



2021 SOS questionnaire – international qualification completers

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

<insert training details>

Decision to study in Australia

When deciding to study in Australia, how important were the following factors in your decision?

1. How important was the **quality of teaching**?
 1. Extremely important
 2. Important
 3. Not important
 4. Not at all important

2. When deciding to study in Australia, how important was the **reputation of the qualification**?
 5. Extremely important
 6. Important
 7. Not important
 8. Not at all important

3. When deciding to study in Australia, how important was your **personal safety and security**?
 1. Extremely important
 2. Important
 3. Not important
 4. Not at all important

4. When deciding to study in Australia, how important was the **reputation of Australia's education system**?
 1. Extremely important
 2. Important
 3. Not important
 4. Not at all important

5. When deciding to study in Australia, how important was the **reputation of the education provider**?
 1. Extremely important
 2. Important
 3. Not important
 4. Not at all important

About your training

6. What was your **main** reason for doing the <insert training details>?

(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 get into another course of study
8. To improve my general education skills
9. To get skills for community/voluntary work
10. To increase my self-esteem
11. Other reason *(please specify)*

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

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

8. How likely would you be to recommend the training?

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

9. How likely would you be to recommend the training **provider**?

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

Satisfaction with the training

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

10. 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

11. 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

12. 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

13. 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

14. 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

15. **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)>.

16. How satisfied are you with **support on arrival** provided by your training provider (*e.g. institution formal welcome, orientation, etc.*)?

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

17. 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

18. 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

19. 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

20. 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. Not applicable

COVID-19 impact on training

Because of COVID-19, many providers changed the way they delivered training, for example moving from in-person training to online learning. The following questions are about these changes due to COVID-19.

21. Did any of your training (including work placement) shift to online learning in 2020 due to COVID-19?

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
2. No – go 26

22. Did you receive support from your training provider to help you shift to online learning?

Note: Support may include offering assistance, providing information, free or low-cost technology/software, access to student support services, and training on using specific technology/software.

1. Yes
2. No – go to 24

23. How satisfied are you with the support offered by your training provider to help you shift to online learning?

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

24. Did you face any challenges with online learning in 2020?

1. Yes
2. No – go to 26

25. What challenges did you face with online learning in 2020?

(multiple response)

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. Other (*please specify*) _____

26. Did you have a work placement that was delayed during 2020 due to COVID-19?

1. Yes, my work placement was delayed
2. No, my work placement was not delayed
3. No, my training did not include work placement

Living in Australia whilst undertaking training

27. Which best describes where you were living whilst undertaking your training?

1. Purpose built student accommodation
2. Private rented house/flat/room
3. Homestay with a family not related to you
4. With friends or relatives in their place of residence
5. Other

For the following questions, we want to know what you thought about aspects of living in Australia whilst you were undertaking training.

28. How satisfied are you with the **employment opportunities** in Australia?

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

29. How satisfied are you with your **personal safety** in Australia?

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

30. How satisfied are you with your **opportunities to make friends** in Australia (*e.g Australian friends, friends from your own country or friends from other countries*)?

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

31. How satisfied are you with your **accommodation** in Australia?

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

32. How satisfied are you with your **overall living experience** in Australia?

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

Additional study

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

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

1. No – go to 36
2. Yes, but I cancelled or withdrew – go to 36
3. Yes, still ongoing
4. Yes, finished

34. Are you undertaking this further study in Australia, or another country? (If Q33 = 3)
Did you undertake this further study in Australia, or another country? (If Q33 = 4)
1. Australia
 2. Another country – go to 36

35. 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*)

Your work situation at 28th May 2021

36. Did you have a job of any kind at 28th May 2021?

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 44
6. No – go to 44

37. Was your main job at 28th May 2021 in Australia or another country?

1. Australia
2. Another country

38. How many hours did you usually work each week in your **main** job at 28th May 2021?

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

39. What was the full title of your **main** job at 28th May 2021?

e.g. Apprentice chef, Childcare aide

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

e.g. Preparing food/cooking food, Typing

41. 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

42. How relevant is the training to your **main** job at 28th May 2021?

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

43. How satisfied are you with your **main** job at 28th May 2021?

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

44. Were you actively looking for work at 28th May 2021 (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 –go to 46

45. Were you actively looking for work at 28th May 2021 in Australia or another country?

1. Australia
2. Another country
3. Both Australia and another country

46. Which, if any, of the following barriers did you face at any stage when looking for work after training?

(Please select all that apply)

1. Lack of jobs due to COVID-19
2. Not knowing where to look for jobs
3. Salary too low *(by this we mean the job(s) on offer didn't pay enough)*
4. Did not have a required Permanent Residency/work visa
5. Insufficient work experience
6. Lack of jobs in my field of study
7. Language problems/language barriers
8. Cultural barriers
9. Employers preferred graduates from same country
10. Lacking interview skills
11. Employers did not recognise experience/qualifications gained overseas
12. Available jobs had limited longer term career prospects
13. Other *(please specify)*
14. I faced no barriers when looking for work
15. I did not look for work after training <programming note: do not show if Q44 = 1 or 2>

Work situation before training

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

47. Did you have a job of any kind during the six months before undertaking the training in <insert training details>?

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.

This work may have been undertaken in Australia, or overseas.

1. Yes
2. No – go to 51

If Q36 = 1 or 2 or 3 or 4

48. 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 previous job/role
4. Not applicable - I'm still in the same job/role

49. 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 39>.
If different, please specify:*

50. 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: <insert text from question 40>.
If different, please specify:*

About you

This question is non-mandatory.

51. What is the nationality on your passport?

Note: If you hold more than one passport, please report the nationality of the passport your Australian visa was issued on.

1. Nepal
2. Brazil
3. India
4. Philippines
5. Colombia
6. Thailand
7. China (excludes SARs and Taiwan)
8. Republic of Korea (South)
9. Indonesia
10. Malaysia
11. Other (*please specify*)

52. In which country were you living on 28th May 2021?

(Please select one option only)

1. Australia
2. China
3. India
4. Brazil
5. Thailand
6. Republic of Korea (South)
7. Vietnam
8. Malaysia
9. Colombia
10. Nepal
11. Taiwan
12. Other *(please specify)*

If living in Australia

53. What type of Australian Visa did you hold on the 28th May 2021?

(Please select one option only)

1. Student visa
2. Temporary graduate visa
3. Bridging visa (awaiting outcome of substantive visa application)
4. Other *(please specify)*

Suggestions for improvement

54. 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>.