



Government of **Western Australia**
Department of **Training**
and **Workforce Development**

20 23

student
SURVEY

WA Public Providers Report

Prepared for

Western Australia Department of
Training and Workforce Development

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Prepared by

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Social Research

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Terms Used

Aboriginal students	Aboriginal and/or Torres Strait Islander students	SM TAFE	South Metropolitan TAFE
CATI	Computer Assisted Telephone Interviewing	SR TAFE	South Regional TAFE
CR TAFE	Central Regional TAFE	TAFE	Technical and Further Education
EBS	Employment based students	VET	Vocational Education and Training
IBS	Institution based students	WA	Western Australia
NM TAFE	North Metropolitan TAFE	WAAPA	Western Australian Academy of Performing Arts
NR TAFE	North Regional TAFE	WA SSS	Western Australian Student Satisfaction Survey



Introduction

This publication contains information about the satisfaction levels of students at the Western Australian TAFE colleges and the Western Australian Academy of Performing Arts (WAAPA) during 2023. The figures are derived from the Western Australian Student Satisfaction Survey (WA SSS), which also measures the quality of the service provided by training providers and seeks to better understand students and their needs.

The results are intended to:

- Inform the development and improvement of TAFE and WAAPA policy, planning and resources
- Contribute to the statutory reporting for State Parliament
- Be used for marketing the training sector to prospective clients and industry

The survey was conducted by Wallis Social Research (Wallis) on behalf of the Department of Training and Workforce Development (the Department).

Scope

The WA SSS is an annual ongoing survey which collects survey responses from students currently undertaking an approved course at a TAFE or private training provider in Western Australia.

There are certain student groups who are not in scope to complete the survey, including:

- International full fee-paying students
- Students undergoing training through a school-based program (VET delivered to secondary students)
- Adult community education students
- Students who are in a correctional facility
- Students aged less than 15 years

Students studying at 149 private training providers were also eligible for inclusion in the survey, although their results are presented in a separate report.

Methodology overview

The WA SSS fieldwork was conducted between 13 September 2023 and 15 November 2023. A multi-mode methodology was used, with completions coming from online surveys, paper-based surveys and Computer Assisted Telephone Interviewing (CATI). All research was carried out in compliance with the International Standard ISO20252.

The online version took 12 minutes on average to complete and the CATI version of the survey took respondents 9 minutes on average to complete.

The final usable student population comprised of:

- n=67,288 state-wide population
- n=44,236 TAFE and WAAPA students (excluding students studying at a private training provider)

The final responding sample was:

- n=15,742 state-wide population
- n=10,743 TAFE and WAAPA students (excluding students studying at a private training provider)

This resulted in response rates of:

- 23.4% across the state
- 24.3% for the TAFE and WAAPA students (excluding students studying at a private training provider)

A detailed methodology can be found on pages 17 – 18.

Margins of error

When viewing survey data, it is important to consider the potential for sampling error. That is, errors that occur by chance because the data are obtained from a sample of students and not from the entire student population. This report uses the margin of error to indicate the reliability of estimates. The smaller the margin of error, the more reliable the data.

The margin of error provides an estimate of the variance in the reported scores that could occur due to sampling error. The margin of error has been calculated at the 95% confidence interval. The size of the usable population at each of the training providers has been taken into consideration when calculating the confidence intervals and standard errors. This is known as a finite population correction and is consistent with the methodology used in previous years. This approach addresses the concerns and difficulties faced by some of the smaller TAFEs that were required to achieve quite large sample sizes in order to achieve the error margins required by the Office of the Auditor General.

The maximum margin of error for the NET satisfaction metric for the full sample of public provider students was $\pm 0.5\%$.

At the individual training provider level, the margins of error for the NET satisfaction metric at the 95% confidence interval were:

- $\pm 0.9\%$ for North Metropolitan TAFE and
- $\pm 1.1\%$ South Metropolitan TAFE and South Regional TAFE
- $\pm 2.1\%$ for North Regional TAFE
- $\pm 1.8\%$ Central Regional TAFE and
- $\pm 6.2\%$ for WAAPA

Statistical analysis

Base sizes shown in the tables and figures are unweighted and indicate the number of people who answered each question with a valid response.

Significance testing was conducted between the 2023 and 2022 results. If a difference is referred to in this report, it is statistically significant at the 95% level of confidence. Bold blue text or \uparrow symbol indicate a score is statistically significantly higher. Bold red text or \downarrow symbol indicate a score is statistically significantly lower.

Public providers at a glance

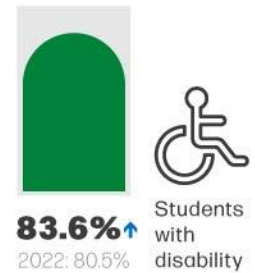
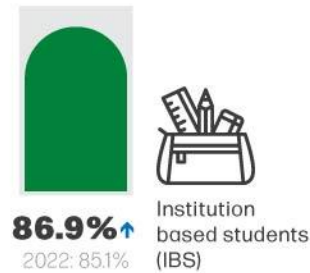
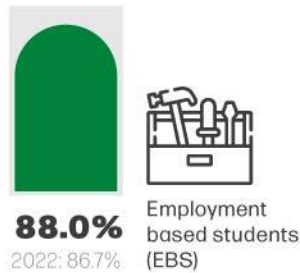
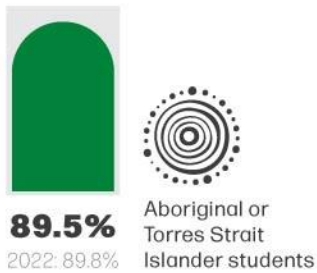
Overall satisfaction with training

NET: Satisfaction
Public providers

87.3%↑
2023



85.7%
2022



Satisfaction measures



Public providers at a glance

Provider support and resources



86.4%
2022: 86.7%
Campus is a pleasant place to learn



83.1%
2022: 82.7%
Buildings are well maintained



80.2%
2022: 79.6%
Technology is suitable for my needs



80.1%↑
2022: 78.2%
Learning resources up-to-date and relevant

Top 3 support services by satisfaction

95.7%↑
2022: 89.6%



English language assistance

94.7%
2022: 93.4%



Mentor or support person

94.6%↑
2022: 93.3%



Flexible assessment

62.9%↑

2022: 60.8%

have accessed a support service



Bottom 3 support services by satisfaction

91.9%
2022: 90.2%



Adjustment to exam conditions

91.5%↑
2022: 88.0%



Financial assistance

90.1%↑
2022: 87.7%



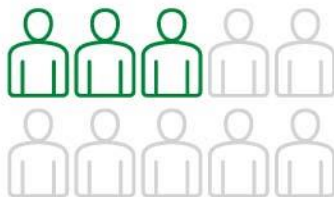
Flexible learning options

Online learning

34.7%↓

2022: 36.3%

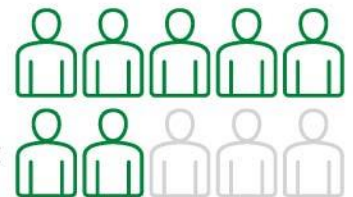
currently learn in a fully face-to-face environment



72.5%↓

2022: 76.7%

want some form of face-to-face contact with their lecturer



89.7%
2022: 89.1%
Have access to resources for off campus study



81.0%
2022: 80.5%
Off campus workspace suits study needs



76.0%
2022: 75.6%
Have enough support from lecturer

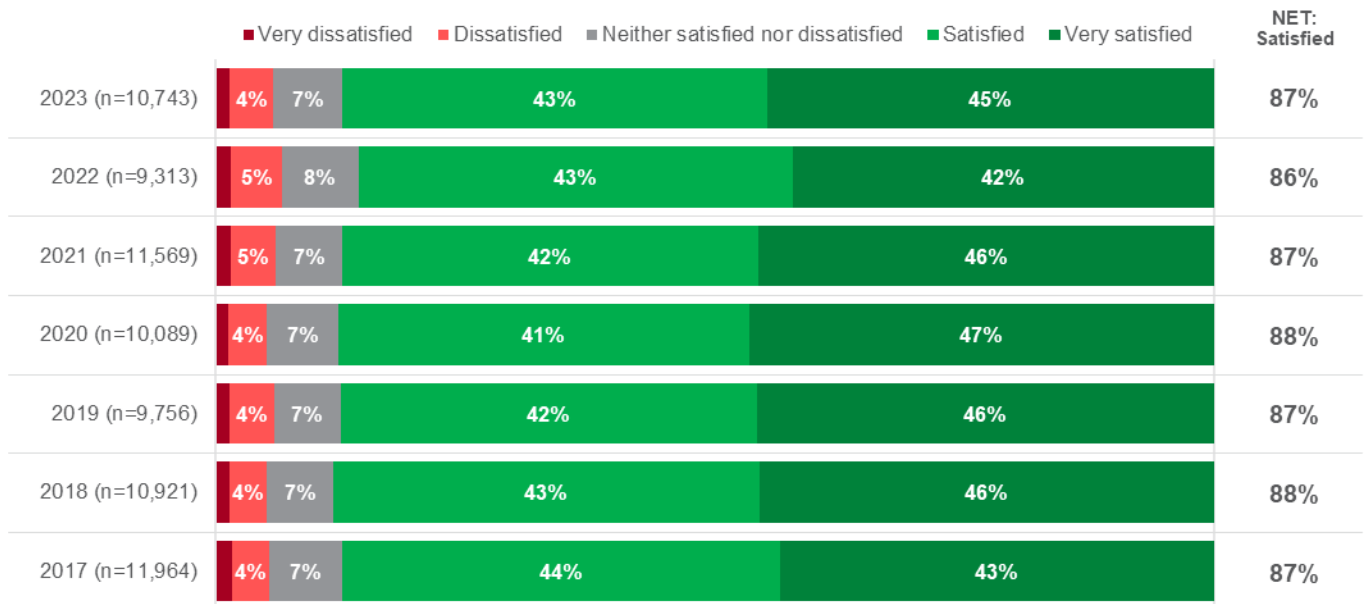


55.7%
2022: 55.3%
Disability specific adjustments for online learning



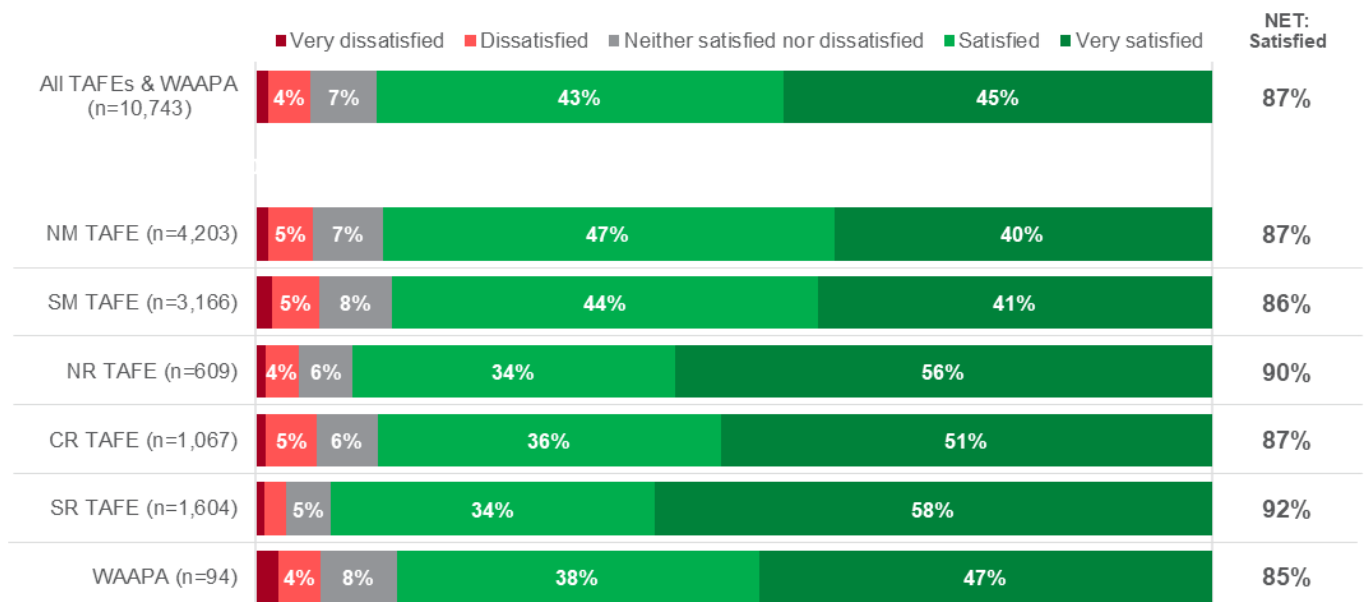
1 Satisfaction Charts

Figure 1 WA state average overall satisfaction (2017-2023)



Question: Overall, how satisfied are you with your training? (excl. did not answer)

Figure 2 Overall satisfaction by training provider (2023)



Question: Overall, how satisfied are you with your training? (excl. did not answer)

2 Key Findings

	2022	2023
Overall satisfaction with training (NET: Very Satisfied or Satisfied)		
All students	85.7%	87.3%
Institution based students (IBS)	85.1%	86.9%
Employment based students (EBS)	86.7%	88.0%
Aboriginal students	89.8%	89.5%
Students with disability	80.5%	83.6%
Satisfaction measures (NET: Very Satisfied or Satisfied)		
The quality of your trainers / instructors	86.0%	87.0%
The facilities available at your training provider	82.5%	83.5%
The cost of your course	71.6%	78.0%
The information and support provided by training provider staff	80.8%	82.3%
The reputation of your training provider	77.4%	79.5%
Your training provider's physical safety and security measures	86.4%	85.7%
How convenient your training provider's location is	79.1%	78.9%
How likely it is that your course will lead to a job / career	86.6%	85.9%
Course and training experiences (NET: Strongly agree or Agree)		
It was easy to find out about my course	83.5%	83.3%
I am gaining the skills I want to learn from my course	87.7%	88.5%
I receive regular feedback throughout my course on my progress	78.4%	79.2%
The way I am assessed is a fair test of my skills and knowledge	83.8%	84.3%
I have access to the equipment necessary for my training	86.5%	86.8%
Quality of resources and facilities (NET: Strongly agree or Agree)		
Learning resources are up to date and relevant to my studies	78.2%	80.1%
The computers, internet accessibility and software available at my provider are suitable for my needs	79.6%	80.2%
The overall campus is a pleasant place to learn	86.7%	86.4%
The building(s) / facilities at my provider are well maintained	82.7%	83.1%
Demographics		
Aboriginal students	6.4%	5.9%
Students with disability	12.4%	11.8%
Apprentices / trainees	35.3%	34.1%

Support Services	2022	2023
Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)		
Aware of service	68.4%	75.0%
Used service	32.4%	36.9%
Satisfied with service (NET: Satisfied)	87.7%	90.1%
Flexible assessment (e.g. time extension, alternative assessment options)		
Aware of service	72.4%	77.0%
Used service	31.6%	33.0%
Satisfied with service (NET: Satisfied)	93.3%	94.6%
Literacy and numeracy support		
Aware of service	73.5%	77.6%
Used service	11.6%	12.0%
Satisfied with service (NET: Satisfied)	90.7%	92.2%
Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)		
Aware of service	66.9%	69.7%
Used service	21.4%	20.3%
Satisfied with service (NET: Satisfied)	88.0%	91.5%
Career advice and planning		
Aware of service	66.1%	69.7%
Used service	17.3%	18.9%
Satisfied with service (NET: Satisfied)	90.1%	92.2%
Other counselling services		
Aware of service	59.6%	65.2%
Used service	7.3%	7.7%
Satisfied with service (NET: Satisfied)	85.6%	92.0%
A mentor or person to support you during your studies		
Aware of service	60.8%	63.1%
Used service	16.5%	17.3%
Satisfied with service (NET: Satisfied)	93.4%	94.7%
English language assistance where English is not your first language (e.g. translating services)		
Aware of service	64.2%	67.7%
Used service	5.1%	5.4%
Satisfied with service (NET: Satisfied)	89.6%	95.7%
Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)		
Aware of service	64.5%	68.6%
Used service	10.4%	10.0%
Satisfied with service (NET: Satisfied)	90.2%	92.2%
Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)		
Aware of service	54.0%	60.0%
Used service	6.2%	6.6%
Satisfied with service (NET: Satisfied)	90.2%	91.9%

Question: Are you aware of whether your training provider offers any of the following services? (Aware of service). Base: All respondents who completed online or by telephone

Question: Which of these services have you used at <RTO>? (Used service). Base: Only those aware of the service

Question: Please rate the extent to which you are satisfied or dissatisfied with each of these services at <RTO>. How satisfied are you with <SERVICE>? (Satisfied with service) NET: Satisfied (Very Satisfied or Satisfied). Base: Only those who used the service

3 Detailed Results

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q1 What is your main intention with your course?						
Base (n=)	9,218	10,707	7,746	2,961	580	1,266
To complete some subjects / units / skill sets only	14.2%	15.1%	21.2%	3.4%	24.0%	16.2%
To complete an entire qualification	85.8%	84.9%	78.8%	96.6%	76.0%	83.8%
Q4 How satisfied are you with the quality of your trainers / instructors?						
Base (n=)	9,277	10,719	7,753	2,966	599	1,265
NET: Dissatisfied	6.4%	5.8%	6.5%	4.4%	4.2%	8.5%
Very dissatisfied	2.0%	2.0%	2.3%	1.4%	1.7%	2.5%
Dissatisfied	4.3%	3.8%	4.2%	3.0%	2.5%	5.9%
Neither satisfied nor dissatisfied	7.6%	7.2%	7.3%	7.0%	6.8%	9.0%
Satisfied	38.0%	36.8%	35.2%	39.8%	31.6%	34.0%
Very satisfied	48.0%	50.2%	51.0%	48.8%	57.5%	48.6%
NET: Satisfied	86.0%	87.0%	86.2%	88.6%	89.1%	82.6%
Q5 How satisfied are you with the facilities (e.g. classrooms and workshops) available at your training provider?						
Base (n=)	8,671	9,959	7,102	2,857	578	1,184
NET: Dissatisfied	6.6%	5.8%	5.3%	6.7%	5.1%	6.9%
Very dissatisfied	1.7%	1.4%	1.2%	1.7%	1.3%	1.2%
Dissatisfied	4.9%	4.4%	4.1%	5.0%	3.8%	5.6%
Neither satisfied nor dissatisfied	10.8%	10.7%	10.6%	11.1%	8.2%	13.3%
Satisfied	45.1%	45.9%	45.1%	47.3%	40.2%	46.3%
Very satisfied	37.4%	37.6%	39.0%	35.0%	46.5%	33.5%
NET: Satisfied	82.5%	83.5%	84.1%	82.3%	86.8%	79.8%
Q6 How satisfied are you with the cost of your course if you paid for the course yourself?						
Base (n=)	5,796	7,907	6,385	1,522	391	977
NET: Dissatisfied	7.8%	5.9%	5.7%	6.2%	5.8%	8.3%
Very dissatisfied	1.6%	1.4%	1.4%	1.2%	2.2%	2.4%
Dissatisfied	6.2%	4.5%	4.3%	5.0%	3.7%	5.9%
Neither satisfied nor dissatisfied	20.6%	16.2%	14.0%	22.4%	14.0%	16.5%
Satisfied	39.1%	37.2%	36.9%	37.9%	40.6%	37.4%
Very satisfied	32.5%	40.8%	43.3%	33.5%	39.6%	37.8%
NET: Satisfied	71.6%	78.0%	80.2%	71.4%	80.1%	75.2%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q7 How satisfied are you with the information and support provided by training provider staff?						
<i>Base (n=)</i>	9,262	10,674	7,722	2,952	599	1,259
NET: Dissatisfied	7.6%	7.4%	8.0%	6.1%	7.2%	11.7%
Very dissatisfied	2.5%	2.3%	2.8%	1.4%	2.6%	4.0%
Dissatisfied	5.1%	5.0%	5.3%	4.6%	4.5%	7.7%
Neither satisfied nor dissatisfied	11.6%	10.3%	10.0%	11.0%	6.9%	12.7%
Satisfied	41.1%	41.4%	39.9%	44.4%	35.8%	38.0%
Very satisfied	39.8%	40.9%	42.1%	38.6%	50.2%	37.5%
NET: Satisfied	80.8%	82.3%	82.0%	83.0%	86.0%	75.5%
Q8 How satisfied are you with the reputation of your training provider?						
<i>Base (n=)</i>	9,056	10,543	7,617	2,926	593	1,245
NET: Dissatisfied	4.0%	3.2%	2.6%	4.4%	3.7%	2.8%
Very dissatisfied	1.1%	1.0%	0.9%	1.3%	1.4%	0.9%
Dissatisfied	2.9%	2.2%	1.7%	3.1%	2.4%	1.9%
Neither satisfied nor dissatisfied	18.6%	17.2%	17.0%	17.7%	12.8%	23.6%
Satisfied	42.8%	43.1%	42.2%	44.7%	39.1%	39.4%
Very satisfied	34.6%	36.5%	38.2%	33.1%	44.3%	34.2%
NET: Satisfied	77.4%	79.5%	80.4%	77.9%	83.4%	73.6%
Q9 How satisfied are you with your training provider's physical safety and security measures?						
<i>Base (n=)</i>	8,681	9,981	7,107	2,874	577	1,186
NET: Dissatisfied	1.9%	1.8%	2.0%	1.6%	3.7%	3.1%
Very dissatisfied	0.5%	0.5%	0.5%	0.6%	1.4%	1.1%
Dissatisfied	1.3%	1.3%	1.5%	1.0%	2.3%	2.0%
Neither satisfied nor dissatisfied	11.7%	12.4%	13.1%	11.1%	10.0%	17.6%
Satisfied	44.7%	43.1%	42.3%	44.6%	37.1%	42.9%
Very satisfied	41.7%	42.6%	42.6%	42.7%	49.3%	36.5%
NET: Satisfied	86.4%	85.7%	84.9%	87.3%	86.4%	79.3%
Q10 How satisfied are you with how convenient the training provider's location is?						
<i>Base (n=)</i>	8,717	10,037	7,169	2,868	575	1,195
NET: Dissatisfied	7.5%	7.5%	5.7%	10.8%	4.9%	8.8%
Very dissatisfied	2.2%	2.1%	1.5%	3.3%	1.6%	2.3%
Dissatisfied	5.4%	5.3%	4.2%	7.5%	3.3%	6.5%
Neither satisfied nor dissatisfied	13.4%	13.7%	13.0%	14.9%	8.1%	14.9%
Satisfied	36.8%	35.0%	35.7%	33.8%	36.5%	33.6%
Very satisfied	42.3%	43.9%	45.7%	40.6%	50.5%	42.8%
NET: Satisfied	79.1%	78.9%	81.3%	74.4%	87.0%	76.3%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q11 How satisfied are you with how likely it is that your course will lead to a job / career?						
Base (n=)	8,879	10,388	7,456	2,932	584	1,216
NET: Dissatisfied	3.0%	2.8%	3.8%	0.8%	2.2%	4.2%
Very dissatisfied	1.2%	1.0%	1.3%	0.3%	1.1%	1.8%
Dissatisfied	1.9%	1.8%	2.4%	0.5%	1.1%	2.3%
Neither satisfied nor dissatisfied	10.4%	11.3%	15.6%	3.3%	7.6%	17.6%
Satisfied	32.9%	31.9%	36.6%	23.2%	30.5%	31.0%
Very satisfied	53.7%	54.0%	44.1%	72.7%	59.7%	47.2%
NET: Satisfied	86.6%	85.9%	80.7%	95.9%	90.2%	78.2%
Q12 It was easy to find out about my course						
Base (n=)	9,152	10,572	7,718	2,854	590	1,258
NET: Disagree	6.0%	5.9%	6.3%	5.0%	4.8%	9.5%
Strongly disagree	1.3%	1.2%	1.3%	0.8%	1.8%	1.7%
Disagree	4.6%	4.7%	5.0%	4.2%	3.0%	7.7%
Neither agree nor disagree	10.6%	10.8%	9.9%	12.6%	9.7%	13.7%
Agree	48.1%	48.9%	48.7%	49.2%	46.0%	43.6%
Strongly agree	35.3%	34.5%	35.1%	33.2%	39.5%	33.2%
NET: Agree	83.5%	83.3%	83.8%	82.4%	85.5%	76.9%
Q13 I am gaining the skills I want to learn from my course						
Base (n=)	9,266	10,707	7,742	2,965	599	1,260
NET: Disagree	4.5%	4.3%	4.8%	3.4%	4.8%	6.1%
Strongly disagree	1.1%	1.3%	1.5%	0.9%	1.8%	2.0%
Disagree	3.4%	3.0%	3.3%	2.5%	3.0%	4.1%
Neither agree nor disagree	7.7%	7.1%	7.3%	6.8%	4.9%	8.0%
Agree	44.7%	43.6%	44.1%	42.6%	40.0%	43.2%
Strongly agree	43.1%	45.0%	43.8%	47.2%	50.3%	42.8%
NET: Agree	87.7%	88.5%	87.9%	89.8%	90.3%	85.9%
Q14 I receive regular feedback throughout my course on my progress						
Base (n=)	9,222	10,644	7,682	2,962	597	1,254
NET: Disagree	8.9%	8.5%	8.8%	7.8%	8.5%	12.1%
Strongly disagree	2.5%	2.5%	2.8%	1.9%	3.1%	3.8%
Disagree	6.4%	6.0%	6.0%	5.9%	5.4%	8.3%
Neither agree nor disagree	12.7%	12.4%	12.1%	12.9%	10.1%	13.3%
Agree	42.8%	41.7%	41.1%	43.0%	38.9%	38.9%
Strongly agree	35.5%	37.4%	38.0%	36.3%	42.5%	35.7%
NET: Agree	78.4%	79.2%	79.1%	79.3%	81.3%	74.6%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q15 The way I am assessed is a fair test of my skills and knowledge						
Base (n=)	9,276	10,689	7,725	2,964	597	1,256
NET: Disagree	6.5%	6.2%	6.2%	6.2%	6.2%	9.7%
Strongly disagree	1.9%	2.0%	2.0%	1.8%	2.0%	3.7%
Disagree	4.6%	4.2%	4.2%	4.4%	4.2%	6.0%
Neither agree nor disagree	9.7%	9.5%	9.7%	9.1%	7.2%	13.0%
Agree	44.6%	44.9%	45.0%	44.9%	39.6%	41.1%
Strongly agree	39.2%	39.4%	39.2%	39.9%	47.0%	36.2%
NET: Agree	83.8%	84.3%	84.1%	84.7%	86.6%	77.3%
Q16 I have access to the equipment necessary for my training (e.g. tools, customised equipment, etc.)						
Base (n=)	9,117	10,462	7,508	2,954	593	1,232
NET: Disagree	5.2%	5.2%	4.7%	6.2%	6.2%	7.4%
Strongly disagree	1.6%	1.3%	1.4%	1.2%	2.4%	2.2%
Disagree	3.6%	3.9%	3.4%	5.0%	3.8%	5.2%
Neither agree nor disagree	8.3%	7.9%	7.9%	7.9%	6.8%	11.0%
Agree	45.1%	44.0%	43.9%	44.0%	40.0%	41.0%
Strongly agree	41.3%	42.9%	43.4%	41.9%	47.0%	40.7%
NET: Agree	86.5%	86.8%	87.3%	85.9%	87.0%	81.6%
Q17 Learning resources (e.g. course books and online materials) are up to date and relevant to my studies						
Base (n=)	9,118	10,328	7,546	2,782	550	1,229
NET: Disagree	9.4%	8.4%	8.1%	9.1%	6.9%	11.9%
Strongly disagree	2.7%	2.4%	2.3%	2.5%	3.6%	3.5%
Disagree	6.7%	6.0%	5.8%	6.5%	3.3%	8.4%
Neither agree nor disagree	12.4%	11.5%	10.7%	13.1%	12.1%	13.7%
Agree	45.3%	44.0%	44.7%	42.5%	37.8%	41.3%
Strongly agree	32.9%	36.1%	36.4%	35.4%	43.2%	33.1%
NET: Agree	78.2%	80.1%	81.2%	77.8%	81.0%	74.4%
Q18 The computers, internet accessibility and software available at my provider are suitable for my needs						
Base (n=)	8,246	9,408	6,777	2,631	517	1,129
NET: Disagree	7.1%	6.4%	6.8%	5.6%	5.6%	10.3%
Strongly disagree	2.2%	1.9%	1.9%	1.8%	2.5%	2.7%
Disagree	4.9%	4.5%	4.9%	3.7%	3.1%	7.6%
Neither agree nor disagree	13.2%	13.5%	12.5%	15.2%	12.3%	13.5%
Agree	45.4%	44.5%	43.2%	46.8%	39.9%	42.4%
Strongly agree	34.2%	35.7%	37.5%	32.4%	42.3%	33.9%
NET: Agree	79.6%	80.2%	80.7%	79.2%	82.2%	76.3%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q19 The overall campus is a pleasant place to learn						
Base (n=)	8,358	9,485	6,817	2,668	520	1,146
NET: Disagree	2.9%	3.1%	2.8%	3.9%	3.5%	3.9%
Strongly disagree	0.7%	0.8%	0.8%	0.9%	1.5%	0.9%
Disagree	2.3%	2.3%	2.0%	2.9%	2.1%	3.0%
Neither agree nor disagree	10.4%	10.4%	9.8%	11.6%	10.2%	12.4%
Agree	47.7%	47.5%	46.0%	50.2%	42.7%	45.2%
Strongly agree	38.9%	39.0%	41.4%	34.4%	43.6%	38.5%
NET: Agree	86.7%	86.4%	87.4%	84.6%	86.3%	83.7%
Q20 The building(s) / facilities at my provider are well maintained						
Base (n=)	8,423	9,480	6,812	2,668	522	1,145
NET: Disagree	6.1%	5.0%	4.9%	5.2%	3.7%	7.5%
Strongly disagree	1.6%	1.1%	1.0%	1.4%	0.9%	1.8%
Disagree	4.5%	3.9%	3.9%	3.8%	2.8%	5.7%
Neither agree nor disagree	11.2%	11.9%	11.6%	12.3%	10.0%	12.7%
Agree	47.5%	46.8%	46.3%	47.8%	41.6%	44.9%
Strongly agree	35.3%	36.3%	37.2%	34.6%	44.8%	34.9%
NET: Agree	82.7%	83.1%	83.5%	82.5%	86.3%	79.7%
Q21 Overall, how satisfied are you with your training?						
Base (n=)	9,313	10,743	7,770	2,973	604	1,267
NET: Dissatisfied	6.6%	5.8%	6.3%	4.8%	4.7%	7.8%
Very dissatisfied	1.6%	1.4%	1.6%	0.9%	1.6%	1.5%
Dissatisfied	5.0%	4.4%	4.7%	3.8%	3.1%	6.3%
Neither satisfied nor dissatisfied	7.7%	6.9%	6.7%	7.2%	5.7%	8.5%
Satisfied	43.5%	42.5%	41.5%	44.5%	35.1%	44.3%
Very satisfied	42.2%	44.8%	45.4%	43.5%	54.5%	39.4%
NET: Satisfied	85.7%	87.3%	86.9%	88.0%	89.5%	83.6%
Q22B How likely would you be to recommend your provider to other students?						
Base (n=)	9,312	10,742	7,770	2,972	603	1,267
NET: Unlikely	5.5%	4.4%	4.7%	3.9%	4.0%	4.9%
Very unlikely	2.2%	1.5%	1.7%	1.1%	1.9%	1.4%
Unlikely	3.3%	2.9%	3.0%	2.7%	2.1%	3.4%
Neither likely nor unlikely	10.5%	9.6%	8.5%	11.9%	7.8%	11.3%
Likely	36.6%	34.7%	32.7%	38.5%	30.5%	33.9%
Very likely	47.4%	51.2%	54.1%	45.7%	57.6%	49.9%
NET: Likely	84.0%	85.9%	86.8%	84.2%	88.2%	83.8%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q23-Q32 Awareness of Support Services						
<i>Base (n=)</i>	9,218	10,398	7,604	2,794	553	1,242
Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)	68.4%	75.0%	80.2%	64.5%	69.4%	75.4%
Flexible assessment (e.g. time extension, alternative assessment options)	72.4%	77.0%	80.0%	70.9%	74.6%	76.5%
Literacy and numeracy support	73.5%	77.6%	76.3%	80.1%	81.0%	74.7%
Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)	66.9%	69.7%	68.2%	72.8%	70.6%	62.3%
Career advice and planning	66.1%	69.7%	69.6%	69.9%	71.8%	68.6%
Other counselling services	59.6%	65.2%	64.6%	66.5%	68.8%	65.3%
A mentor or person to support you during your studies	60.8%	63.1%	59.6%	69.9%	72.3%	56.8%
English language assistance where English is not your first language (e.g. translating services)	64.2%	67.7%	66.3%	70.6%	72.4%	66.1%
Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)	64.5%	68.6%	67.4%	71.1%	73.3%	67.6%
Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)	54.0%	60.0%	57.5%	65.1%	67.7%	63.2%



	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q23-Q32 Usage of Support Services						
<i>Base (n=)</i>	9,218	10,398	7,604	2,794	553	1,242
Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)	32.4%	36.9%	44.6%	21.4%	39.6%	36.4%
Flexible assessment (e.g. time extension, alternative assessment options)	31.6%	33.0%	38.0%	22.9%	42.5%	43.6%
Literacy and numeracy support	11.6%	12.0%	11.8%	12.4%	23.5%	14.3%
Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)	21.4%	20.3%	22.6%	15.5%	25.7%	24.2%
Career advice and planning	17.3%	18.9%	20.5%	15.6%	27.3%	18.1%
Other counselling services	7.3%	7.7%	8.3%	6.6%	12.6%	12.2%
A mentor or person to support you during your studies	16.5%	17.3%	18.0%	16.1%	30.9%	20.0%
English language assistance where English is not your first language (e.g. translating services)	5.1%	5.4%	5.3%	5.5%	11.0%	4.9%
Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)	10.4%	10.0%	10.6%	8.9%	17.5%	11.7%
Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)	6.2%	6.6%	6.6%	6.7%	11.9%	11.3%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q23C Satisfaction with... Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)						
<i>Base (n=)</i>	3,203	4,149	3,517	632	218	472
NET: Dissatisfied	4.4%	4.0%	4.7%	0.9%	4.7%	5.5%
Very dissatisfied	1.5%	1.1%	1.4%	0.1%	1.2%	1.1%
Dissatisfied	2.9%	2.8%	3.3%	0.8%	3.6%	4.4%
Neither satisfied nor dissatisfied	7.9%	6.0%	6.0%	6.0%	4.9%	9.2%
Satisfied	41.1%	39.3%	39.3%	39.0%	31.6%	35.2%
Very satisfied	46.6%	50.8%	50.0%	54.1%	58.7%	50.0%
NET: Satisfied	87.7%	90.1%	89.4%	93.1%	90.3%	85.2%
Q24C Satisfaction with... Flexible assessment (e.g. time extension, alternative assessment options)						
<i>Base (n=)</i>	2,994	3,499	2,850	649	238	527
NET: Dissatisfied	1.4%	1.2%	1.5%	0.3%	0.7%	3.4%
Very dissatisfied	0.3%	0.3%	0.4%	0.0%	0.7%	0.8%
Dissatisfied	1.1%	0.9%	1.1%	0.3%	0.0%	2.6%
Neither satisfied nor dissatisfied	5.3%	4.2%	3.9%	5.2%	2.2%	6.0%
Satisfied	43.5%	40.9%	41.2%	40.1%	35.1%	37.0%
Very satisfied	49.8%	53.7%	53.4%	54.5%	62.0%	53.7%
NET: Satisfied	93.3%	94.6%	94.6%	94.5%	97.1%	90.7%
Q25C Satisfaction with... Literacy and numeracy support						
<i>Base (n=)</i>	1,050	1,194	860	334	125	165
NET: Dissatisfied	0.7%	1.3%	1.4%	1.0%	1.7%	3.1%
Very dissatisfied	0.0%	0.2%	0.3%	0.0%	0.8%	0.8%
Dissatisfied	0.7%	1.1%	1.1%	1.0%	0.9%	2.3%
Neither satisfied nor dissatisfied	8.7%	6.5%	5.1%	9.2%	3.0%	12.5%
Satisfied	45.8%	39.2%	40.1%	37.5%	29.7%	29.4%
Very satisfied	44.8%	53.0%	53.3%	52.4%	65.7%	54.9%
NET: Satisfied	90.7%	92.2%	93.4%	89.8%	95.3%	84.4%
Q26C Satisfaction with... Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)						
<i>Base (n=)</i>	1,956	2,091	1,685	406	143	297
NET: Dissatisfied	1.8%	1.4%	1.5%	0.9%	1.4%	1.3%
Very dissatisfied	0.2%	0.4%	0.4%	0.5%	0.7%	0.4%
Dissatisfied	1.6%	1.0%	1.2%	0.3%	0.8%	0.9%
Neither satisfied nor dissatisfied	10.2%	7.1%	6.0%	10.5%	3.8%	9.4%
Satisfied	44.6%	40.7%	41.0%	39.7%	29.1%	40.7%
Very satisfied	43.4%	50.8%	51.5%	48.9%	65.7%	48.6%
NET: Satisfied	88.0%	91.5%	92.5%	88.6%	94.8%	89.3%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q27C Satisfaction with... Career advice and planning						
<i>Base (n=)</i>	1,568	1,893	1,483	410	140	213
NET: Dissatisfied	1.6%	1.2%	1.1%	1.3%	0.7%	1.5%
Very dissatisfied	0.4%	0.3%	0.4%	0.1%	0.7%	0.6%
Dissatisfied	1.1%	0.8%	0.7%	1.2%	0.0%	1.0%
Neither satisfied nor dissatisfied	8.3%	6.6%	6.4%	7.1%	3.9%	9.5%
Satisfied	45.0%	42.0%	42.3%	41.1%	36.5%	34.4%
Very satisfied	45.1%	50.3%	50.1%	50.5%	58.9%	54.6%
NET: Satisfied	90.1%	92.2%	92.5%	91.7%	95.4%	89.0%
Q28C Satisfaction with... Other counselling services						
<i>Base (n=)</i>	645	774	596	178	66	146
NET: Dissatisfied	2.0%	1.5%	2.0%	0.0%	1.4%	3.0%
Very dissatisfied	0.4%	0.6%	0.9%	0.0%	1.4%	1.0%
Dissatisfied	1.6%	0.8%	1.2%	0.0%	0.0%	2.1%
Neither satisfied nor dissatisfied	12.4%	6.6%	6.9%	5.6%	0.9%	11.8%
Satisfied	43.5%	40.9%	40.0%	43.3%	31.9%	39.3%
Very satisfied	42.1%	51.0%	51.0%	51.0%	65.7%	45.9%
NET: Satisfied	85.6%	92.0%	91.0%	94.4%	97.6%	85.2%
Q29C Satisfaction with... A mentor or person to support you during your studies						
<i>Base (n=)</i>	1,483	1,792	1,326	466	169	240
NET: Dissatisfied	1.2%	1.4%	1.3%	1.7%	1.7%	2.2%
Very dissatisfied	0.6%	0.6%	0.6%	0.6%	1.7%	1.4%
Dissatisfied	0.6%	0.8%	0.7%	1.1%	0.0%	0.9%
Neither satisfied nor dissatisfied	5.5%	3.9%	3.8%	4.1%	0.0%	7.4%
Satisfied	40.3%	36.8%	37.1%	36.3%	39.4%	31.4%
Very satisfied	53.1%	57.9%	57.9%	57.9%	58.9%	58.9%
NET: Satisfied	93.4%	94.7%	94.9%	94.2%	98.3%	90.3%
Q30C Satisfaction with... English language assistance where English is not your first language (e.g. translating services)						
<i>Base (n=)</i>	411	521	376	145	57	53
NET: Dissatisfied	0.9%	0.3%	0.3%	0.3%	1.6%	0.0%
Very dissatisfied	0.0%	0.3%	0.3%	0.3%	1.6%	0.0%
Dissatisfied	0.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Neither satisfied nor dissatisfied	9.4%	4.0%	3.8%	4.3%	0.0%	5.3%
Satisfied	44.6%	35.6%	35.8%	35.1%	32.4%	33.5%
Very satisfied	45.0%	60.2%	60.2%	60.2%	65.9%	61.2%
NET: Satisfied	89.6%	95.7%	95.9%	95.4%	98.4%	94.7%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q31C Satisfaction with... Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)						
<i>Base (n=)</i>	908	1,003	767	236	93	140
NET: Dissatisfied	1.0%	0.9%	1.2%	0.2%	1.0%	2.8%
Very dissatisfied	0.2%	0.5%	0.8%	0.0%	1.0%	2.0%
Dissatisfied	0.7%	0.4%	0.4%	0.2%	0.0%	0.8%
Neither satisfied nor dissatisfied	8.8%	6.9%	5.6%	10.1%	0.0%	13.2%
Satisfied	49.2%	40.2%	39.0%	42.9%	37.3%	28.2%
Very satisfied	41.0%	52.0%	54.2%	46.9%	61.7%	55.8%
NET: Satisfied	90.2%	92.2%	93.2%	89.7%	99.0%	84.0%
Q32C Satisfaction with... Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)						
<i>Base (n=)</i>	502	622	448	174	60	129
NET: Dissatisfied	1.1%	1.8%	2.7%	0.0%	1.5%	4.7%
Very dissatisfied	0.3%	1.0%	1.5%	0.0%	1.5%	2.8%
Dissatisfied	0.8%	0.8%	1.3%	0.0%	0.0%	1.8%
Neither satisfied nor dissatisfied	8.7%	6.3%	5.4%	8.2%	1.0%	10.9%
Satisfied	47.3%	39.1%	35.9%	45.4%	29.9%	33.6%
Very satisfied	42.8%	52.8%	56.0%	46.4%	67.5%	50.8%
NET: Satisfied	90.2%	91.9%	91.9%	91.8%	97.5%	84.5%
Q33 / 102 How much online learning is in your course?						
<i>Base (n=)</i>	9,218	10,392	7,600	2,792	552	1,241
(Nearly) All (90% to 100%)	13.5%	16.3%	20.6%	7.6%	18.2%	15.9%
Most (about 75%)	7.7%	8.0%	9.3%	5.5%	10.0%	8.1%
Half (about 50%)	14.6%	14.9%	15.1%	14.6%	14.3%	16.1%
Some (about 25%)	27.9%	26.1%	26.8%	24.7%	23.1%	30.5%
None (0%)	36.3%	34.7%	28.3%	47.6%	34.3%	29.4%
Q100_04 I have access to the resources I need to study off-campus (e.g. internet, computer, software programs)						
<i>Base (n=)</i>	6,012	6,926	5,444	1,482	358	870
NET: Disagree	4.1%	3.5%	3.5%	3.4%	5.2%	6.0%
Strongly disagree	0.9%	1.0%	1.0%	1.0%	2.2%	1.8%
Disagree	3.2%	2.5%	2.5%	2.5%	3.0%	4.2%
Neither agree nor disagree	6.8%	6.9%	6.0%	9.3%	9.7%	9.4%
Agree	42.9%	40.7%	41.1%	39.6%	36.4%	39.2%
Strongly agree	46.2%	48.9%	49.4%	47.6%	48.7%	45.3%
NET: Agree	89.1%	89.7%	90.5%	87.3%	85.1%	84.5%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q101_01 My workspace off-campus suits my needs						
Base (n=)	5,967	6,850	5,381	1,469	359	863
NET: Disagree	6.8%	6.9%	7.5%	5.5%	11.6%	13.2%
Strongly disagree	1.5%	1.4%	1.5%	1.3%	2.5%	3.2%
Disagree	5.3%	5.5%	6.0%	4.2%	9.1%	10.0%
Neither agree nor disagree	12.7%	12.0%	12.7%	10.1%	11.8%	15.6%
Agree	42.1%	42.1%	41.8%	43.2%	35.4%	36.7%
Strongly agree	38.4%	38.9%	38.0%	41.3%	41.3%	34.4%
NET: Agree	80.5%	81.0%	79.8%	84.4%	76.7%	71.2%
Q103_02 I have enough support from my lecturer while studying online						
Base (n=)	5,771	6,784	5,346	1,438	354	838
NET: Disagree	8.0%	8.5%	9.3%	6.2%	8.2%	13.8%
Strongly disagree	2.5%	2.9%	3.0%	2.6%	3.1%	4.6%
Disagree	5.5%	5.6%	6.3%	3.7%	5.1%	9.2%
Neither agree nor disagree	16.4%	15.5%	15.8%	14.7%	12.4%	18.3%
Agree	40.0%	39.9%	39.4%	41.4%	35.8%	37.7%
Strongly agree	35.5%	36.0%	35.5%	37.6%	43.6%	30.2%
NET: Agree	75.6%	76.0%	74.9%	79.0%	79.4%	67.9%
Q103_05 Student Support Services provided reasonable adjustment for online learning specific to my disability						
Base (n=)	669	743	654	89	47	743
NET: Disagree	12.0%	9.8%	10.9%	3.5%	12.2%	9.8%
Strongly disagree	4.7%	3.6%	4.3%	0.0%	4.4%	3.6%
Disagree	7.3%	6.2%	6.6%	3.5%	7.8%	6.2%
Neither agree nor disagree	32.7%	34.5%	34.8%	32.8%	25.6%	34.5%
Agree	29.3%	30.5%	30.0%	33.3%	31.1%	30.5%
Strongly agree	26.0%	25.2%	24.3%	30.5%	31.1%	25.2%
NET: Agree	55.3%	55.7%	54.3%	63.8%	62.2%	55.7%
Q36 I would like to see more online learning in my course						
Base (n=)	5,633	9,558	6,968	2,590	508	1,131
NET: Disagree	28.6%	26.4%	24.0%	31.1%	20.2%	28.1%
Strongly disagree	9.4%	9.6%	7.9%	12.9%	7.9%	11.0%
Disagree	19.2%	16.8%	16.1%	18.2%	12.3%	17.1%
Neither agree nor disagree	35.6%	33.7%	33.8%	33.5%	31.0%	36.8%
Agree	21.3%	22.4%	23.5%	20.2%	26.6%	19.1%
Strongly agree	14.5%	17.5%	18.6%	15.2%	22.2%	16.0%
NET: Agree	35.8%	39.9%	42.1%	35.4%	48.8%	35.1%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q105 Would you like face-to-face access to a lecturer for support?						
Base (n=)	6,064	6,976	5,482	1,494	365	878
Weekly	33.6%	31.7%	36.8%	17.7%	31.2%	36.1%
Fortnightly	8.1%	8.1%	8.9%	5.7%	8.6%	6.6%
Monthly	5.0%	5.2%	5.0%	5.8%	8.5%	3.5%
Only when I have a specific issue	30.0%	27.5%	26.5%	30.1%	22.9%	28.0%
Not at all	20.1%	24.3%	19.6%	37.2%	26.4%	20.6%
Other, please specify	3.1%	3.2%	3.1%	3.5%	2.4%	5.2%
Q37 Did your provider tell you about Recognition of Prior Learning (RPL)?						
Base (n=)	NA	10,395	7,602	2,793	553	1,242
Yes	NA	58.5%	56.6%	62.2%	61.1%	56.6%
No	NA	41.5%	43.4%	37.8%	38.8%	43.4%
Q38 Did you apply for RPL for your course?						
Base (n=)	NA	10,395	7,602	2,793	553	1,242
Yes	NA	16.2%	14.0%	20.7%	15.6%	16.9%
No	NA	83.8%	86.0%	79.3%	84.4%	83.1%
Q39 Did you receive any RPL for your course?						
Base (n=)	NA	1,644	1,068	576	88	199
Yes	NA	80.7%	80.2%	81.3%	79.0%	80.5%
No	NA	19.3%	19.8%	18.7%	21.0%	19.5%
Q40 How would you rate the application process when you applied to get RPL?						
Base (n=)	NA	1,584	1,028	556	87	194
NET: Difficult	NA	13.1%	11.9%	14.8%	13.9%	18.9%
Very difficult	NA	6.3%	4.9%	8.2%	7.6%	8.7%
Difficult	NA	6.8%	7.0%	6.6%	6.3%	10.2%
Neither easy nor difficult	NA	19.0%	18.7%	19.4%	21.3%	15.3%
Easy	NA	32.8%	33.4%	32.0%	35.5%	28.7%
Very easy	NA	35.1%	36.1%	33.8%	29.3%	37.2%
NET: Easy	NA	67.9%	69.5%	65.8%	64.7%	65.9%

	2022	2023	2023 IBS	2023 EBS	2023 Aboriginal students	2023 Students with disability
Q45 Please answer the following questions with 'Yes' or 'No' (all 'Yes' responses)						
<i>Base (n=)</i>	9,316	10,743	7,770	2,973	604	1,267
Are you of Aboriginal or Torres Strait Islander origin?	6.4%	5.9%	5.7%	6.3%	100.0%	6.6%
Do you live 100 kilometres or more from your training provider?	18.4%	18.9%	18.0%	20.8%	29.3%	19.1%
Have you lived in Australia for 5 years or less?	32.2%	35.0%	35.1%	34.8%	47.5%	31.5%
Is English your first language?	83.1%	81.3%	77.1%	89.2%	95.1%	92.1%
Do you have a disability, impairment or long-term condition?	12.4%	11.8%	14.5%	6.5%	13.2%	100.0%
Does your disability, impairment or long-term condition affect your studies?	8.3%	7.7%	9.9%	3.5%	8.4%	64.9%

4 Detailed Methodology

Project approach

The WA SSS fieldwork was conducted between 13 September 2023 and 15 November 2023.

Students from the five TAFE colleges and WAAPA were invited to participate in the survey. Students studying at 149 private training providers were also eligible for inclusion in the survey, although their results are presented in a separate report.

A multi-mode methodology was used, with completions coming from online surveys, paper-based surveys and Computer Assisted Telephone Interviewing (CATI). All research was carried out in compliance with the International Standard ISO20252.

The CATI version of the survey took respondents 9 minutes on average to complete, and the online version took 12 minutes on average to complete.

Questionnaire

The questionnaire was developed by the Department in collaboration with Wallis, the TAFEs and WAAPA. The survey was designed to ensure consistency and comparability with previous years. As such, changes to both questionnaire structure and question wording were minimal, with the following key areas being covered:

- Satisfaction with training and training provider
- Select sociodemographic information
- Awareness, use and satisfaction with student support services
- Prevalence of and satisfaction with online training
- College specific questions

The short form hardcopy survey covered the following key areas:

- Satisfaction with training and training provider
- Select sociodemographic information

Changes in 2023

There were very few changes to the survey from 2022. These changes included:

- The 'Online Learning' section of the survey was only asked of TAFE students in 2023.
- Four questions were added to a new section called 'Recognition of Prior Learning (RPL)'. These questions asked students who applied to get RPL to rate the application process.
- The 'Jobs and Skills Centres' section was removed from the survey.
- The 'Cultural Safety and Accessibility' section that was added in 2022 was removed in 2023.

Invitation

Students were able to access and complete the survey through one of the following methods:

- Personalised online survey,
- Paper-based survey distributed by their training provider, or
- Telephone (CATI).

Where contact details were available, students were invited to access the online survey via their email address or an SMS to their mobile number registered with their training provider.

Email and SMS reminders were sent throughout the fieldwork period to sample members who had not yet completed the survey. Email and SMS content was designed by Wallis, with emails being distributed from the WA SSS email (WAsstudents@wallis.social) and the SMS from the WA SSS Alphanatag.

The survey was also accessible to those on college campuses via posters containing QR codes linking respondents to the survey, via the <https://www.wastudentsurvey.com.au/> website, or through the social media and website content shared by the colleges. To encourage participation, prize draws for cash incentives were also used to encourage students to complete the survey. The total value of the prize pool was \$2,750.

Sample

The Department provided Wallis with a sample of eligible students on 5 September 2023. A total of n=67,054 were identified as eligible to participate in the survey. There were no records removed from the sample file during the cleaning process.

An additional n=234 students who completed the survey but were not in the initial sample file provided by the Department were subsequently identified by their respective college (TAFE or WAAPA) as being eligible for the survey and were added to the population.

The final usable student population comprised of:

- n=67,288 state-wide population
 - n=44,236 TAFE and WAAPA students
 - n=23,052 private training provider students

Target rates of completion were set for each of the following key sub-groups:

- 20% for each college
- 20% of all institution based students (IBS)
- 15% of all employment based students (EBS)
- 15% of all Aboriginal students
- 20% of all students with disability

Response rates

A total of 15,928 completed surveys were received. The survey responses were matched to the student database to uniquely identify all respondents and determine respondents' socio-demographics and other specific details. During this process, a total of 186 invalid, unmatched and double entries were excluded from the total survey sample.

The final responding sample was:

- n=15,742 state-wide population
- n=10,743 TAFE and WAAPA students (excluding students studying at a private training provider)

This resulted in response rates of:

- 23.4% across the state
- 24.3% for the TAFE and WAAPA students (excluding students studying at a private training provider)

Weighting

The survey data were weighted back to the total student population: gender (male, female, other), age group (15-19, 20-29, 30-44, 45+), education type (employment based students, institution based students) and training provider (each of the five TAFE colleges, WAAPA and private training providers).

This resulted in 168 different weighted cell possibilities. Weighted cells with a zero count for both the population and the survey data were removed, leaving 120 active weighted cells.

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Wallis has been capturing the views of Australians for over 30 years.

In that time Wallis has been adapting how and where we gather those opinions with the only constant being our unrelenting focus on delivering quality with integrity and security.

Founded in 1991, Wallis initially specialised in brand and advertising tracking, and communications development for major commercial corporations. Over time as the company grew, core service offerings were expanded to include customer and employee satisfaction surveys, new product and service development as well as government programme evaluation.

In more recent years, Wallis has realigned its strategic focus and is now established as a leading provider of social research.



Accreditations

ISO 27001: ISO 27001 is the highest standard for information security management systems, providing you with assurance that Wallis systems, processes and people are keeping your data safe.

ISO 20252: ISO 20252 is the international standard for market, opinion and social research, and ensures all stages of the research project are delivered to a quality that can be relied upon.

The Research Society member: The Research Society is Australia's largest research and insights community. Members have access to the latest industry knowledge, tools, quality assurances and professional standards.

ADIA Trust Mark Research Organisation: The Australian Data and Insights Association (ADIA) is the peak industry body for data, insights and research organisations in Australia. ADIA Trust Mark research organisations are compliant with the highest ethical, quality and privacy standards.

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