



## 2020 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. When deciding to study in Australia, 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 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/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

### **Support services**

For the following questions, we want to know what you thought about the support services offered by 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. To what extent did you find support services such as counsellors, financial/legal advisors and health services to be **available**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Not at all
6. Not applicable

Only for those who answered 1-4 in Q17

18. To what extent did you find support services such as counsellors, financial/legal advisors and health services to be **helpful**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Not at all
6. Not applicable

19. To what extent did you find career advisors to be **available**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Not at all
6. Not applicable

Only for those who answered 1-4 in Q19

20. To what extent did you find career advisors to be **helpful**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Not at all
6. Not applicable

21. To what extent did you find academic or learning advisors to be **available**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Not at all
6. Not applicable

Only for those who answered 1-4 in Q21

22. To what extent did you find academic or learning advisors to be **helpful**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Not at all
6. Not applicable

23. Overall, how satisfied are you with all support services provided by your training provider?

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

### **Living in Australia whilst undertaking training**

24. 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.

25. 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

26. 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

27. 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

28. How satisfied are you with your accommodation in Australia?

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

29. 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 in <insert training details>**.

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

**Note:** *Australian Government restrictions due to COVID-19 were put in place from March 2020.*

1. No – go to 33
2. Yes, but I cancelled or withdrew – go to 33
3. Yes, but course was cancelled due to COVID-19 – go to 33
4. Yes, but delayed or postponed due to COVID-19
5. Yes, still ongoing
6. Yes, finished

31. Are you undertaking this further study in Australia, or another country? (If Q30 = 4 or 5)

Did you undertake this further study in Australia, or another country? (If Q30 = 6)

1. Australia
2. Another country – go to 33

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*)

### Your work situation at 29<sup>th</sup> May 2020

33. Did you have a job of any kind at 29<sup>th</sup> May 2020?

**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 42
6. No – go to 42

34. Was your main job at 29<sup>th</sup> May 2020 in Australia or another country?

1. Australia
2. Another country

35. How many hours did you usually work each week in your **main** job at 29<sup>th</sup> May 2020?

**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

36. Have your hours changed since COVID-19?

**Note:** Australian Government restrictions due to COVID-19 were put in place from March 2020.

1. Yes, hours have increased
2. Yes, hours have decreased
3. No

37. What was the full title of your **main** job at 29<sup>th</sup> May 2020?

*e.g. Apprentice chef, Childcare aide*

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

*e.g. Preparing food/cooking food, Typing*

39. 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

40. How relevant is the training to your **main** job at 29<sup>th</sup> May 2020?

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

41. How satisfied are you with your **main** job at 29<sup>th</sup> May 2020?

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

If Q33=3, 5 or 6 ask Q42

42. (If Q33= 5 or 6) Did you have a job prior to 29<sup>th</sup> May 2020 which you lost due to COVID-19? (If Q33=3) Were you temporarily stood down due to COVID-19?

**Note:** Australian Government restrictions due to COVID-19 were put in place from March 2020.

1. Yes
2. No

43. Were you actively looking for work at 29<sup>th</sup> May 2020 (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 due to COVID-19 – go to 45
4. No – not looking for work but not due to COVID-19– go to 45

44. Were you actively looking for work at 29<sup>th</sup> May 2020 in Australia or another country?

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

45. 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



### Work situation before training

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

46. 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 50

If Q33 = 1 or 2 or 3 or 4

47. 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

48. 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 37>.*

*If different, please specify:*

49. 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 38>.*

*If different, please specify:*

### About you

This question is non-mandatory.

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

51. In which country were you living on 29<sup>th</sup> May 2020?

*(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

52. What type of Australian Visa did you hold on the 29<sup>th</sup> May 2020?

*(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**

53. 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>.