



# National Student Outcomes Survey 2024—questionnaire

## Introduction

The 2024 questionnaire suite was designed to ensure students received only questions relevant to them. The questionnaires included:

- pulse questionnaire for continuing students and subject(s) only completers doing further VET (approximately 5 minutes)
- full questionnaire for Certificate II and above qualification completers (approximately 10 minutes)
- lite questionnaire for all other students (5 to 10 minutes)

This document combines these three domestic student questionnaires into one questionnaire. The question numbers align with the question number references in the *National Student Outcomes Survey 2024 - apprentice and trainee component: Data dictionary* support document, available from the *Apprentice and trainee outcomes 2024* publication page at:

<<https://www.ncver.edu.au/research-and-statistics/collections/student-outcomes/apprentice-and-trainee-outcomes>>.

## Online questionnaire

### About your training

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

<Insert training details> <if TAFE or university then insert (from <training organisation name>).

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

1. Are you still taking part in the training?

1. Yes – <go to 5>
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 6>
2. No

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

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. 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*) <set a limit to require at least 4 characters>

<Ask if a subject(s) only completer>

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
  2. No - <go to 6>

<Ask if Q1 = 1 OR Q4 = 1>

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

6. 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*) <set a limit to require at least 4 characters>

<If Q1 = 1 OR Q4 = 1 then go to Q8>

7. 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 Q4 = 1, ELSE if full questionnaire go to Q13 ELSE if lite questionnaire go to Q14>

8. 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 Your Career, My Skills or My Future (or those ending in '.gov.au')
  6. Training provider websites
  7. Other websites
  8. Paper-based materials (e.g. flyers or brochures, etc.)
  9. A career expo or public event
  10. Social media
  11. Employer / colleagues
  12. Visited the training provider / on campus
  13. Other
  14. None of the above <exclusive option if selected>
9. 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 option if selected>

<Ask if Q9 = 1-10>

10. How accurate was the information provided by your training provider <insert training organisation name (if TAFE or university)>?
1. Completely accurate
  2. Mostly accurate
  3. Somewhat accurate
  4. Not accurate at all
11. Did your training provider assess your learning needs before your training commenced?
1. Yes
  2. No
  3. Not applicable

<Ask if Q1 = 1>

12. Do you intend to complete ...?
1. All of the requirements for the <insert program name>
  2. Some subjects/units only
  3. Don't know/not sure yet

<Ask if full questionnaire>

13. How likely are you to recommend the training?
1. Very likely
  2. Likely
  3. Neither likely nor unlikely
  4. Unlikely

5. Very unlikely
14. 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 Q4 = 1 ELSE go to Q17>

### **Training intentions**

15. At any point during your training have you seriously thought about dropping out?
1. Yes
  2. No - <go to Q19>

16. 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

<If Q1 = 1 OR Q4 = 1 then go to Q19>

<Ask if aged 15-19 years old ELSE go to Q19>

17. 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 Q19> <exclusive option if selected>

18. 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

19. 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 capture of verbatim response>
4. Not applicable - no fees

<If Q1 = 1 or Q4 = 1 go to Q23>

### Satisfaction with the training

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

20. 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

21. 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

22. 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 Q4 = 1 then provide section heading and instruction prior to asking Q23>

### Satisfaction with the training

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

23. 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

24. 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

25. **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 <if TAFE or university then insert <training organisation name>>.

26. 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

27. 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

28. 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

29. 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

<If Q1=1 OR Q4 = 1 then go to finish screen>

## Additional study

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

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

1. No – <go to 33>
2. Yes, but I cancelled or withdrew – <go to 33>
3. Yes, still ongoing
4. Yes, finished

31. What is the level of this new course?

**Note:** *If you commenced 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*) <set a limit to require at least 4 characters>

<If lite questionnaire then go to Q33>

32. 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 on 31st May 2024

The questions in this section focus on your work situation on 31<sup>st</sup> May 2024.

33. Did you have a job of any kind on 31st May 2024?

**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.*

1. Yes
2. No – <go to Q44>

34. How many hours did you usually work each week in your **main** job on 31st May 2024?

**Note:** If you had more than one job, please report for the job you usually worked the most hours.

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

<If lite questionnaire then go to Q38>

<Ask if Q34 = 1>

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

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

36. On what basis were you employed in your **main** job on 31st May 2024?

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

37. When did you commence your **main** job on 31st May 2024?

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

38. What was the full title of your **main** job on 31st May 2024? <set a limit to require at least 4 characters for open-ended responses>

*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.*

39. What were the main tasks or duties you usually performed in this job? <set a limit to require at least 4 characters for open-ended responses>

<Programming/testing note: this question will not appear if the response to Q38 is specified via selecting a job title from the drop-down menu>

<If lite questionnaire then go to Q42>

40. What kind of industry, business or service was carried out by your employer/business in your **main** job on 31st May 2024? <set a limit to require at least 4 characters for open-ended responses>

<This question is non-mandatory>

41. How much did you usually earn (before tax or anything else is taken out) in your **main** job on 31st May 2024? Gross income \$ (response)

<Programming note: Ensure that if a user presses next without answering the question, a follow up question for them to confirm is not displayed. The follow-up question should only be displayed if the amount is either too low or too high, but not when the question is intentionally skipped.>

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

42. 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*) <set a limit to require at least 4 characters>
7. None <exclusive option if selected>

43. How relevant is the training to your **main** job on 31st May 2024?

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

44. <IF Q33=1 then ask> Were you actively looking for work on 31st May 2024 (even if you were already working)?

<IF Q33=2 then ask> Were you actively looking for work on 31<sup>st</sup> May 2024?

*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 Q33 = 1 and Q44 = 1 or 2>

45. 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*)** <set a limit to require at least 4 characters>

46. 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*) <set a limit to require at least 4 characters>
9. None <exclusive option if selected>

## Work situation before training

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

47. 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.

1. Yes
2. No – <if full questionnaire go to Q54>; <else if lite questionnaire and an apprentice and trainee go to Q55>; <else go to Q62 >

<Ask if Q33 = 1>

48. All things considered, is the job or role you were working in on 31<sup>st</sup> May 2024...

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 lite questionnaire then go to Q51>

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

**Note:** If you had more than one job, please report for the job you usually worked the most hours.

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

50. 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 Q48=4 then skip Q51 and take answer from Q38>

51. What was the full title of your **main** job during the six months before undertaking the training?

<programming note: IF provided a response to Q38 THEN present response options 1 and 2>

1. Same as your current job title: <insert text from Q38>
2. Different to your current job title <set a limit to require at least 4 characters>  
*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.*

<programming note: IF provided no response to Q38 THEN present instructions below>

*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.*

<If Q48=4 then skip Q52 and take answer from Q39>

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

<programming note: IF provided a response to Q39 THEN present response options 1 and 2 ELSE present free text box>

1. Same as your current tasks or duties: <insert text from question Q39>
2. If different, please specify <set a limit to require at least 4 characters>

<if lite questionnaire and an apprentice or trainee and then go to Q55>  
<if lite questionnaire and **not** an apprentice or trainee then go to Q62>  
<if full questionnaire and Q48=4 then skip Q53 and take answer from Q40>

53. 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?

<programming note: IF provided a response to Q40 THEN present response options 1 and 2  
ELSE present free text box>

1. Same as your current industry, business, or service: <insert text from question Q40>.
2. If different, please specify <set a limit to require at least 4 characters>

54. <IF Q47=1 then ask> Were you actively looking for work during the six months before undertaking the training (even if you were already working)?

<IF Q47=2 then ask> Were you actively looking for work during the six months before undertaking the training?

*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 Q55-Q61 if an apprentice or trainee>

## 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.

55. 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 Q57>
2. No, still ongoing – <go to Q57>
3. No, cancelled or withdrew

56. 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 reasons**

13. I wasn't happy with the on-the-job training
14. I wasn't happy with the off-the-job training (*i.e. the course*)
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)** <set a limit to require at least 4 characters>

57. 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 had 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*) <set a limit to require at least 4 characters>

58. 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

59. 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 Q33 = 1>

60. On 31st May 2024, were you with the same employer as when you last undertook your apprenticeship/traineeship?

1. Yes, same employer – <go to Q62>

2. No, different employer

61. 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*)** <set a limit to require at least 4 characters>

### Suggestion for improvement

<This question is non-mandatory>

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

*This survey question is voluntary. By completing this 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>.