

## RTO Performance Indicators Report

### Comm Unity Plus Services Ltd

- This Report provides key results from the 2017 *Student Satisfaction Survey* (Student Survey) and the 2017 *Employer Satisfaction and Skills Survey* (Employer Survey) for this RTO. The Student Survey invites students enrolled in a government subsidised course, who have completed or left early from study in 2016, to have their say about their training experience and outcomes. The Employer Survey provides feedback from employers of apprentices and trainees about their interaction with training at this RTO.
- Topics covered in this Report include, overall performance against quality and outcome performance measures, student experience, student outcomes, student preferences and employer feedback. Further information about 'How to read this Report' is provided from page 10 of this Report.

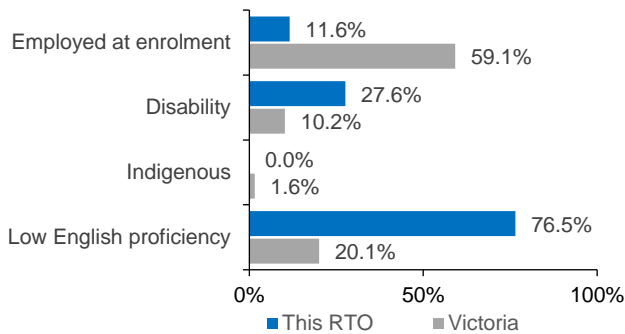
### Survey responses from the Student Satisfaction Survey

- During April and May 2017, the Student Survey invited over 190,000 students who completed or left early from study in 2016 to provide feedback on their training experience and outcomes. Responses were received from 51,315 students across over 400 RTOs, resulting in an overall response rate of 27.0 per cent. A low survey response rate can affect the quality of data shown in this Report and should be taken into account when interpreting results. In some instances, there may be insufficient data to present findings. To protect privacy, results will only be shown where there are five or more survey respondents, and where there are more than 20 enrolments.

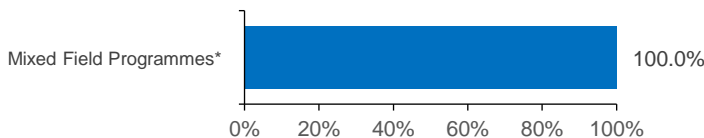


### Characteristics of students at this RTO

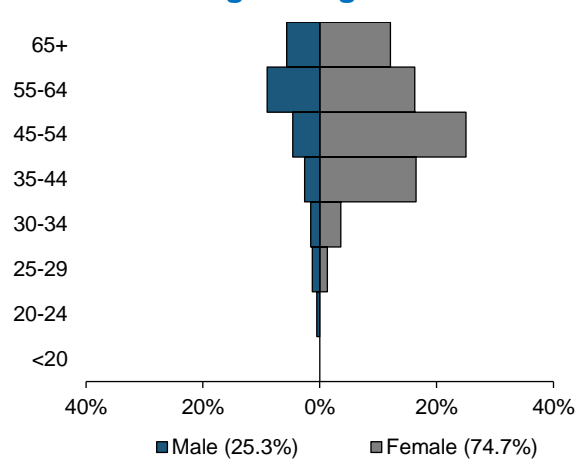
#### Student demographics



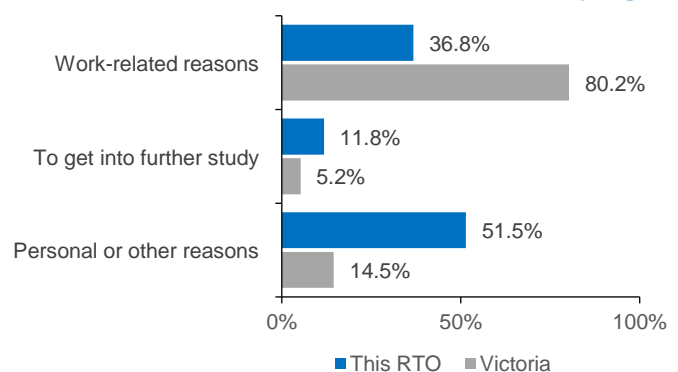
#### Field of education



#### Age and gender



#### Students' main reason for studying



\*Mixed Field Programmes provide general and personal development education. The content broadly covers reading, writing and arithmetic.

# Performance Measures

## Overview of Performance

- The table below provides an overview of how this RTO performed relative to the Victorian state average and for completers and early leavers across 11 performance measures.

### [How to read this page](#)

- This page provides an overview of how this RTO performed against the Victorian average across a range of measures. The performance measures in the table below show that 92.3% of students at this RTO were satisfied with the training provided, much higher than the average for all RTOs across Victoria (76.5%).
- The results of these performance measures can often be different for students who complete the course compared to those who leave the course early without completing. Within this RTO, a much higher proportion of completing students were satisfied with the training provided compared to early leavers (94.9% compared to 66.7% in 2017).

Performance Measures	This RTO	State Average	Comparison	This RTO		More info:
				Comp leters	Early leavers	
<b>Student Experience</b>						
Proportion of VET students who are <b>satisfied with training</b> provided by the RTO	92.3%	76.5%		94.9%	66.7%	p4
Proportion of VET students reporting a <b>positive perception of teaching</b>	82.1%	67.7%		85.2%	50.0%	p4
Proportion of VET students reporting a <b>positive perception of the assessment process</b>	84.8%	70.0%		88.3%	50.0%	p5
Proportion of VET students <b>satisfied with generic skills</b> and learning experiences	57.4%	44.0%		57.4%	57.1%	p5
<b>Student Outcomes</b>						
Proportion of VET students who <b>achieved their main reason</b> for training	82.4%	72.7%		85.2%	57.1%	p6
Proportion of VET students with an <b>improved employment</b> status after training	4.8%	42.4%		5.4%	0.0%	p6
Proportion of VET students going onto <b>further study</b> at a higher level than their completed training	42.9%	19.0%		45.7%	-	p7
Proportion of VET students who <b>recommend the RTO</b>	90.9%	73.8%		93.3%	66.7%	p7
<b>Employer Feedback*</b>						
Proportion of employers who are <b>satisfied with training</b> provided by the RTO		76.8%				
Proportion of employers who <b>recommend the RTO</b>		71.6%				
Proportion of employers reporting improvement in <b>generic skills</b> and learning experiences		52.3%				

















\* Results from the Employer Satisfaction and Skills Survey will only be shown where there are five or more employers of apprentices or trainees who responded.

# Performance Measures

## Overview of Performance

### How to read this page

- This page displays the quartile ranking of performance measures for this RTO relative to all RTOs in Victoria. If the RTO is in quartile 4, it indicates that it is in the top 25% of RTOs, while quartile 1 indicates that the RTO is in the lowest 25%. The table below shows that this RTO was in the fourth quartile for students satisfied with training. This means that this RTO was in the highest 25% of all RTOs.
- To provide an additional comparison of RTO performance against the 11 measures, all RTOs have been allocated to a band within two comparison groups:
  - Size of institutes: grouping of RTOs was based on 2016 government funded enrolments
    - Small (0-100), Medium (101-500), Large (501+)
  - Proportion of low socio-economic students: grouping of RTOs was based on the proportion of students who are eligible for fee concession or fee waiver
    - Low (0-25%), Mid (26-50%), High (51%+)

Performance Measures	This RTO	Quartile	Comparison Groups		This RTO				
			Your size band	Your SES band	Yearly Trends			Trends	
Student Experience			Large	High	2015	2016	2017		
Proportion of VET students who are <b>satisfied with training</b> provided by the RTO	92.3%	 4	76.5%	80.4%	74.5%	81.2%	92.3%		
Proportion of VET students reporting a <b>positive perception of teaching</b>	82.1%	 3	67.4%	72.1%	83.3%	74.3%	82.1%		
Proportion of VET students reporting a <b>positive perception of the assessment process</b>	84.8%	 4	69.6%	72.9%	81.3%	79.4%	84.8%		
Proportion of VET students <b>satisfied with generic skills</b> and learning experiences	57.4%	 3	43.6%	49.5%	71.7%	65.7%	57.4%		
<b>Student Outcomes</b>									
Proportion of VET students who <b>achieved their main reason</b> for training	82.4%	 3	72.7%	73.3%	75.0%	70.8%	82.4%		
Proportion of VET students with an <b>improved employment</b> status after training	4.8%	 1	42.4%	33.1%	6.3%	9.2%	4.8%		
Proportion of VET students going onto <b>further study</b> at a higher level than their completed training	42.9%	 4	19.1%	20.6%	55.3%	42.2%	42.9%		
Proportion of VET students who <b>recommend the RTO</b>	90.9%	 4	73.8%	77.8%	85.4%	83.6%	90.9%		
<b>Employer Feedback</b>									
Proportion of employers who are <b>satisfied with training</b> provided by the RTO			75.7%	78.6%	NA	-	-		
Proportion of employers who <b>recommend the RTO</b>			70.4%	75.9%	NA	-	-		
Proportion of employers reporting improvement in <b>generic skills</b> and learning experiences			51.0%	51.6%	NA	-	-		

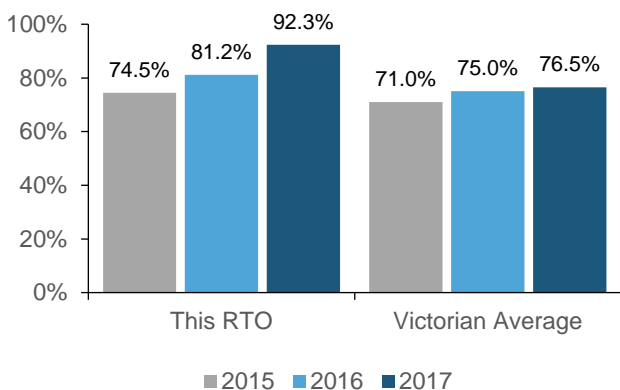
# Student Experience

## Overall Satisfaction with Training

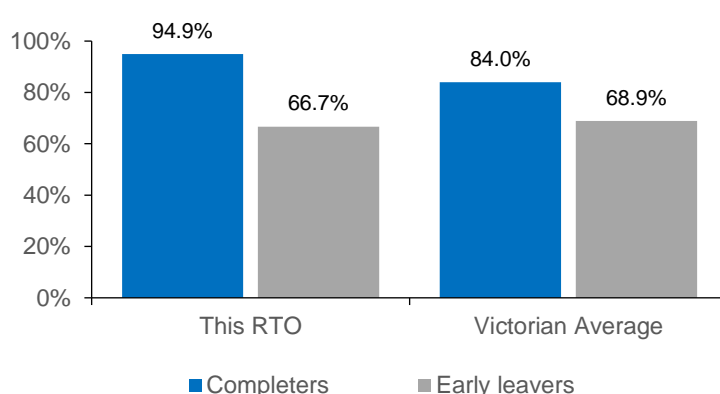
### Trends and Completion Status

- This section looks at the overall level of satisfaction that students had with the training provided by their RTO. The 2017 Student Survey results show that 92.3% of students at this RTO were satisfied with the training provided. This increased each of the past 2 years from 81.2% in 2016 and 74.5% in 2015. Also, this was much higher than the average for all RTOs across Victoria in 2017 (76.5%).
- Within this RTO, a much higher proportion of completing students were satisfied with the training provided compared to early leavers (94.9% compared to 66.7% in 2017).

Proportion of students satisfied with training by year



Proportion of students satisfied with training by completion status, 2017

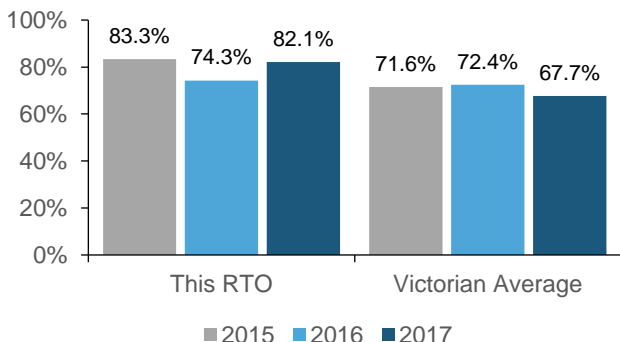


## Positive Perception of teaching

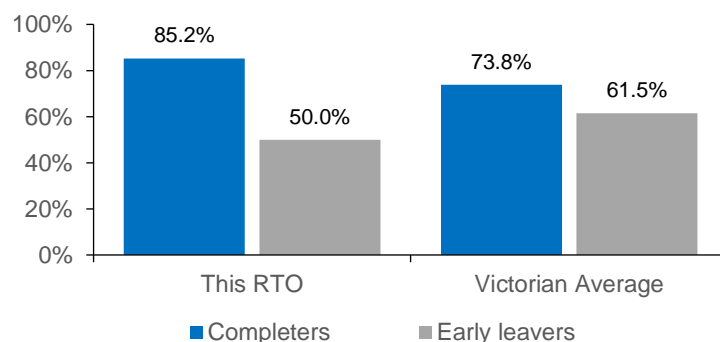
### Trends and Completion Status

- This section looks at proportion of students that had a positive perception of teaching at their RTO. The 2017 Student Survey results show that 82.1% of students at this RTO reported a positive perception of teaching. This was an increase from the previous year (74.3%). Also, this was much higher than the average for all RTOs across Victoria in 2017 (67.7%).
- Within this RTO, a much higher proportion of completing students reported a positive perception of teaching compared to early leavers (85.2% compared to 50.0% in 2017).

Proportion of students who had a positive perception of teaching by year



Proportion of who had a positive perception of teaching by completion status, 2017



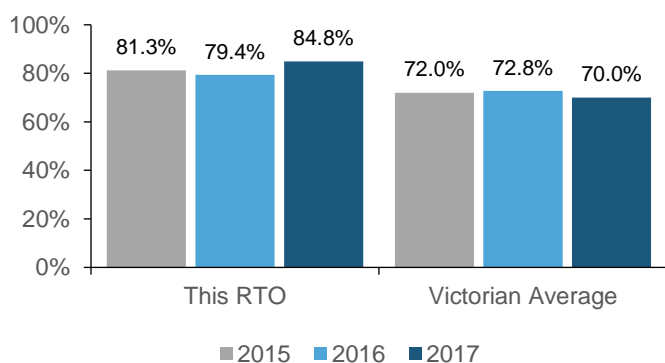
# Student Experience

## Positive Perception of the Assessment Process

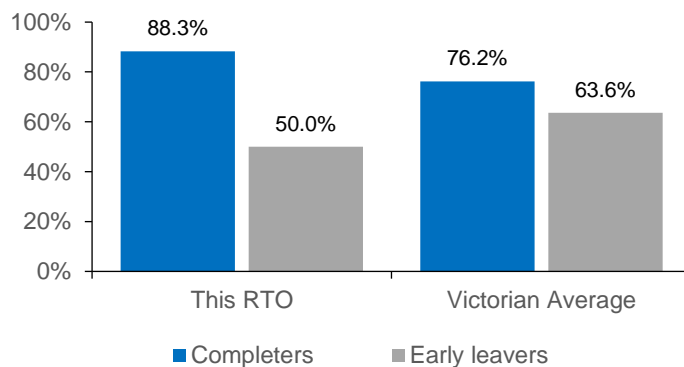
### Trends and Completion Status

- This section looks at the proportion of students who had a positive perception of the assessment process at the RTO. The 2017 Student Survey results show that 84.8% of students at this RTO reported a positive perception of the assessment process. This was an increase from the previous year (79.4%). Also, this was much higher than the average for all RTOs across Victoria in 2017 (70.0%).
- Within this RTO, a much higher proportion of completing students reported a positive perception of the assessment process compared to early leavers (88.3% compared to 50.0% in 2017).

Proportion of with a positive perception of assessment by year



Proportion of students with a positive perception of assessment by completion status, 2017

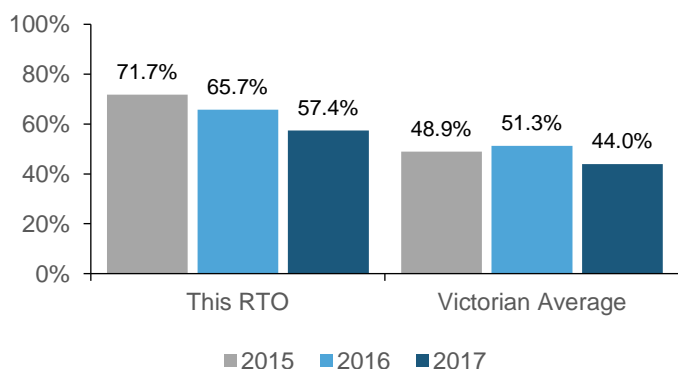


## Satisfaction with Generic Skills and Learning Experiences

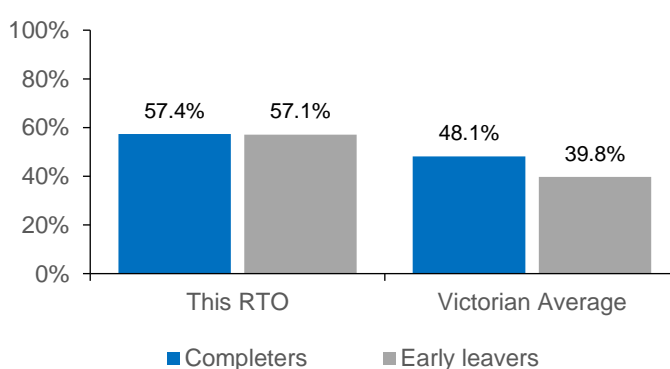
### Trends and Completion Status

- This section looks at the overall level of satisfaction that students had with generic skills and learning experiences. The 2017 Student Survey results show that 57.4% of students at this RTO were satisfied with their generic skills and learning experiences. This decreased each of the past 2 years from 65.7% in 2016 and 71.7% in 2015. However, this was much higher than the average for all RTOs across Victoria in 2017 (44.0%).
- Within this RTO, a similar proportion of completing students were satisfied with their generic skills and learning experiences compared to early leavers (57.4% compared to 57.1% in 2017).

Proportion of students satisfied with generic skills by year



Proportion of students satisfied with generic skills by completion status, 2017



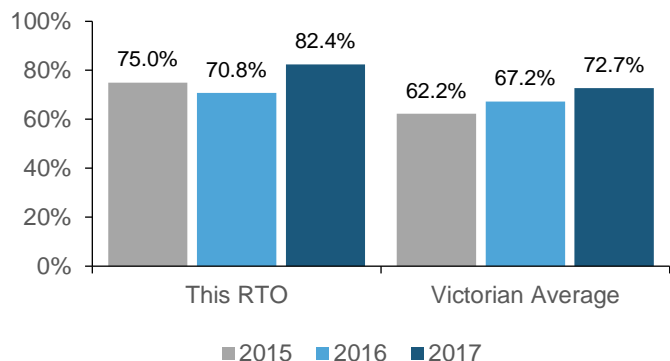
# Student Outcomes

## Achieved main reason for training

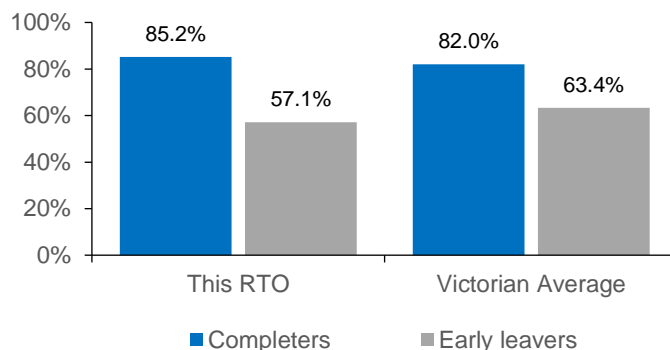
### Trends and Completion Status

- This section looks at the proportion of students who had achieved their main reason for training. The 2017 Student Survey results show that 82.4% of students at this RTO achieved their main reason for training. This was a large increase from the previous year (70.8%). Also, this was much higher than the average for all RTOs across Victoria in 2017 (72.7%).
- Within this RTO, a much higher proportion of completing students achieved their main reason for training compared to early leavers (85.2% compared to 57.1% in 2017).

Proportion of students who achieved their main reason for training by year



Proportion of students who achieved their main reason for training by completion status, 2017

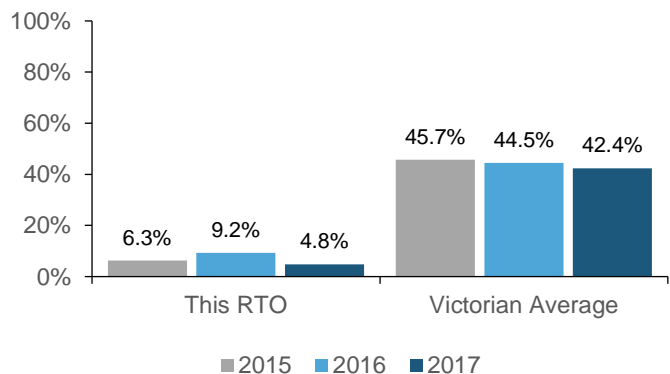


## Improved employment status

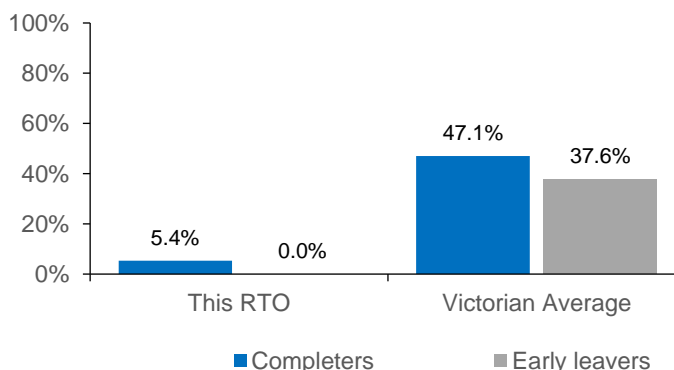
### Trends and Completion Status

- This section looks at whether or not students had an improved employment status after training. The 2017 Student Survey results show that 4.8% of students at this RTO had an improved employment status after training. This was a decrease from the previous year (9.2%). Also, this was much lower than the average for all RTOs across Victoria in 2017 (42.4%).
- Within this RTO, a higher proportion of completing students had an improved employment status after training compared to early leavers (5.4% compared to 0.0% in 2017).

Proportion of students with an improved employment status by year



Proportion of students with an improved employment status by completion status, 2017



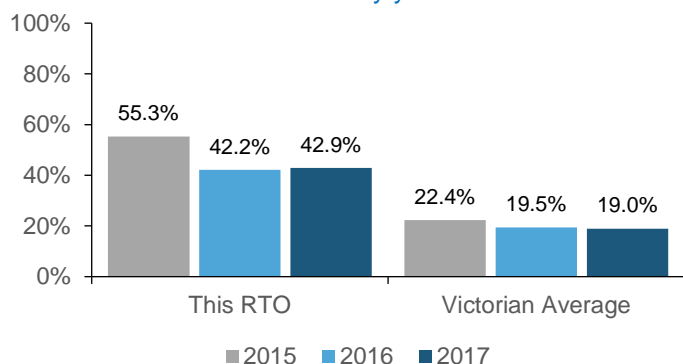
# Student Outcomes

## Progression to further study

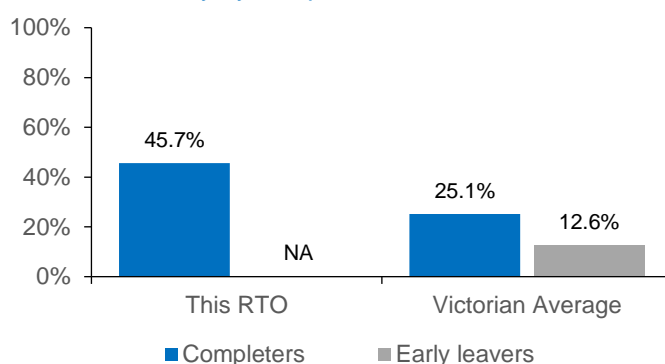
### Trends and Completion Status

- This section looks at the proportion of students going onto further study at a higher level than their completed training. The 2017 Student Survey results show that 42.9% of students at this RTO went onto further education at a higher level. This was a slight increase from the previous year (42.2%) and was much higher than the average for all RTOs across Victoria in 2017 (19.0%).
- Within this RTO, 45.7% of completers went onto further education at a higher level. No data is presented for early leavers as there was less than 5 respondents in 2017.

Proportion of students going onto further study by year



Proportion of students going onto further study by completion status, 2017

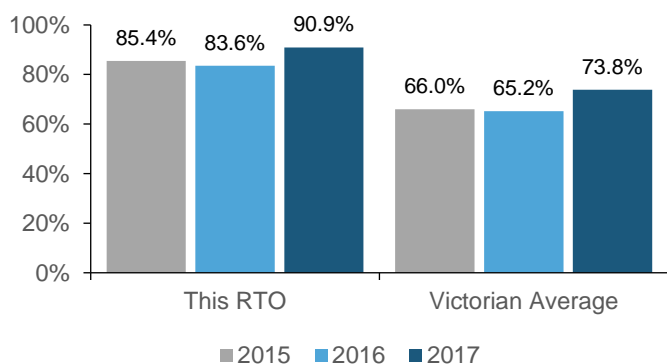


## Recommend the RTO

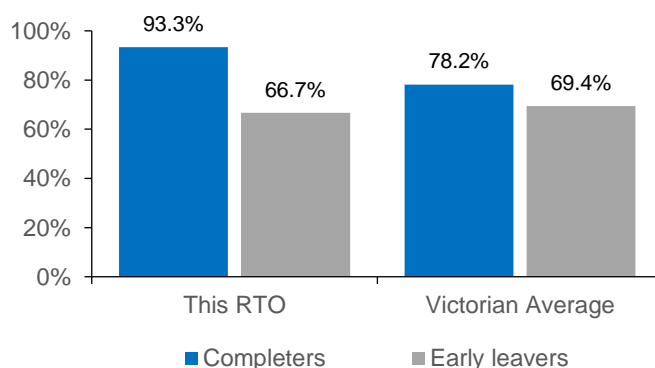
### Trends and Completion Status

- This section looks at the proportion of students who would recommend their RTO to other students. The 2017 Student Survey results show that 90.9% of students at this RTO would recommend this RTO. This was an increase from the previous year (83.6%). Also, this was much higher than the average for all RTOs across Victoria in 2017 (73.8%).
- Within this RTO, a much higher proportion of completing students would recommend this RTO compared to early leavers (93.3% compared to 66.7% in 2017).

Proportion of students who would recommend this RTO by year



Proportion of students who would recommend this RTO by completion status, 2017



# Student Outcomes

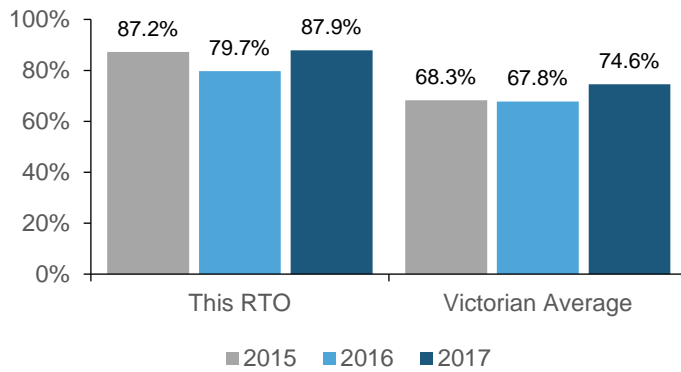
## Recommend the course

This section provides summary results on whether students would recommend the course, including trends over time, by completion status and courses with the highest number of respondents.

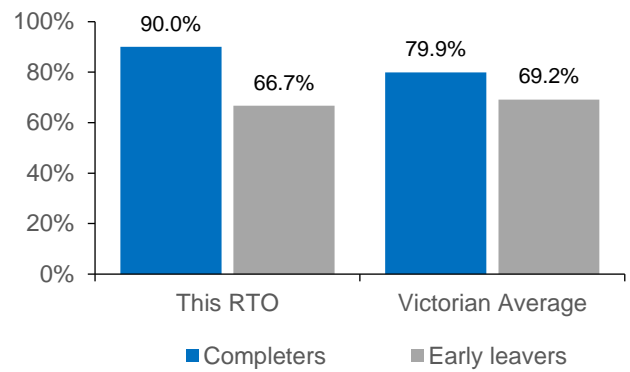
### Trends and Completion Status

- The 2017 Student Survey results show that 87.9% of students at this RTO would recommend the course. This was a large increase from the previous year (79.7%). Also, this was much higher than the average for all RTOs across Victoria in 2017 (74.6%).
- Within this RTO, a much higher proportion of completing students would recommend the course compared to early leavers (90.0% compared to 66.7% in 2017).

Proportion of students who would recommend the course by year

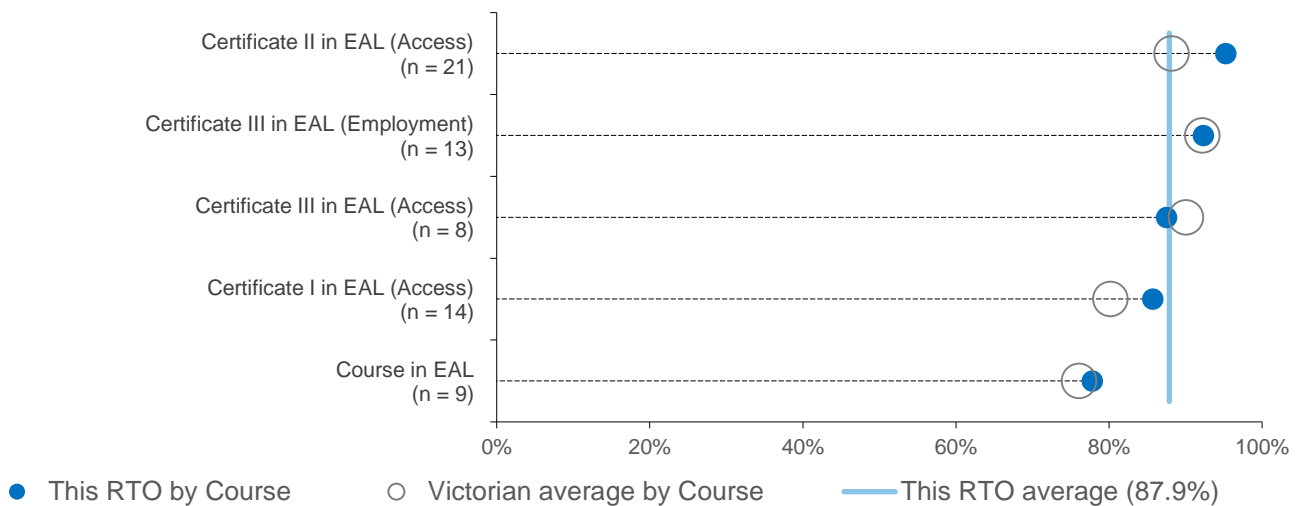


Proportion of students who would recommend the course by completion status, 2017



- Students who were training in 'Certificate II in EAL (Access)' had the highest proportion of students who would recommend their course (95.2% of the 21 students who responded). Conversely, students who were training in 'Course in EAL' had the lowest proportion of those who would recommend their course (77.8%).

Proportion of students who would recommend the course by course, 2017





# Student Preferences

## Student choice

### Information Available to students

- Students were asked if they had different types of information available to them to help them choose their course and training organisation. The most common type of information that students reported was 'Eligibility for government support' (71.4%).

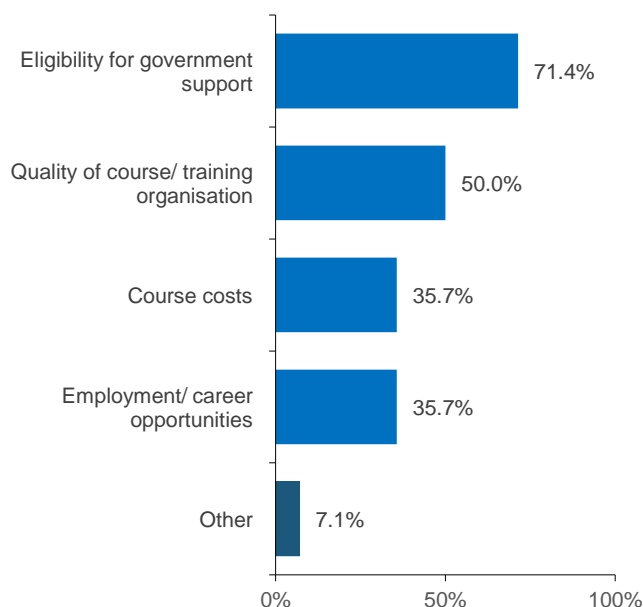
### Choosing this RTO

- The main reason that students reported for choosing this RTO was 'I had done previous training with them' (32.8%) followed by 'I heard good things about them' (31.1%).

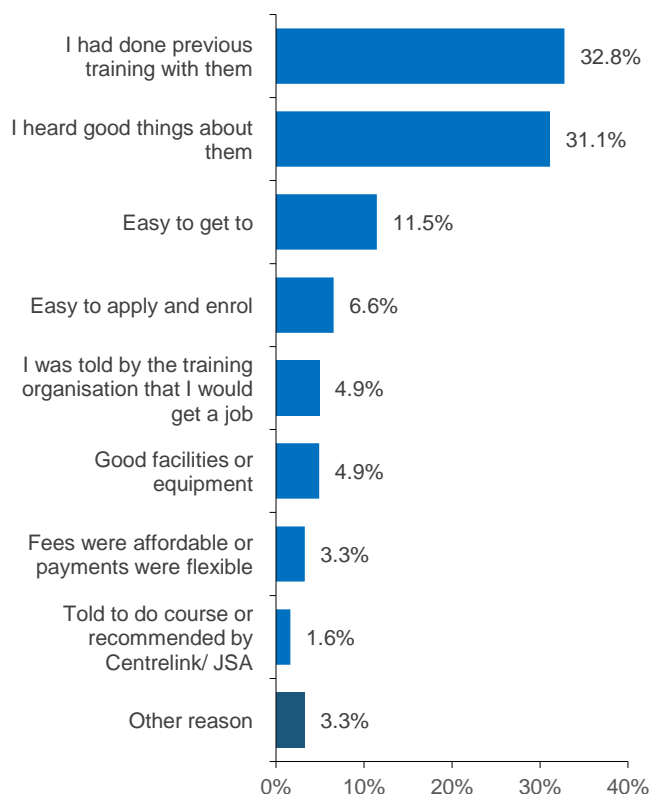
### Why students left training early

- Students who finished at least one module but did not finish the entire course were asked why they left training early without completing. The most common reason reported was 'Illness/Injury' (33.3%).

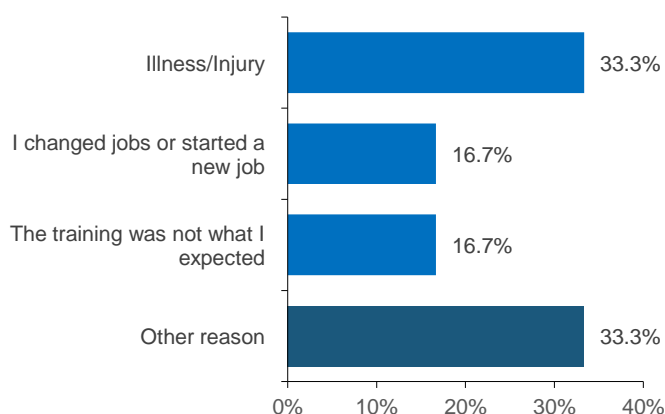
### Information available to students when choosing RTO



### Main reason for choosing RTO



### Main reason for choosing not to continue training



# How to read this Report

## RTO Performance Indicators Report

Data in the RTO Performance Indicators Report relates to the:

- *Student Satisfaction Survey 2017* – provides feedback from students who completed or left study early in 2016, so their responses reflect their experiences with training in 2016.
- *Employer Satisfaction and Skills Survey 2017* – provides feedback from employers of apprentices and trainees who were in training in 2016.

This report is split across **six** main sections:

- 1 Introduction** – details the *Student Satisfaction Survey* response rate and looks at some of the characteristics of students who completed their training or left early without completing during 2016. Data relating to the students' main reason for studying are also presented to provide greater context for the findings in this report.
- 2 Performance Measures** – provides high level results for the RTO and comparisons to provider type average, Victorian state average, student completion status and trends over time.
- 3 Student Experience** – student satisfaction with the training, teaching quality, assessment process and skills development.
- 4 Student Outcomes** – whether students achieved their main reason for training, their resulting employment status, students going onto further education after training and students' recommendation.
- 5 Student Preferences** – information available to students to inform provider choice, students' main reason for selecting the training provider and for doing part of a course (where applicable).
- 6 Employer Feedback** – employer satisfaction with the training provider and improvement in the generic skills of their apprentices and trainees.

**Sections 3 to 5** comprise feedback received from the *2017 Student Satisfaction Survey*.

**Section 6** comprises feedback received from the *2017 Employer Satisfaction and Skills Survey*.

## Definition of terms used throughout the Report

Term	Definition
Satisfied	Proportion of students who responded with 'Very satisfied' or 'Satisfied'
Agree	Proportion of students who responded with 'Strongly agree' or 'Agree'
Likely	Proportion of students who responded with 'Very likely' or 'Likely'
Completers	A completer falls under one of the following categories: <ul style="list-style-type: none"><li>• Course is completed and qualification issued</li><li>• Apprenticeship/Traineeship completed</li><li>• Program completed, no qualification issued</li><li>• Course nominally completed – course hours expended and/or average number of course units completed and passed.</li></ul>
Early leavers	An early leaver falls under one of the following categories: <ul style="list-style-type: none"><li>• No study occurring – some units completed, but no further enrolment activity</li><li>• Module only enrolment – no intention to complete the whole course.</li></ul>
RTO	Registered Training Organisation
FOE	More information related to the Field of Education (FOE) classifications can be found at: <a href="https://www.ncver.edu.au/publications/publications/all-publications/statistical-standard-software/program-field-of-education-identifier">https://www.ncver.edu.au/publications/publications/all-publications/statistical-standard-software/program-field-of-education-identifier</a> .
JSA	Jobs Services Australia

# How to read this Report

## Performance Summary

### What are Performance Measures?

- The RTO Performance Indicators Report presents quality and outcome information on eight student and three employer performance measures. The performance measures provide results on satisfaction, student attainment, and quality and performance of the Victorian TAFE and training system.

### What are Comparison Groups?

- To provide an additional comparison of performance, all RTOs have been allocated to a band within two comparison groups:
  - Size of institutes: grouping of RTOs was based on 2016 enrolments
    - Small (0-100), Medium (101-500), Large (501+)
  - Proportion of low socio-economic students: grouping of RTOs was based on the proportion of students who were eligible for fee concession or fee waiver.
    - Low (0-25%), Mid (26-50%), High (51%+)

### What does 'NA' mean?

- For some training providers there are too few students or employers who responded to the surveys. Results will not be provided where less than five students or employers responded to the survey question(s).

### How does 'weighting' affect the results

- All RTO level survey data presented in this report are not weighted to provide the most accurate reflection of actual feedback of those students who responded to the survey. All other data presented in this report (e.g. Victorian state average) has been weighted to be representative of the student population attending the Victorian TAFE and training system.

### Performance Measures Table

The diagram below provides details on the different elements of the Performance Measures summary pages.

Performance Measures	This RTO	Quartile	Comparison Groups		This RTO Yearly Trends			
			Your size band	Your SES band	2015	2016	2017	Trends
<b>Student Experience</b>								
Proportion of VET students who are satisfied with training provided by the RTO	76.7%	2	76.5%	75.4%	74.8%	72.0%	76.7%	↔↔↔
Proportion of VET students reporting a positive perception of teaching	64.6%	2	67.4%	65.6%	72.9%	66.0%	64.6%	↔↔↔
Proportion of VET students reporting a positive perception of the assessment process	68.7%	2	69.6%	68.1%	74.3%	67.3%	68.7%	↔↔↔
Proportion of VET students satisfied with generic skills and learning experiences	41.3%	2	43.6%	41.9%	51.6%	45.8%	41.3%	↔↔↔
<b>Student Outcomes</b>								
Proportion of VET students who achieved their main reason for training	72.5%	2	72.7%	72.5%	64.5%	66.7%	72.5%	↔↔↔
Proportion of VET students with an improved employment status after training	42.6%	2	42.4%	43.0%	42.2%	41.4%	42.6%	↔↔↔
Proportion of VET students going onto further study at a higher level than their completed training	18.8%	3	19.1%	19.7%	24.3%	21.8%	18.8%	↔↔↔
Proportion of students who recommend the RTO	73.3%	2	73.8%	72.4%	71.4%	64.0%	73.3%	↔↔↔
<b>Employer Satisfaction</b>								
Proportion of employers who are satisfied with training provided by an RTO	69.8%	1	75.6%	75.9%	NA	70.2%	69.8%	↔↔↔
Proportion of employers who recommend the RTO	64.0%	1	70.4%	70.7%	NA	67.3%	64.0%	↔↔↔
Proportion of employers reporting improvement in generic skills and learning experiences	43.9%	1	51.0%	51.3%	NA	53.7%	43.9%	↔↔↔

This column shows the percentage result for this RTO

The comparison group to which your RTO has been allocated

Eight student-related performance measures

The quartile this RTO is in for this measure

Three employer-related performance measures

Yearly trends for this RTO

For feedback or queries please contact: [rto\\_performance.indicators@edumail.vic.gov.au](mailto:rto_performance.indicators@edumail.vic.gov.au)