9. Social media
10. Training provider websites
11. Employer / colleagues
12. Visited the training provider / on campus
13. Other (*please specify*)
14. None of the above [EXCLUSIVE]

11. Before starting your training, did you receive information from your provider about the following?

Please select all options that apply

1. Your rights and responsibilities as a student
2. How the course would meet your needs
3. The length of the course
4. Training costs (including payment options and government subsidies)
5. The training provider's refund policy
6. Attendance types (e.g. full time/part-time/online)
7. Delivery options (e.g. classroom/workplace delivery)
8. Recognition of prior learning
9. Training assessment details
10. Career information (e.g. potential employment options)
11. None of the above [EXCLUSIVE]

<Ask if Q11 = 1-10, else go to Q13>

12. How accurate was the information provided by your training provider <insert RTO (if TAFE or university)>?

1. Completely accurate
2. Mostly accurate
3. Somewhat accurate
4. Not accurate at all

13. Did your training provider assess your learning needs before your training commenced?

1. Yes
2. No
3. Not applicable

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

Please select main source of payment

1. My employer paid for the training
2. I paid (*includes via payment plan arrangements and support from family or friends*)
3. Other <no coding of verbatim response>
4. Not applicable - no fees

<ask if Q1=1, else go to Q16 if SOS full, else go to Q17>

15. Do you intend to complete ...?

1. All of the requirements for the <PROGRAM_NAME>
2. Some subjects/units only
3. Don't know/not sure yet

<Ask if SOS full, else go to Q17>

16. How likely are you to recommend the training?

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

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

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

<ask if Q1=1 OR Q6 = 1, else go to Q20>

Training intentions

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

1. Yes
2. No – <go to Q26>

19. 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. Lack of communication from the provider/trainer
9. Lack of support from the provider/trainer
10. Poor quality of the teaching/training
11. Health-related, family, or personal reasons
12. Other reason (*please specify*)

<if Q1=1 OR Q6 = 1 then go to Q26>

<ask if aged 15-19 years old, else go to Q22>

20. 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 Q22>

21. Did you complete any training in a 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

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

Please select main source of payment

1. My employer paid for the training
2. I paid (*includes via payment plan arrangements and support from family or friends*)
3. Other <no coding of verbatim response>
4. Not applicable - no fees

Satisfaction with the training

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

23. 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

24. 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

25. To what extent do you agree or disagree that your training improved your **numerical skills** (*i.e., working with numbers*)?

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

<if Q1=1 OR Q6 = 1 then provide section heading and instruction prior to asking Q26> (pulse questionnaire)

Satisfaction with the training

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

26. How satisfied are you with the quality of your **trainers/trainers/instructors**?

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

5. Very dissatisfied
6. Not applicable

27. 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

28. **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)>.

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

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

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

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

31. 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

<if Q1=1 OR Q6 = 1 then go to finish screen>

32. 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, etc.*

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

Online learning and COVID-19 impacts on training

33. Did you do any online learning during your training <insert training details>?

Note: *Online learning refers to training and/or assessment made available via the internet in a different location from your training provider or trainer.*

1. Yes, all online
2. Yes, some online
3. No – <go to 38>

34. How satisfied are you with the **support** received from your teachers/trainers **during** online learning?

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

35. How satisfied are you with the **overall quality** of your online learning experience?

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

36. Did you face any challenges with online learning?

1. Yes
2. No – <go to 38>

37. What challenges did you face with online learning?

Please select all options that apply

1. Subject matter not suitable to online learning
2. I missed the opportunity to get experience in a workplace
3. Course materials not available or not tailored for online learning
4. Lack of support from trainers/teachers/instructors
5. Unreliable internet at home
6. Lack of equipment (*e.g. computer/printer*)
7. I had limited digital skills (*e.g. skills in accessing information from computers and other digital devices*)
8. Lack of face-to-face interaction with trainers/teachers/instructors
9. Lack of face-to-face interaction with fellow students
10. COVID-19 related challenges
11. Mental health issues
12. Other

38. Was your training affected by any of the following due to COVID-19?

Please select all options that apply

<If user selects 3 and 4, display "You have selected both "Work placement delayed" and "Work placement cancelled", please confirm and proceed">

1. Training shifted online
2. Training took longer than intended
3. Work placement delayed [only display if **not** flagged as an apprentice/trainee]
4. Work placement cancelled [only display if **not** flagged as an apprentice/trainee]
5. On-the-job training delayed [only display if flagged as an apprentice/trainee]
6. Other (*please specify*)
7. No impact [single response]

Additional study

The questions in this section look at whether you have commenced any other study since you undertook the training.

39. Have you commenced another course or further study since undertaking the training <insert training details>?

1. No – <go to 42>
2. Yes, but I cancelled or withdrew – <go to 42>
3. Yes, still ongoing
4. Yes, finished

40. 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, etc.*)
9. Statement of attainment
10. Other (*please specify*) <ask if SOS full, else go to Q42>

41. 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 <coding of verbatim response not required>

Your work situation at 27th May 2022

The questions in this section focus on your work situation at 27th May 2022

42. Did you have a job of any kind at 27th May 2022?

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 – <go to Q53>

43. How many hours did you usually work each week in your **main** job at 27th May 2022?

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

<ask if Q 43 = 1 and SOS full, else if SOS lite go to Q47>

44. Is your main job your first full-time job?

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

45. On what basis were you employed in your **main** job at 27th May 2022?

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

46. When did you commence your main job at 27th May 2022?

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

47. What was the full title of your main job at 27th May 2022?

Please type at least 3 characters. A drop-down menu may appear. Responses can be selected from the drop-down menu. If there is no option that matches your job title, please type in full.

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

< if SOS Lite then go to 51>

49. What kind of industry, business or service was carried out by your employer/business in your **main** job at 27th May 2022?

<This question is non-mandatory> <ask if Q42 = 1>

50. How much did you usually earn (before tax or anything else is taken out) in your **main** job at 27th May 2022? 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

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

Please select all options that apply

1. Got a job or changed my job
2. Was able to set up or expand my own business

3. A promotion (or increased my status at work)
4. Gained extra skills for my job
5. An increase in earnings
6. Other (please specify)
7. None [EXCLUSIVE]

52. How relevant is the training to your **main** job at 27th May 2022?

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

53. Were you actively looking for work at 27th May 2022 (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

<ask if an apprentice or trainee and Q42=1 and Q53=1-2>

54. What was your **main** reason for looking for different work?

Please select one option only

Employment-related reasons

1. The pay is too low
2. Poor working conditions
3. I am not happy with the job prospects in the industry
4. I don't like the type of work
5. I don't get on with my boss or other people at work
6. Lack of work hours
7. Broaden knowledge and skills
8. For a change/to try for a different career

Personal reasons

9. Problems with travelling/transport
10. Illness/health reasons
11. Family reasons
12. **Any other major reason (please specify)**

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

Please select all options 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 [EXCLUSIVE]

Work situation before training

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

56. 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 Full go to 63>;<if SOS Lite and APP_FG = Y go to Q64>;<if SOS Lite and APP_FG = N go to Q71>

<ask if Q42 = 1>

57. All things considered, is the job or role you were working in at 27th May 2022....

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 60>

58. 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

59. 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

<If Q57=4, skip Q60 and take answer from Q47>

60. What was the full title of your **main** job during the six months before undertaking the training? Please type at least 3 characters. A drop-down menu may appear. Responses can be selected from the drop-down menu. If there is no option that matches your job title, please type in full.

1. Same as your current job title: <insert text from question 47>.
2. If different, please specify

<If Q57=4, skip Q61 and take answer from Q48>

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

1. Same as your current tasks or duties: <if Q60 = 1 then insert text from question Q48>.
2. If different, please specify

<ask if SOS full AND Q57=1-3, else go to Q64>

<If Q57=4, Skip Q62 and take answer from Q49>

62. 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?

1. Same as current industry, business, or service: <if Q60 = 1 then insert text from question Q49>.
2. If different, please specify.

63. 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

<ask Q64-Q70 if an apprentice or trainee, else go to Q71>

Your apprenticeship/traineeship

Our records indicate you undertook your training as part of an apprenticeship or traineeship. For the following questions we want to know about your apprenticeship or traineeship more broadly.

64. 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.

1. Yes – <go to 66>
2. No, still ongoing – <go to 66>
3. No, cancelled or withdrew

65. What was your **main** reason for **not** continuing your apprenticeship or traineeship?

Please select one option only

Employment-related reasons

1. Got offered a better job
2. The pay was too low
3. Poor working conditions
4. I was not happy with the job prospects in the industry
5. I didn't like the type of work
6. I didn't get on with my boss or other people at work
7. I lost my job/was made redundant
8. I transferred to another apprenticeship/traineeship
9. Left job/changed career
10. Apprenticeship/Traineeship cancelled/discontinued
11. Not able to use the skills I was learning at work
12. Business closed

Training-related reason

13. I wasn't happy with the on-the-job training
14. I wasn't happy with the off-the-job training
15. I found the study too difficult
16. Studying elsewhere (university/school)

Personal Reasons

17. Problems with travelling/transport
18. Illness/health reasons
19. Family reasons
20. Lack of time
21. Moved
22. **Any other main reason (please specify)**

66. What was your **main** reason for starting your apprenticeship or traineeship?

Please select one option only

1. Wanted to work in that type of job
2. Wanted a job (any type)
3. To gain a recognised qualification or certificate
4. To get paid to learn
5. It was a requirement of my job
6. It has good job prospects
7. It had good pay once qualified
8. To start my own business
9. Didn't get into uni/didn't want to go to uni
10. Opportunity to further knowledge and skills
11. Recommended/offered by company (not mandatory)

12. Part of school program/offered through school/requirement for school
13. Other reason (*please specify*)

67. Thinking about your employment as an apprentice/trainee, how satisfied are you with the skills you learnt on the job?

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

68. How many hours did you work in your last week of your apprenticeship/traineeship?

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

<ask if Q42 = 1>

69. At 27th May 2022, were you with the same employer as when you last undertook your apprenticeship/traineeship?

1. Yes, same employer – <go to Q71>
2. No, different employer

70. What was your **main** reason for changing employers?

Please select one option only

Employment-related reasons

1. Got offered a better job
2. The pay was too low
3. Poor working conditions
4. I was not happy with the job prospects in the industry
5. I didn't like the type of work
6. I didn't get on with my boss or other people at work
7. I lost my job/was made redundant
8. I transferred to another apprenticeship/traineeship
9. Lack of work
10. Broaden knowledge and skills
11. For a change/to try a different career
12. Employment not continued at the end of my training contract

Personal Reasons

13. Problems with travelling/transport
14. Illness/health reasons
15. Family reasons
16. Moved
17. **Any other major reason (*please specify*)**

Suggestion for improvement

<this question is non-mandatory>

71. What one aspect of your training would you change to improve it?

By completing this survey question, you also understand that de-identified responses may be given to your training provider and 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.dewr.gov.au/national-training-complaints-hotline>.