



National Student Outcomes Survey (SOS) 2022 – international qualification completers questionnaire

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

<program name> [If at TAFE or university] from <rto>.

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**?
 1. Extremely important
 2. Important
 3. Not important
 4. 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 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

Satisfaction with the training

For the following questions, we want to know what you thought about the training <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** (*i.e. working with numbers*)?
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/trainers/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, etc.*)?
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, etc.*)?
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, etc.*
1. Very satisfied
 2. Satisfied
 3. Neither satisfied nor dissatisfied
 4. Dissatisfied
 5. Very dissatisfied
 6. Not applicable

Online learning and COVID-19 impacts on training

21. 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 26

22. 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

23. 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

24. Did you face any challenges with online learning?

1. Yes
2. No – go to 26

25. What challenges did you face with online learning?

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. COVID-19 related challenges
11. Mental health issues
12. Other

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

Please select all that apply

1. Training shifted online
2. Training took longer than intended
3. Work placement delayed
4. Work placement cancelled
5. Other (*please specify*) _____
6. No impacts [single response]

Living in Australia whilst undertaking training

For the following questions, we want to know about aspects of living in Australia whilst you were 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

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 <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 27th May 2022

36. 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 44

37. Was your main job at 27th May 2022 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 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
39. 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.
40. What were the main tasks or duties you usually performed in this job? <programming/testing note: this question will not appear if the response to Q39 is specified via selecting a job title from the drop-down menu>
41. 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 or 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 [single response]
42. 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
43. How satisfied are you with your **main** job at 27th May 2022?
1. Very satisfied
 2. Satisfied
 3. Neither satisfied nor dissatisfied
 4. Dissatisfied
 5. Very dissatisfied
44. 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 – go to 46
45. Were you actively looking for work at 27th May 2022 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 [single response]
15. I did not look for work after training <programming note: do not show if Q44 = 1 or 2> [single response]

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 <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

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

<If Q48=4, Skip Q49 and take answer from Q39>

49. 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 39>.
2. Different to your current job title (Please specify):

<If Q48=4, Skip Q50 and take answer from Q40>

50. What were the main tasks or duties you usually performed in this job? <programming/testing note: this question will not appear if the response to Q49 is specified via selecting a job title from the drop-down menu>
1. Same as your current tasks or duties: <insert text from question 39>.
 2. 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 27th May 2022?

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*)

Living in Australia only (if Q52 = 1)

53. What type of Australian Visa did you hold on the 27th May 2022?

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?

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>.