2023 SOS – Full questionnaire

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

< insert PROGRAM\_NAME > <if TAFE or university then insert (from <TRAIN\_ORG\_NAME>)>.

About your training

1. 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)* <please set a limit to require at least 4 characters>
14. Did the training help you achieve your **main** reason?
15. Yes
16. No
17. Partly
18. Don’t know yet
19. How likely are you to recommend the training?
20. Very likely
21. Likely
22. Neither likely nor unlikely
23. Unlikely
24. Very unlikely
25. How likely are you to recommend the training **provider**?
26. Very likely
27. Likely
28. Neither likely nor unlikely
29. Unlikely
30. Very unlikely

For those aged 15-19 years old <else go to Q7>

1. 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 Q7> <exclusive option if selected>
6. Did you complete any training in a workplace as part of your main VET subject?
7. Yes – 1 week or less
8. Yes – 2-4 weeks
9. Yes – 5 weeks or more
10. Yes – as an Australian School-based Apprenticeship/Traineeship
11. No
12. 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

**Satisfaction with the training**

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

1. To what extent do you agree or disagree that your training developed your **problem-solving skills**?
2. Strongly agree
3. Agree
4. Neither agree nor disagree
5. Disagree
6. Strongly disagree
7. Not applicable
8. To what extent do you agree or disagree that your training improved your **writing skills**?
9. Strongly agree
10. Agree
11. Neither agree nor disagree
12. Disagree
13. Strongly disagree
14. Not applicable
15. To what extent do you agree or disagree that your training improved your **numerical skills** (*i.e. working with numbers)*?
16. Strongly agree
17. Agree
18. Neither agree nor disagree
19. Disagree
20. Strongly disagree
21. Not applicable
22. How satisfied are you with the quality of your **trainers/teachers/instructors**?
23. Very satisfied
24. Satisfied
25. Neither satisfied nor dissatisfied
26. Dissatisfied
27. Very dissatisfied
28. Not applicable
29. How satisfied are you that the way you were **assessed** was a fair test of your skills and knowledge?
30. Very satisfied
31. Satisfied
32. Neither satisfied nor dissatisfied
33. Dissatisfied
34. Very dissatisfied
35. Not applicable
36. **Overall**, how satisfied are you with your training?
37. Very satisfied
38. Satisfied
39. Neither satisfied nor dissatisfied
40. Dissatisfied
41. 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 <TRAIN\_ORG\_NAME>>.

1. How satisfied are you with the **facilities** available at your training provider *(e.g. classrooms, workshops*, *etc.)*?
2. Very satisfied
3. Satisfied
4. Neither satisfied nor dissatisfied
5. Dissatisfied
6. Very dissatisfied
7. Not applicable
8. How satisfied are you with the **learning resources** provided by the trainer *(e.g. textbooks, online materials*, *etc.)*?
9. Very satisfied
10. Satisfied
11. Neither satisfied nor dissatisfied
12. Dissatisfied
13. Very dissatisfied
14. Not applicable
15. How satisfied are you with the **location** of your training provider?
16. Very satisfied
17. Satisfied
18. Neither satisfied nor dissatisfied
19. Dissatisfied
20. Very dissatisfied
21. Not applicable
22. 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

 **Additional study**

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

1. Have you commenced another course or further study since undertaking the training <insert training details>?
2. No – <go to Q21>
3. Yes, but I cancelled or withdrew – <go to Q21>
4. Yes, still ongoing
5. Yes, finished
6. 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)* <please set a limit to require at least 4 characters>
11. 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 26th May 2023**

The questions in this section focus on your work situation on 26th May 2023.

1. Did you have a job of any kind on 26th May 2023?

***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 Q32>
3. How many hours did you usually work each week in your main job on 26th May 2023?

***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

<Ask if Q22 = 1>

1. Is your **main** job your first full-time job?
2. Yes – first full-time job
3. No – have worked full-time before
4. On what basis were you employed in your **main** job on 26th May 2023?
5. Wage or salary earner
6. Conducting own business – with employees
7. Conducting own business – without employees
8. Helper not receiving wages
9. When did you commence your **main** job on 26th May 2023?

***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
4. What was the full title of your **main** job on 26th May 2023? <Please 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.*

1. What were the main tasks or duties you usually performed in this job? <Please 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 Q26 is specified via selecting a job title from the drop-down menu>

1. What kind of industry, business or service was carried out by your employer/business in your **main** job on 26th May 2023? <Please set a limit to require at least 4 characters for open-ended responses>

<This question is non-mandatory>

1. How much did you usually earn (before tax or anything else is taken out) in your **main** job on 26th May 2023? Gross income $ (response)

<Programming note: Please 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
6. 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)* <please set a limit to require at least 4 characters>
7. None [EXCLUSIVE]
8. How relevant is the training to your **main** job on 26th May 2023?
9. Highly relevant
10. Some relevance
11. Very little relevance
12. Not at all relevant
13. <IF Q21=1 then ask>Were you actively looking for work on 26th May 2023 (even if you were already working)?

<IF Q21=2 then ask> Were you actively looking for work on 26th May 2023?

*Please select one option only*

1. Yes – mainly looking for full-time work
2. Yes – mainly looking for part-time work
3. No

<For those flagged as an apprentice and trainee and currently employed (Q21 = 1) and answered yes to looking for work (Q32 = 1 OR 2)>

1. 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**

1. Problems with travelling/transport
2. Illness/health reasons
3. Family reasons
4. **Any other major reason *(please specify)*** <please set a limit to require at least 4 characters>
5. 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)* <please 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>.

1. 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 – <go to Q42>

<ask if Q21 = 1>

1. All things considered, is the job or role you were working in on 26th May 2023….
2. Better than your previous job/role
3. About the same as your previous job/role
4. Not as good as your previous job/role
5. Not applicable - I'm still in the same job/role
6. 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 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. 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 Q36=4 (I’m in the same role) then skip Q39 and take answer from Q26>

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

<programming note: IF provided a response to Q26 THEN present response options 1 and 2>

1. Same as your current job title: <insert text from Q26>
2. Different to your current job title <please 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 Q26 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 Q36=4 (I’m in the same role) then skip Q40 and take answer from Q27>

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

<programming note: IF provided a response to Q27 THEN present response options 1 and 2 ELSE present free text box>

1. Same as your current tasks or duties: <insert text from question Q27>
2. If different, please specify <please set a limit to require at least 4 characters>

 <If Q36=4 (I’m in the same role) then skip Q41 and take answer from Q28>

1. 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 Q28 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 Q28>.
2. If different, please specify <please set a limit to require at least 4 characters>
3. <IF Q35=1 then ask> Were you actively looking for work during the six months before undertaking the training (even if you were already working)?

<IF Q35=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 Q43-Q49 if APP\_FG = Y> - only asked of those flagged as 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.

1. 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 Q45>
2. No, still ongoing – <go to Q45>
3. No, cancelled or withdrew
4. 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**

1. I wasn’t happy with the on-the-job training
2. I wasn’t happy with the off-the-job training
3. I found the study too difficult
4. Studying elsewhere (university/school)

**Personal Reasons**

1. Problems with travelling/transport
2. Illness/health reasons
3. Family reasons
4. Lack of time
5. Moved
6. **Any other main reason *(please specify)***<please set a limit to require at least 4 characters>
7. 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)* <please set a limit to require at least 4 characters>
14. Thinking about your employment as an apprentice/trainee, how satisfied areyou with the skills you learnt on the job?
15. Very satisfied
16. Satisfied
17. Neither satisfied nor dissatisfied
18. Dissatisfied
19. Very dissatisfied
20. Not applicable
21. How many hours did you work in your last week of your apprenticeship/traineeship?
22. 35 hours or more per week
23. 1–34 hours per week

<Those employed after training (Q21=1)>

1. On 26th May 2023, were you with the same employer as when you last undertook your apprenticeship/traineeship?
2. Yes, same employer – <go to Q50>
3. No, different employer
4. 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**

1. Problems with travelling/transport
2. Illness/health reasons
3. Family reasons
4. Moved
5. **Any other major reason *(please specify)*** <please set a limit to require at least 4 characters>

**Suggestion for improvement**

<This question is non-mandatory>

1. 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.