

Skilled Up (40471)

2023 RTO Performance Summary Report

This report details the **2023** results of the *Student Satisfaction Survey* and from the *Employer Satisfaction Survey*, as well as results from previous years of the surveys (where available). The below overview presents the key Performance Measures across **Student experience**, **Student outcomes**, and **Employer feedback**.

Student Satisfaction Survey












- In 2023, over 70,000 Victorian students across 276 Registered Training Organisations (RTOs) participated in the survey. The state-level response rate for Victoria was 44.0%.
- In 2023, around 41,400 respondents had completed their training (completers) and around 29,600 left training without completing (early leavers).
- A total of 115 students from Skilled Up (40471) participated in the 2023 Student Satisfaction Survey. This is a response rate of 52.8%.
- In 2023, 106 respondents were completers and 9 were early leavers.

Employer Satisfaction Survey

- In 2023, almost 9,500 employers of apprentice(s) and trainee(s), took part in the survey. The state-level response rate for Victoria was 38.0%.
- A total of 1 employers of apprentice(s) and/or trainee(s) who either completed their training or were still in training at Skilled Up (40471) participated in the 2023 Employer Satisfaction Survey. This is a response rate of 100.0%.

Performance measures

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

	Skilled Up			2023 average
	2023	2022	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training	84.7% ▲	82.1%		78.4%
Proportion of VET students who reported a positive perception of teaching	85.4% ▲	81.3%		73.1%
Proportion of VET students who reported a positive perception of the assessment process	88.2% ▲	80.5%		71.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	81.2%	%		53.7%
Student outcomes				
Proportion of VET students who achieved their main reason for training	93.0% ▲	77.7%		77.0%
Proportion of VET students with an improved employment status after training	64.0% ▼	66.8%		58.1%
Proportion of VET students who went on to further study at a higher level than their completed training	12.6% ▲	6.7%		14.6%
Proportion of VET students who would recommend Skilled Up	79.0% ▼	79.6%		76.8%
Employer feedback				
Proportion of employers who were satisfied with training provided by Skilled Up	%	%		77.3%
Proportion of employers who would recommend Skilled Up	%	%		73.2%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	%	%		78.4%

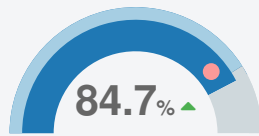
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

Skilled Up ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who were **satisfied with training** provided by Skilled Up

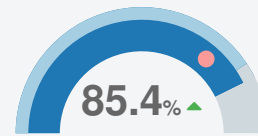


2023 n = 111

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with training provided by the RTO, exclusive of missing items and 'not applicable' responses.

	2021	2022	2023
Overall, how satisfied were you with your training at your training organisation?	70.8	82.1 ▲	84.7 ▲

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

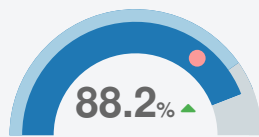


2023 n = 103

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** three components of the question, exclusive of missing items and "Not applicable" responses.

	2021	2022	2023
Clearly taught the subject	76.9	87.5 ▲	88.3 ▲
Understood your learning needs	76.9	84.8 ▲	91.2 ▲
Had current industry experience	84.6	91.3 ▲	91.2 ▼

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

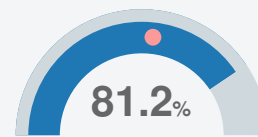


2023 n = 102

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** three components of the question, exclusive of missing items and "Not applicable" responses.

	2021	2022	2023
Clearly outlined to you	73.8	85.8 ▲	89.2 ▲
Appropriate for your studies	73.8	86.7 ▲	92.2 ▲
Carried out as outlined to you	76.4	86.2 ▲	90.1 ▲

Proportion of VET students who were satisfied with **generic skills and learning experiences** in 2023



2023 n = 101

This measure is based on the proportion of students who reported that they were "Very satisfied" or "Satisfied" with **all** five components of the question, exclusive of missing items and "Not applicable" responses.

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 2023 release of VETStat.

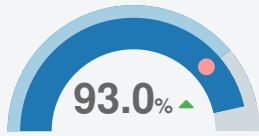
	2021	2022	2023
Problem solving skills	68.0	75.0 ▲	91.1 ▲
Team working skills	69.7	75.4 ▲	90.1 ▲
Communication skills	-	-	90.1
Planning and organisation skills	-	-	86.1
Digital skills (e.g. using information from computers and digital devices)	-	-	85.9

Student outcomes summary

Legend

Skilled Up ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

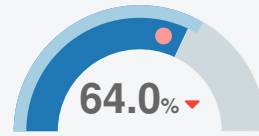


2023 n = 115

This measure is based on the proportion of students who reported they “Strongly Agree” or “Agree” that they achieved their main reason for undertaking training.

	2021	2022	2023
You achieved your main reason for doing the course	71.7	77.7 ▲	93.0 ▲

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

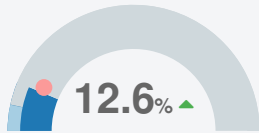


2023 n = 75

This measure is based on student responses to several questions. Students had an “improved employment status after training” if they were employed before training and afterwards had greater responsibility, a promotion, started a new role, earned more, worked more hours, gained extra skills, completed an apprenticeship/traineeship or set up a business. For those who were unemployed, they had “improved employment status” if they got a job or set up a business.

	2021	2022	2023
Proportion of VET students with an improved employment status after training	59.8	66.8 ▲	64.0 ▼

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

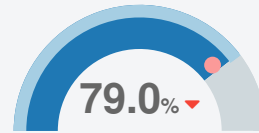


2023 n = 87

Students who commenced another course or further study were asked about the level of the new course. This measure is based on the proportion of students who reported that they were going onto further study at a higher level than the course recorded in their administrative data.

	2021	2022	2023
Proportion of VET students who went on to further study at a higher level than their completed training	12.0	6.7 ▼	12.6 ▲

Proportion of VET students who would **recommend Skilled Up**



2023 n = 100

This measure is based on the proportion of students who reported that they were “Very likely” or “Likely” to recommend the RTO to other students.

	2021	2022	2023
How likely would you be to recommend the training organisation to other students?	64.8	79.6 ▲	79.0 ▼

Employer feedback summary

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

Legend

Skilled Up ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of employers who were **satisfied with training** provided by Skilled Up

Not available in 2023

Proportion of employers who would **recommend** Skilled Up

Not available in 2023

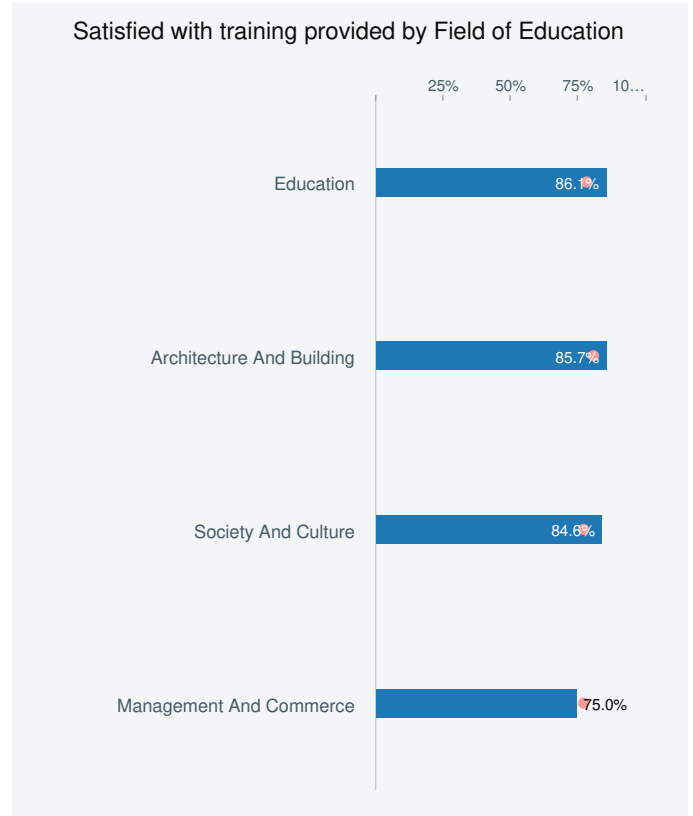
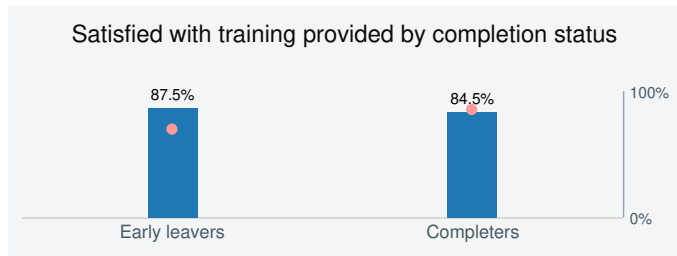
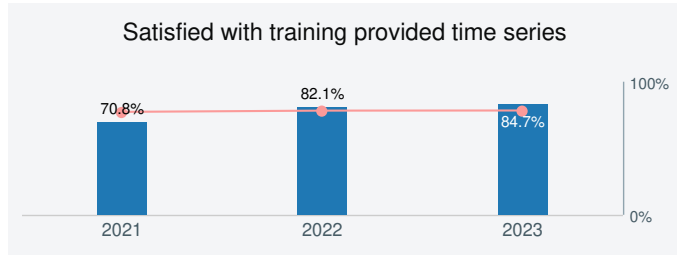
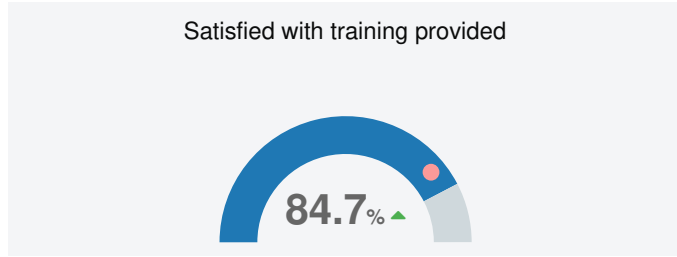
Proportion of employers who reported improvement in the **technical/job specific skills** of their apprentices and trainees

Not available in 2023

Student experience

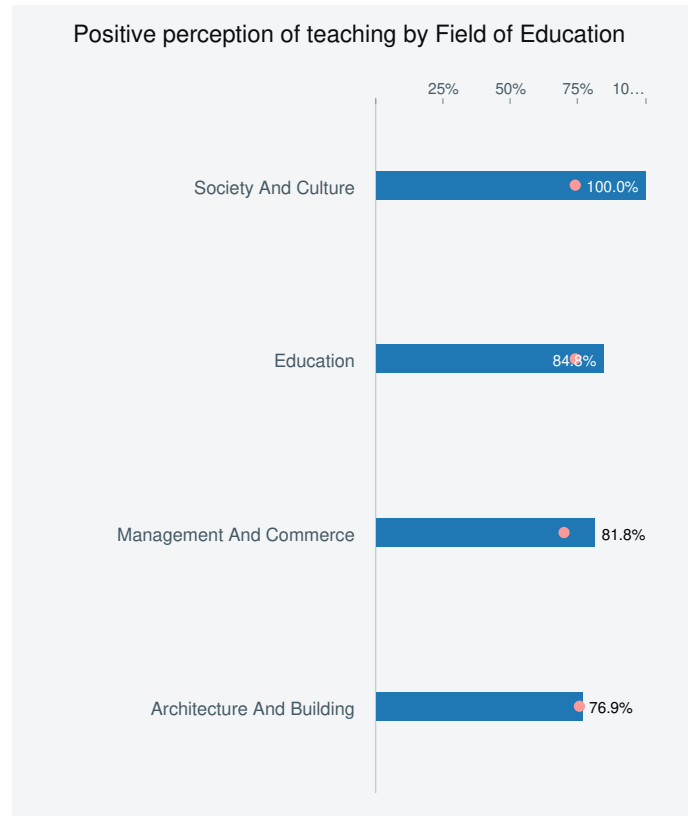
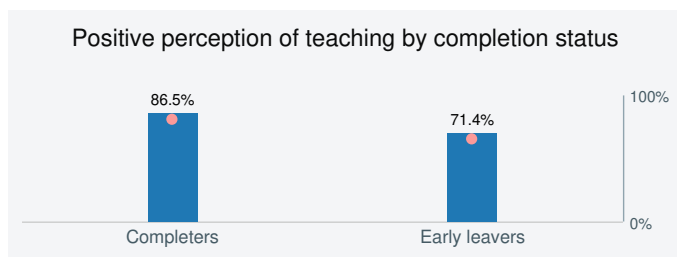
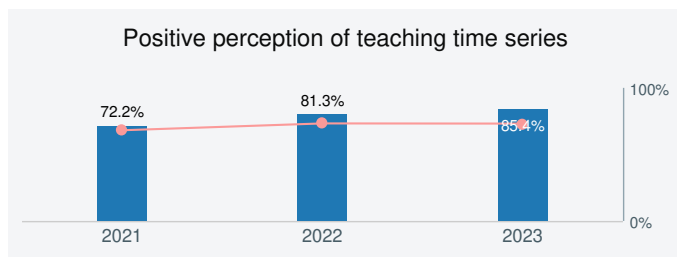
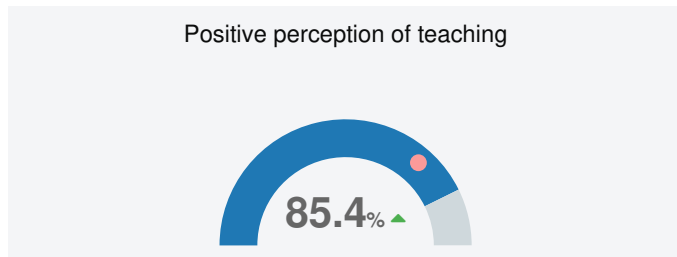
Proportion of VET students who were satisfied with training

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



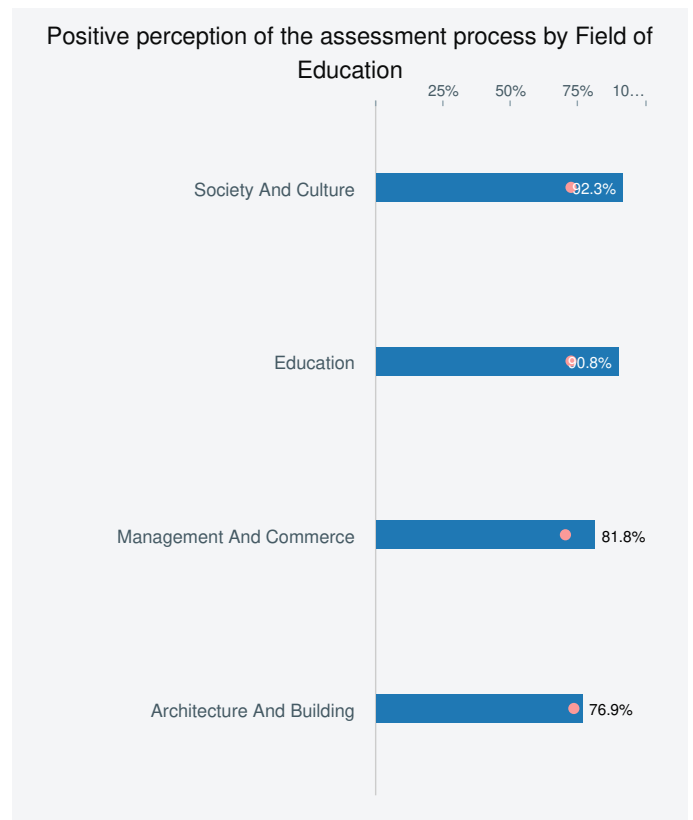
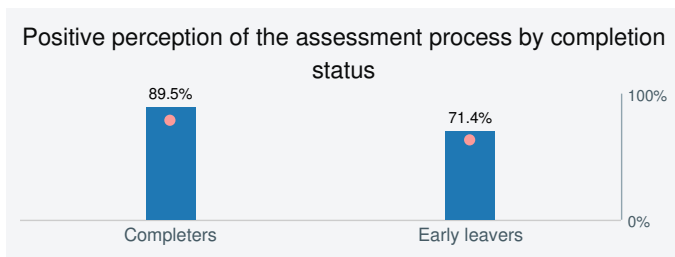
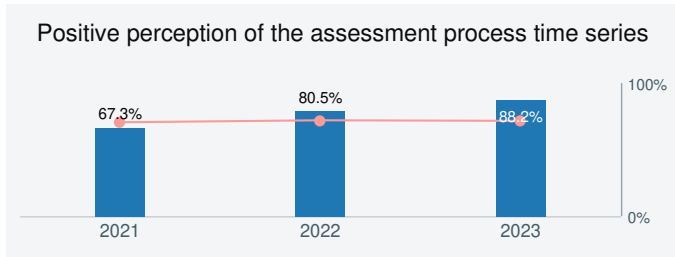
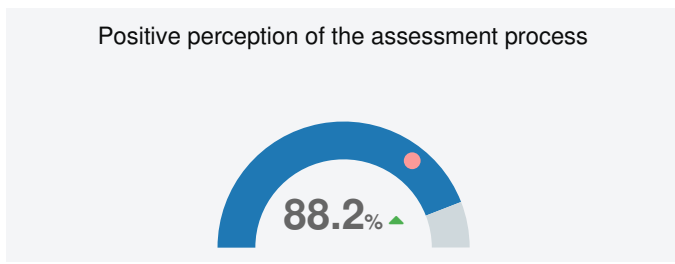
Proportion of VET students who reported a positive perception of teaching

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

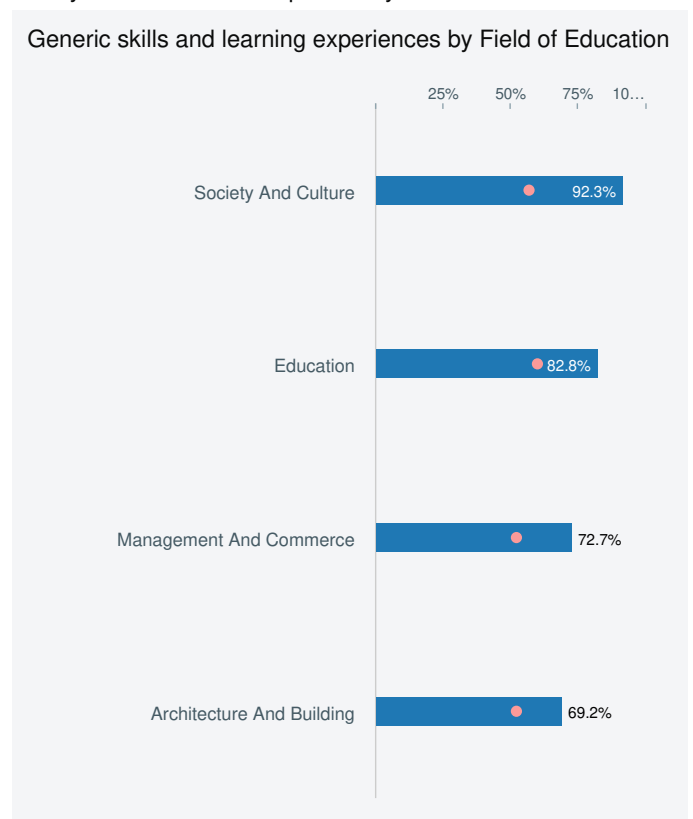
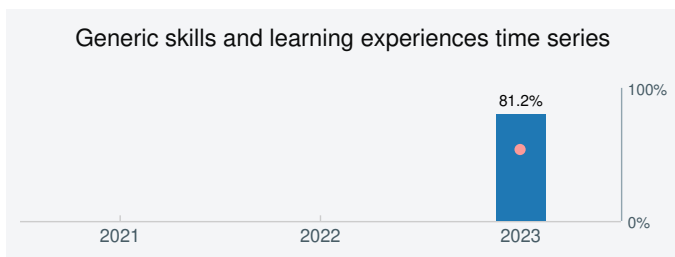
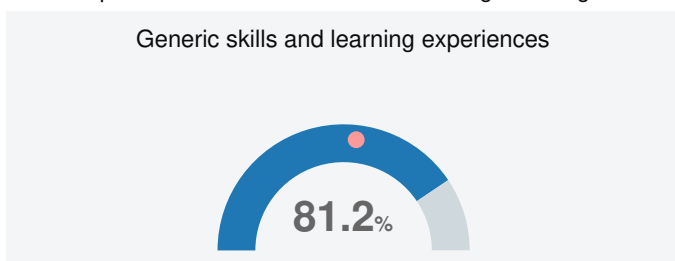
Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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 2023 release of VETStat.

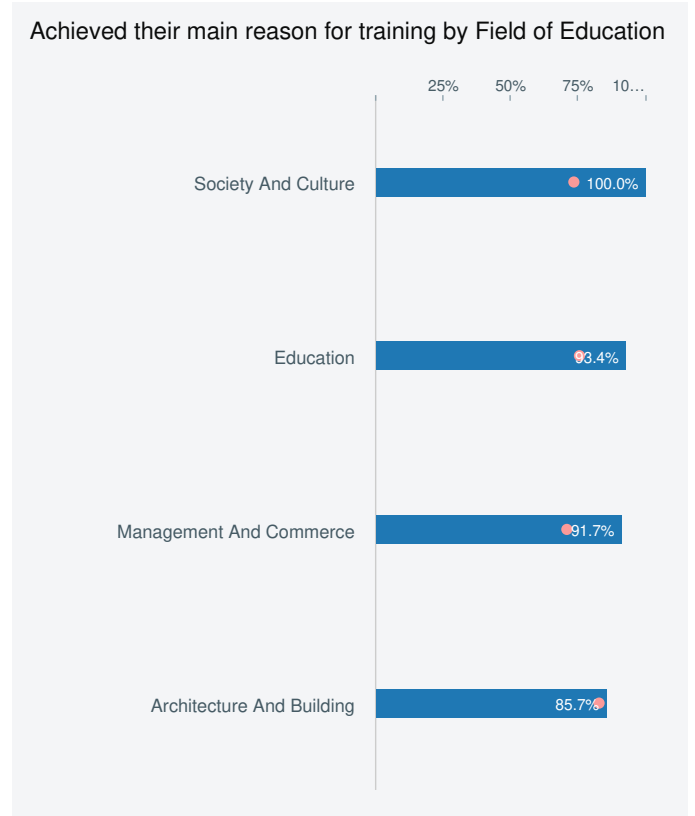
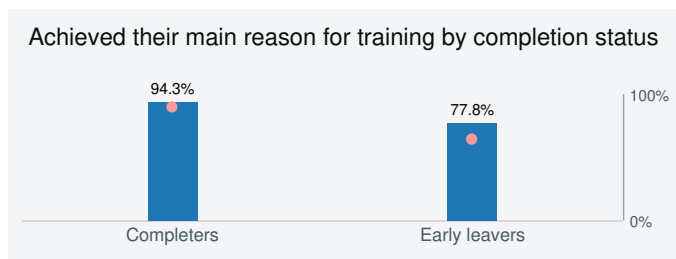
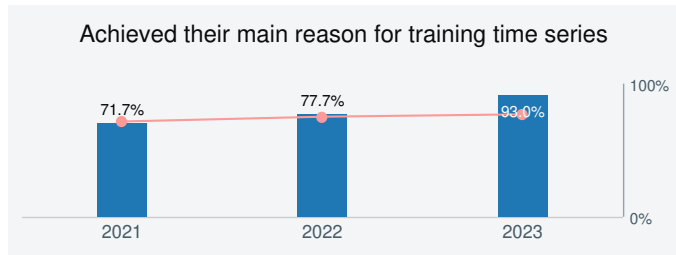
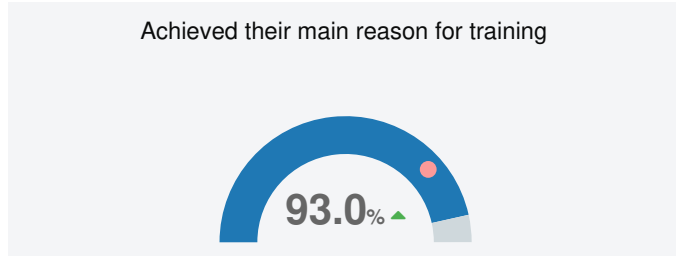
Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

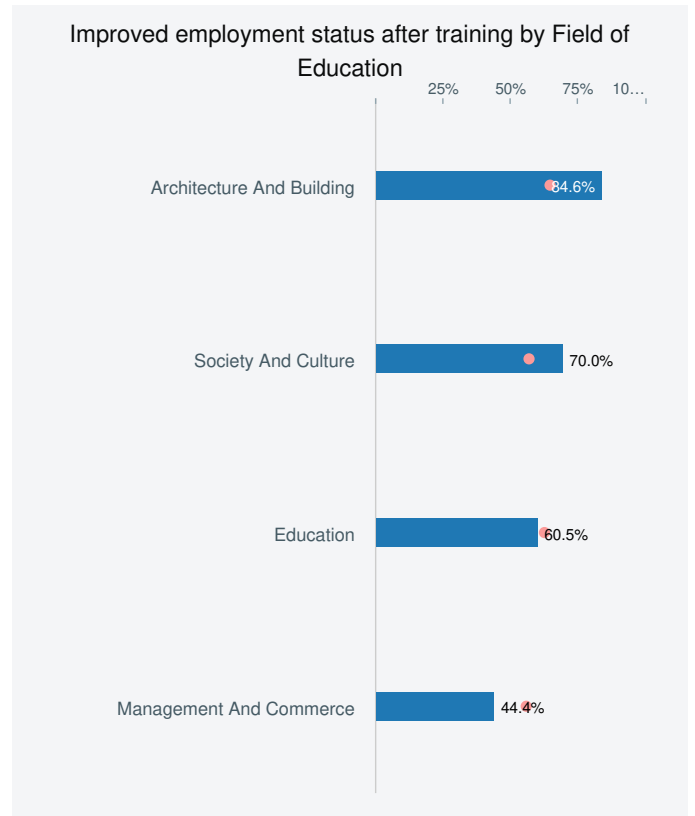
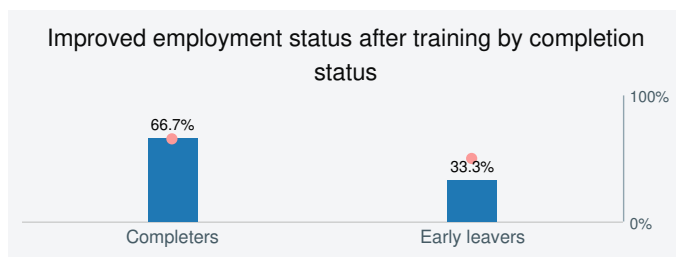
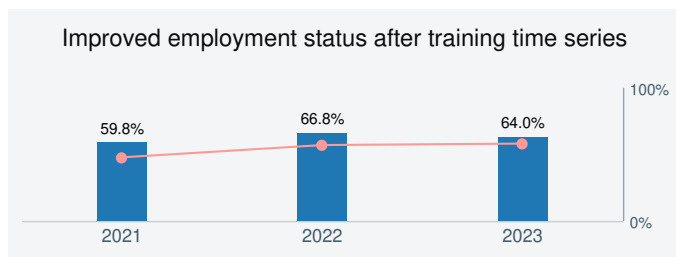
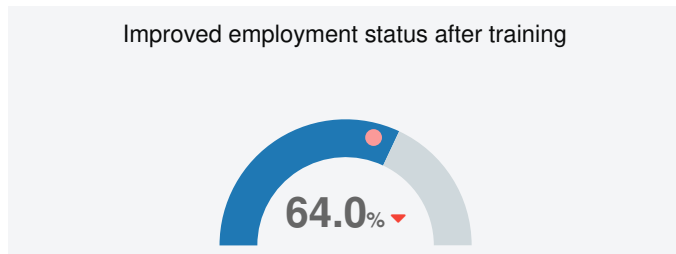
Proportion of VET students who achieved their main reason for training

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



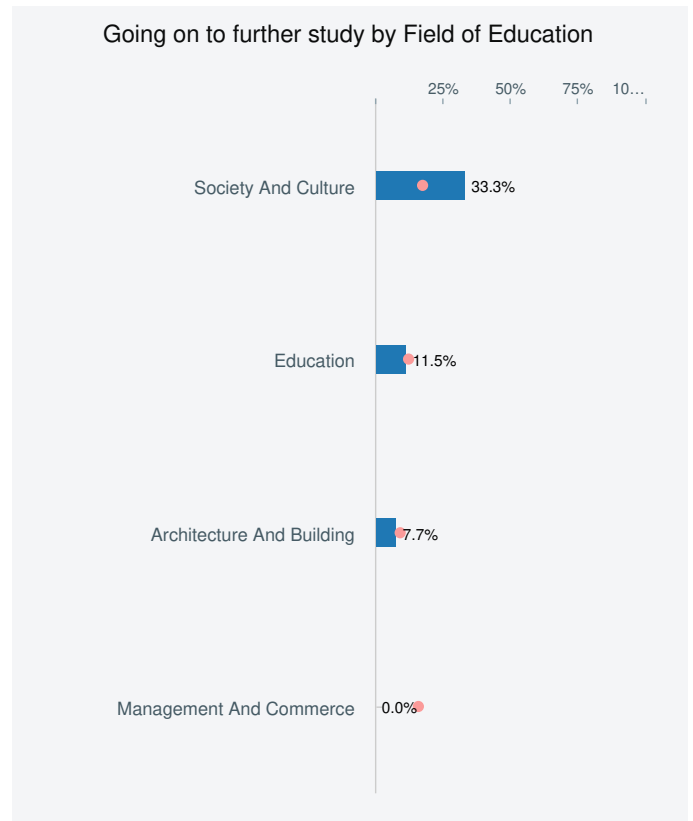
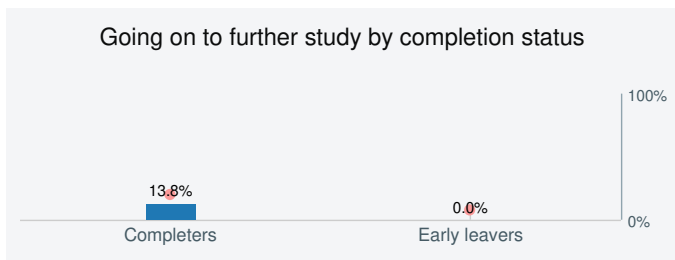
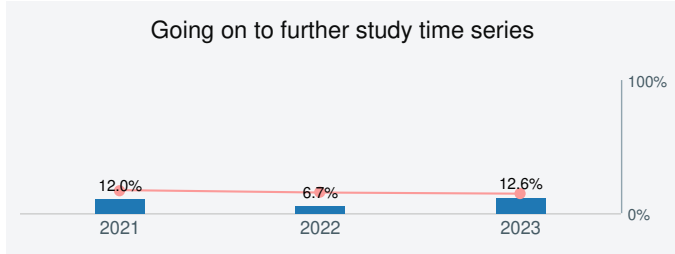
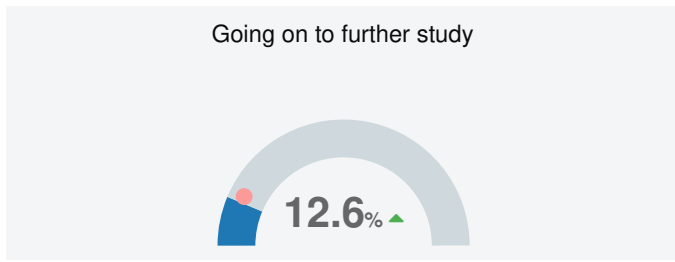
Proportion of VET students with an improved employment status after training

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



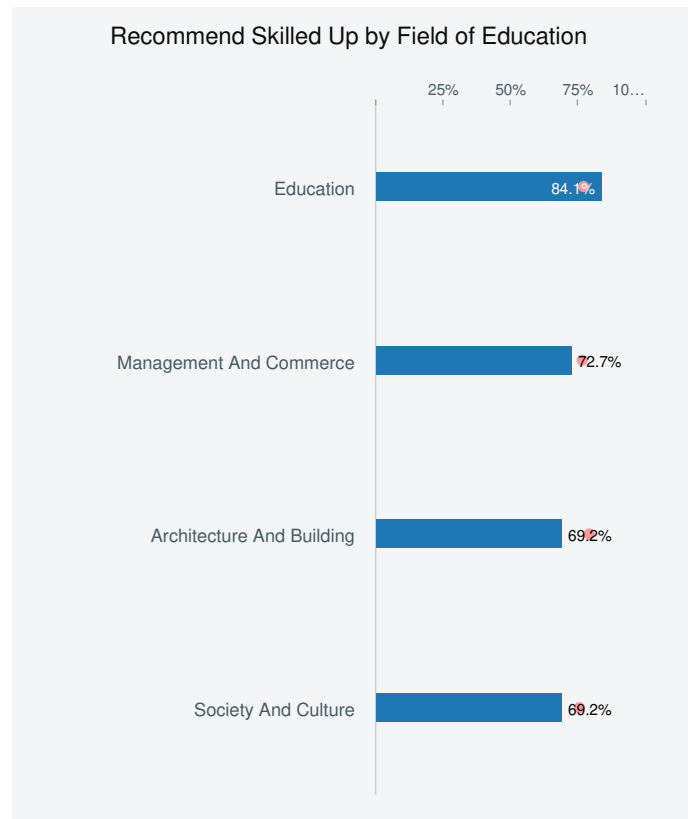
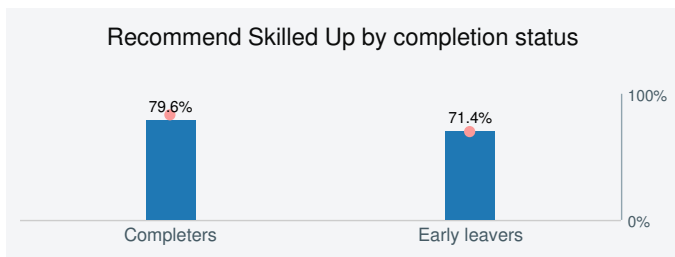
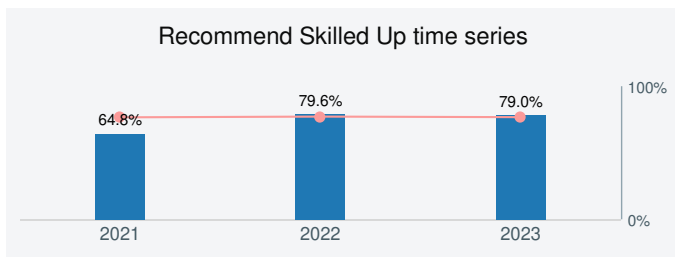
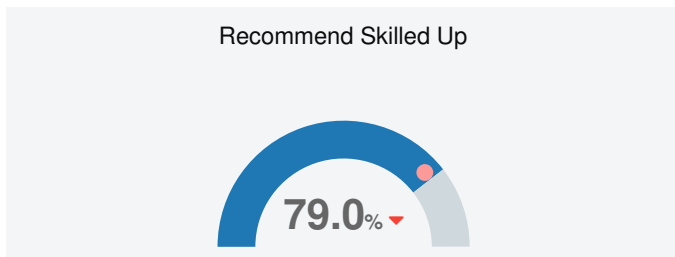
Proportion of VET students who went on to further study at a higher level than their completed training

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who would recommend Skilled Up

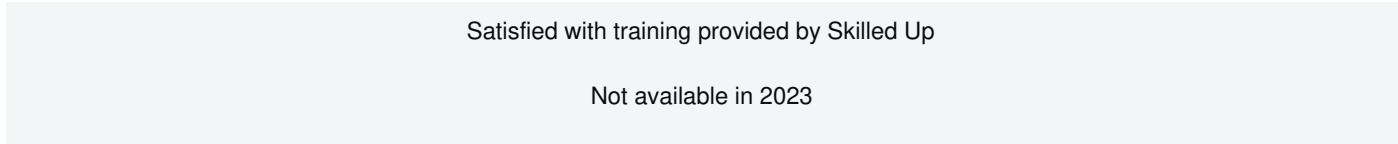
Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Employer feedback

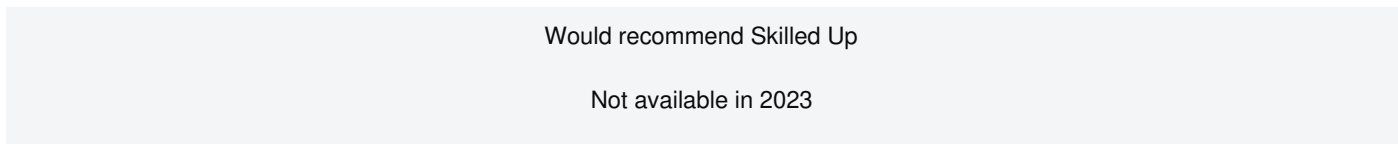
Proportion of employers who were satisfied with training provided by Skilled Up

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of employers who would recommend Skilled Up

Skilled Up ■ 2023 ● 2023 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

This measure is based on the proportion of employers who reported that they were “Highly Satisfied” or “Satisfied” that the RTO contributed to an improvement in their apprentice(s)/trainee(s)’ technical/job specific skills. The methodology used to construct this measure was changed in 2022. To allow for comparison, the historical time-series have been revised to be consistent with the 2022 methodology. Consequently, the numbers for 2021 are different to those reported previously.

Skilled Up ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

