



2021 National Student Outcomes questionnaire for domestic students

The 2021 questionnaire suite was designed to ensure students received only questions relevant to them. The questionnaires included:

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

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 9> pulse questionnaire
 2. No

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 6>
 2. No

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. 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*)

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

4. Was your reason for not continuing training due to COVID-19?

1. Yes
2. No
3. Partly

Asked of subject(s) only completers only

5. 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 9> pulse questionnaire
2. No

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)*

7. 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 9

8. How likely are you to recommend the training?

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

9. 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 Q5 = 1) else go to 12

Training intentions

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

1. Yes – go to 11
2. No – go to 18

11. 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 Q5 = 1) then go to 18

For those aged 15 to 19 years old (else go to 14)

12. 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 14>

13. 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

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 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.

15. 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

16. 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

17. 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

Satisfaction with the training

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

18. 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

19. 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

20. **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)>.

21. 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

22. 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

23. 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

24. 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 then go to finish screen.

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.

25. 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 – <if not an apprentice or trainee then go to 30, else go to 31>

26. 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 28>

27. 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

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

1. Yes
2. No - <if not an apprentice or trainee then go to 30, else go to 31>

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

(please select all 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. Other (*please specify*) _____

Ask if not an apprentice or trainee

30. 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

Additional study

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

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

1. No – <go to 34>
2. Yes, but I cancelled or withdrew – <go to 34>
3. Yes, still ongoing
4. Yes, finished

32. 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 34

33. 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 28th May 2021

The questions in this section focus on your work situation at 28th May 2021

34. 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 45>
6. No – <go to 45>

35. 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

If SOS Lite then go to 39

Ask if Q35 =1

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

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

37. On what basis were you employed in your **main** job at 28th May 2021?

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

38. When did you commence your **main** job at 28th May 2021?

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

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

If SOS Lite then go to 43

41. What kind of industry, business or service was carried out by your employer/business in your **main** job at 28th May 2021?

Ask if Q34 = 1-4 <this question is non-mandatory>

42. How much did you usually earn (before tax or anything else is taken out) in your **main** job at 28th May 2021? 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

43. Which of the following **job-related benefits** have you received from undertaking the training <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

44. 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

45. 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

Questions 46 and 66 to 73 were asked of apprentices and trainees only. The questions are shaded green to indicate the information collected from these questions is not part of the 'VET student outcomes 2021' publication suite. The results from the apprentice and trainee questions will be reported in a separate publication suite titled 'Apprentice and trainee outcomes 2021' to be released early in 2022.

Ask if an apprentice or trainee and Q34=1-4 and Q45=1-2

46. 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
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)**

If SOS Lite then go to 48

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

48. 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 55> < if SOS Lite and an apprentice or trainee go to 66>; <else go to 81>

Ask if Q34 = 1-4

49. 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 52

50. 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

51. 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

52. 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:

53. 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 Q52 = Q39 then insert text from question 40>.

If different, please specify:

If SOS Full continue to 54

If SOS Lite and an apprentice and trainee go to 66, else go to 81

54. 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 Q52 = Q39 then insert text from question 41>.

If different, please specify.

55. 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

Questions 56 to 65 were asked of government-funded students in one jurisdiction. The questions are shaded grey to indicate the information collected from these questions is not part of the 'VET student outcomes 2021' publication suite.

Course Selection & Payment

The questions in this section focus on your course selection and training experiences

56. Before starting the training, did you have enough information from the provider to make an informed decision about doing the training?

1. Yes
2. No

Ask if Q56 = 2

57. What information would have been useful? *(please specify)*

58. Before starting the training, which of the following information was made available to you by the provider?

(Please select all options that apply)

1. Training outline
2. Training costs *(e.g. course fees, fee payment options, whether course is government subsidised)*
3. Entry requirements into the training
4. Attendance type *(e.g. full-time/part-time/online)*
5. Duration and attendance details
6. Delivery options *(e.g. classroom, workplace delivery)*
7. Training assessment details
8. Career information *(e.g. potential employment options)*
9. Outcomes of students who undertook the same training/qualification
10. Other *(please specify)*

Assistance, equipment and workplace training and assessment

59. During your training, did you complete a work placement, workplace observation or practical test?

1. Yes
2. No

60. During your training, did you receive any of the following types of extra help from your training provider?

(Please select all options that apply)

1. Support with reading/writing or maths
2. Counselling
3. Mentoring
4. Assistance with managing the training alongside other commitments *(e.g. childcare and work)*
5. Assistance with English *(for those from a non-English speaking background)*
6. An interpreter or translator *(who assisted you during assessment tasks)*
7. Extra support for special needs *(e.g. screen magnifiers for computers, modified assessment conditions)*
8. Other type of extra help *(please specify)*
9. Did not receive any extra help <single response if select this option>

Ask if Q60 = 9

61. Was that because.....

1. You required extra help but did not receive it OR
2. You did not require any extra help

62. How satisfied are you with the equipment provided by the trainer *(e.g. tools, computers, materials)*?

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

Responsiveness of training provision

63. Were you able to enrol in your first choice of training course or qualification?

1. Yes
2. No

64. Were you able to enrol with your first choice of training provider?

1. Yes
2. No

65. Once you had enrolled in the training, did you commence training:

1. Less than one month after enrolling
2. 1-3 months after enrolling
3. 4-6 months after enrolling
4. 7-12 months after enrolling
5. More than 12 months after enrolling

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.

66. 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 68>
2. No, still ongoing - <go to 68>
3. No, cancelled or withdrew

Ask if an apprentice or trainee

67. 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)**

68. 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)*

69. 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

70. Was your on-the-job training delayed during 2020 by COVID-19?

1. Yes
2. No

71. 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 Q34 = 1-4

72. At 28th May 2021, were you with the same employer as when you last undertook your apprenticeship/traineeship?

1. Yes, same employer – <go to 74>
2. No, different employer

73. 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)**

If SOS Lite go to 81

About you

Ask if no data from VET Provider Collection <this question is non-mandatory>

74. 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>

75. 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>

76. 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>

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

1. Yes
2. No – go to 79

Ask if no data from VET Provider Collection <this question is non-mandatory>

78. 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

Ask if no data from VET Provider Collection

79. What was the highest level of schooling you completed before undertaking the training <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

Ask if no data from VET Provider Collection

80. Did you complete any of the following qualifications before undertaking the training <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>

81. 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.education.gov.au/NTCH>.