

# **Integrity Business College Australasia Pty Ltd (21739)**

## **2024 RTO Performance Detailed Report**



## Introduction

This report displays the 2024 results of the *Student Satisfaction Survey* and from the *Employer Satisfaction Survey*, as well as results from previous years of the surveys (where available) to allow for examination of trends over time.

Additional information regarding your student profile, the surveys, and how to read and interpret your results are included at the end of the report.

In 2024, 134 students from Integrity Business College Australasia Pty Ltd (21739) took part in the survey. This is a response rate of 50.6%. The average response rate for all of Victoria was 38.6%.

In 2024, 104 of the respondents in the survey were completers and 30 were early leavers.

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- Your work situation before training
- Work placement
- About your training organisation

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# Performance measures

This table provides an overview of the 11 performance measures and is followed by a detailed analysis of these results.

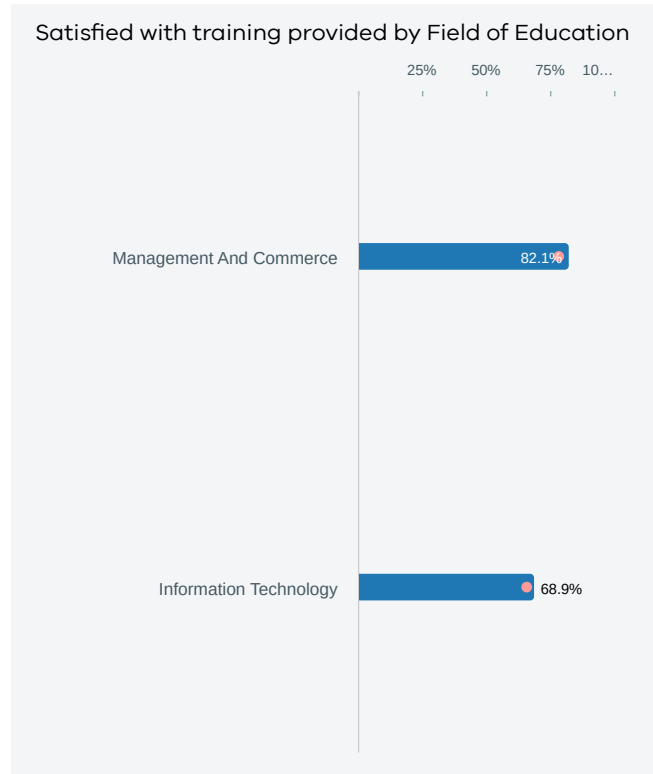
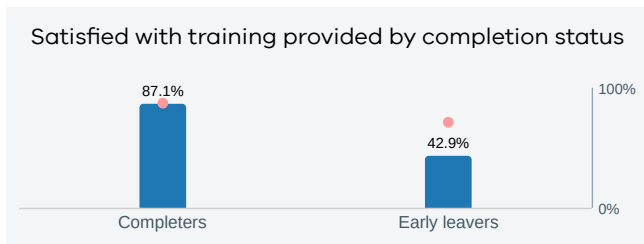
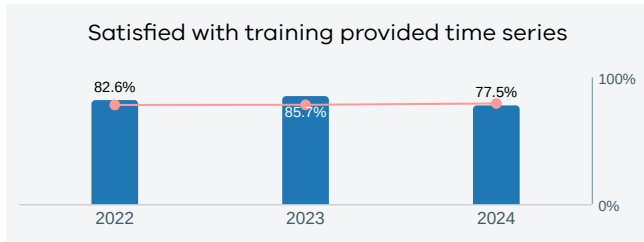
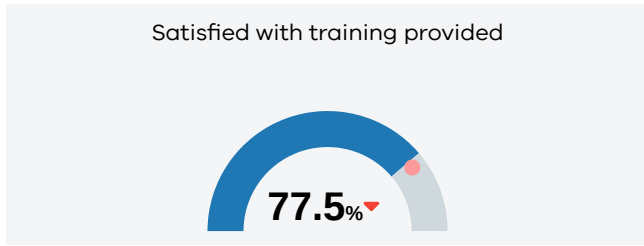
	Integrity Business College Australasia Pty Ltd			2024 average
	2024	2023	Trend	Victoria
<b>Student experience</b>				
Proportion of VET students who were satisfied with training	77.5% ▼	85.7%		79.4%
Proportion of VET students who reported a positive perception of teaching	72.3% ▼	75.7%		75.2%
Proportion of VET students who reported a positive perception of the assessment process	84.4%	%		82.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	51.8% ▼	59.3%		54.0%
<b>Student outcomes</b>				
Proportion of VET students who achieved their main reason for training	83.6% ▼	87.0%		76.7%
Proportion of VET students with an improved employment status after training	67.7% ▼	68.3%		56.6%
Proportion of VET students who went on to further study at a higher level than their completed training	15.8% ▼	26.0%		14.8%
Proportion of VET students who would recommend Integrity Business College Australasia Pty Ltd	78.7% ▲	78.3%		78.6%
<b>Employer feedback</b>				
Proportion of employers who were satisfied with training provided by Integrity Business College Australasia Pty Ltd	89.8% ▲	88.2%		76.1%
Proportion of employers who would recommend Integrity Business College Australasia Pty Ltd	89.8% ▲	85.1%		71.9%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	87.8% ▼	88.2%		76.4%

▲ Higher than previous year ▼ Lower than previous year

## Student experience

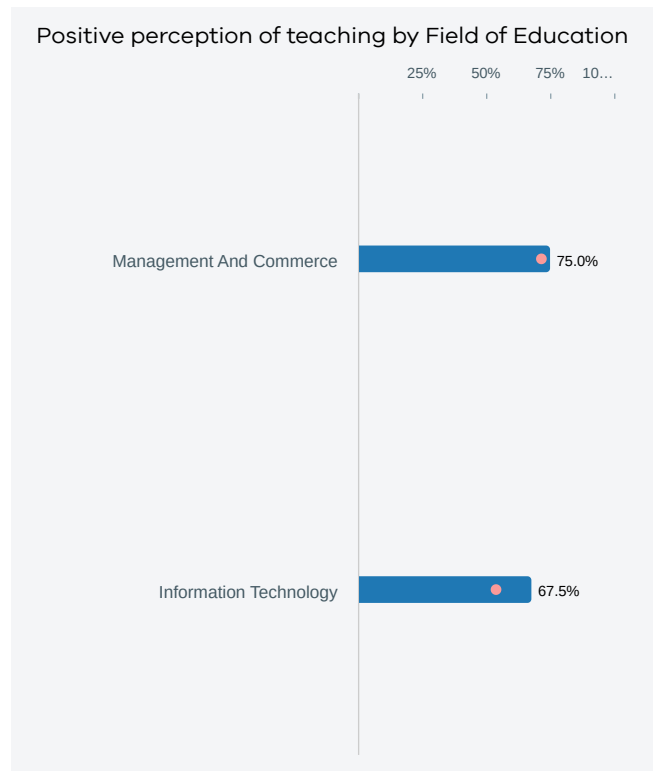
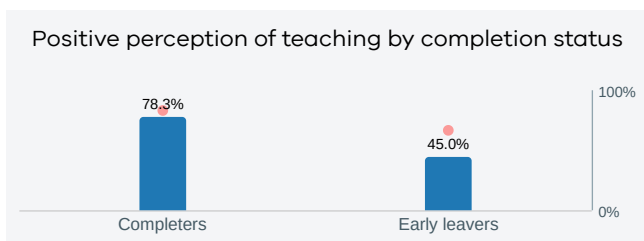
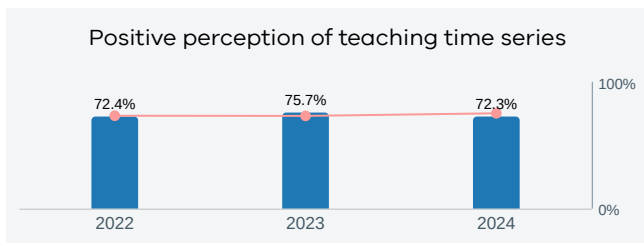
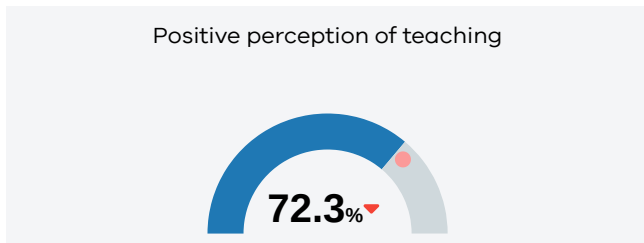
### Proportion of VET students who were satisfied with training

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



### Proportion of VET students who reported a positive perception of teaching

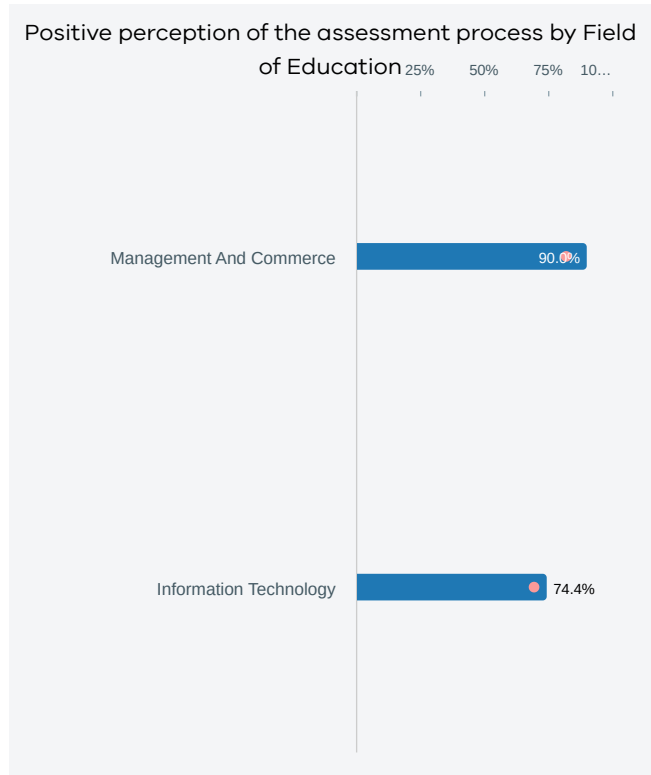
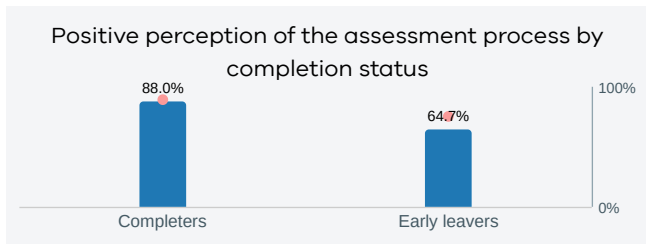
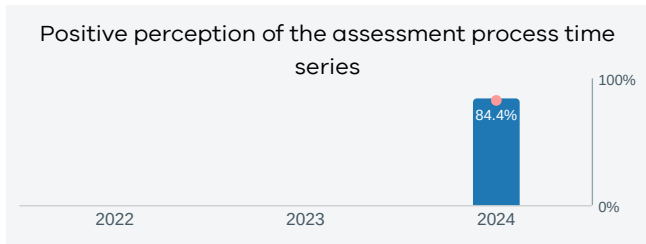
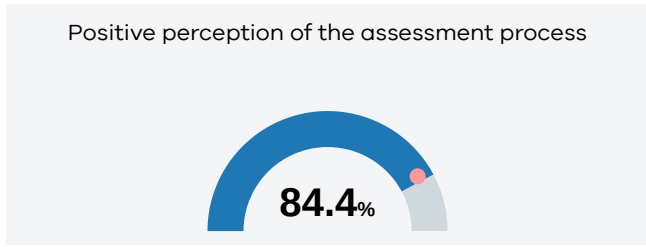
Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



**Proportion of VET students who reported a positive perception of the assessment process**

The methodology used to construct this measure was changed in 2024. Consequently, results for prior years are not comparable and have not been included in the 2024 release of VETStat.

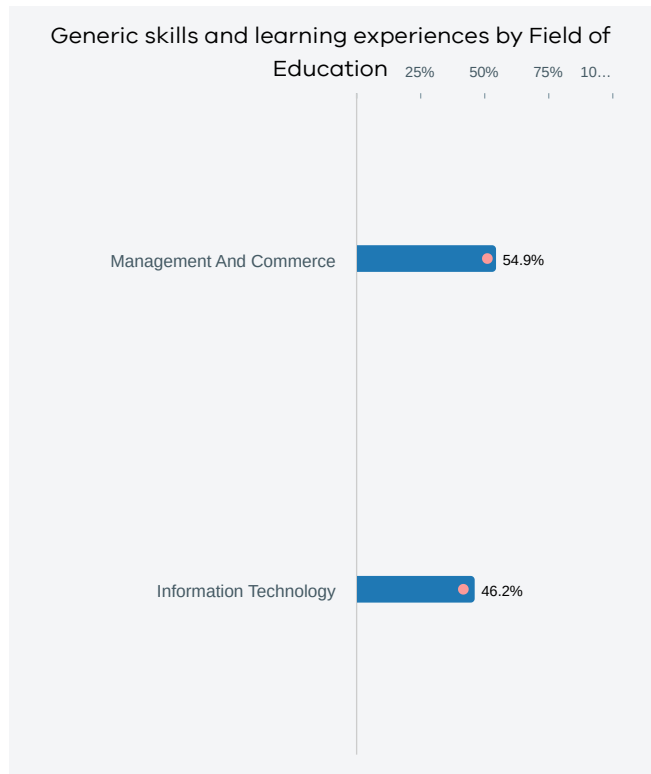
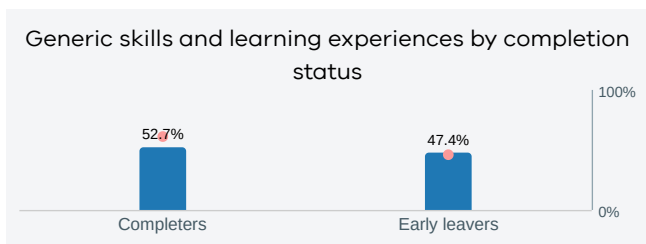
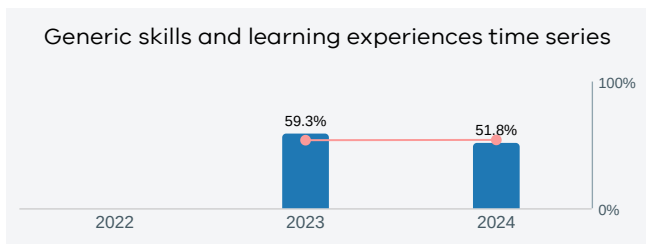
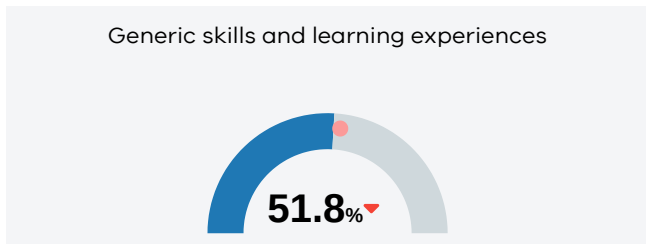
Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



**Proportion of VET students who were satisfied with generic skills and learning experiences**

The methodology used to construct this measure was changed in 2023. Consequently, results for prior years are not comparable and have not been included in the 2024 release of VETStat.

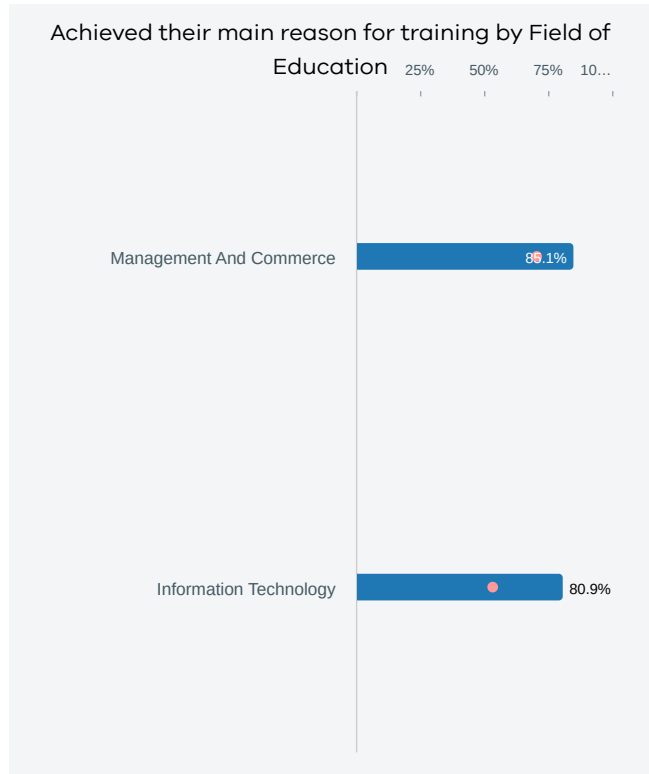
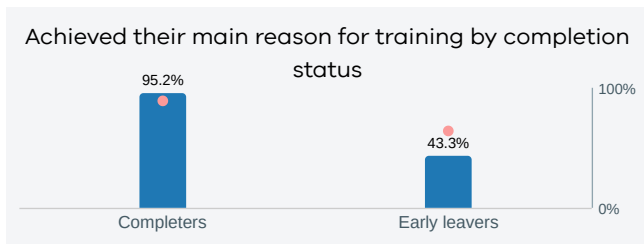
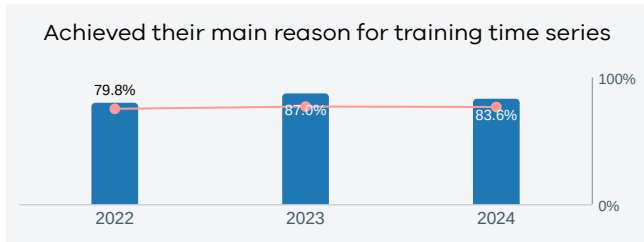
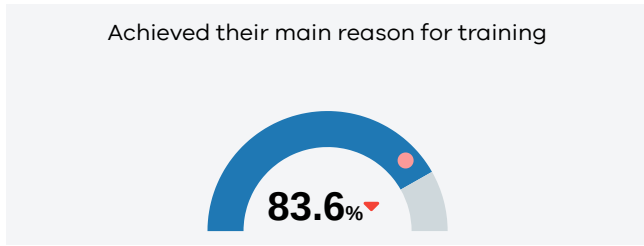
Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Student outcomes

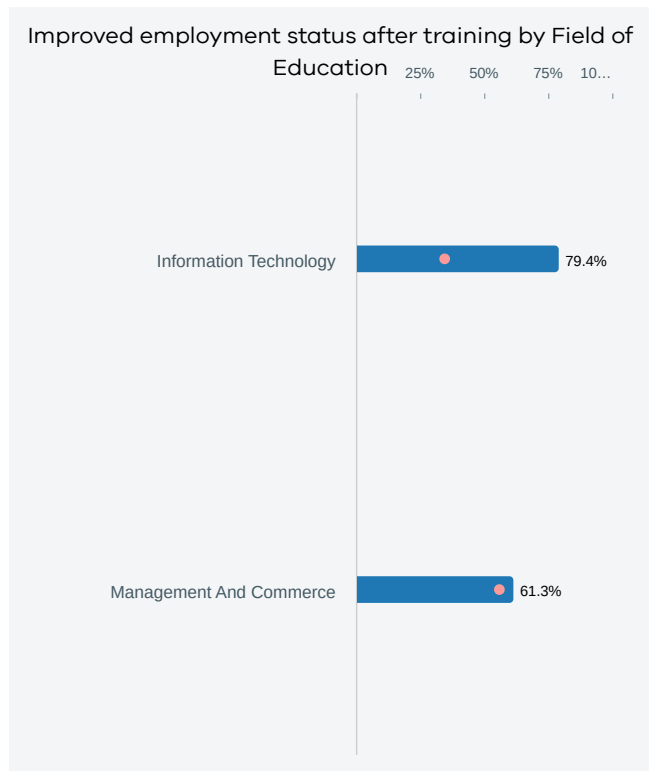
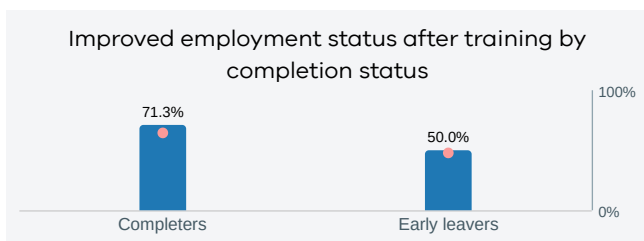
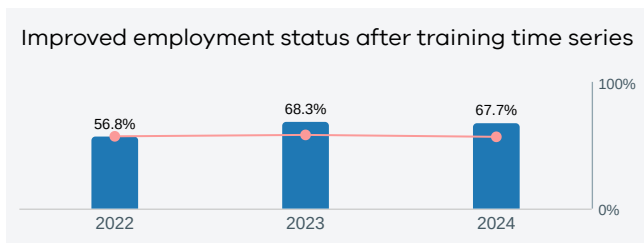
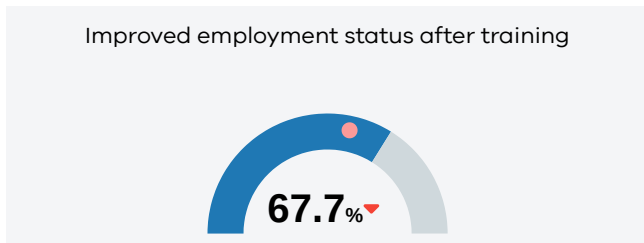
### Proportion of VET students who achieved their main reason for training

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



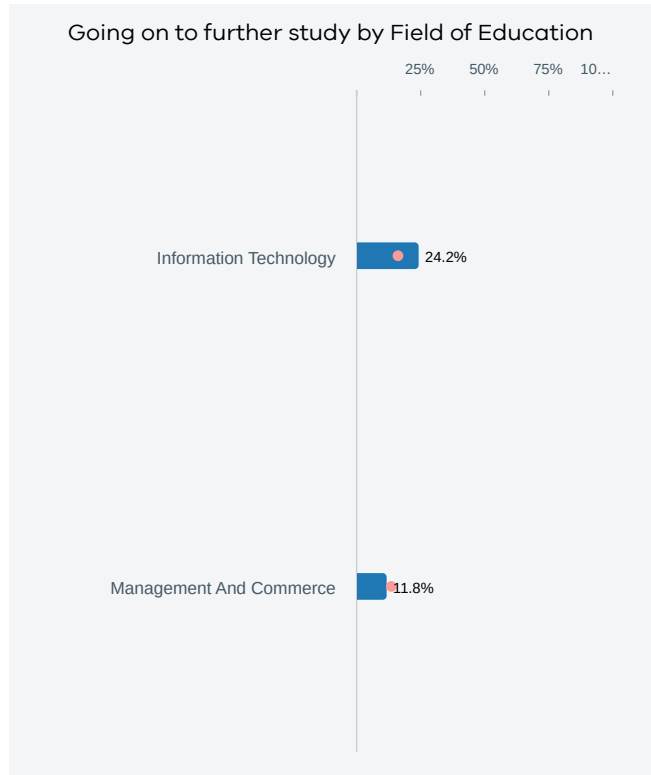
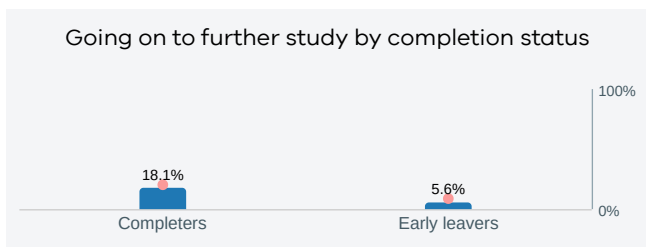
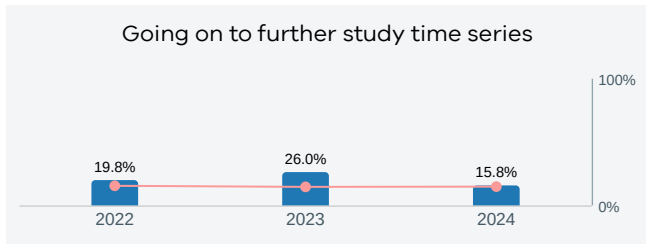
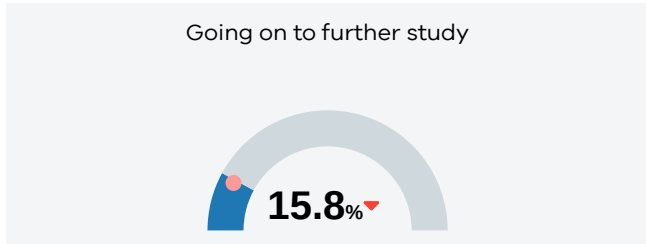
### Proportion of VET students with an improved employment status after training

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



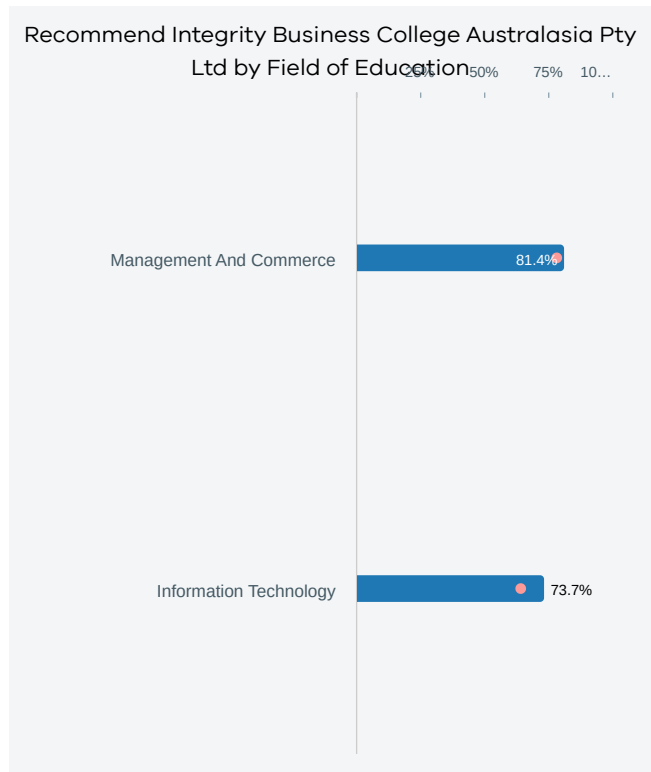
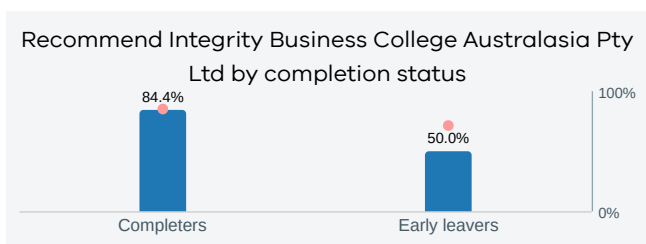
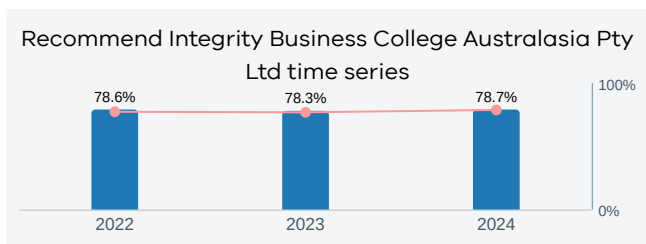
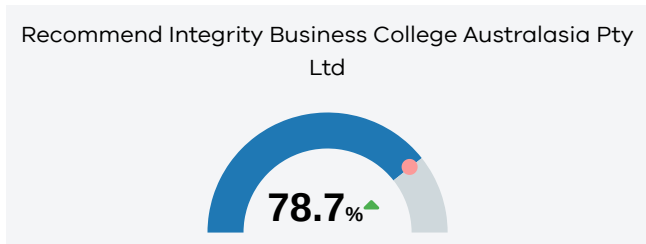
**Proportion of VET students who went on to further study at a higher level than their completed training**

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



**Proportion of VET students who would recommend Integrity Business College Australasia Pty Ltd**

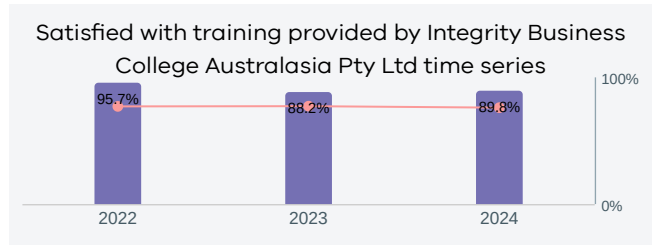
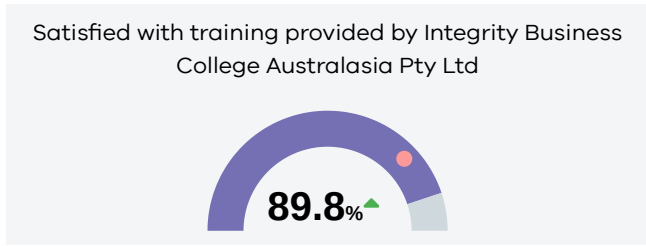
Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



## Employer feedback

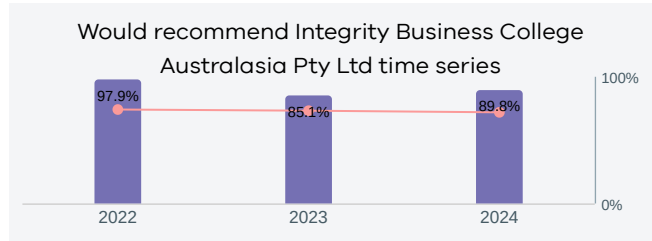
### Proportion of employers who were satisfied with training provided by Integrity Business College Australasia Pty Ltd

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



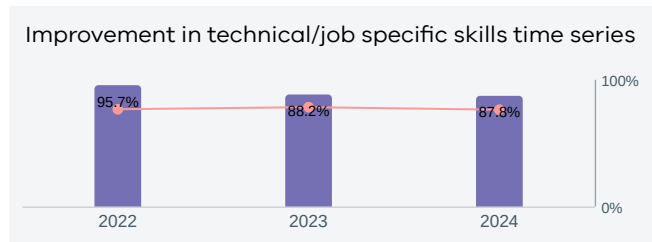
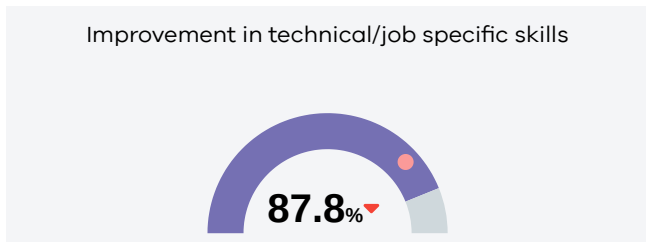
### Proportion of employers who would recommend Integrity Business College Australasia Pty Ltd

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



### Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average ▲ Higher than previous year ▼ Lower than previous year



# Student Satisfaction Survey question level results

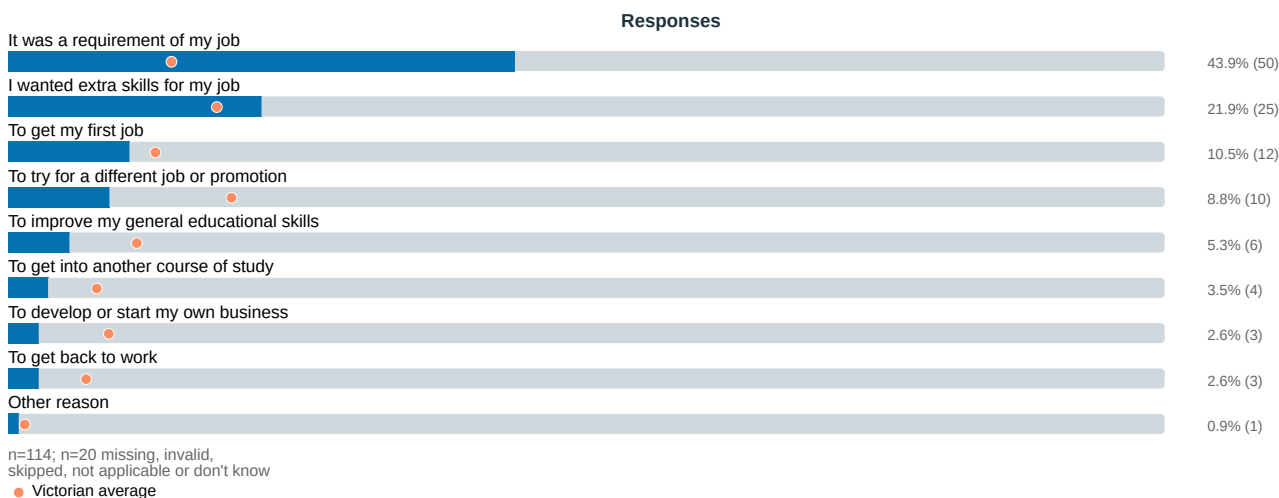
This section provides a detailed analysis of your Student results at the question by question level, including comparison against previous years of the surveys.

## About your training

### 1. What was your main reason for doing this course?

When asked "What was your main reason for doing this course?":

- 43.9% said *It was a requirement of my job*
- 21.9% said *I wanted extra skills for my job*
- 10.5% said *To get my first job*
- 8.8% said *To try for a different job or promotion*
- 5.3% said *To improve my general educational skills*
- 3.5% said *To get into another course of study*
- 2.6% said *To develop or start my own business*
- 2.6% said *To get back to work*
- 0.9% said *Other reason*

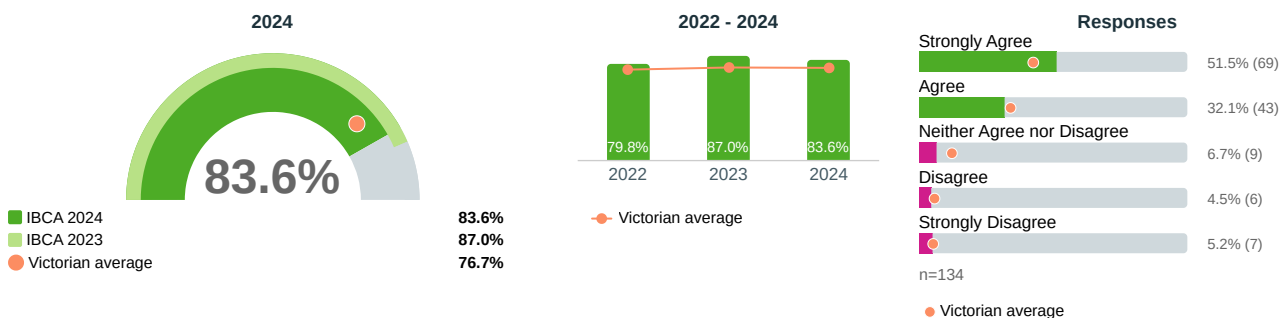


### 2. To what extent would you agree that you achieved your main reason for doing this course?

When asked "To what extent would you agree that you achieved your main reason for doing this course?":

- 51.5% said *Strongly Agree*
- 32.1% said *Agree*
- 6.7% said *Neither Agree nor Disagree*
- 4.5% said *Disagree*
- 5.2% said *Strongly Disagree*

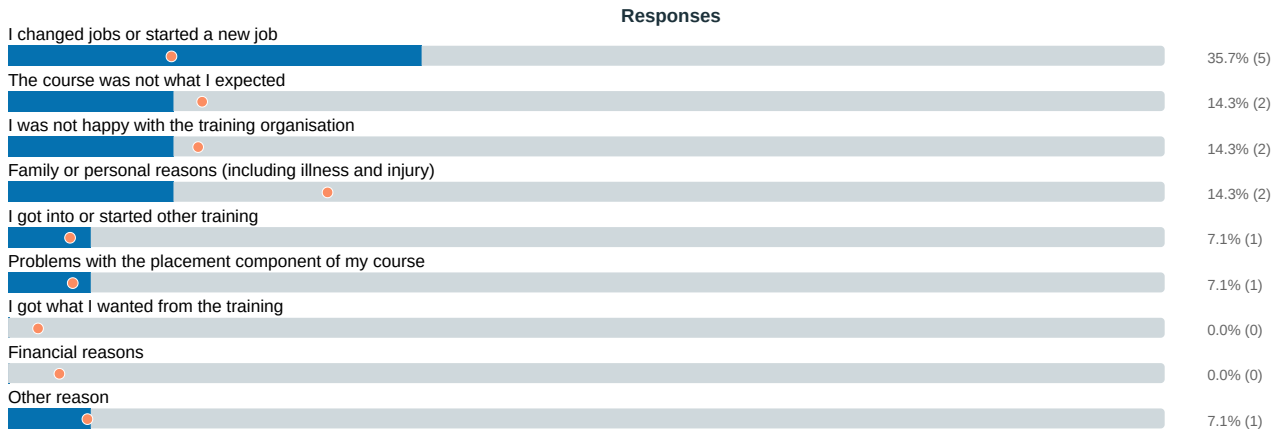
In last year's survey, (87.0%) said *Strongly Agree and Agree*.



#### 4. What was your main reason for not continuing your course? \*

When asked "What was your main reason for not continuing your course? \*":

- 35.7% said *I changed jobs or started a new job*
- 14.3% said *The course was not what I expected*
- 14.3% said *I was not happy with the training organisation*
- 14.3% said *Family or personal reasons (including illness and injury)*
- 7.1% said *I got into or started other training*
- 7.1% said *Problems with the placement component of my course*
- None (0%) said *I got what I wanted from the training*
- None (0%) said *Financial reasons*



n=14; n=120 missing, invalid, skipped, not applicable or don't know

● Victorian average

\*Question 4 applies to students who did not complete the training required to gain the qualification for this course.

## Satisfaction with training

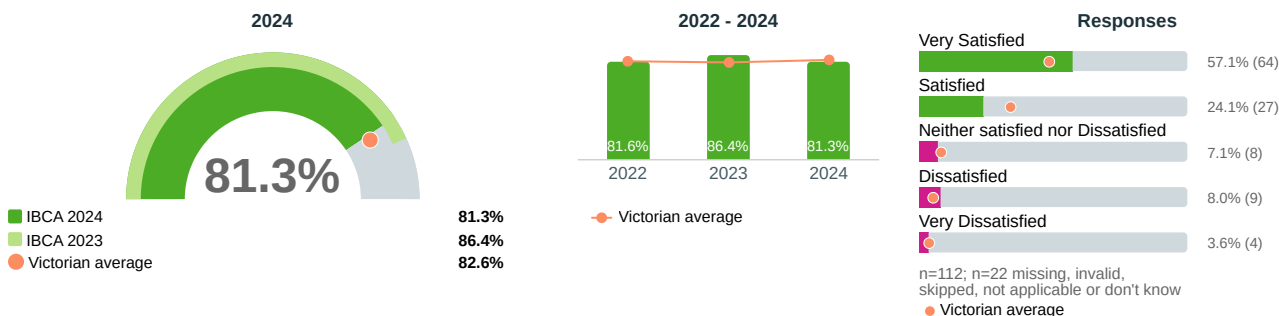
### 5. How satisfied are you that the trainers/teachers for this course...?

#### Clearly taught the subject

When asked "How satisfied are you that the trainers/teachers for this course...? clearly taught the subject":

- 57.1% said *Very Satisfied*
- 24.1% said *Satisfied*
- 7.1% said *Neither satisfied nor Dissatisfied*
- 8.0% said *Dissatisfied*
- 3.6% said *Very Dissatisfied*

In last year's survey, (86.4%) stated *Very Satisfied and Satisfied*.

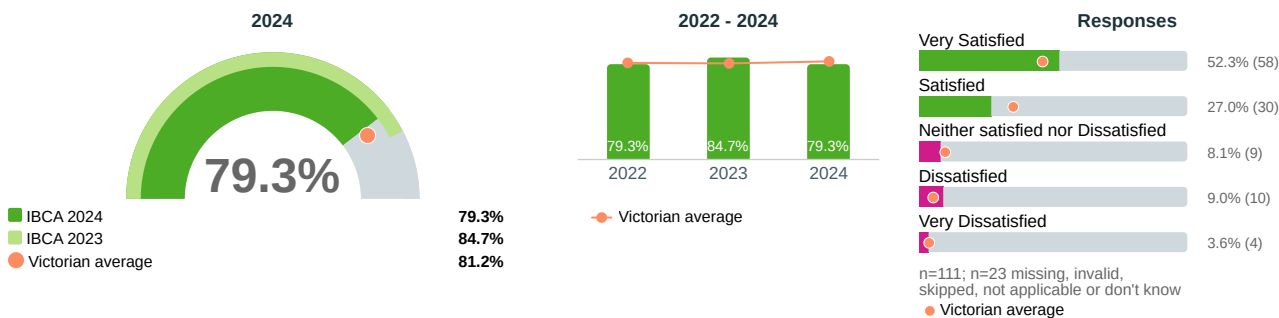


#### Understood your learning needs

When asked "How satisfied are you that the trainers/teachers for this course...? understood your learning needs":

- 52.3% said *Very Satisfied*
- 27.0% said *Satisfied*
- 8.1% said *Neither satisfied nor Dissatisfied*
- 9.0% said *Dissatisfied*
- 3.6% said *Very Dissatisfied*

In last year's survey, (84.7%) selected *Very Satisfied and Satisfied*.

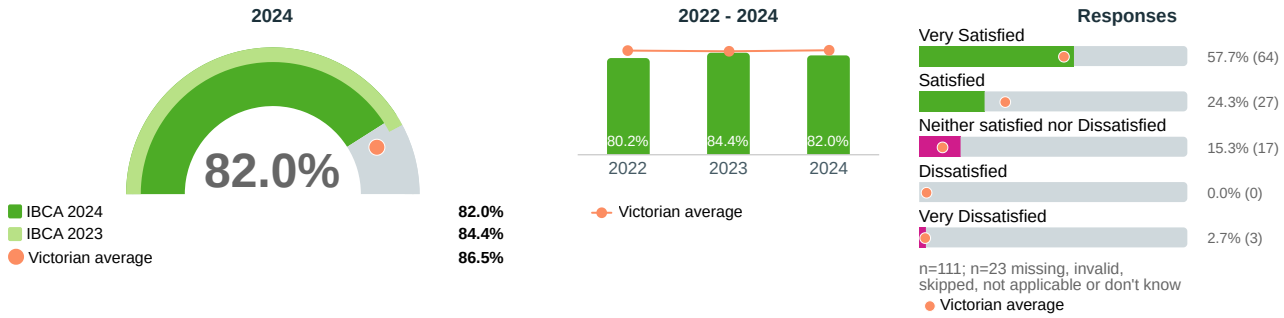


## Had current industry experience

When asked "How satisfied are you that the trainers/teachers for this course...? had current industry experience":

- 57.7% said *Very Satisfied*
- 24.3% said *Satisfied*
- 15.3% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- 2.7% said *Very Dissatisfied*

In last year's survey, (84.4%) reported *Very Satisfied and Satisfied*.

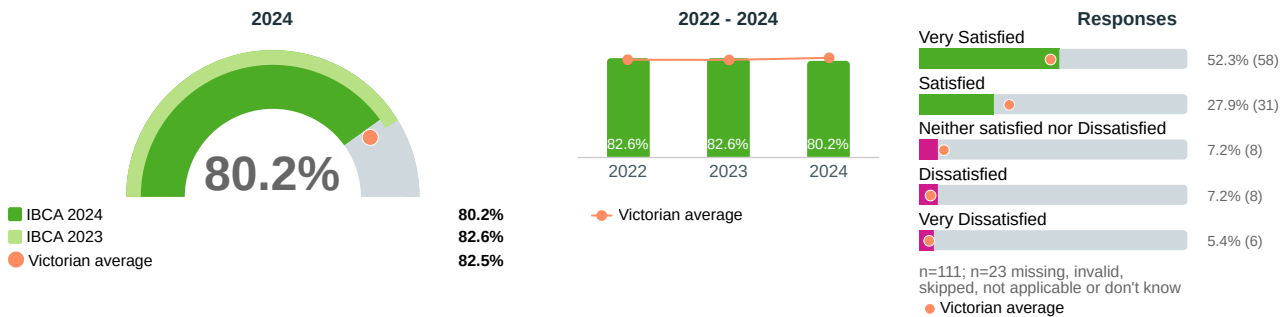


## Promoted a supportive learning environment

When asked "How satisfied are you that the trainers/teachers for this course...? promoted a supportive learning environment":

- 52.3% said *Very Satisfied*
- 27.9% said *Satisfied*
- 7.2% said *Neither satisfied nor Dissatisfied*
- 7.2% said *Dissatisfied*
- 5.4% said *Very Dissatisfied*

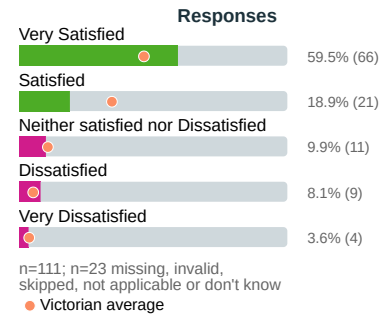
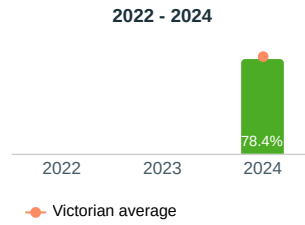
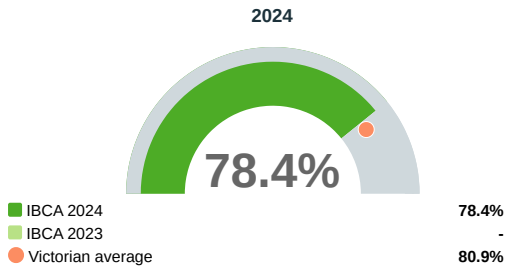
In last year's survey, (82.6%) chose *Very Satisfied and Satisfied*.



## Provided useful feedback

When asked "How satisfied are you that the trainers/teachers for this course...? provided useful feedback":

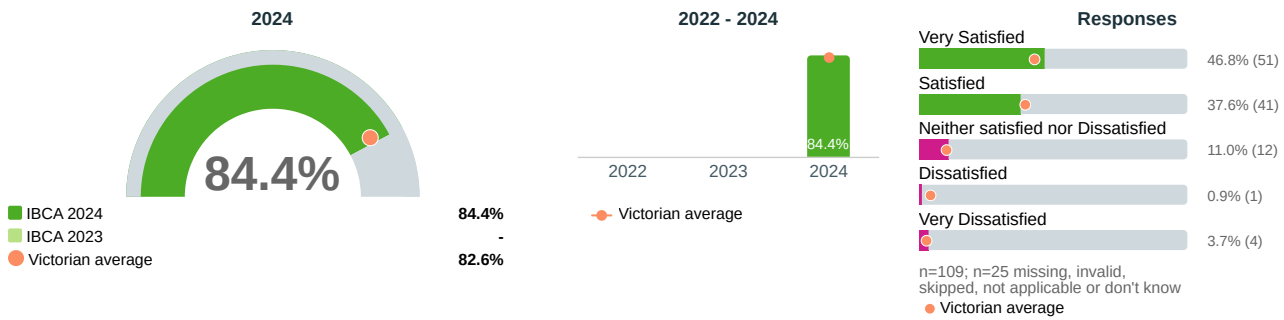
- 59.5% said *Very Satisfied*
- 18.9% said *Satisfied*
- 9.9% said *Neither satisfied nor Dissatisfied*
- 8.1% said *Dissatisfied*
- 3.6% said *Very Dissatisfied*



## 6. How satisfied are you that your assessment was a fair test of your skills and knowledge?

When asked "How satisfied are you that your assessment was a fair test of your skills and knowledge?":

- 46.8% said *Very Satisfied*
- 37.6% said *Satisfied*
- 11.0% said *Neither satisfied nor Dissatisfied*
- 0.9% said *Dissatisfied*
- 3.7% said *Very Dissatisfied*



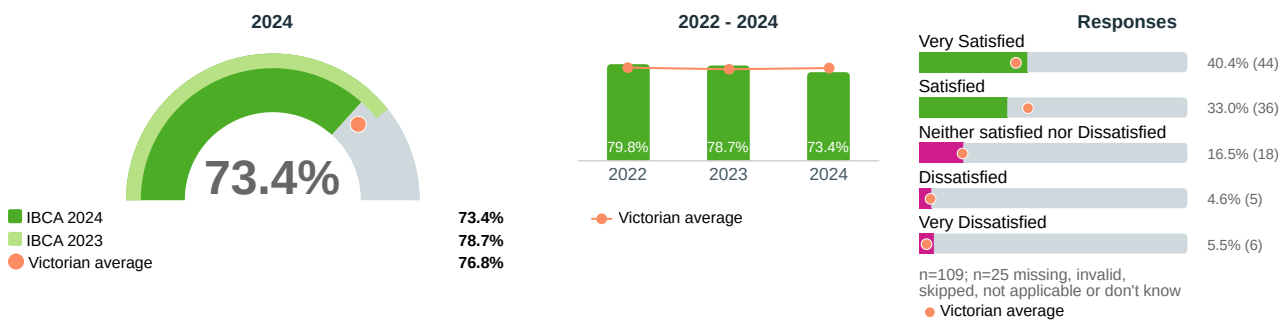
## 7. How satisfied are you that the training for this course improved your...?

### Problem-solving skills

When asked "How satisfied are you that the training for this course improved your...? problem-solving skills":

- 40.4% said *Very Satisfied*
- 33.0% said *Satisfied*
- 16.5% said *Neither satisfied nor Dissatisfied*
- 4.6% said *Dissatisfied*
- 5.5% said *Very Dissatisfied*

In last year's survey, (78.7%) stated *Very Satisfied and Satisfied*.

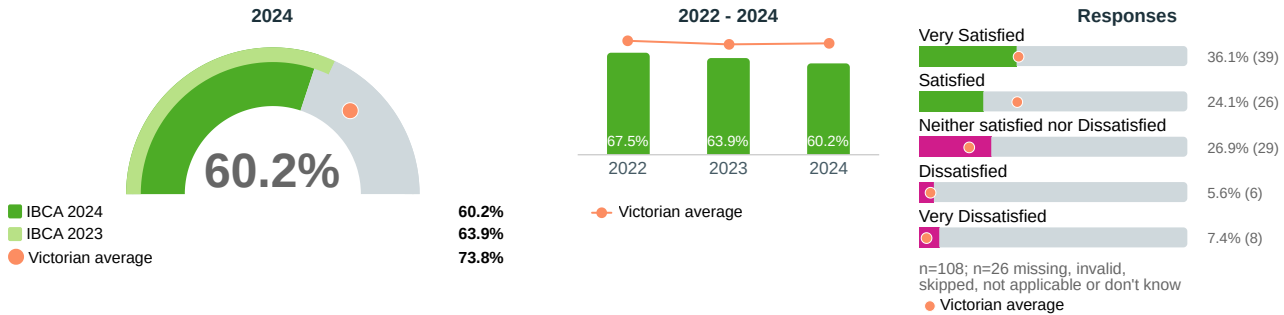


## Team-working skills

When asked "How satisfied are you that the training for this course improved your...? team-working skills":

- 36.1% said *Very Satisfied*
- 24.1% said *Satisfied*
- 26.9% said *Neither satisfied nor Dissatisfied*
- 5.6% said *Dissatisfied*
- 7.4% said *Very Dissatisfied*

In last year's survey, (63.9%) selected *Very Satisfied and Satisfied*.

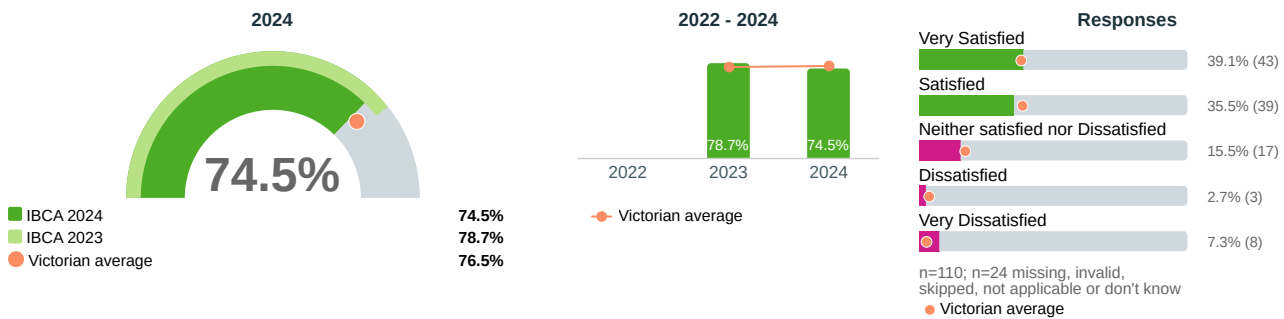


## Communication skills

When asked "How satisfied are you that the training for this course improved your...? communication skills":

- 39.1% said *Very Satisfied*
- 35.5% said *Satisfied*
- 15.5% said *Neither satisfied nor Dissatisfied*
- 2.7% said *Dissatisfied*
- 7.3% said *Very Dissatisfied*

In last year's survey, (78.7%) selected *Very Satisfied and Satisfied*.

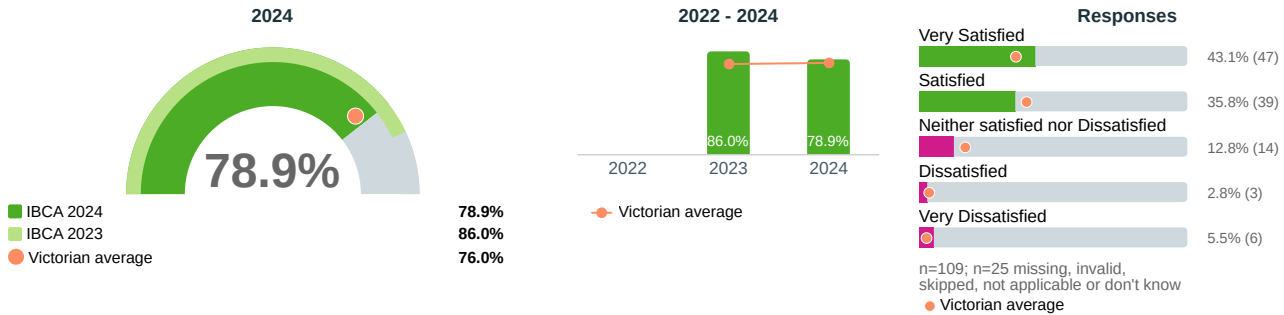


## Planning and organisation skills

When asked "How satisfied are you that the training for this course improved your...? planning and organisation skills":

- 43.1% said *Very Satisfied*
- 35.8% said *Satisfied*
- 12.8% said *Neither satisfied nor Dissatisfied*
- 2.8% said *Dissatisfied*
- 5.5% said *Very Dissatisfied*

In last year's survey, (86.0%) said *Very Satisfied and Satisfied*.

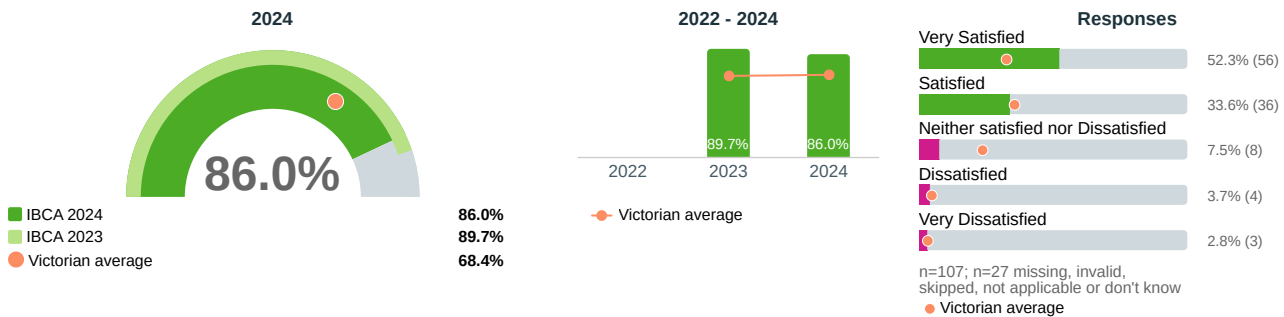


## Digital skills (e.g. using information from computers and digital devices)

When asked "How satisfied are you that the training for this course improved your...? Digital skills (e.g. using information from computers and digital devices)":

- 52.3% said *Very Satisfied*
- 33.6% said *Satisfied*
- 7.5% said *Neither satisfied nor Dissatisfied*
- 3.7% said *Dissatisfied*
- 2.8% said *Very Dissatisfied*

In last year's survey, (89.7%) said *Very Satisfied and Satisfied*.

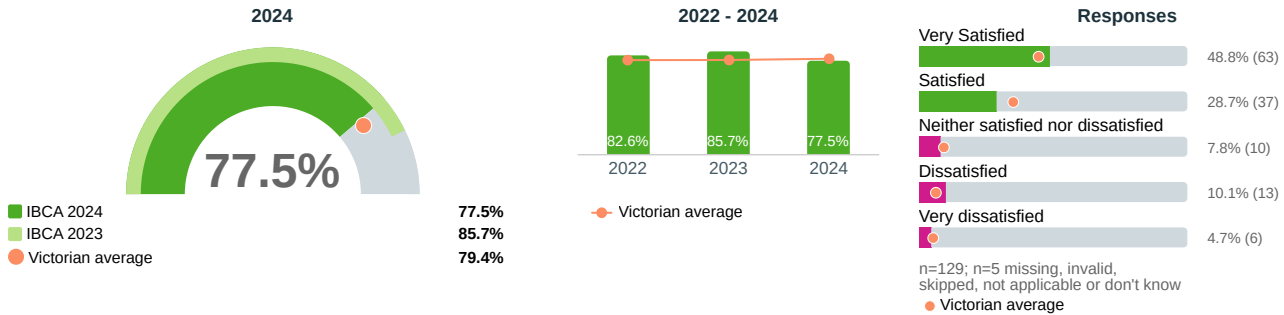


## 8. Overall, how satisfied were you with your training at your training organisation?

When asked "Overall, how satisfied were you with your training at your training organisation?":

- 48.8% said *Very Satisfied*
- 28.7% said *Satisfied*
- 7.8% said *Neither satisfied nor dissatisfied*
- 10.1% said *Dissatisfied*
- 4.7% said *Very dissatisfied*

In last year's survey, (85.7%) said *Very Satisfied and Satisfied*.

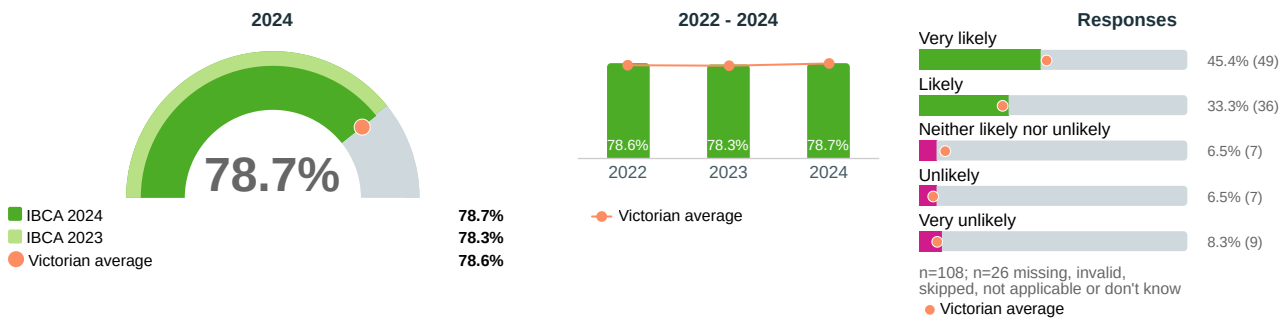


## 9. How likely would you be to recommend the training organisation to other students?

When asked "How likely would you be to recommend the training organisation to other students?":

- 45.4% said *Very likely*
- 33.3% said *Likely*
- 6.5% said *Neither likely nor unlikely*
- 6.5% said *Unlikely*
- 8.3% said *Very unlikely*

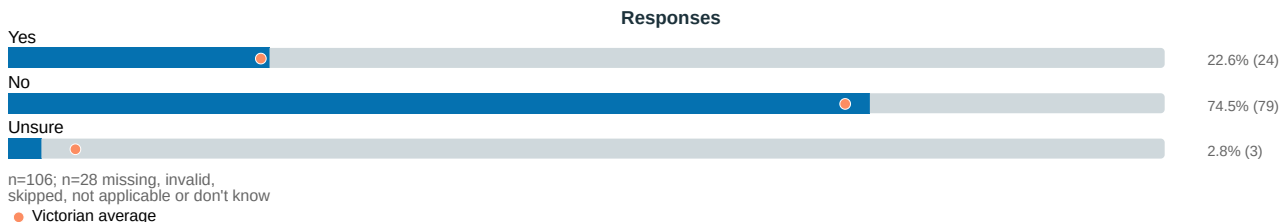
In last year's survey, (78.3%) chose *Very likely and Likely*.



## 11. Have you started another course or further study?

When asked "Have you started another course or further study?":

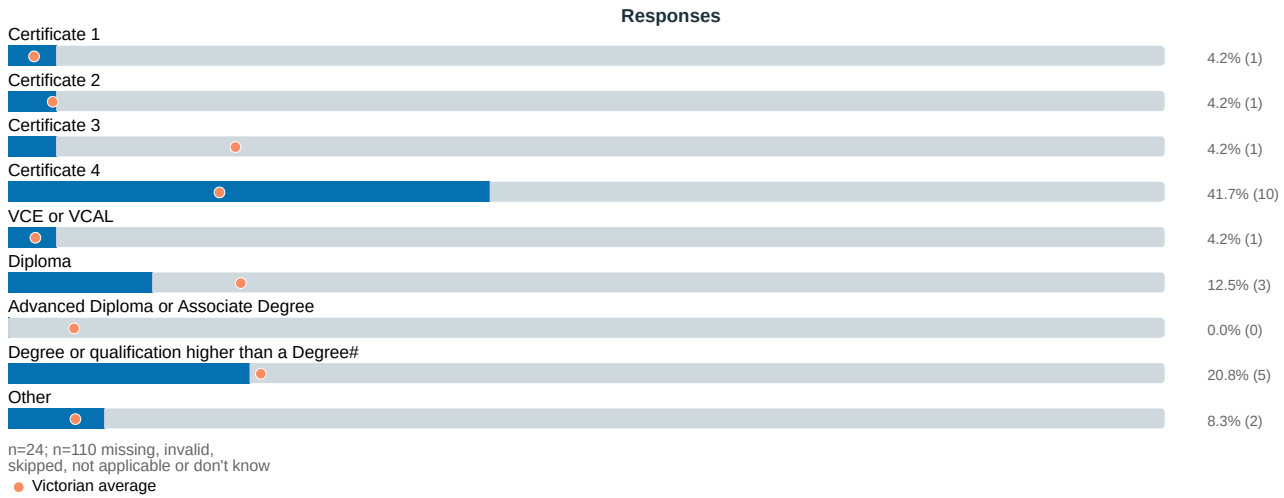
- 74.5% said *No*
- 22.6% said *Yes*
- 2.8% said *Unsure*



## 12. What is the level of this new course? \*

When asked "What is the level of this new course? \*":

- 41.7% said *Certificate 4*
- 20.8% said *Degree or qualification higher than a Degree#*
- 12.5% said *Diploma*
- 8.3% said *Other*
- 4.2% said *Certificate 1*
- 4.2% said *Certificate 2*
- 4.2% said *Certificate 3*
- 4.2% said *VCE or VCAL*
- None (0%) said *Advanced Diploma or Associate Degree*



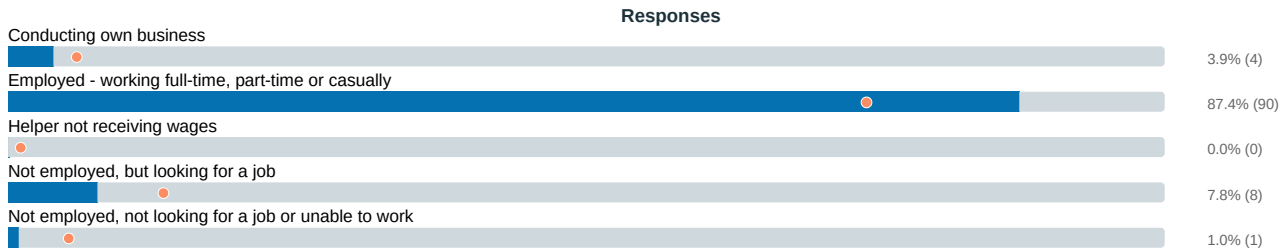
\*(e.g. Graduate Certificate / Graduate Diploma) \*Question 12 applies to students who indicated they have commenced another course or further study.

## Your work situation now

### 14. Which of the following best describes your work situation now?

When asked "Which of the following best describes your work situation now?":

- 87.4% said *Employed - working full-time, part-time or casually*
- 7.8% said *Not employed, but looking for a job*
- 3.9% said *Conducting own business*
- 1.0% said *Not employed, not looking for a job or unable to work*
- None (0%) said *Helper not receiving wages*

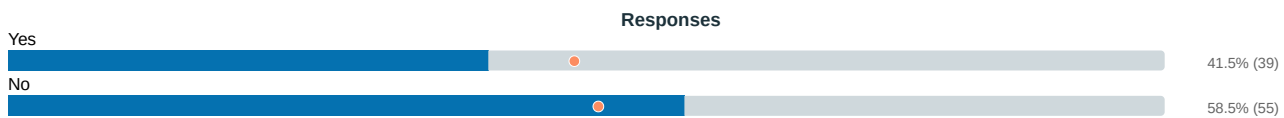


n=103; n=31 missing, invalid, skipped, not applicable or don't know  
● Victorian average

### 15. Thinking about how many hours you usually work each week in your main job, are you now working more hours than you did before training?

When asked "Thinking about how many hours you usually work each week in your main job, are you now working more hours than you did before training?":

- 58.5% said *No*
- 41.5% said *Yes*

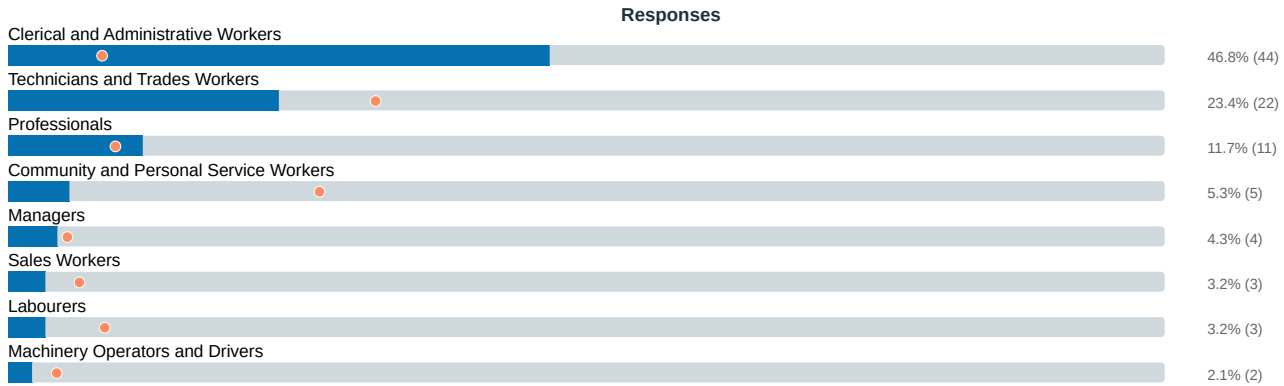


n=94; n=40 missing, invalid, skipped, not applicable or don't know  
● Victorian average

**16. What is the full title of your main job?\*( ANZSCO Level 1)**

When asked "What is the full title of your main job?\*( ANZSCO Level 1)":

- 46.8% said *Clerical and Administrative Workers*
- 23.4% said *Technicians and Trades Workers*
- 11.7% said *Professionals*
- 5.3% said *Community and Personal Service Workers*
- 4.3% said *Managers*
- 3.2% said *Sales Workers*
- 3.2% said *Labourers*
- 2.1% said *Machinery Operators and Drivers*



n=94; n=40 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

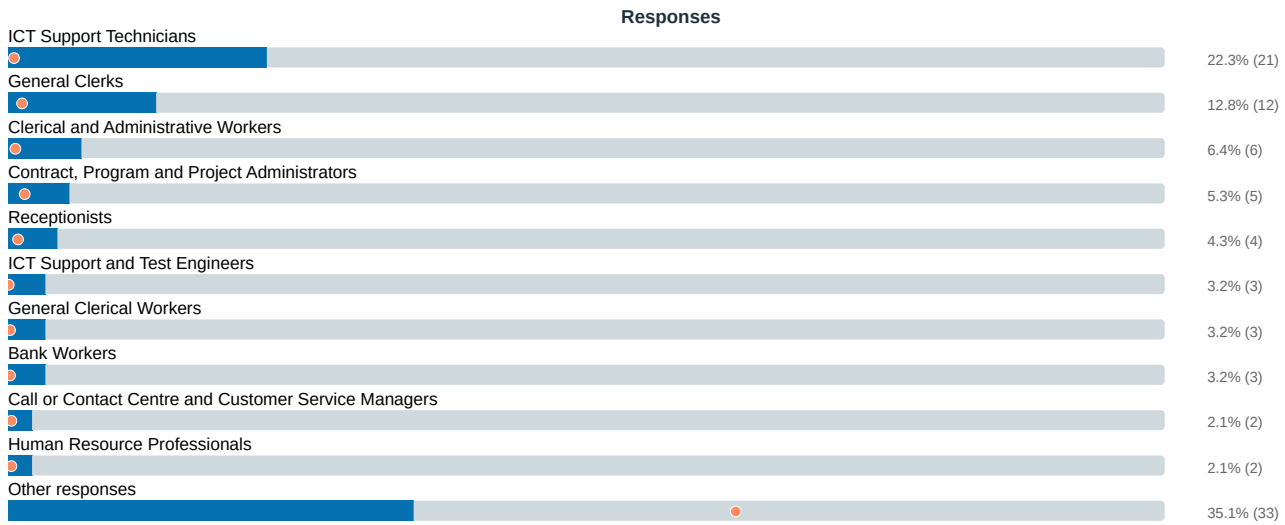
\*Question 16 applies to students who indicated they currently have a job.

**16. What is the full title of your main job? \* (ANZSCO Level 4)**

When asked "What is the full title of your main job? \* (ANZSCO Level 4)":

- 22.3% said *ICT Support Technicians*
- 12.8% said *General Clerks*
- 6.4% said *Clerical and Administrative Workers*
- 5.3% said *Contract, Program and Project Administrators*
- 4.3% said *Receptionists*
- 3.2% said *ICT Support and Test Engineers*
- 3.2% said *General Clerical Workers*
- 3.2% said *Bank Workers*
- 2.1% said *Call or Contact Centre and Customer Service Managers*
- 2.1% said *Human Resource Professionals*
- 35.1% said *Other responses*

Top 10 responses



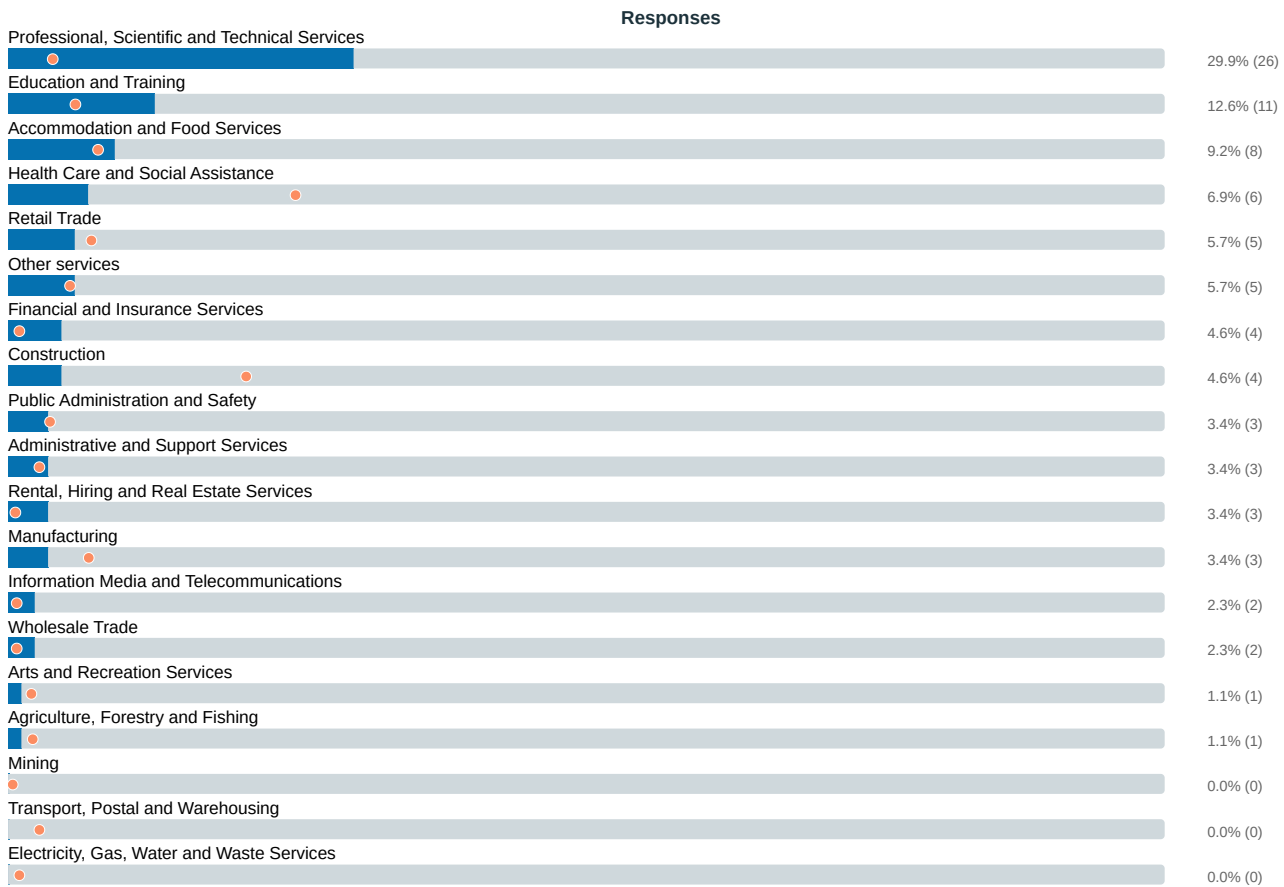
n=94; n=40 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

\*Question 16 applies to students who indicated they currently have a job.

**18. What kind of industry, business or service is carried out by your employer/business in your main job?\*** (ANZSIC Level 1)

When asked "What kind of industry, business or service is carried out by your employer/business in your main job?" (ANZSIC Level 1):

- 29.9% said *Professional, Scientific and Technical Services*
- 12.6% said *Education and Training*
- 9.2% said *Accommodation and Food Services*
- 6.9% said *Health Care and Social Assistance*
- 5.7% said *Retail Trade*
- 5.7% said *Other services*
- 4.6% said *Financial and Insurance Services*
- 4.6% said *Construction*
- 3.4% said *Public Administration and Safety*
- 3.4% said *Administrative and Support Services*
- 3.4% said *Rental, Hiring and Real Estate Services*
- 3.4% said *Manufacturing*
- 2.3% said *Information Media and Telecommunications*
- 2.3% said *Wholesale Trade*
- 1.1% said *Arts and Recreation Services*
- 1.1% said *Agriculture, Forestry and Fishing*
- None (0%) said *Mining*
- None (0%) said *Transport, Postal and Warehousing*
- None (0%) said *Electricity, Gas, Water and Waste Services*



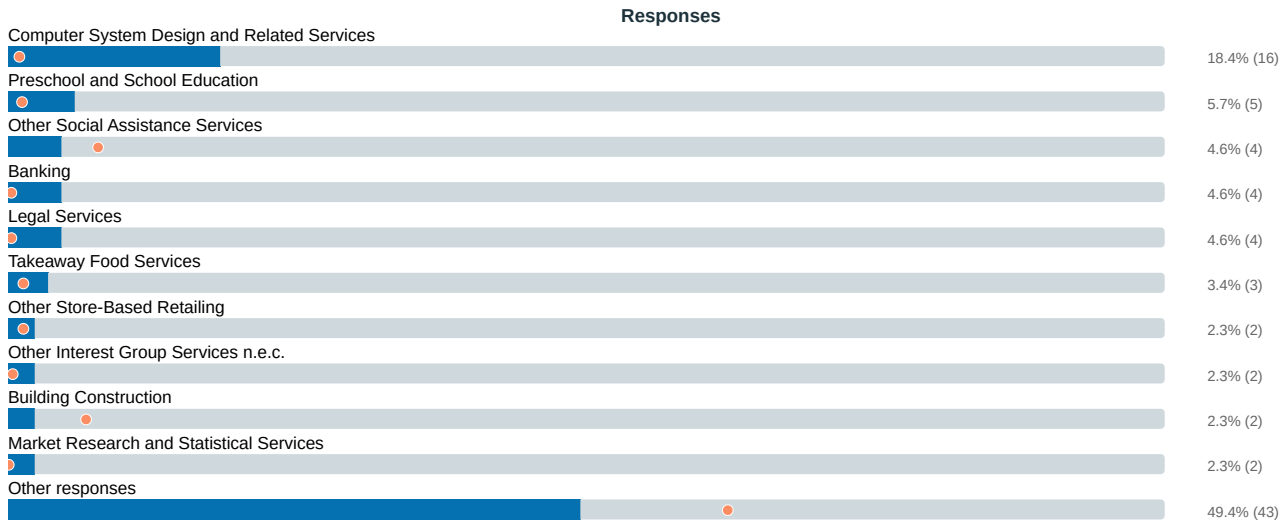
\*Question 18 applies to students who indicated they currently have a job.

**18. What kind of industry, business or service is carried out by your employer/business in your main job? \* (ANZSIC Level 4)**

When asked "What kind of industry, business or service is carried out by your employer/business in your main job? \* (ANZSIC Level 4)":

- 18.4% said *Computer System Design and Related Services*
- 5.7% said *Preschool and School Education*
- 4.6% said *Other Social Assistance Services*
- 4.6% said *Banking*
- 4.6% said *Legal Services*
- 3.4% said *Takeaway Food Services*
- 2.3% said *Other Store-Based Retailing*
- 2.3% said *Other Interest Group Services n.e.c.*
- 2.3% said *Building Construction*
- 2.3% said *Market Research and Statistical Services*
- 49.4% said *Other responses*

Top 10 responses



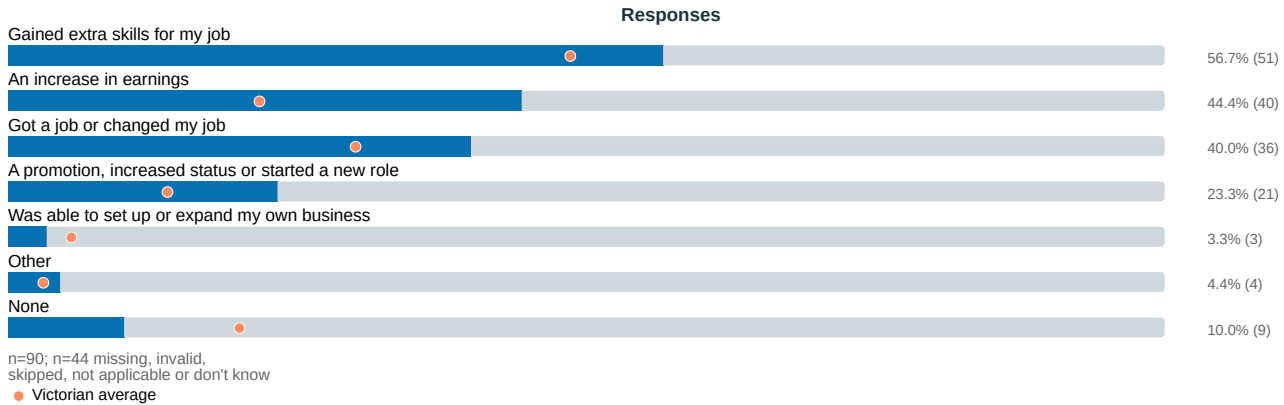
n=87; n=47 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

\*Question 18 applies to students who indicated they currently have a job.

## 20. Which of the following job-related benefits have you received from undertaking the training?

When asked "Which of the following job-related benefits have you received from undertaking the training?":

- 56.7% said *Gained extra skills for my job*
- 44.4% said *An increase in earnings*
- 40.0% said *Got a job or changed my job*
- 23.3% said *A promotion, increased status or started a new role*
- 10.0% said *None*
- 4.4% said *Other*
- 3.3% said *Was able to set up or expand my own business*

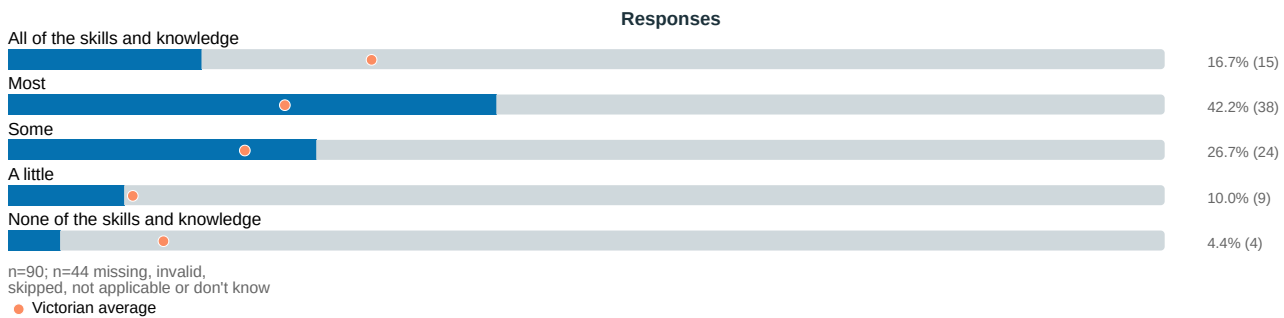


\*Question 20 applies to students who indicated they currently have a job.

## 21. In your main job, do you use any of the skills and knowledge you learnt in your course?

When asked "In your main job, do you use any of the skills and knowledge you learnt in your course? ":

- 42.2% said *Most*
- 26.7% said *Some*
- 16.7% said *All of the skills and knowledge*
- 10.0% said *A little*
- 4.4% said *None of the skills and knowledge*

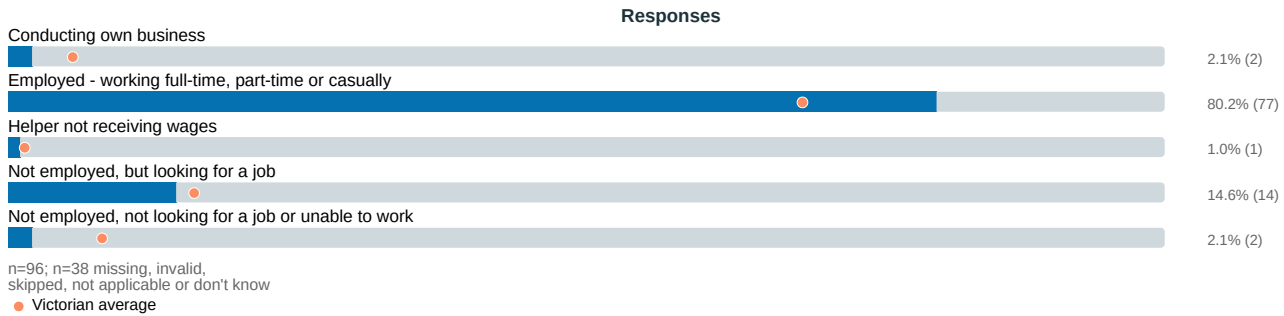


## Your work situation before training

### 22. Which of the following best describes your work situation six months before undertaking the training?

When asked "Which of the following best describes your work situation six months before undertaking the training?":

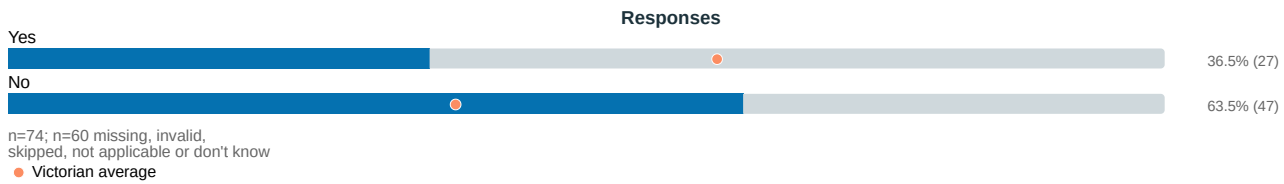
- 80.2% said *Employed - working full-time, part-time or casually*
- 14.6% said *Not employed, but looking for a job*
- 2.1% said *Conducting own business*
- 2.1% said *Not employed, not looking for a job or unable to work*
- 1.0% said *Helper not receiving wages*



### 23. Is your current job still with the same employer or business (as the previous job you had during the six months before undertaking the training)? \*

When asked "Is your current job still with the same employer or business (as the previous job you had during the six months before undertaking the training)? \*":

- 63.5% said *No*
- 36.5% said *Yes*

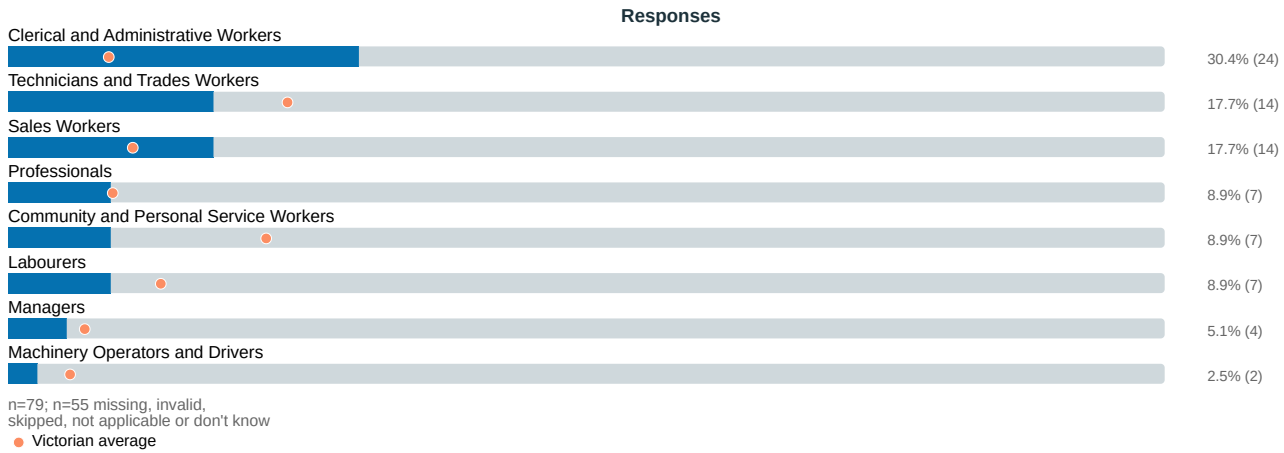


\*Question 23 applies to students who indicated they had a job in the six months before undertaking training.

**24. What was the full title of your main job during the six months before undertaking the training?\*** (ANZSCO Level 1)

When asked "What was the full title of your main job during the six months before undertaking the training?\*" (ANZSCO Level 1)":

- 30.4% said *Clerical and Administrative Workers*
- 17.7% said *Technicians and Trades Workers*
- 17.7% said *Sales Workers*
- 8.9% said *Professionals*
- 8.9% said *Community and Personal Service Workers*
- 8.9% said *Labourers*
- 5.1% said *Managers*
- 2.5% said *Machinery Operators and Drivers*



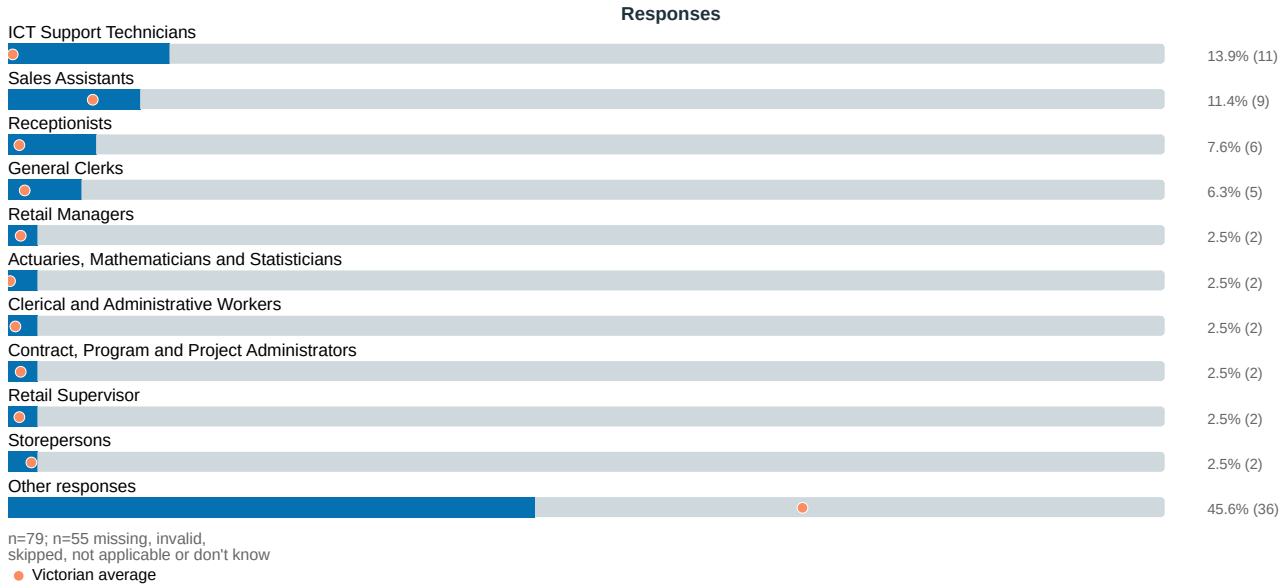
\*Question 24 applies to students who indicated they had a job in the six months before undertaking training.

**24. What was the full title of your main job during the six months before undertaking the training? \* (ANZSCO Level 4)**

When asked "What was the full title of your main job during the six months before undertaking the training? \* (ANZSCO Level 4)":

- 13.9% said *ICT Support Technicians*
- 11.4% said *Sales Assistants*
- 7.6% said *Receptionists*
- 6.3% said *General Clerks*
- 2.5% said *Retail Managers*
- 2.5% said *Actuaries, Mathematicians and Statisticians*
- 2.5% said *Clerical and Administrative Workers*
- 2.5% said *Contract, Program and Project Administrators*
- 2.5% said *Retail Supervisor*
- 2.5% said *Storepersons*
- 45.6% said *Other responses*

Top 10 responses

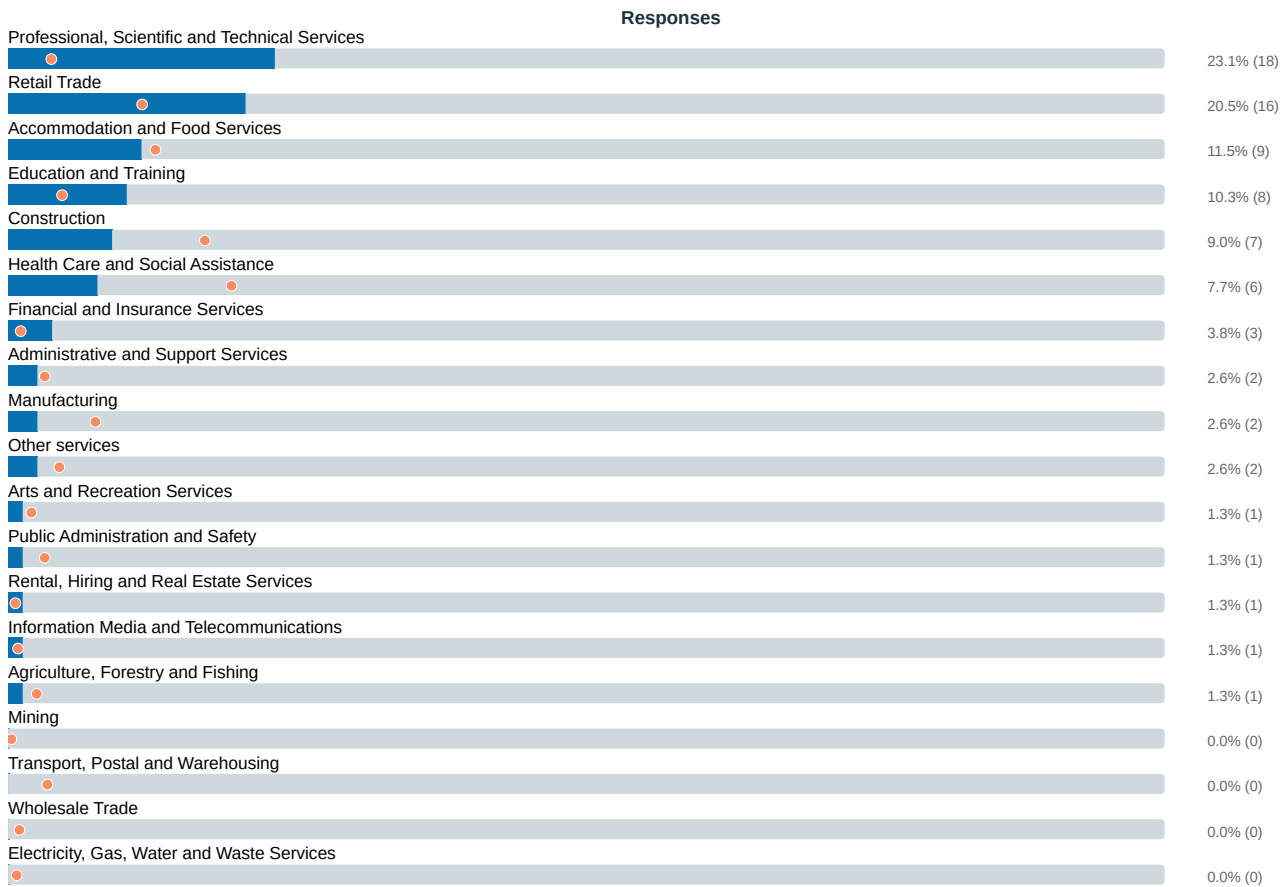


\*Question 24 applies to students who indicated they had a job in the six months before undertaking training.

**26. 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?\*** (ANZSIC Level 1)

When asked "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?\*" (ANZSIC Level 1)":

- 23.1% said *Professional, Scientific and Technical Services*
- 20.5% said *Retail Trade*
- 11.5% said *Accommodation and Food Services*
- 10.3% said *Education and Training*
- 9.0% said *Construction*
- 7.7% said *Health Care and Social Assistance*
- 3.8% said *Financial and Insurance Services*
- 2.6% said *Administrative and Support Services*
- 2.6% said *Manufacturing*
- 2.6% said *Other services*
- 1.3% said *Arts and Recreation Services*
- 1.3% said *Public Administration and Safety*
- 1.3% said *Rental, Hiring and Real Estate Services*
- 1.3% said *Information Media and Telecommunications*
- 1.3% said *Agriculture, Forestry and Fishing*
- None (0%) said *Mining*
- None (0%) said *Transport, Postal and Warehousing*
- None (0%) said *Wholesale Trade*
- None (0%) said *Electricity, Gas, Water and Waste Services*



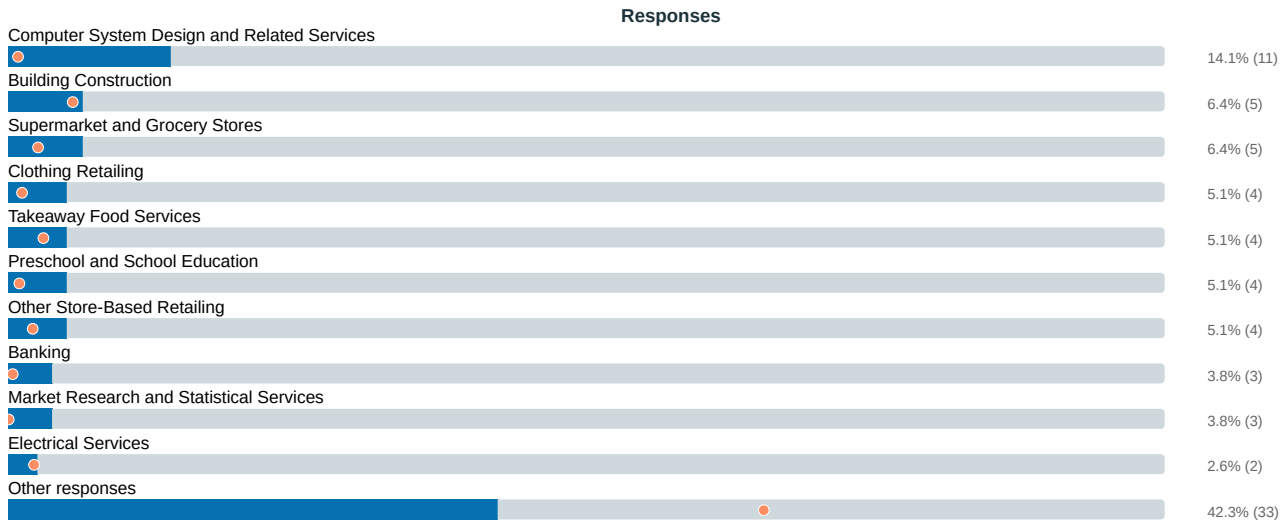
\*Question 26 applies to students who indicated they had a job in the six months before undertaking training.

**26. 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?\*** (ANZSIC Level 4)

When asked "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?\*" (ANZSIC Level 4)":

- 14.1% said *Computer System Design and Related Services*
- 6.4% said *Building Construction*
- 6.4% said *Supermarket and Grocery Stores*
- 5.1% said *Clothing Retailing*
- 5.1% said *Takeaway Food Services*
- 5.1% said *Preschool and School Education*
- 5.1% said *Other Store-Based Retailing*
- 3.8% said *Banking*
- 3.8% said *Market Research and Statistical Services*
- 2.6% said *Electrical Services*
- 42.3% said *Other responses*

Top 10 responses



n=78; n=56 missing, invalid, skipped, not applicable or don't know  
 ● Victorian average

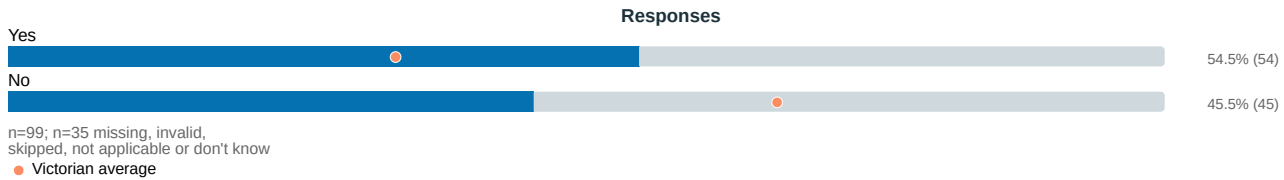
\*Question 26 applies to students who indicated they had a job in the six months before undertaking training.

## Work Placement

### 27. Did you do any work placement as part of your training?

When asked "Did you do any work placement as part of your training?":

- 54.5% said *Yes*
- 45.5% said *No*

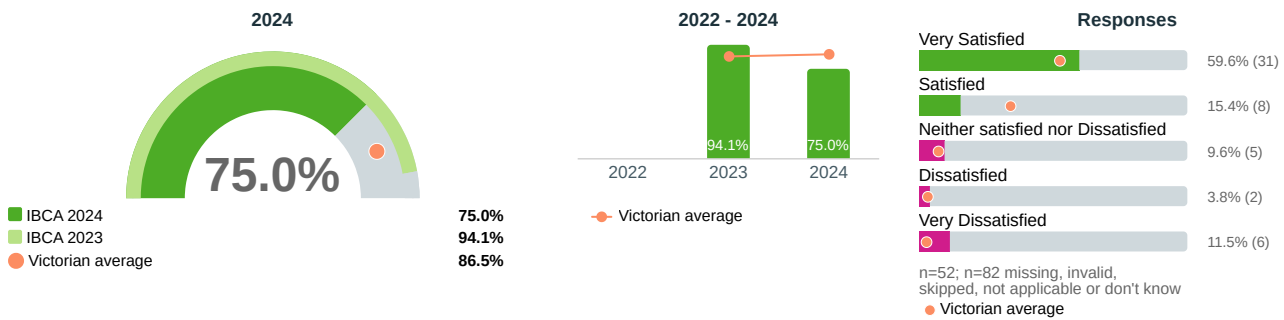


### 28. How satisfied were you with your overall work placement experience?

When asked "How satisfied were you with your overall work placement experience?":

- 59.6% said *Very Satisfied*
- 15.4% said *Satisfied*
- 9.6% said *Neither satisfied nor Dissatisfied*
- 3.8% said *Dissatisfied*
- 11.5% said *Very Dissatisfied*

In last year's survey, (94.1%) chose *Very Satisfied and Satisfied*.

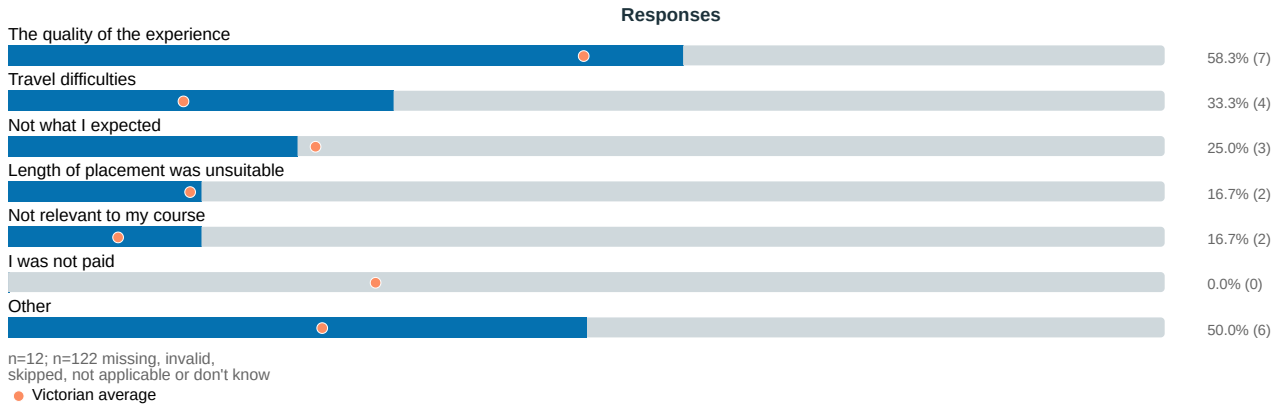


\*Question 28 applies to students who reported they undertook a work placement as part of their training

## 29. Why were you dissatisfied with your work placement experience?

"Why were you dissatisfied with your work placement experience?":

- 58.3% said *The quality of the experience*
- 50.0% said *Other*
- 33.3% said *Travel difficulties*
- 25.0% said *Not what I expected*
- 16.7% said *Length of placement was unsuitable*
- 16.7% said *Not relevant to my course*
- None (0%) said *I was not paid*



\*Question 29 applies to students who reported they were dissatisfied with their work placement experience

## About your training organisation

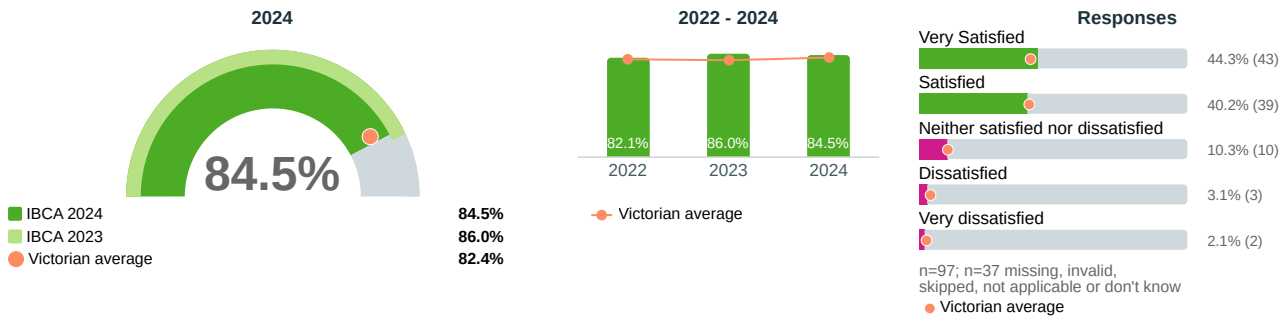
### 30. How satisfied are you with the following aspects of your training organisation...?

#### How easy you found the enrolment process

When asked "How satisfied are you with the following aspects of your training organisation...? how easy you found the enrolment process":

- 44.3% said *Very Satisfied*
- 40.2% said *Satisfied*
- 10.3% said *Neither satisfied nor dissatisfied*
- 3.1% said *Dissatisfied*
- 2.1% said *Very dissatisfied*

In last year's survey, (86.0%) chose *Very Satisfied and Satisfied*.

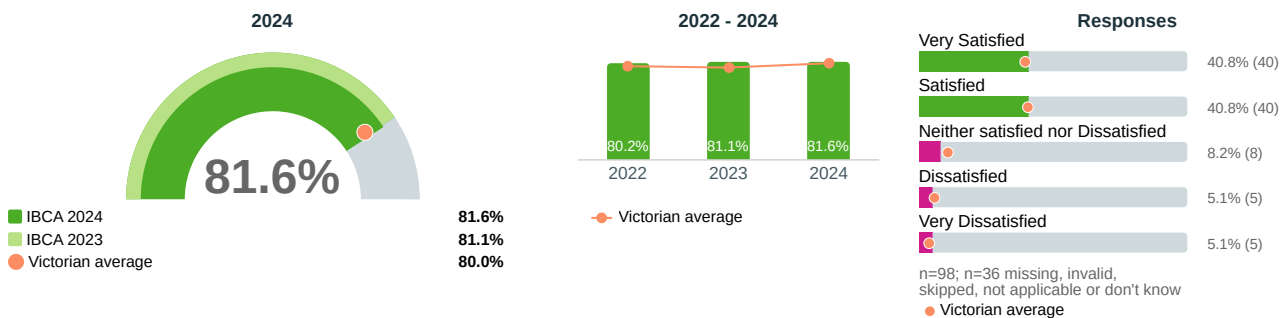


#### Quality of the course materials and content

When asked "How satisfied are you with the following aspects of your training organisation...? quality of the course materials and content":

- 40.8% said *Very Satisfied*
- 40.8% said *Satisfied*
- 8.2% said *Neither satisfied nor Dissatisfied*
- 5.1% said *Dissatisfied*
- 5.1% said *Very Dissatisfied*

In last year's survey, (81.1%) selected *Very Satisfied and Satisfied*.

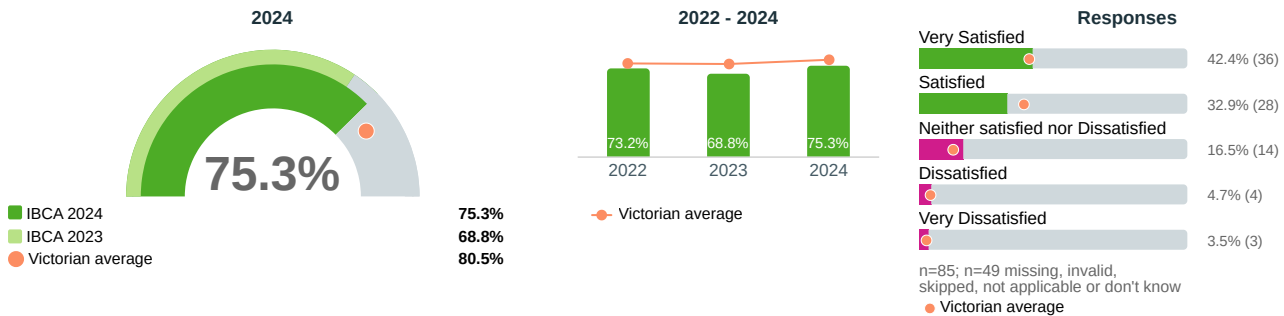


## Facilities and equipment

When asked "How satisfied are you with the following aspects of your training organisation...? facilities and equipment":

- 42.4% said *Very Satisfied*
- 32.9% said *Satisfied*
- 16.5% said *Neither satisfied nor Dissatisfied*
- 4.7% said *Dissatisfied*
- 3.5% said *Very Dissatisfied*

In last year's survey, (68.8%) said *Very Satisfied and Satisfied*.

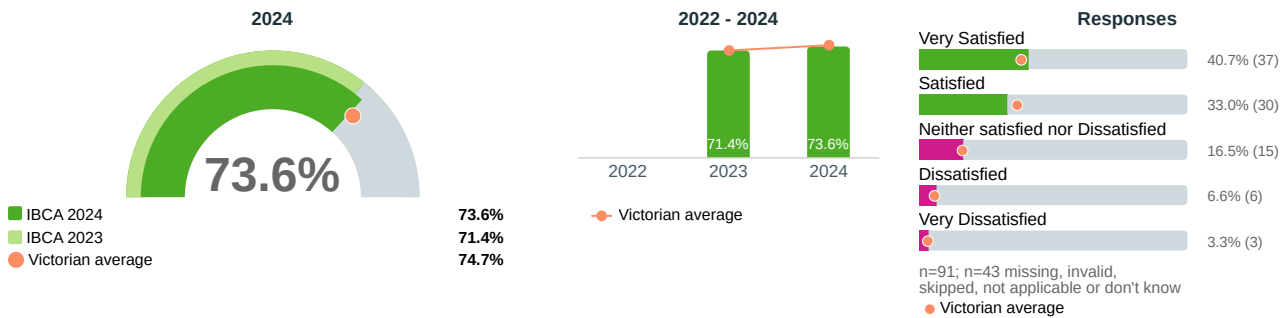


## Your exposure to industry professionals during your training

When asked "How satisfied are you with the following aspects of your training organisation...? your exposure to industry professionals during your training":

- 40.7% said *Very Satisfied*
- 33.0% said *Satisfied*
- 16.5% said *Neither satisfied nor Dissatisfied*
- 6.6% said *Dissatisfied*
- 3.3% said *Very Dissatisfied*

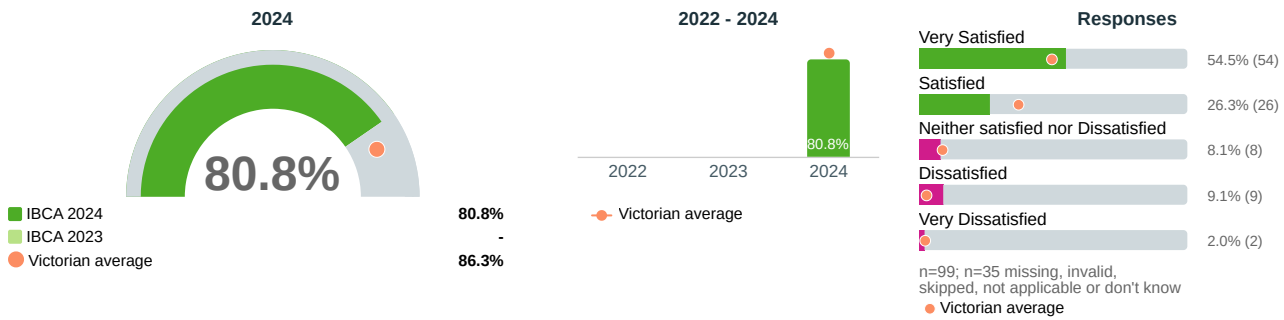
In last year's survey, (71.4%) selected *Very Satisfied and Satisfied*.



### It was a safe and welcoming place to learn

When asked "How satisfied are you with the following aspects of your training organisation...? it was a safe and welcoming place to learn":

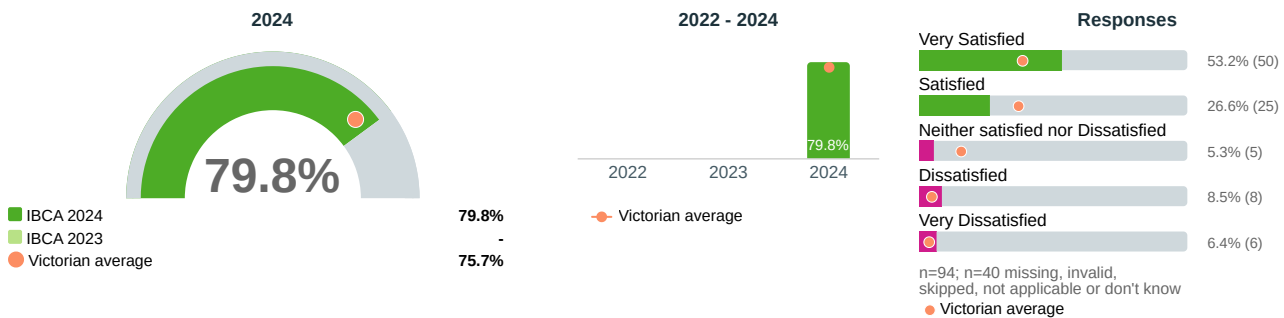
- 54.5% said *Very Satisfied*
- 26.3% said *Satisfied*
- 8.1% said *Neither satisfied nor Dissatisfied*
- 9.1% said *Dissatisfied*
- 2.0% said *Very Dissatisfied*



### Were responsive to making changes based on your specific needs

When asked "How satisfied are you with the following aspects of your training organisation...? were responsive to making changes based on your specific needs":

- 53.2% said *Very Satisfied*
- 26.6% said *Satisfied*
- 5.3% said *Neither satisfied nor Dissatisfied*
- 8.5% said *Dissatisfied*
- 6.4% said *Very Dissatisfied*

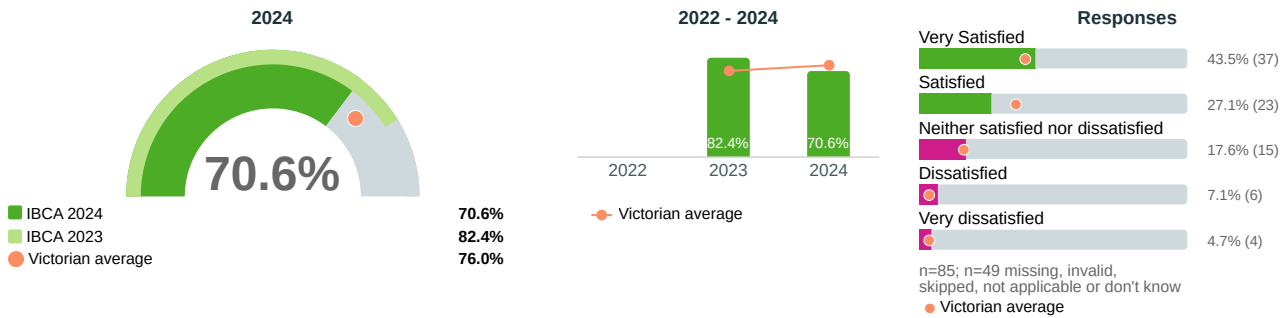


## The student support services offered by your provider

When asked "How satisfied are you with the following aspects of your training organisation...? the student support services offered by your provider":

- 43.5% said *Very Satisfied*
- 27.1% said *Satisfied*
- 17.6% said *Neither satisfied nor dissatisfied*
- 7.1% said *Dissatisfied*
- 4.7% said *Very dissatisfied*

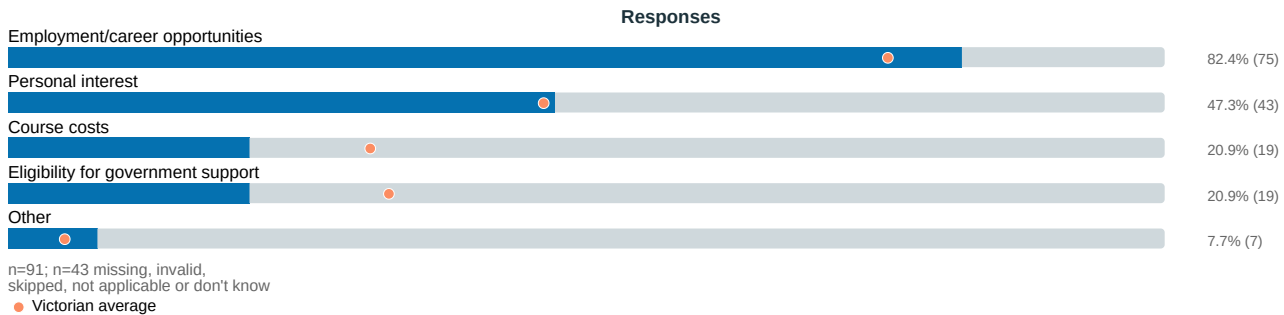
In last year's survey, (82.4%) reported *Very Satisfied and Satisfied*.



## 31. Which of the following did you consider when choosing your training course?

"Which of the following did you consider when choosing your training course?":

- 82.4% said *Employment/career opportunities*
- 47.3% said *Personal interest*
- 20.9% said *Course costs*
- 20.9% said *Eligibility for government support*
- 7.7% said *Other*



# Employer Satisfaction Survey question level results

This page lists the questions asked in the Employer Satisfaction Survey.

## Satisfaction with training

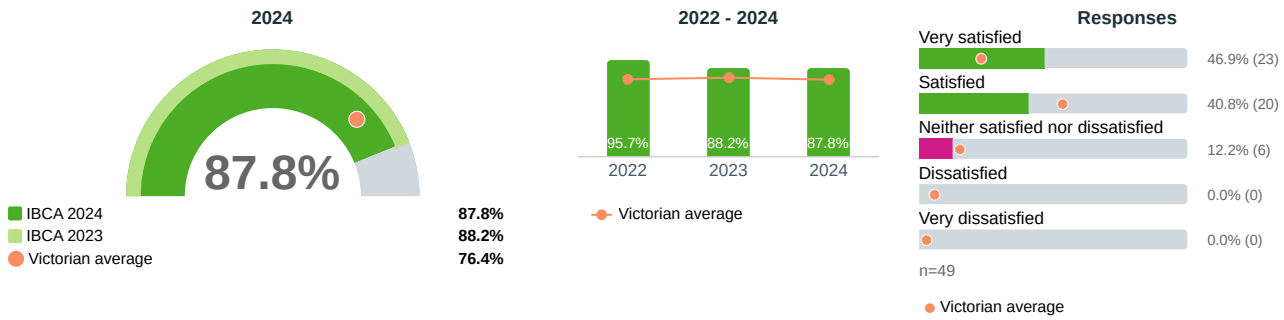
### 2. How satisfied are you that the training improved their...

#### Technical/job specific skills

When asked "How satisfied are you that the training improved their... technical/job specific skills":

- 46.9% said *Very satisfied*
- 40.8% said *Satisfied*
- 12.2% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (88.2%) chose *Very satisfied and Satisfied*.

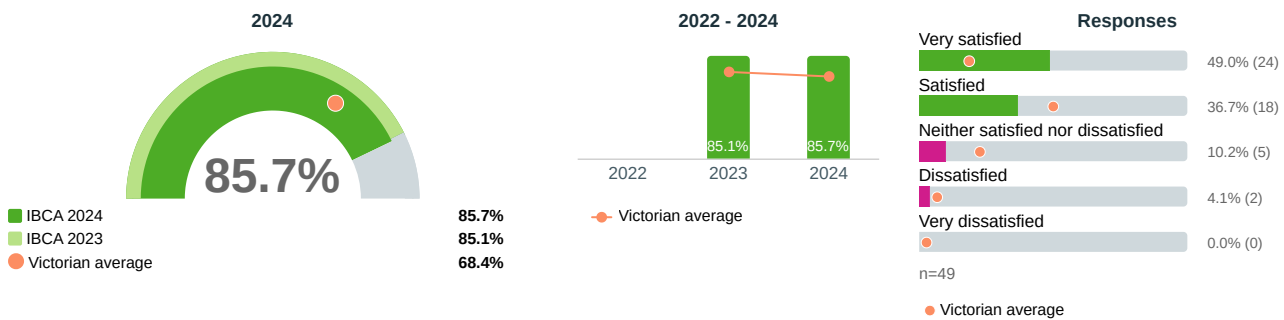


#### Communication skills

When asked "How satisfied are you that the training improved their... communication skills":

- 49.0% said *Very satisfied*
- 36.7% said *Satisfied*
- 10.2% said *Neither satisfied nor dissatisfied*
- 4.1% said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (85.1%) selected *Very satisfied and Satisfied*.

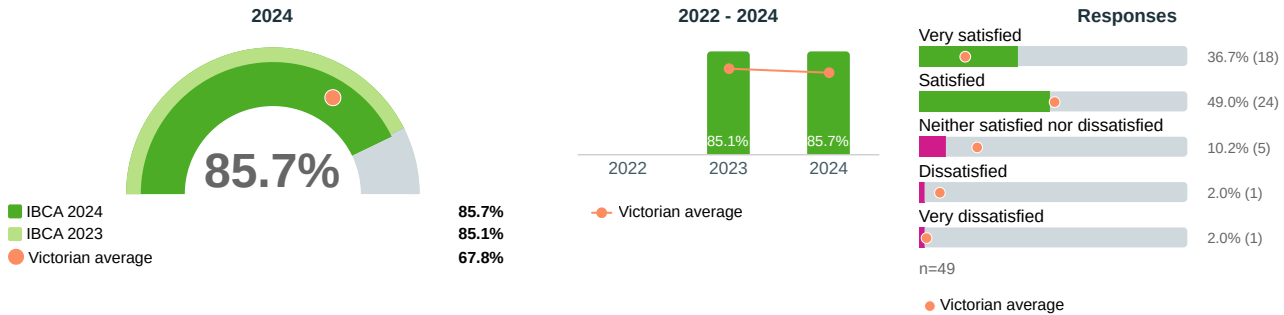


## Planning/organising skills

When asked "How satisfied are you that the training improved their... planning/organising skills":

- 36.7% said *Very satisfied*
- 49.0% said *Satisfied*
- 10.2% said *Neither satisfied nor dissatisfied*
- 2.0% said *Dissatisfied*
- 2.0% said *Very dissatisfied*

In last year's survey, (85.1%) reported *Very satisfied and Satisfied*.

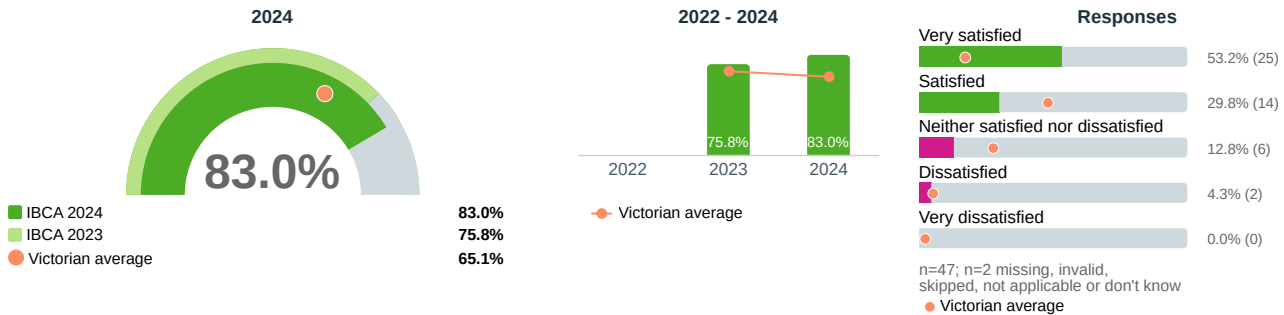


## Digital skills (e.g. using information from computers and digital devices)

When asked "How satisfied are you that the training improved their... digital skills (e.g. using information from computers and digital devices)":

- 53.2% said *Very satisfied*
- 29.8% said *Satisfied*
- 12.8% said *Neither satisfied nor dissatisfied*
- 4.3% said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (75.8%) selected *Very satisfied and Satisfied*.

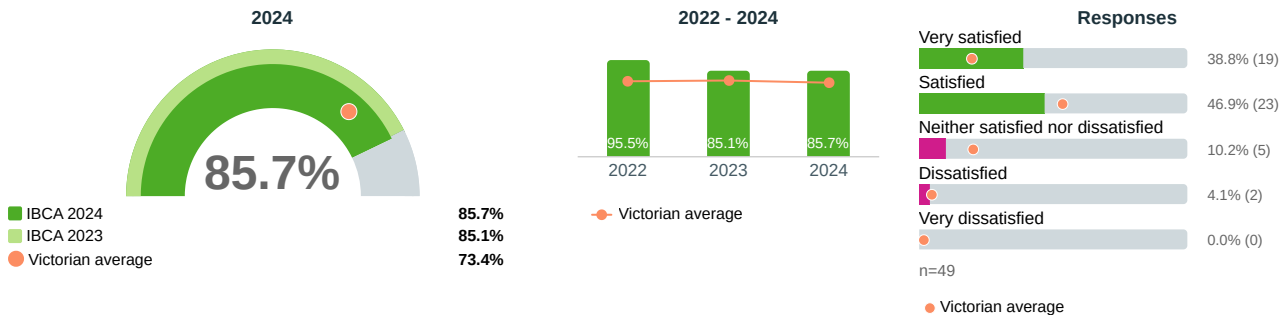


## Teamwork skills

When asked "How satisfied are you that the training improved their... teamwork skills":

- 38.8% said *Very satisfied*
- 46.9% said *Satisfied*
- 10.2% said *Neither satisfied nor dissatisfied*
- 4.1% said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (85.1%) chose *Very satisfied and Satisfied*.

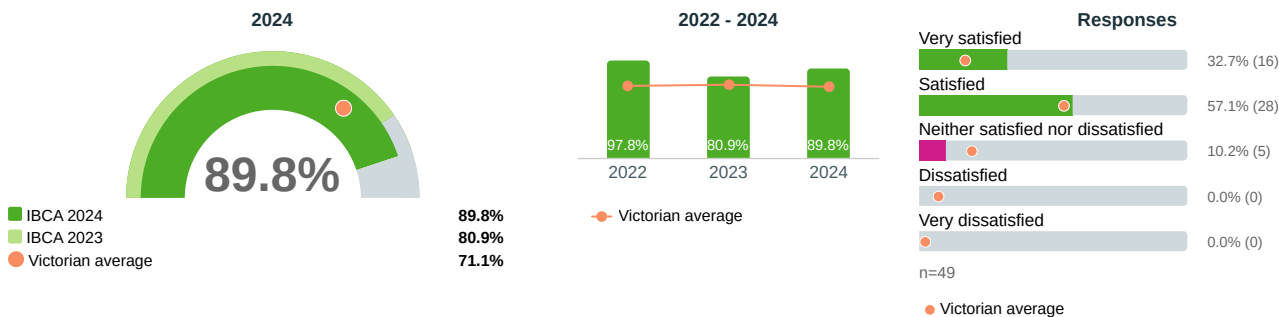


## Problem-solving skills

When asked "How satisfied are you that the training improved their... problem-solving skills":

- 32.7% said *Very satisfied*
- 57.1% said *Satisfied*
- 10.2% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (80.9%) reported *Very satisfied and Satisfied*.

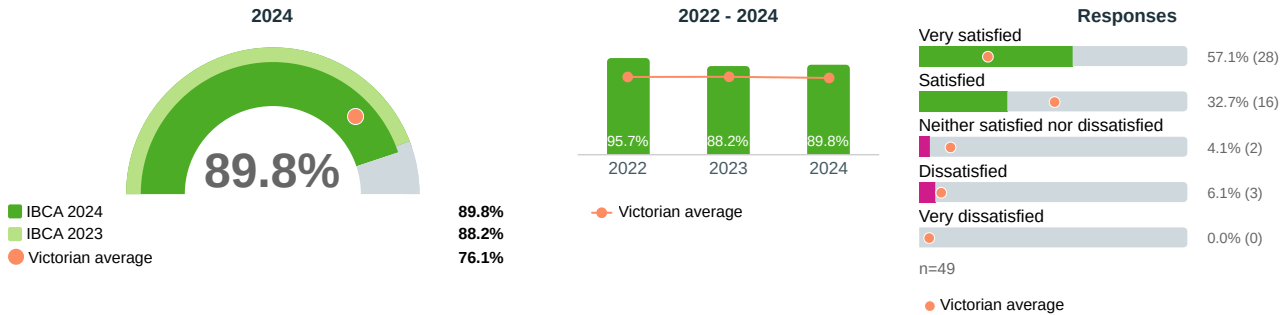


### 3. Overall, how satisfied are you with the training they received from your training provider?

When asked "Overall, how satisfied are you with the training they received from your training provider?":

- 57.1% said *Very satisfied*
- 32.7% said *Satisfied*
- 4.1% said *Neither satisfied nor dissatisfied*
- 6.1% said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (88.2%) said *Very satisfied and Satisfied*.

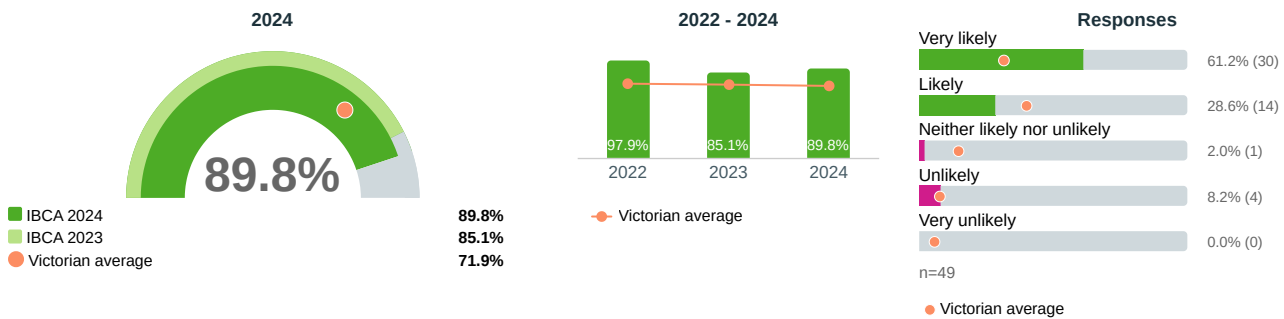


### 4. How likely are you to recommend your training provider to other employers?

When asked "How likely are you to recommend your training provider to other employers?":

- 61.2% said *Very likely*
- 28.6% said *Likely*
- 2.0% said *Neither likely nor unlikely*
- 8.2% said *Unlikely*
- none (0%) said *Very unlikely*

In last year's survey, (85.1%) chose *Very likely and Likely*.



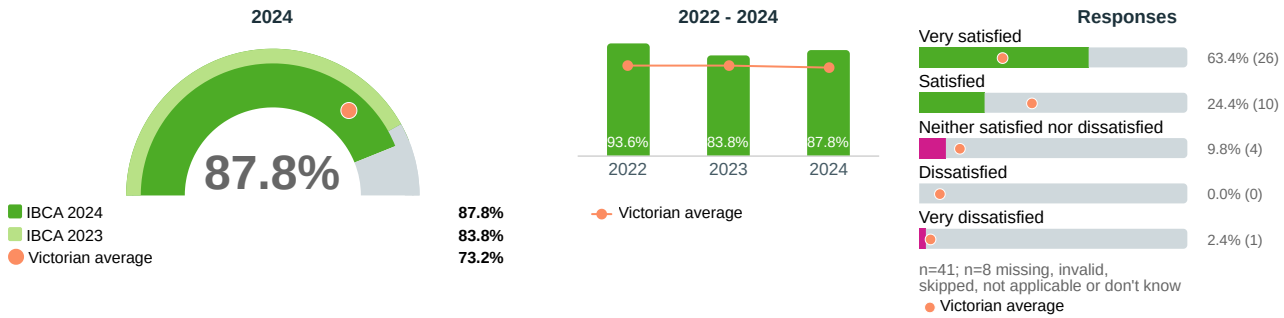
## 5. How satisfied were you with each of the following...?

### Flexibility of the provider in meeting your workplace needs

When asked "How satisfied were you with each of the following...? flexibility of the provider in meeting your workplace needs":

- 63.4% said *Very satisfied*
- 24.4% said *Satisfied*
- 9.8% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- 2.4% said *Very dissatisfied*

In last year's survey, (83.8%) said *Very satisfied and Satisfied*.

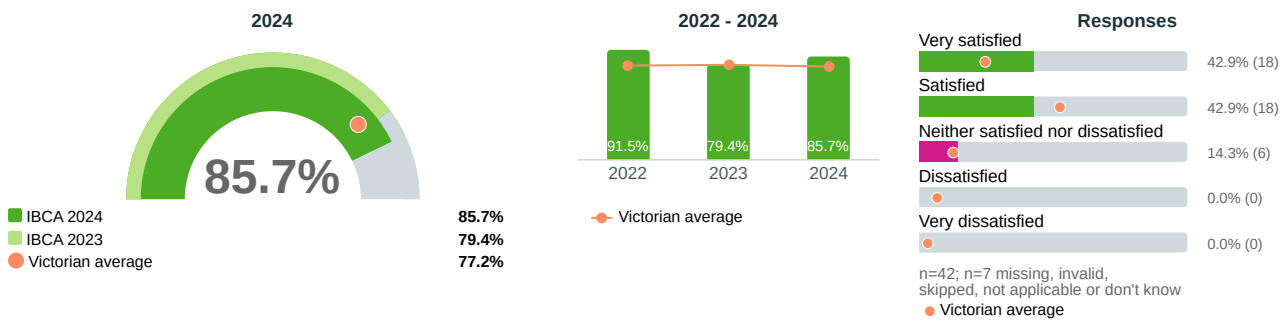


### Skills taught to your apprentice(s)/(trainee(s) being up-to-date in your industry

When asked "How satisfied were you with each of the following...? skills taught to your apprentice(s)/(trainee(s) being up-to-date in your industry":

- 42.9% said *Very satisfied*
- 42.9% said *Satisfied*
- 14.3% said *Neither satisfied nor dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very dissatisfied*

In last year's survey, (79.4%) stated *Very satisfied and Satisfied*.

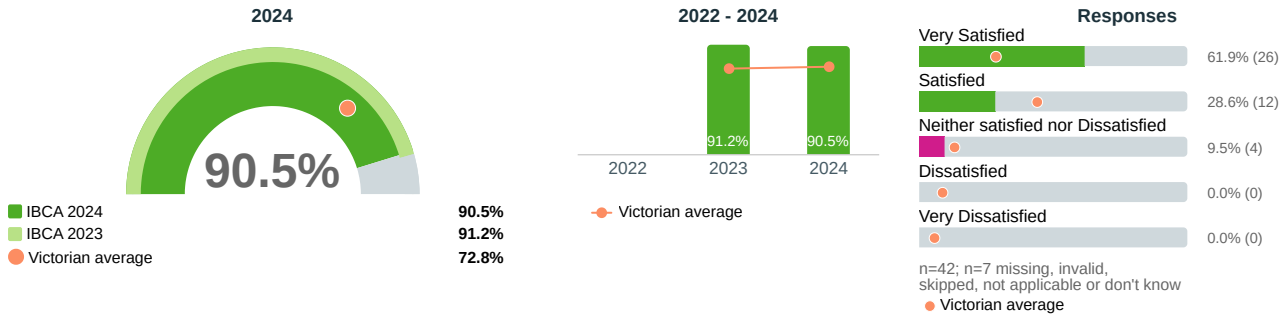


## Ease of interacting with your training provider

When asked "How satisfied were you with each of the following...? ease of interacting with your training provider":

- 61.9% said *Very Satisfied*
- 28.6% said *Satisfied*
- 9.5% said *Neither satisfied nor Dissatisfied*
- none (0%) said *Dissatisfied*
- none (0%) said *Very Dissatisfied*

In last year's survey, (91.2%) reported *Very Satisfied and Satisfied*.

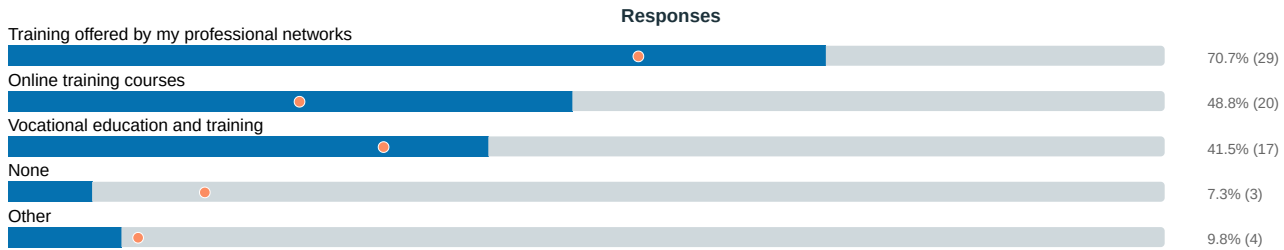


## Training for people working with apprentices/trainees

### 8. What type of training do you or your business undertake to maintain the currency of your own knowledge and skills?

"What type of training do you or your business undertake to maintain the currency of your own knowledge and skills?":

- 70.7% said *Training offered by my professional networks*
- 48.8% said *Online training courses*
- 41.5% said *Vocational education and training*
- 9.8% said *Other*
- 7.3% said *None*



n=41; n=8 missing, invalid, skipped, not applicable or don't know  
● Victorian average

## Clean economy and skills

### 14. Have you seen evidence that your apprentice(s)/trainee(s) are being taught the skills and knowledge needed to help your business navigate the changes that will come from Victoria's Clean Economy Commitment?

"Have you seen evidence that your apprentice(s)/trainee(s) are being taught the skills and knowledge needed to help your business navigate the changes that will come from Victoria's Clean Economy Commitment?":

- 46.9% said *Yes*
- 34.4% said *No*
- 18.8% said *I am not aware of sustainability practices\**



n=32; n=17 missing, invalid, skipped, not applicable or don't know

● Victorian average

\*related to Victoria's clean economy commitment

## Additional information

This section provides an overview of your student profile. It also includes information to help you understand and analyse the data included in this report.

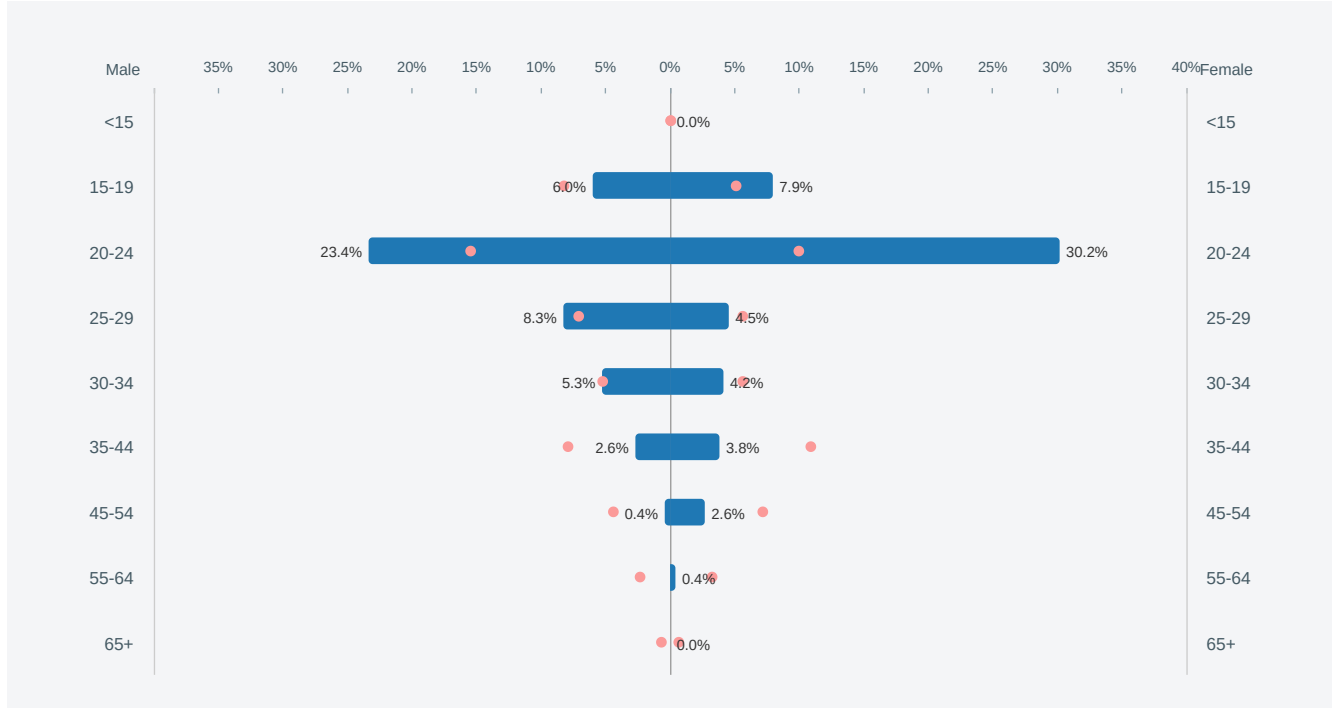
### Student profile

This section provides an overview of the profile of all the students eligible to participate in the 2024 Student Satisfaction Survey – the survey population. Eligible students are all Victorian students enrolled in a government subsidised VET course, who completed or discontinued their vocational training in 2023.

All averages shown in this profile refer to the survey population.

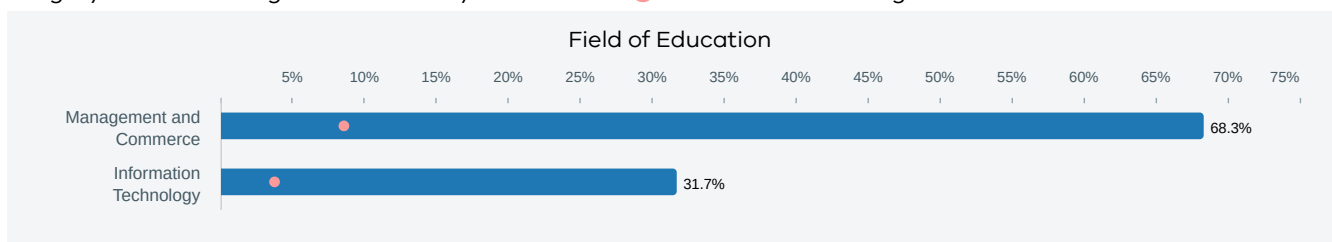
### Age and Gender

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



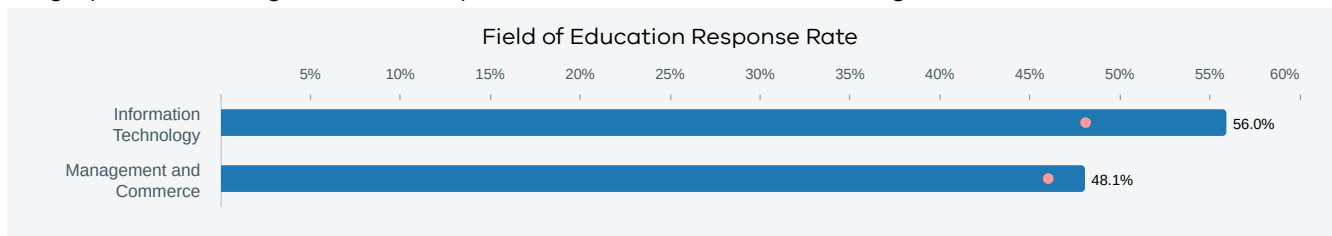
### Field of Education

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



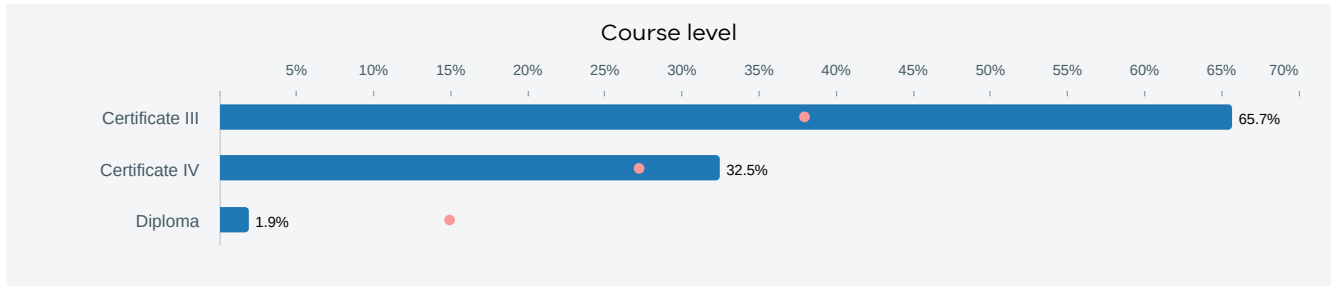
### Field of Education Response Rate

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



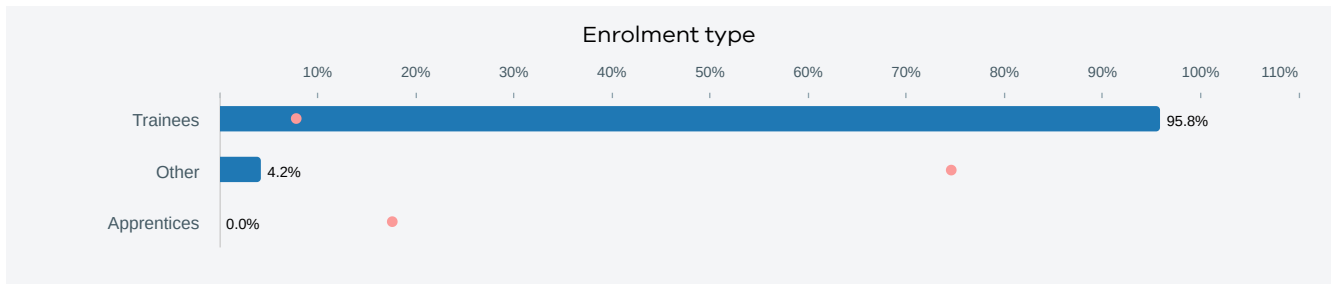
### Course Level

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



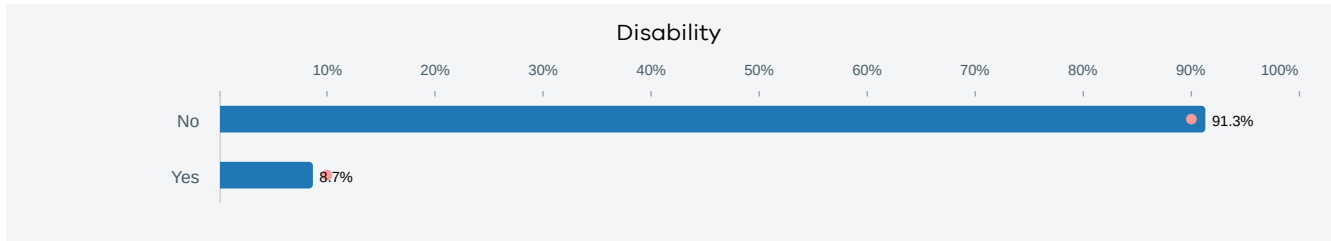
### Enrolment type

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



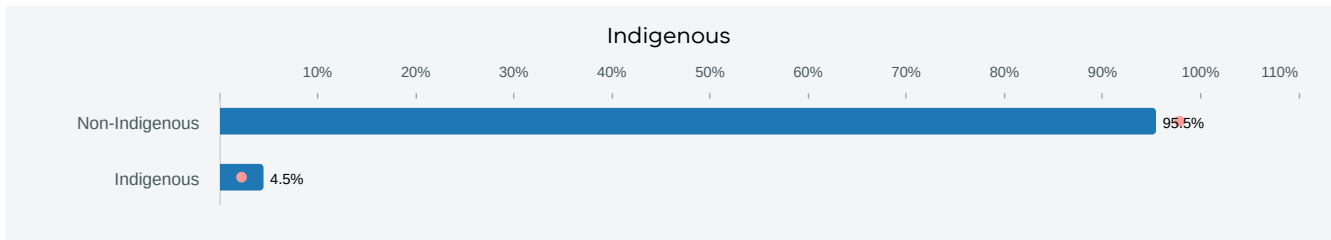
### Disability

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



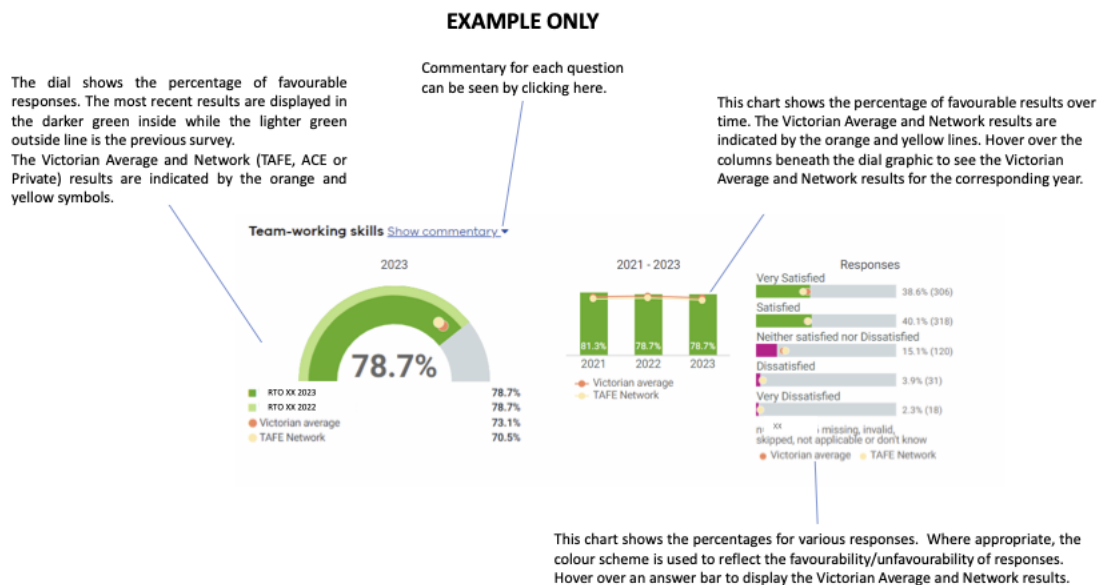
### Indigenous

Integrity Business College Australasia Pty Ltd ■ 2024 ● 2024 Victorian average



## Chart Help

The below instructions detail how to interpret the charts presented in the report.



## Definitions

### Completers:

- Have completed their course, and qualification issued
- Apprenticeship/traineeship completed
- Program completed, no qualification issued
- Course nominally completed – course hours expended and /or average number of course units completed and passed

### Early leavers:

- No study occurring – some units completed, but no further enrolment activity
- Module only enrolment – no intention to complete the whole course

### FOE: See **Field of Education definitions**

The Australian Standard Classification of Education (ASCED) classification 'Field of Education' is a statistical classification for use in the collection and analysis of data on educational activity and attainment.

### RTO: Registered Training Organisation

**ANZSCO:** The Australian and New Zealand Standard Classification of Occupations is used to classify all occupations and jobs in the Australian and New Zealand labour markets. ANZSCO has a hierarchy comprising five levels – major group, sub-major group, minor group, unit group and occupation. Levels 1 (major group) and 4 (unit group) are published on VETStat.

**ANZSIC:** The Australian and New Zealand Industrial Classification is used to analyse industry statistics in Australia and New Zealand. The ANZSIC has a hierarchy comprising four levels – divisions, subdivisions, groups and classes. Levels 1 (divisions) and 4 (classes) are published on VETStat.

## Results and analysis

**Response rate:** A low survey response rate can affect the quality of data, and should be taken into account when interpreting results.

**Number of respondents:** In some instances, there may be insufficient data to present findings. For some training providers there are too few students or employers who responded to the survey. To protect privacy, results will only be

shown for questions where there are five or more survey respondents, and where there are more than twenty enrolments.

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

**Missing responses:** For some questions, there are 'missing' responses which have been excluded from results. These 'missing' responses include missing answers, invalid answers, skips (questions not asked because they're not relevant to that survey respondent), and for some questions those who answered 'not applicable' or 'don't know'.

## About the survey

The Victorian Skills Authority (VSA) conducts an annual survey program to monitor the performance and outcomes of VET in Victoria by conducting the **Student Satisfaction Survey** and the **Employer Satisfaction Survey**. The survey program began in 2014 under the Department of Education. In 2021, management of the survey was transferred to the VSA. In early 2023, the VSA became part of the Department of Jobs, Skills, Industry and Regions (DJSIR).

The survey results are reported back to individual training providers via this secure portal, VETStat. The survey results are used to construct a range of performance measures designed to help training providers identify opportunities for improvement.

There are eight student-related performance measures:

- Students with an improved employment status after training
- Students satisfied with generic skills and learning experiences
- Students who went on to further study at a higher level than their completed training
- Students who achieved their main reason for training
- Students who reported a positive perception of teaching
- Students who would recommend their RTO
- Students who reported a positive perception of the assessment process
- Students who were satisfied with training provided by an RTO

There are three employer-related performance measures:

- Employers who reported an improvement in the job-specific skills of their apprentices and trainees
- Employers of apprentices and trainees who were satisfied with the training provided by their RTO
- Employers of apprentices and trainees who would recommend their RTO

Question-level results are also presented on this website.

VETStat has been developed with input from several stakeholders, including TAFEs, private RTOs, peak bodies, as well as a range of Victorian government organisations including VSA, Office of TAFE Coordination and Delivery, Department of Jobs, Skills, Industry and Regions and Department of Education.

### Student Satisfaction Survey

The Victorian Student Satisfaction Survey (Student Survey) is a large-scale survey that collects information from all government-subsidised Victorian VET students who completed or discontinued their study in the previous calendar year. The Student Survey invites these students to have their say about their training experience and outcomes. In 2024, 67,500 Victorian students across 264 RTOs took part in the survey. The state-level response rate for Victoria was 43.8%.

The Student Survey is administered using a multi-modal data collection methodology. This allows students to complete the survey in their preferred method: over the phone; online (on a personal computer, or mobile device); or by completing a paper questionnaire upon request.

The survey asks students a range of questions, including:

- why they chose the training
- satisfaction with their training
- their employment situation after training
- what further training, if any, they are currently enrolled in
- why they did not complete their training (if applicable)

### Employer Satisfaction Survey

The Victorian Employer Satisfaction Survey (Employer Survey) is a survey that collects information from employers on the training experiences their apprentice(s) and/or trainee(s) received at an individual RTO. In 2024, almost 10,100 responses were received from Victorian employers of apprentices and trainees, resulting in an overall response rate of 41.2%.

The Employer Survey is administered using a multi-modal data collection methodology. This allows employers to complete the survey in their preferred method: over the phone; online (on a personal computer, or mobile device); or by completing a paper questionnaire.

### Notes on data and analysis

**Response rate:** Care should be exercised when analysing the results of RTOs with low survey response rates.

**Number of respondents:** In some instances, there may be insufficient data to present findings. To protect the privacy of survey respondents, results for RTOs are published on VETStat if the VSA threshold for reporting is met. This threshold is at least 20 people invited to respond to the survey in 2024 and 5 survey respondents

**Green and red arrows:** These represent a percentage change on the previous year, not a statistically significant change.

**Weighting:** RTO level survey data presented on this website are not weighted. All other data (e.g. Victorian state average) are weighted to be representative of the student population in the Victorian TAFE and training system.

**Missing responses:** For some questions, there are 'missing' responses which have been excluded from the results. These 'missing' responses include missing answers, invalid answers, skips (questions not asked because these were not relevant to that survey respondent), and those who answered 'not applicable' or 'don't know'.

For any queries, please see **Frequently Asked Questions**