



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

20 24 student SURVEY

WA Public Providers Report

Prepared for

Western Australia Department of Training and
Workforce Development

February 2025 | Ref: 5034

Prepared by

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Social Research

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Terms Used

Aboriginal students	Aboriginal and/or Torres Strait Islander students
CATI	Computer Assisted Telephone Interviewing
CR TAFE	Central Regional TAFE
EBS	Employment based students
IBS	Institution based students
NM TAFE	North Metropolitan TAFE
NR TAFE	North Regional TAFE

SM TAFE	South Metropolitan TAFE
SR TAFE	South Regional TAFE
TAFE	Technical and Further Education
VET	Vocational Education and Training
WA	Western Australia
WAAPA	Western Australian Academy of Performing Arts
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 2024. 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 any student who was enrolled in an approved course at a TAFE, WAAPA 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 153 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 10 September 2024 and 18 November 2024. 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 8 minutes on average to complete.

The final usable student population comprised of:

- n=76,662 state-wide population
- n=52,552 TAFE and WAAPA students (excluding students studying at a private training provider)

The final responding sample was:

- n=15,883 state-wide population
- n=11,040 TAFE and WAAPA students (excluding students studying at a private training provider)

This resulted in response rates of:

- 20.7% across the state
- 21.0% 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 $\pm 0.6\%$.

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

- $\pm 1.0\%$ for North Metropolitan TAFE
- $\pm 1.1\%$ South Metropolitan TAFE
- $\pm 1.8\%$ for Central Regional TAFE and North Regional TAFE
- $\pm 1.4\%$ South Regional TAFE
- $\pm 6.3\%$ 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 2024 results. If a difference is referred to in this report, it is statistically significant at the 95% level of confidence. Bold **blue** text or **↑** symbol indicate a score is statistically significantly higher. Bold **red** text or **↓** symbol indicate a score is statistically significantly lower.

Public providers at a glance

Overall satisfaction with training

NET: Satisfaction
Public providers

84.7%↓
2024



87.3%
2023



88.9%
2023: 89.5%



Aboriginal or
Torres Strait
Islander students



85.6%↓
2023: 88.0%



Employment
based students
(EBS)



84.1%↓
2023: 86.9%



Institution
based students
(IBS)



80.8%↓
2023: 83.6%



Students
with
disability

Satisfaction measures



85.2%
2023: 85.9%
How likely it
will lead to a
job / career



83.9%↓
2023: 85.7%
Physical safety
and security
measures



85.3%↓
2023: 87.0%
Quality of
trainers /
instructors



80.9%↓
2023: 83.5%
Facilities
available at
training provider



80.6%↓
2023: 82.3%
Information
and support
provided



75.2%↓
2023: 78.9%
Convenience of
the location



77.1%↓
2023: 79.5%
Reputation of
your provider



75.4%↓
2023: 78.0%
The cost of
your course



Public providers at a glance

Provider support and resources



84.4%↓

2023: 86.4%

Campus is a pleasant place to learn



81.3%↓

2023: 83.1%

Buildings are well maintained



77.2%↓

2023: 80.2%

Technology is suitable for my needs



76.4%↓

2023: 80.1%

Learning resources up-to-date and relevant

Top 3 support services by satisfaction

91.7%↓

2023: 94.7%



Mentor or support person

91.5%↓

2023: 94.6%



Flexible assessment

91.4%

2023: 92.2%



Literacy and numeracy support

65.0%↑

2023: 62.9%

have accessed a support service



Bottom 3 support services by satisfaction

88.9%↓

2023: 91.9%



Accommodation for disabilities

87.7%↓

2023: 90.1%



Flexible learning options

86.9%↓

2023: 92.0%



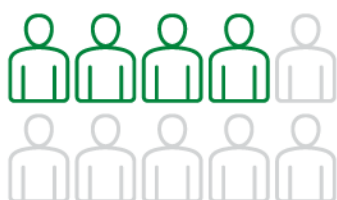
Other counselling services

Online learning

37.2%↑

2023: 34.7%

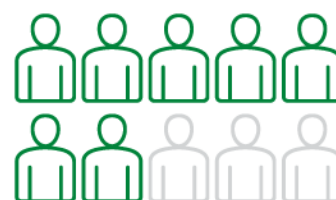
currently learn in a fully face-to-face environment



70.8%↓

2023: 72.5%

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



87.7%↓

2023: 89.7%

Have access to resources for off campus study



78.6%↓

2023: 81.0%

Off campus workspace suits study needs



71.8%↓

2023: 76.0%

Have enough support from lecturer



54.6%

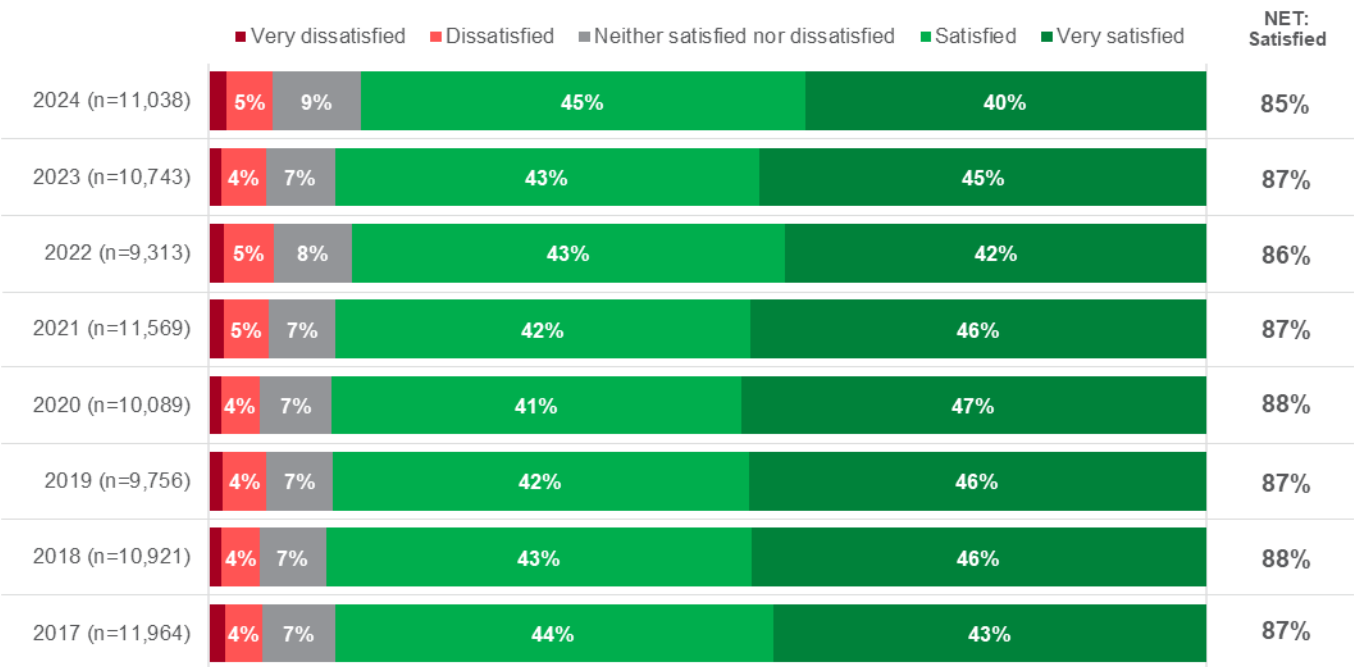
2023: 55.7%

Disability specific adjustments for online learning



1 Satisfaction Chart

Figure 1 WA public provider average overall satisfaction (2017-2024)



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



2 Key Findings

	2023	2024
Overall satisfaction with training (NET: Very satisfied or Satisfied)		
All students	87.3%	84.7%
Institution based students (IBS)	86.9%	84.1%
Employment based students (EBS)	88.0%	85.6%
Aboriginal students	89.5%	88.9%
Students with disability	83.6%	80.8%
Satisfaction measures (NET: Very satisfied or Satisfied)		
The quality of your trainers / instructors	87.0%	85.3%
The facilities available at your training provider	83.5%	80.9%
The cost of your course if you paid for it yourself	78.0%	75.4%
The information and support provided by training provider staff	82.3%	80.6%
The reputation of your training provider	79.5%	77.1%
Your training provider's physical safety and security measures	85.7%	83.9%
How convenient your training provider's location is	78.9%	75.2%
How likely it is that your course will lead to a job / career	85.9%	85.2%
Course and training experiences (NET: Strongly agree or Agree)		
It was easy to find out about my course	83.3%	80.5%
I am gaining the skills I want to learn from my course	88.5%	87.3%
I receive regular feedback throughout my course on my progress	79.2%	76.3%
The way I am assessed is a fair test of my skills and knowledge	84.3%	82.3%
I have access to the equipment necessary for my training	86.8%	85.2%
Quality of resources and facilities (NET: Strongly agree or Agree)		
Learning resources are up to date and relevant to my studies	80.1%	76.4%
The computers, internet accessibility and software available at my provider are suitable for my needs	80.2%	77.2%
The overall campus is a pleasant place to learn	86.4%	84.4%
The building(s) / facilities at my provider are well maintained	83.1%	81.3%
Demographics		
Aboriginal students	5.9%	6.1%
Students with disability	11.8%	11.8%
Apprentices / trainees	34.1%	35.4%

Support Services	2023	2024
Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)		
Aware of service	75.0%	73.5%
Used service	36.9%	38.4%
Satisfied with service (NET: Satisfied)	90.1%	87.7%
Flexible assessment (e.g. time extension, alternative assessment options)		
Aware of service	77.0%	76.8%
Used service	33.0%	37.1%
Satisfied with service (NET: Satisfied)	94.6%	91.5%
Literacy and numeracy support		
Aware of service	77.6%	78.2%
Used service	12.0%	16.8%
Satisfied with service (NET: Satisfied)	92.2%	91.4%
Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)		
Aware of service	69.7%	70.1%
Used service	20.3%	23.0%
Satisfied with service (NET: Satisfied)	91.5%	89.2%
Career advice and planning		
Aware of service	69.7%	70.9%
Used service	18.9%	23.1%
Satisfied with service (NET: Satisfied)	92.2%	89.3%
Other counselling services		
Aware of service	65.2%	66.0%
Used service	7.7%	11.6%
Satisfied with service (NET: Satisfied)	92.0%	86.9%
A mentor or person to support you during your studies		
Aware of service	63.1%	64.3%
Used service	17.3%	20.9%
Satisfied with service (NET: Satisfied)	94.7%	91.7%
English language assistance where English is not your first language (e.g. translating services)		
Aware of service	67.7%	69.3%
Used service	5.4%	9.1%
Satisfied with service (NET: Satisfied)	95.7%	90.2%
Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)		
Aware of service	68.6%	69.8%
Used service	10.0%	14.6%
Satisfied with service (NET: Satisfied)	92.2%	91.1%
Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)		
Aware of service	60.0%	62.2%
Used service	6.6%	10.4%
Satisfied with service (NET: Satisfied)	91.9%	88.9%

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

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

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q1 What is your main intention with your course?						
Base (n=)	10,707	10,567	7,539	3,004	530	1,273
To complete some subjects / units / skill sets only	15.1%	14.1%	20.0%	3.0%	18.5%	15.9%
To complete an entire qualification	84.9%	85.9%	80.0%	97.0%	81.5%	84.1%
Q4 How satisfied are you with the quality of your trainers / instructors?						
Base (n=)	10,719	10,999	7,782	3,161	676	1,316
NET: Dissatisfied	5.8%	6.6%	7.2%	5.4%	3.6%	9.1%
Very dissatisfied	2.0%	2.0%	2.2%	1.6%	1.4%	2.5%
Dissatisfied	3.8%	4.6%	5.0%	3.8%	2.2%	6.5%
Neither satisfied nor dissatisfied	7.2%	8.2%	8.3%	8.1%	6.6%	11.3%
Satisfied	36.8%	39.9%	38.6%	42.5%	40.7%	36.0%
Very satisfied	50.2%	45.3%	45.9%	44.0%	49.2%	43.6%
NET: Satisfied	87.0%	85.3%	84.5%	86.5%	89.9%	79.6%
Q5 How satisfied are you with the facilities (e.g. classrooms and workshops) available at your training provider?						
Base (n=)	9,959	10,296	7,154	3,088	654	1,236
NET: Dissatisfied	5.8%	6.5%	6.0%	7.3%	4.6%	8.9%
Very dissatisfied	1.4%	1.5%	1.4%	1.8%	1.9%	2.7%
Dissatisfied	4.4%	4.9%	4.6%	5.6%	2.7%	6.2%
Neither satisfied nor dissatisfied	10.7%	12.6%	12.0%	13.9%	10.6%	12.8%
Satisfied	45.9%	47.9%	46.8%	50.0%	47.4%	47.3%
Very satisfied	37.6%	32.9%	35.2%	28.7%	37.3%	31.0%
NET: Satisfied	83.5%	80.9%	82.0%	78.7%	84.8%	78.3%
Q6 How satisfied are you with the cost of your course if you paid for the course yourself?						
Base (n=)	7,907	6,572	5,527	1,018	311	833
NET: Dissatisfied	5.9%	8.4%	7.9%	10.3%	6.2%	10.6%
Very dissatisfied	1.4%	2.0%	1.9%	2.4%	3.0%	2.7%
Dissatisfied	4.5%	6.4%	6.0%	7.9%	3.2%	8.0%
Neither satisfied nor dissatisfied	16.2%	16.2%	14.0%	24.7%	16.9%	18.2%
Satisfied	37.2%	36.5%	35.7%	39.6%	36.3%	31.9%
Very satisfied	40.8%	39.0%	42.4%	25.4%	40.6%	39.3%
NET: Satisfied	78.0%	75.4%	78.1%	64.9%	76.9%	71.2%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q7 How satisfied are you with the information and support provided by training provider staff?						
Base (n=)	10,674	10,974	7,776	3,144	675	1,316
NET: Dissatisfied	7.4%	7.4%	8.0%	6.4%	5.5%	10.7%
Very dissatisfied	2.3%	2.2%	2.3%	1.9%	1.6%	3.0%
Dissatisfied	5.0%	5.3%	5.7%	4.6%	3.8%	7.7%
Neither satisfied nor dissatisfied	10.3%	12.0%	11.5%	13.1%	9.2%	12.9%
Satisfied	41.4%	44.0%	42.1%	47.6%	42.0%	40.7%
Very satisfied	40.9%	36.5%	38.4%	32.9%	43.2%	35.7%
NET: Satisfied	82.3%	80.6%	80.5%	80.5%	85.3%	76.4%
Q8 How satisfied are you with the reputation of your training provider?						
Base (n=)	10,543	10,817	7,638	3,125	668	1,291
NET: Dissatisfied	3.2%	4.6%	3.7%	6.2%	4.2%	5.3%
Very dissatisfied	1.0%	1.4%	1.2%	1.8%	1.7%	2.5%
Dissatisfied	2.2%	3.2%	2.5%	4.4%	2.5%	2.8%
Neither satisfied nor dissatisfied	17.2%	18.3%	17.7%	19.3%	15.1%	21.7%
Satisfied	43.1%	45.2%	44.5%	46.6%	45.3%	40.5%
Very satisfied	36.5%	32.0%	34.1%	27.9%	35.4%	32.5%
NET: Satisfied	79.5%	77.1%	78.6%	74.5%	80.7%	73.0%
Q9 How satisfied are you with your training provider's physical safety and security measures?						
Base (n=)	9,981	10,314	7,173	3,088	656	1,243
NET: Dissatisfied	1.8%	2.6%	2.7%	2.4%	3.3%	4.5%
Very dissatisfied	0.5%	0.9%	0.9%	0.9%	1.5%	2.0%
Dissatisfied	1.3%	1.6%	1.7%	1.5%	1.8%	2.5%
Neither satisfied nor dissatisfied	12.4%	13.5%	14.2%	12.4%	11.5%	15.2%
Satisfied	43.1%	47.2%	45.7%	49.8%	46.9%	44.6%
Very satisfied	42.6%	36.8%	37.4%	35.4%	38.4%	35.7%
NET: Satisfied	85.7%	83.9%	83.1%	85.2%	85.3%	80.3%
Q10 How satisfied are you with how convenient the training provider's location is?						
Base (n=)	10,037	10,329	7,184	3,090	656	1,254
NET: Dissatisfied	7.5%	8.9%	6.9%	12.3%	5.7%	10.7%
Very dissatisfied	2.1%	2.5%	1.8%	3.6%	1.5%	3.1%
Dissatisfied	5.3%	6.4%	5.1%	8.7%	4.2%	7.6%
Neither satisfied nor dissatisfied	13.7%	15.9%	14.9%	17.9%	13.9%	16.2%
Satisfied	35.0%	37.4%	38.1%	36.0%	40.7%	36.4%
Very satisfied	43.9%	37.8%	40.1%	33.7%	39.7%	36.6%
NET: Satisfied	78.9%	75.2%	78.2%	69.7%	80.4%	73.1%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q11 How satisfied are you with how likely it is that your course will lead to a job / career?						
Base (n=)	10,388	10,498	7,345	3,099	657	1,254
NET: Dissatisfied	2.8%	3.4%	4.7%	1.2%	2.2%	6.0%
Very dissatisfied	1.0%	1.4%	1.8%	0.5%	1.1%	2.5%
Dissatisfied	1.8%	2.1%	2.9%	0.7%	1.1%	3.4%
Neither satisfied nor dissatisfied	11.3%	11.4%	16.1%	3.3%	6.3%	16.4%
Satisfied	31.9%	35.3%	39.4%	28.0%	33.9%	34.9%
Very satisfied	54.0%	49.9%	39.8%	67.5%	57.6%	42.8%
NET: Satisfied	85.9%	85.2%	79.2%	95.5%	91.5%	77.6%
Q12 It was easy to find out about my course						
Base (n=)	10,572	10,876	7,730	3,090	665	1,308
NET: Disagree	5.9%	6.1%	6.4%	5.5%	5.0%	8.1%
Strongly disagree	1.2%	1.0%	1.2%	0.8%	0.8%	1.6%
Disagree	4.7%	5.1%	5.3%	4.8%	4.2%	6.5%
Neither agree nor disagree	10.8%	13.4%	11.2%	17.7%	13.8%	13.9%
Agree	48.9%	52.3%	53.6%	50.0%	51.3%	50.1%
Strongly agree	34.5%	28.2%	28.9%	26.7%	29.9%	28.0%
NET: Agree	83.3%	80.5%	82.4%	76.7%	81.2%	78.0%
Q13 I am gaining the skills I want to learn from my course						
Base (n=)	10,707	10,979	7,763	3,160	674	1,312
NET: Disagree	4.3%	4.6%	5.2%	3.6%	3.2%	6.5%
Strongly disagree	1.3%	1.1%	1.3%	0.7%	0.9%	1.8%
Disagree	3.0%	3.5%	3.9%	2.8%	2.3%	4.7%
Neither agree nor disagree	7.1%	8.1%	8.5%	7.3%	7.3%	10.3%
Agree	43.6%	48.6%	48.4%	49.1%	44.1%	45.1%
Strongly agree	45.0%	38.7%	37.8%	40.1%	45.5%	38.0%
NET: Agree	88.5%	87.3%	86.2%	89.1%	89.5%	83.1%
Q14 I receive regular feedback throughout my course on my progress						
Base (n=)	10,644	10,931	7,721	3,154	674	1,303
NET: Disagree	8.5%	9.2%	9.2%	9.5%	7.8%	13.0%
Strongly disagree	2.5%	2.3%	2.3%	2.4%	2.3%	3.7%
Disagree	6.0%	7.0%	6.9%	7.1%	5.5%	9.3%
Neither agree nor disagree	12.4%	14.4%	13.8%	15.5%	12.9%	14.0%
Agree	41.7%	44.9%	44.5%	45.7%	45.0%	40.7%
Strongly agree	37.4%	31.4%	32.6%	29.3%	34.3%	32.3%
NET: Agree	79.2%	76.3%	77.0%	75.0%	79.3%	73.0%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q15 The way I am assessed is a fair test of my skills and knowledge						
Base (n=)	10,689	10,982	7,764	3,162	676	1,302
NET: Disagree	6.2%	7.0%	7.2%	6.6%	4.2%	10.2%
Strongly disagree	2.0%	2.2%	2.2%	2.1%	1.3%	3.8%
Disagree	4.2%	4.8%	5.0%	4.5%	2.9%	6.5%
Neither agree nor disagree	9.5%	10.7%	10.8%	10.5%	8.3%	13.3%
Agree	44.9%	48.1%	47.4%	49.4%	47.2%	43.3%
Strongly agree	39.4%	34.2%	34.6%	33.4%	40.3%	33.2%
NET: Agree	84.3%	82.3%	82.0%	82.8%	87.6%	76.5%
Q16 I have access to the equipment necessary for my training (e.g. tools, customised equipment, etc.)						
Base (n=)	10,462	10,646	7,442	3,148	663	1,267
NET: Disagree	5.2%	5.4%	4.8%	6.7%	5.2%	7.4%
Strongly disagree	1.3%	1.4%	1.2%	1.8%	1.8%	2.8%
Disagree	3.9%	4.0%	3.6%	4.9%	3.3%	4.6%
Neither agree nor disagree	7.9%	9.4%	9.3%	9.7%	8.0%	10.5%
Agree	44.0%	47.5%	47.6%	47.3%	44.0%	45.9%
Strongly agree	42.9%	37.6%	38.3%	36.3%	42.8%	36.1%
NET: Agree	86.8%	85.2%	85.9%	83.7%	86.8%	82.0%
Q17 Learning resources (e.g. course books and online materials) are up to date and relevant to my studies						
Base (n=)	10,328	10,434	7,429	2,981	526	1,258
NET: Disagree	8.4%	9.7%	9.4%	10.2%	5.6%	13.5%
Strongly disagree	2.4%	2.3%	2.2%	2.7%	1.5%	3.3%
Disagree	6.0%	7.3%	7.3%	7.5%	4.1%	10.2%
Neither agree nor disagree	11.5%	13.9%	13.7%	14.3%	12.8%	14.6%
Agree	44.0%	47.6%	47.5%	47.7%	47.0%	44.2%
Strongly agree	36.1%	28.8%	29.4%	27.8%	34.6%	27.7%
NET: Agree	80.1%	76.4%	76.9%	75.5%	81.6%	71.9%
Q18 The computers, internet accessibility and software available at my provider are suitable for my needs						
Base (n=)	9,408	9,511	6,620	2,867	494	1,163
NET: Disagree	6.4%	7.5%	7.0%	8.4%	4.8%	10.9%
Strongly disagree	1.9%	1.7%	1.7%	1.7%	1.0%	3.3%
Disagree	4.5%	5.8%	5.3%	6.7%	3.8%	7.6%
Neither agree nor disagree	13.5%	15.4%	13.3%	18.9%	17.8%	14.2%
Agree	44.5%	47.9%	48.2%	47.3%	46.7%	45.4%
Strongly agree	35.7%	29.3%	31.5%	25.3%	30.7%	29.5%
NET: Agree	80.2%	77.2%	79.7%	72.7%	77.4%	74.9%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q19 The overall campus is a pleasant place to learn						
Base (n=)	9,485	9,538	6,636	2,879	487	1,170
NET: Disagree	3.1%	3.6%	3.2%	4.3%	3.0%	5.5%
Strongly disagree	0.8%	1.0%	0.9%	1.1%	1.0%	1.8%
Disagree	2.3%	2.7%	2.3%	3.3%	2.0%	3.7%
Neither agree nor disagree	10.4%	11.9%	11.3%	13.0%	12.6%	12.3%
Agree	47.5%	50.2%	49.1%	52.2%	46.0%	45.9%
Strongly agree	39.0%	34.2%	36.4%	30.5%	38.3%	36.2%
NET: Agree	86.4%	84.4%	85.5%	82.6%	84.4%	82.1%
Q20 The building(s) / facilities at my provider are well maintained						
Base (n=)	9,480	9,580	6,656	2,901	493	1,176
NET: Disagree	5.0%	5.8%	5.1%	7.1%	5.5%	8.8%
Strongly disagree	1.1%	1.4%	1.0%	1.9%	1.4%	2.5%
Disagree	3.9%	4.5%	4.1%	5.2%	4.2%	6.4%
Neither agree nor disagree	11.9%	12.9%	12.3%	13.8%	11.8%	10.0%
Agree	46.8%	50.1%	49.9%	50.5%	46.7%	48.7%
Strongly agree	36.3%	31.2%	32.7%	28.6%	36.0%	32.4%
NET: Agree	83.1%	81.3%	82.6%	79.1%	82.7%	81.2%
Q21 Overall, how satisfied are you with your training?						
Base (n=)	10,743	11,038	7,815	3,168	676	1,320
NET: Dissatisfied	5.8%	6.5%	7.1%	5.5%	4.4%	8.6%
Very dissatisfied	1.4%	1.8%	2.0%	1.5%	1.9%	2.9%
Dissatisfied	4.4%	4.7%	5.1%	4.0%	2.5%	5.6%
Neither satisfied nor dissatisfied	6.9%	8.8%	8.8%	8.9%	6.7%	10.6%
Satisfied	42.5%	44.5%	42.9%	47.8%	37.7%	43.5%
Very satisfied	44.8%	40.2%	41.2%	37.8%	51.2%	37.3%
NET: Satisfied	87.3%	84.7%	84.1%	85.6%	88.9%	80.8%
Q22B How likely would you be to recommend your provider to other students?						
Base (n=)	10,742	11,039	7,816	3,168	678	1,320
NET: Unlikely	4.4%	5.0%	5.1%	4.9%	3.7%	6.1%
Very unlikely	1.5%	2.1%	2.2%	1.9%	2.2%	2.9%
Unlikely	2.9%	3.0%	3.0%	3.0%	1.5%	3.2%
Neither likely nor unlikely	9.6%	11.5%	9.9%	14.6%	8.6%	11.9%
Likely	34.7%	36.6%	34.6%	40.5%	34.1%	34.8%
Very likely	51.2%	46.8%	50.3%	40.0%	53.6%	47.2%
NET: Likely	85.9%	83.4%	84.9%	80.5%	87.7%	82.0%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q23-Q32 Awareness of Support Services						
<i>Base (n=)</i>	10,398	10,555	7,530	3,001	525	1,272
Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)	75.0%	73.5%	79.2%	62.7%	73.4%	76.5%
Flexible assessment (e.g. time extension, alternative assessment options)	77.0%	76.8%	80.5%	69.9%	80.0%	79.2%
Literacy and numeracy support	77.6%	78.2%	77.5%	79.6%	80.3%	78.6%
Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)	69.7%	70.1%	68.7%	72.6%	71.1%	66.0%
Career advice and planning	69.7%	70.9%	70.9%	70.8%	73.1%	72.3%
Other counselling services	65.2%	66.0%	65.9%	66.2%	70.2%	68.8%
A mentor or person to support you during your studies	63.1%	64.3%	61.2%	70.1%	76.0%	61.4%
English language assistance where English is not your first language (e.g. translating services)	67.7%	69.3%	68.7%	70.4%	72.4%	70.4%
Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)	68.6%	69.8%	68.3%	72.7%	73.5%	69.4%
Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)	60.0%	62.2%	60.0%	66.2%	65.1%	66.0%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q23-Q32 Usage of Support Services						
<i>Base (n=)</i>	10,398	10,555	7,530	3,001	525	1,272
Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)	36.9%	38.4%	45.3%	25.6%	44.3%	39.6%
Flexible assessment (e.g. time extension, alternative assessment options)	33.0%	37.1%	41.2%	29.4%	44.0%	47.7%
Literacy and numeracy support	12.0%	16.8%	15.0%	20.0%	29.0%	18.4%
Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)	20.3%	23.0%	23.8%	21.4%	31.8%	23.8%
Career advice and planning	18.9%	23.1%	22.8%	23.4%	32.6%	21.9%
Other counselling services	7.7%	11.6%	10.9%	12.7%	20.9%	13.9%
A mentor or person to support you during your studies	17.3%	20.9%	20.2%	21.9%	36.5%	22.3%
English language assistance where English is not your first language (e.g. translating services)	5.4%	9.1%	7.5%	12.0%	17.3%	6.4%
Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)	10.0%	14.6%	13.8%	16.0%	22.7%	14.8%
Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)	6.6%	10.4%	8.4%	14.2%	19.9%	12.3%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q23C Satisfaction with... Flexible learning options (e.g. online course delivery, short course delivery, part-time course delivery)						
Base (n=)	4,149	4,240	3,473	752	241	515
NET: Dissatisfied	4.0%	4.1%	4.7%	2.2%	2.6%	7.9%
Very dissatisfied	1.1%	1.2%	1.5%	0.1%	0.7%	2.5%
Dissatisfied	2.8%	2.9%	3.2%	2.1%	1.9%	5.3%
Neither satisfied nor dissatisfied	6.0%	8.3%	8.2%	8.5%	8.2%	8.5%
Satisfied	39.3%	48.4%	47.4%	51.6%	48.0%	44.6%
Very satisfied	50.8%	39.2%	39.7%	37.7%	41.2%	39.1%
NET: Satisfied	90.1%	87.7%	87.1%	89.3%	89.2%	83.7%
Q24C Satisfaction with... Flexible assessment (e.g. time extension, alternative assessment options)						
Base (n=)	3,499	3,931	3,057	858	236	598
NET: Dissatisfied	1.2%	1.5%	1.7%	1.1%	1.6%	3.4%
Very dissatisfied	0.3%	0.5%	0.6%	0.3%	0.4%	1.1%
Dissatisfied	0.9%	1.1%	1.2%	0.8%	1.2%	2.3%
Neither satisfied nor dissatisfied	4.2%	7.0%	7.1%	6.8%	7.0%	9.8%
Satisfied	40.9%	48.1%	47.6%	49.3%	45.3%	42.9%
Very satisfied	53.7%	43.4%	43.6%	42.9%	46.0%	43.9%
NET: Satisfied	94.6%	91.5%	91.2%	92.2%	91.3%	86.8%
Q25C Satisfaction with... Literacy and numeracy support						
Base (n=)	1,194	1,652	1,065	577	152	219
NET: Dissatisfied	1.3%	0.7%	0.6%	0.9%	0.7%	2.4%
Very dissatisfied	0.2%	0.3%	0.4%	0.1%	0.7%	1.3%
Dissatisfied	1.1%	0.5%	0.3%	0.7%	0.0%	1.0%
Neither satisfied nor dissatisfied	6.5%	7.8%	8.3%	7.3%	6.7%	10.9%
Satisfied	39.2%	52.1%	53.2%	50.6%	50.9%	49.7%
Very satisfied	53.0%	39.3%	37.9%	41.2%	41.8%	37.0%
NET: Satisfied	92.2%	91.4%	91.1%	91.8%	92.7%	86.8%
Q26C Satisfaction with... Financial assistance (e.g. fees, books, equipment, payment plans, scholarships, fee waivers)						
Base (n=)	2,091	2,342	1,726	610	162	299
NET: Dissatisfied	1.4%	1.8%	1.5%	2.1%	1.7%	4.2%
Very dissatisfied	0.4%	0.5%	0.5%	0.7%	1.1%	1.5%
Dissatisfied	1.0%	1.2%	1.1%	1.5%	0.6%	2.7%
Neither satisfied nor dissatisfied	7.1%	9.0%	8.9%	9.3%	8.1%	9.6%
Satisfied	40.7%	49.5%	48.5%	51.6%	41.9%	47.4%
Very satisfied	50.8%	39.8%	41.1%	37.0%	48.3%	38.9%
NET: Satisfied	91.5%	89.2%	89.6%	88.6%	90.2%	86.3%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q27C Satisfaction with... Career advice and planning						
Base (n=)	1,893	2,327	1,648	666	167	270
NET: Dissatisfied	1.2%	1.6%	2.3%	0.5%	2.0%	3.2%
Very dissatisfied	0.3%	0.7%	1.0%	0.2%	0.6%	2.1%
Dissatisfied	0.8%	0.9%	1.3%	0.3%	1.4%	1.2%
Neither satisfied nor dissatisfied	6.6%	9.0%	9.4%	8.4%	6.5%	11.5%
Satisfied	42.0%	49.3%	49.9%	48.3%	47.8%	48.9%
Very satisfied	50.3%	40.0%	38.5%	42.8%	43.7%	36.4%
NET: Satisfied	92.2%	89.3%	88.3%	91.1%	91.5%	85.3%
Q28C Satisfaction with... Other counselling services						
Base (n=)	774	1,126	769	350	107	177
NET: Dissatisfied	1.5%	2.4%	3.0%	1.6%	2.3%	7.0%
Very dissatisfied	0.6%	0.9%	1.2%	0.6%	0.9%	3.0%
Dissatisfied	0.8%	1.5%	1.9%	0.9%	1.4%	4.0%
Neither satisfied nor dissatisfied	6.6%	10.7%	10.6%	10.9%	11.8%	13.9%
Satisfied	40.9%	48.3%	49.7%	45.8%	47.5%	43.4%
Very satisfied	51.0%	38.5%	36.6%	41.8%	38.4%	35.7%
NET: Satisfied	92.0%	86.9%	86.4%	87.5%	85.9%	79.1%
Q29C Satisfaction with... A mentor or person to support you during your studies						
Base (n=)	1,792	2,128	1,466	649	188	277
NET: Dissatisfied	1.4%	1.0%	1.2%	0.7%	1.5%	2.6%
Very dissatisfied	0.6%	0.4%	0.5%	0.4%	0.5%	1.2%
Dissatisfied	0.8%	0.6%	0.7%	0.3%	1.0%	1.3%
Neither satisfied nor dissatisfied	3.9%	7.3%	7.2%	7.4%	8.6%	11.4%
Satisfied	36.8%	46.7%	47.5%	45.5%	42.7%	42.9%
Very satisfied	57.9%	45.0%	44.1%	46.5%	47.2%	43.1%
NET: Satisfied	94.7%	91.7%	91.6%	91.9%	89.9%	86.0%
Q30C Satisfaction with... English language assistance where English is not your first language (e.g. translating services)						
Base (n=)	521	869	524	338	87	75
NET: Dissatisfied	0.3%	1.0%	1.2%	0.8%	1.1%	5.4%
Very dissatisfied	0.3%	0.9%	1.0%	0.8%	1.1%	3.9%
Dissatisfied	0.0%	0.1%	0.2%	0.0%	0.0%	1.4%
Neither satisfied nor dissatisfied	4.0%	8.8%	10.0%	7.2%	7.4%	7.6%
Satisfied	35.6%	49.5%	49.8%	49.2%	52.2%	43.7%
Very satisfied	60.2%	40.7%	39.1%	42.7%	39.3%	43.4%
NET: Satisfied	95.7%	90.2%	88.8%	91.9%	91.5%	87.0%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q31C Satisfaction with... Customised equipment or adjustments for physical access (e.g. tables, chairs, keyboards, ramps and lift access)						
Base (n=)	1,003	1,448	988	451	117	186
NET: Dissatisfied	0.9%	1.3%	1.6%	0.9%	0.8%	3.2%
Very dissatisfied	0.5%	0.5%	0.5%	0.4%	0.8%	1.2%
Dissatisfied	0.4%	0.9%	1.1%	0.5%	0.0%	2.1%
Neither satisfied nor dissatisfied	6.9%	7.6%	6.8%	8.9%	7.3%	6.1%
Satisfied	40.2%	54.4%	55.7%	52.2%	56.5%	52.4%
Very satisfied	52.0%	36.6%	35.9%	38.0%	35.3%	38.3%
NET: Satisfied	92.2%	91.1%	91.6%	90.2%	91.8%	90.7%
Q32C Satisfaction with... Reasonable adjustment / accommodation, including Auslan interpreting, advocacy, alternative exam conditions (e.g. scribing arrangements)						
Base (n=)	622	983	584	394	101	152
NET: Dissatisfied	1.8%	1.1%	1.5%	0.7%	1.0%	3.8%
Very dissatisfied	1.0%	0.4%	0.7%	0.2%	1.0%	1.8%
Dissatisfied	0.8%	0.7%	0.8%	0.5%	0.0%	2.0%
Neither satisfied nor dissatisfied	6.3%	10.0%	8.6%	11.7%	12.1%	10.0%
Satisfied	39.1%	50.8%	51.4%	49.8%	47.0%	49.5%
Very satisfied	52.8%	38.1%	38.6%	37.8%	39.9%	36.6%
NET: Satisfied	91.9%	88.9%	90.0%	87.6%	86.9%	86.1%
Q33 / 102 How much online learning is in your course?						
Base (n=)	10,392	10,527	7,513	2,990	524	1,270
(Nearly) All (90% to 100%)	16.3%	15.2%	20.7%	4.9%	15.7%	15.5%
Most (about 75%)	8.0%	8.5%	9.8%	6.2%	10.0%	9.1%
Half (about 50%)	14.9%	14.5%	15.9%	11.8%	16.1%	15.1%
Some (about 25%)	26.1%	24.6%	25.0%	23.9%	21.3%	29.2%
None (0%)	34.7%	37.2%	28.6%	53.3%	36.9%	31.1%
Q100_04 I have access to the resources I need to study off-campus (e.g. internet, computer, software programs)						
Base (n=)	6,926	6,756	5,352	1,392	334	883
NET: Disagree	3.5%	4.2%	3.9%	4.9%	3.2%	8.6%
Strongly disagree	1.0%	0.8%	0.7%	1.1%	0.7%	1.1%
Disagree	2.5%	3.3%	3.2%	3.8%	2.5%	7.6%
Neither agree nor disagree	6.9%	8.1%	7.1%	11.1%	9.6%	6.2%
Agree	40.7%	47.3%	45.9%	51.4%	50.4%	43.3%
Strongly agree	48.9%	40.4%	43.0%	32.6%	36.7%	41.8%
NET: Agree	89.7%	87.7%	89.0%	84.1%	87.1%	85.1%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q101_01 My workspace off-campus suits my needs						
Base (n=)	6,850	6,674	5,281	1,381	330	871
NET: Disagree	6.9%	6.9%	7.6%	5.0%	10.1%	13.3%
Strongly disagree	1.4%	1.5%	1.7%	0.8%	2.1%	3.3%
Disagree	5.5%	5.4%	5.9%	4.1%	8.0%	10.0%
Neither agree nor disagree	12.0%	14.5%	13.5%	17.4%	17.7%	14.9%
Agree	42.1%	46.6%	46.2%	47.7%	42.1%	41.8%
Strongly agree	38.9%	32.0%	32.7%	30.0%	30.1%	30.0%
NET: Agree	81.0%	78.6%	78.8%	77.7%	72.2%	71.8%
Q103_02 I have enough support from my lecturer while studying online						
Base (n=)	6,784	6,495	5,154	1,330	322	838
NET: Disagree	8.5%	8.4%	9.4%	5.8%	6.9%	13.4%
Strongly disagree	2.9%	2.4%	2.8%	1.5%	2.7%	4.0%
Disagree	5.6%	6.0%	6.6%	4.4%	4.2%	9.4%
Neither agree nor disagree	15.5%	19.8%	19.1%	21.8%	17.8%	20.1%
Agree	39.9%	42.3%	42.3%	42.4%	42.9%	40.7%
Strongly agree	36.0%	29.5%	29.3%	30.0%	32.4%	25.8%
NET: Agree	76.0%	71.8%	71.5%	72.4%	75.3%	66.6%
Q103_05 Student Support Services provided reasonable adjustment for online learning specific to my disability						
Base (n=)	743	743	654	89	60	743
NET: Disagree	9.8%	12.3%	12.4%	12.0%	15.3%	12.3%
Strongly disagree	3.6%	3.9%	3.9%	4.0%	10.1%	3.9%
Disagree	6.2%	8.4%	8.5%	8.0%	5.2%	8.4%
Neither agree nor disagree	34.5%	33.1%	33.4%	30.9%	17.0%	33.1%
Agree	30.5%	34.3%	34.1%	35.2%	42.9%	34.3%
Strongly agree	25.2%	20.3%	20.1%	21.8%	24.8%	20.3%
NET: Agree	55.7%	54.6%	54.2%	57.0%	67.7%	54.6%
Q36 I would like to see more online learning in my course						
Base (n=)	9,558	9,722	6,828	2,872	484	1,171
NET: Disagree	26.4%	30.8%	27.7%	36.5%	25.5%	33.2%
Strongly disagree	9.6%	10.9%	8.9%	14.6%	10.4%	13.2%
Disagree	16.8%	19.9%	18.8%	21.9%	15.1%	20.1%
Neither agree nor disagree	33.7%	36.6%	37.9%	34.3%	36.9%	37.8%
Agree	22.4%	20.6%	21.6%	18.9%	24.3%	18.1%
Strongly agree	17.5%	11.9%	12.8%	10.4%	13.3%	10.9%
NET: Agree	39.9%	32.5%	34.4%	29.3%	37.6%	29.0%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q105 Would you like face-to-face access to a lecturer for support?						
Base (n=)	6,976	6,858	5,431	1,415	339	890
Weekly	31.7%	27.9%	31.7%	17.0%	27.3%	30.9%
Fortnightly	8.1%	8.0%	8.9%	5.4%	11.6%	9.6%
Monthly	5.2%	5.8%	5.3%	7.2%	8.8%	5.5%
Only when I have a specific issue	27.5%	29.1%	28.7%	30.3%	24.7%	26.2%
Not at all	24.3%	25.1%	20.9%	37.0%	22.7%	20.9%
Other, please specify	3.2%	4.1%	4.4%	3.2%	5.0%	6.9%
Q50 How do you rate the mix of practical and theoretical work in your course?						
Base (n=)	NA	10,550	7,529	2,997	524	1,272
There is too much theory	NA	19.4%	17.6%	22.9%	19.9%	21.5%
The mix is about right	NA	73.6%	72.7%	75.2%	73.2%	69.5%
There is too much practical work	NA	3.1%	4.0%	1.5%	2.7%	3.4%
Not applicable, there is no practical work in my course	NA	3.9%	5.7%	0.5%	4.2%	5.5%
Q51 How do you rate the amount of training and contact hours involved in your course?						
Base (n=)	NA	10,550	7,529	2,997	524	1,272
Far too much	NA	3.3%	3.8%	2.3%	2.3%	3.9%
A bit too much	NA	12.3%	14.0%	9.2%	8.6%	13.9%
About right	NA	74.4%	72.5%	77.8%	77.1%	68.8%
Somewhat low	NA	6.9%	6.6%	7.5%	7.0%	8.8%
Not enough	NA	3.2%	3.2%	3.1%	5.0%	4.6%
Q52 Has your study at your training provider led to any of the following?						
Base (n=)	NA	10,550	7,529	2,997	524	1,272
New or improved skills	NA	59.7%	59.3%	60.4%	61.7%	63.6%
A (new) job	NA	16.7%	18.9%	12.5%	19.6%	14.9%
Increased knowledge	NA	70.6%	69.0%	73.5%	65.4%	73.7%
A promotion	NA	5.2%	3.8%	7.9%	6.7%	3.7%
None of the above	NA	10.1%	11.1%	8.3%	10.3%	12.6%

	2023	2024	2024 IBS	2024 EBS	2024 Aboriginal students	2024 Students with disability
Q45 Please answer the following questions with 'Yes' or 'No' (all 'Yes' responses)						
<i>Base (n=)</i>	10,743	11,040	7,816	3,168	678	1,320
Are you of Aboriginal or Torres Strait Islander origin?	5.9%	6.1%	6.0%	5.8%	100.0%	7.8%
Do you live 100 kilometres or more from your training provider?	18.9%	18.7%	17.3%	21.2%	28.8%	17.3%
Have you lived in Australia for 5 years or less?	35.0%	33.6%	34.0%	32.8%	40.4%	29.2%
Is English your first language?	81.3%	80.1%	76.0%	87.7%	93.4%	91.7%
Do you have a disability, impairment or long-term condition?	11.8%	11.8%	15.0%	5.9%	14.9%	100.0%
Does your disability, impairment or long-term condition affect your studies?	7.7%	7.7%	10.0%	3.5%	9.3%	64.5%

4 Detailed Methodology

Project approach

The WA SSS fieldwork was conducted between 10 September 2024 and 18 November 2024.

Students from the five TAFE colleges and WAAPA were invited to participate in the survey. Students studying at 153 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 8 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 2024

There were very few changes to the survey from 2023. These changes included:

- The 'Recognition of Prior Learning (RPL)' section was removed.
- Three new questions were added in 2024.
 - Q50 - How do you rate the mix of practical and theoretical work in your course?
 - Q51 - How do you rate the amount of training and contact hours involved in your course?
 - Q52 - Has your study at your training provider led to any of the following?
- Several TAFE specific questions were removed in 2024.
- Four new North Metropolitan TAFE questions were added in 2024.

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 Alphatag.

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 2024. A total of n=76,452 were identified as eligible to participate in the survey. There were no records removed from the sample file during the cleaning process.¹

An additional n=210 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=76,662 state-wide population
 - n=52,552 TAFE and WAAPA students
 - n=24,110 private training provider students

¹ A small number of records (n=69) were reassigned to different RTOs in instances where a student chose a different RTO than the one initially assigned to them.

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 16,079 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 196 invalid, unmatched and double entries were excluded from the total survey sample.

The final responding sample was:

- n=15,883 state-wide population
- n=11,040 TAFE and WAAPA students (excluding students studying at a private training provider)

This resulted in response rates of:

- 20.7% across the state
- 21.0% 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 (EBS, IBS) and training provider (each of the five TAFE colleges, WAAPA and private training providers).

This resulted in 100 different possible weighting cells. Weighting cells with a zero count for both the population and the survey data were removed, leaving 100 active weighting 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.



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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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