

Julie Reid Management Pty Ltd (91454)

2018 RTO Performance Summary Report

This report details the **2018** results of the *Student Satisfaction Survey* and selected results from the *Employer Satisfaction and Skills 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**.

In 2018, 37 students from Julie Reid Management Pty Ltd (91454) took part in the survey. This is a response rate of 39.4%. The average response rate for all of Victoria was 29.4%.

In 2018, 28 of the respondents in the survey were completers and 9 were early leavers.

Performance measures

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

	Julie Reid Management Pty Ltd			2018 average
	2018	2017	Trend	Victoria
Student experience				
Proportion of VET students satisfied with training provided by Julie Reid Management Pty Ltd	86.1% ▼	91.9%		77.0%
Proportion of VET students reporting a positive perception of teaching	86.5% ▲	78.4%		67.5%
Proportion of VET students reporting a positive perception of the assessment process	91.7% ▲	86.5%		69.1%
Proportion of VET students satisfied with generic skills and learning experiences	54.1% ▲	48.6%		43.5%
Student outcomes				
Proportion of VET students who achieved their main reason for training	75.7% ▼	86.5%		73.2%
Proportion of VET students with an improved employment status after training	47.2% ▼	48.6%		46.2%
Proportion of VET students going onto further study at a higher level than their completed training	14.3% ▼	19.4%		19.1%
Proportion of VET students who recommended Julie Reid Management Pty Ltd	86.1% ▼	91.9%		74.8%
Employer feedback				
Proportion of employers of apprentices and trainees who are satisfied with training provided by Julie Reid Management Pty Ltd	83.3% ▼	100.0%		77.6%
Proportion of employers who recommend Julie Reid Management Pty Ltd	83.3% ▼	100.0%		73.3%
Proportion of employers reporting improvement in the generic skills of apprentices and trainees	83.3% ▲	77.8%		56.0%

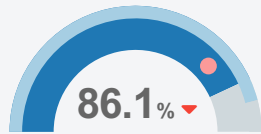
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

Julie Reid Management Pty Ltd ■ 2018 ■ 2017 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who are **satisfied with training** provided by Julie Reid Management Pty Ltd

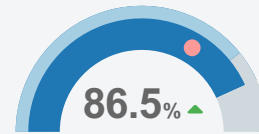


2018 n = 36

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.

	2015	2016	2017	2018
Overall, how satisfied are you with your training?	70.6	93.3 ▲	91.9 ▼	86.1 ▼

Proportion of VET students reporting a **positive perception of teaching**

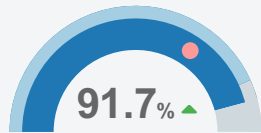


2018 n = 37

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.

	2015	2016	2017	2018
Clearly taught the subject	83.3	90.0 ▲	91.9 ▲	89.2 ▼
Had current industry experience	100.0	96.7 ▼	94.6 ▼	94.4 ▼
Understood your learning needs	77.8	96.7 ▲	83.8 ▼	88.9 ▲

Proportion of VET students reporting a **positive perception of the assessment process**

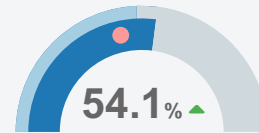


2018 n = 36

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.

	2015	2016	2017	2018
Appropriate for your studies	88.9	96.4 ▲	97.3 ▲	91.7 ▼
Clearly outlined to you	88.9	96.6 ▲	91.9 ▼	94.4 ▲
Carried out as outlined to you	88.9	92.9 ▲	91.9 ▼	91.7 ▼

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



2018 n = 37

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

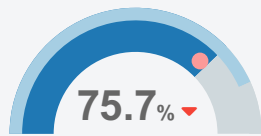
	2015	2016	2017	2018
Career outlook	72.2	100.0 ▲	86.5 ▼	81.1 ▼
English writing skills	41.7	70.0 ▲	65.7 ▼	78.8 ▲
Numerical skills	54.5	83.3 ▲	58.8 ▼	60.6 ▲
Problem solving skills	80.0	87.5 ▲	83.3 ▼	80.0 ▼
Self-confidence	82.4	93.1 ▲	89.2 ▼	88.6 ▼
Team working skills	76.9	92.9 ▲	94.4 ▲	80.6 ▼

Student outcomes summary

Legend

Julie Reid Management Pty Ltd ■ 2018 ■ 2017 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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



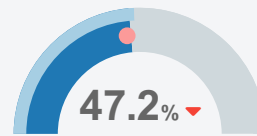
2018 n = 37

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.

	2015	2016	2017	2018
You achieved your main reason for doing the course	66.7	77.4 ▲	86.5 ▲	75.7 ▼

[You achieved your main reason for doing the course](#)

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

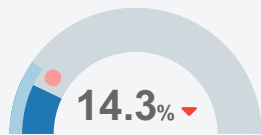


2018 n = 36

This measure is based on student responses to nine 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 that were unemployed, they had “improved employment status” if they got a job or set up a business.

The methodology used to construct this measure was changed in 2018. So, the results are not directly comparable over time.

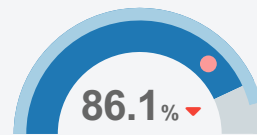
Proportion of VET students **going onto further study at a higher level than their completed training**



2018 n = 35

Students that 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.

Proportion of VET students who **recommend Julie Reid Management Pty Ltd**



2018 n = 36

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.

	2015	2016	2017	2018
How likely would you be to recommend this training organisation to other students?	66.7	83.3 ▲	91.9 ▲	86.1 ▼

[How likely would you be to recommend this training organisation to other students?](#)

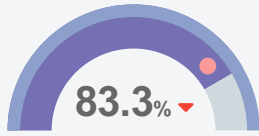
Employer feedback summary

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

Legend

Julie Reid Management Pty Ltd ■ 2018 ■ 2017 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of employers who are **satisfied with training** provided by Julie Reid Management Pty Ltd

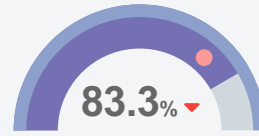


2018 n = 6

This measure is based on the proportion of employers of apprentices and trainees who reported that they were “Very satisfied” or “Satisfied” with training provided by the RTO, exclusive of missing items.

	2016	2017	2018
Satisfied with training provided by the RTO	100.0	100.0	83.3 ▼

Proportion of employers who **recommend** Julie Reid Management Pty Ltd

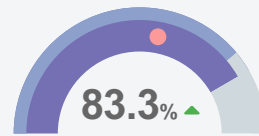


2018 n = 6

This measure is based on the proportion of employers of apprentices and trainees who reported that they were “Very likely” or “Likely” to recommend the RTO to other employers, exclusive of missing items.

	2016	2017	2018
Recommend the RTO	100.0	100.0	83.3 ▼

Proportion of employers reporting improvement in **generic skills**



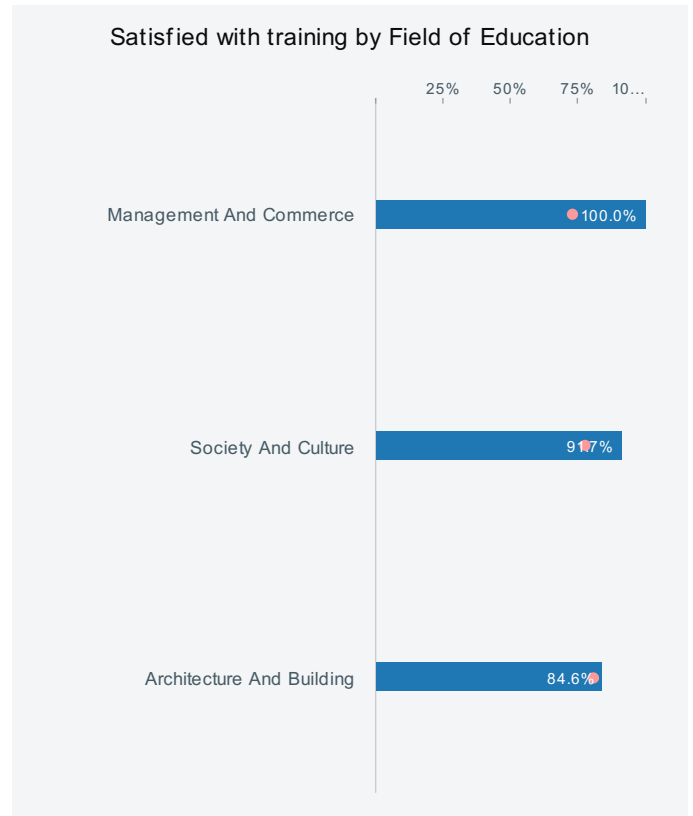
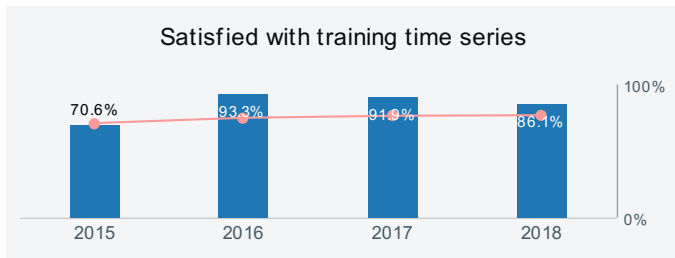
2018 n = 6

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 **all** the following skills of their apprentice(s)/trainee(s); technical/job specific skills, problem solving skills, decision making skills, confidence and initiative, teamwork skills, writing skills, numeracy skills and IT/computer skills, exclusive of missing items and “not applicable” responses.

Student experience

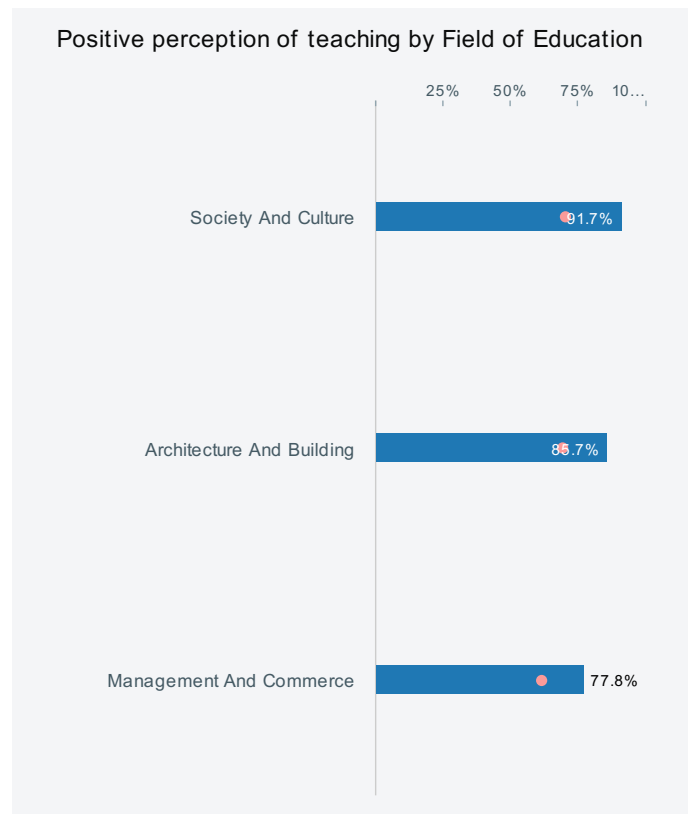
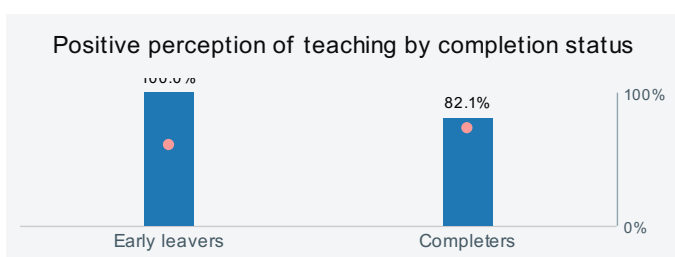
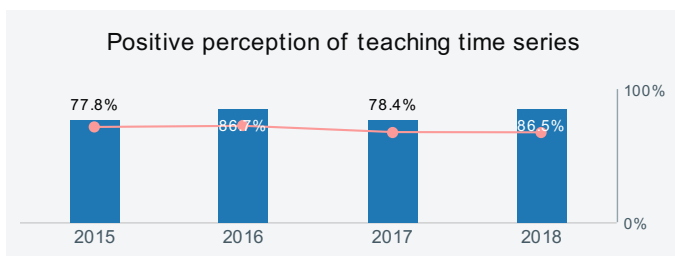
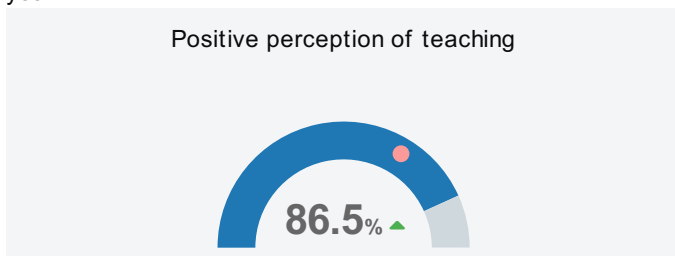
Proportion of VET students satisfied with training provided by Julie Reid Management Pty Ltd

Julie Reid Management Pty Ltd ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



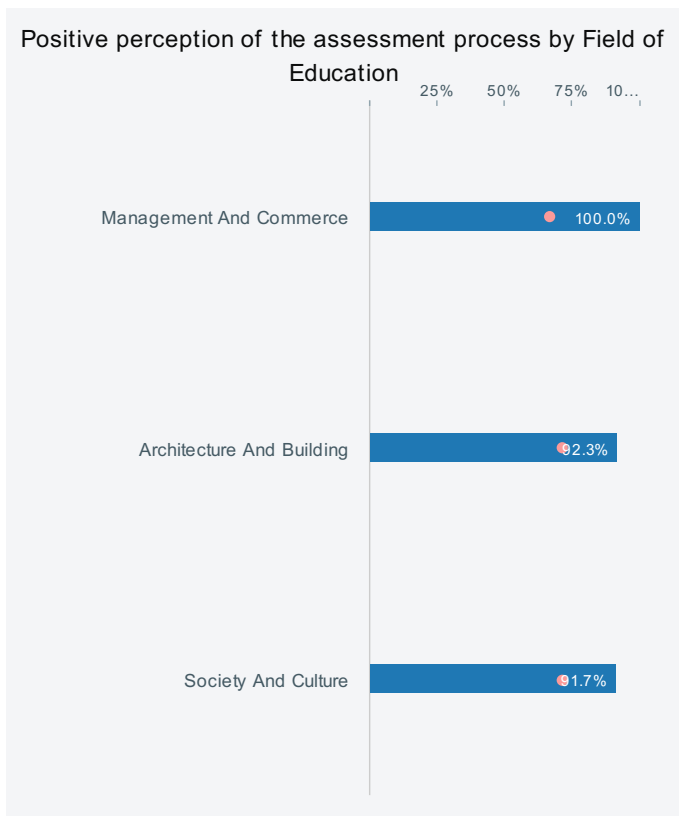
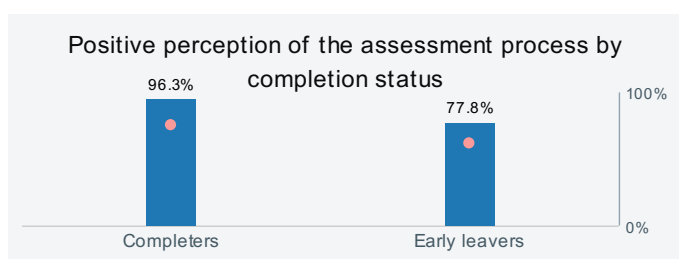
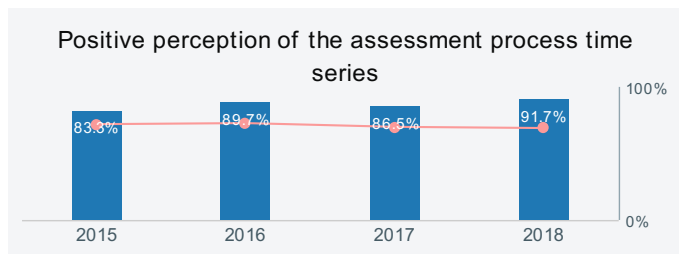
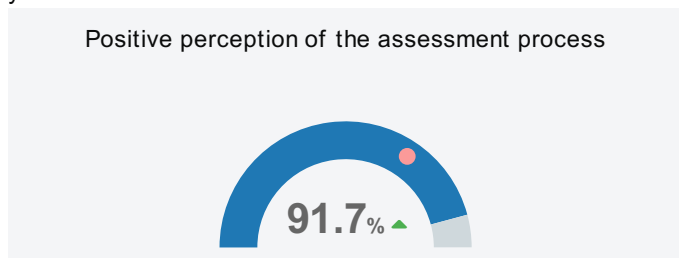
Proportion of VET students reporting a positive perception of teaching

Julie Reid Management Pty Ltd ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



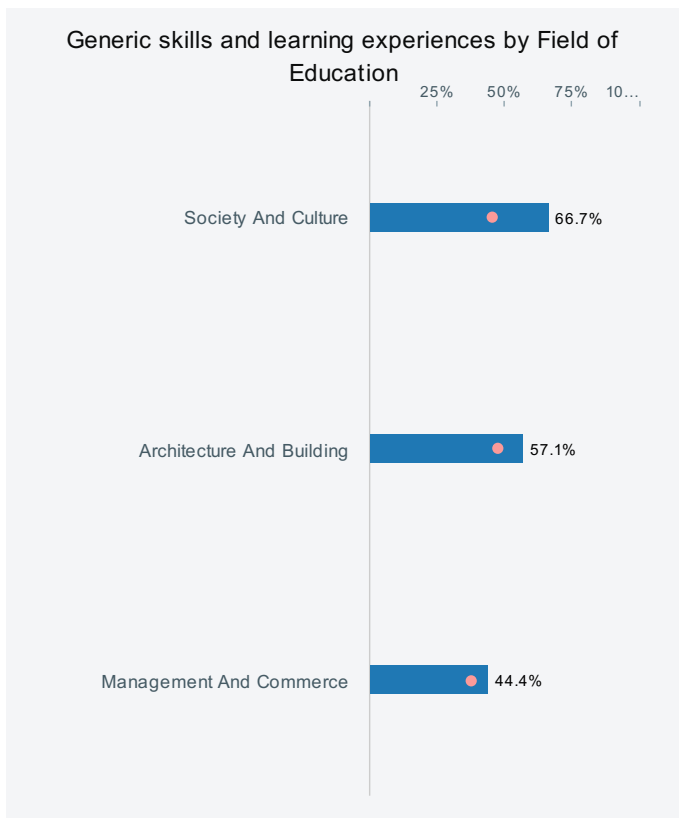
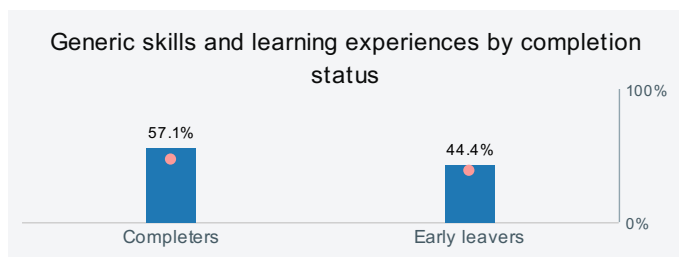
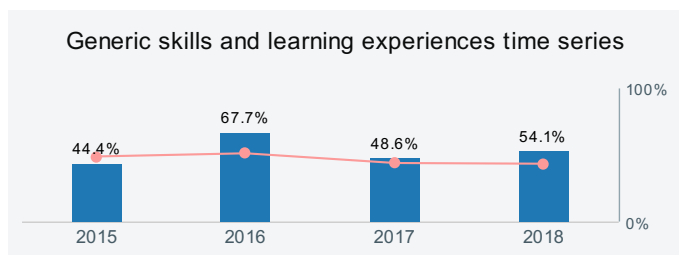
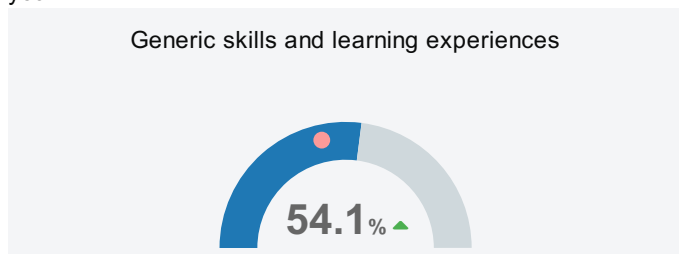
Proportion of VET students reporting a positive perception of the assessment process

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Proportion of VET students satisfied with generic skills and learning experiences

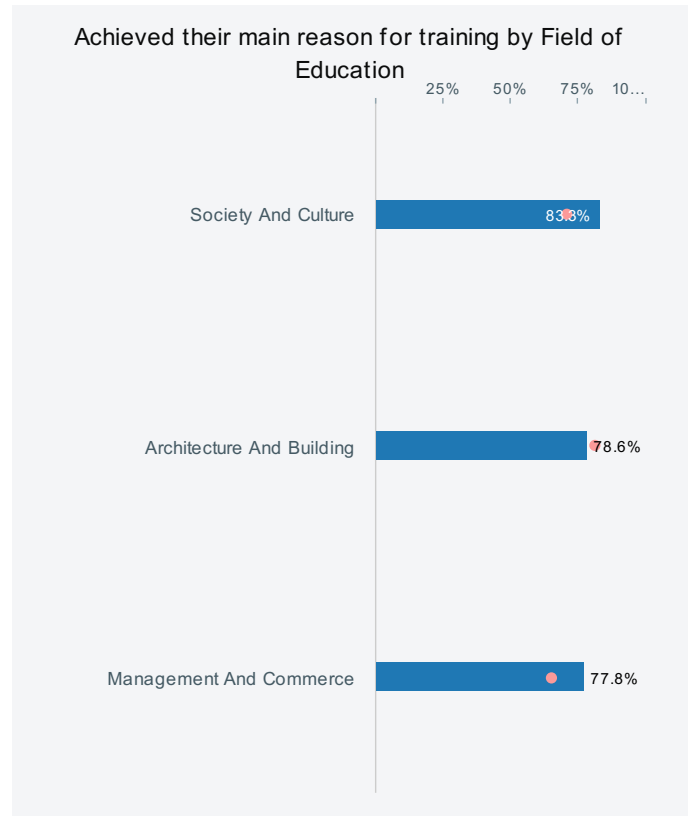
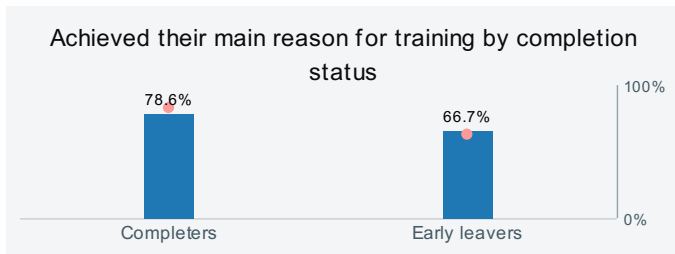
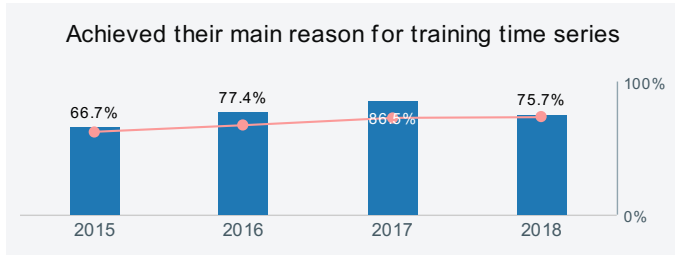
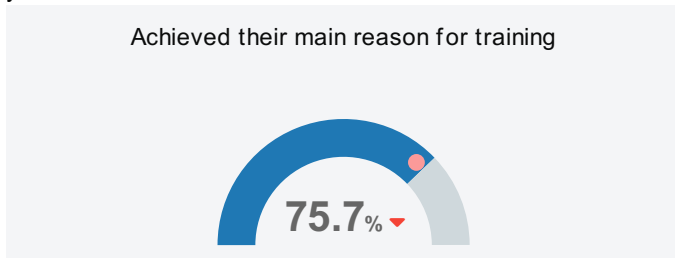
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Student outcomes

Proportion of VET students who achieved their main reason for training

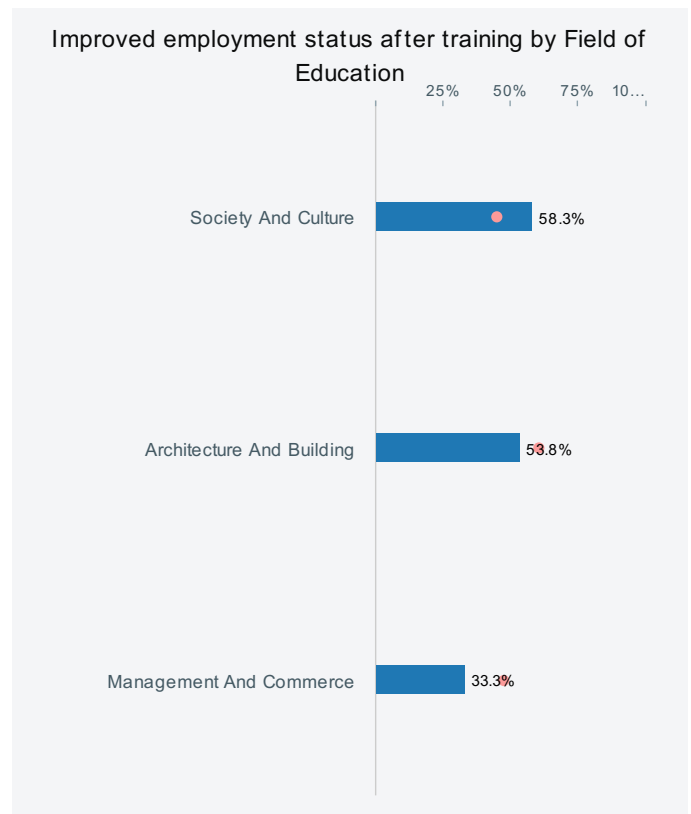
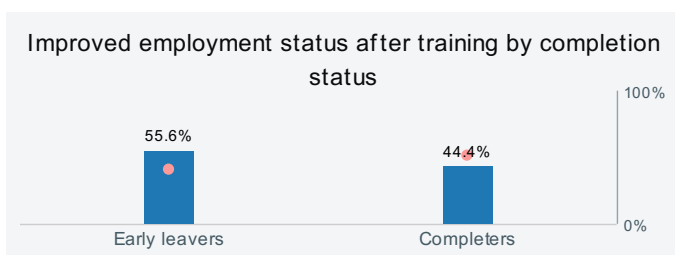
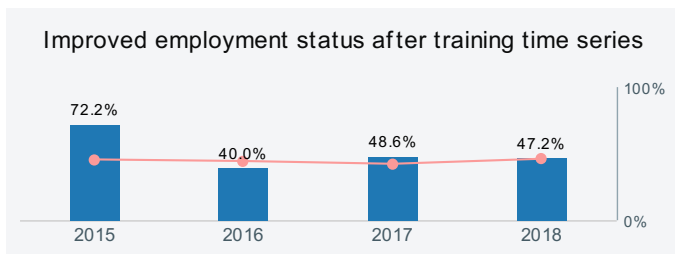
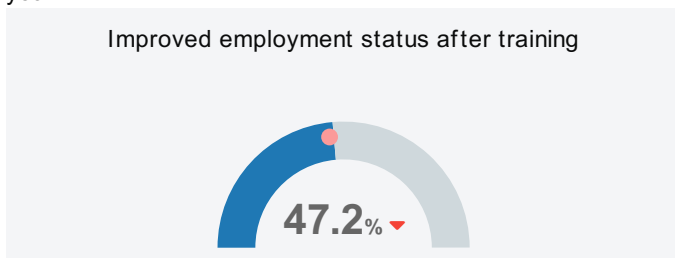
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Proportion of VET students with an improved employment status after training

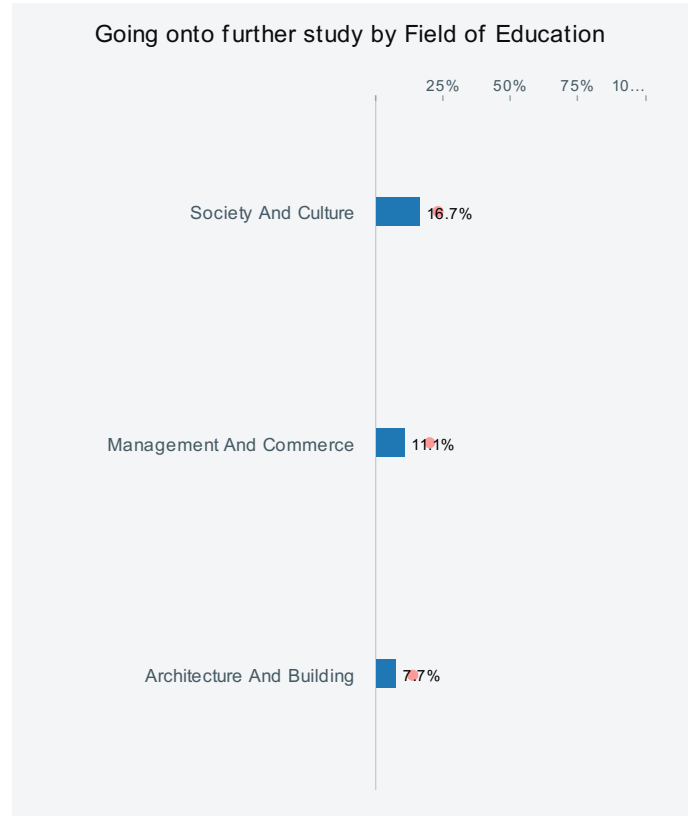
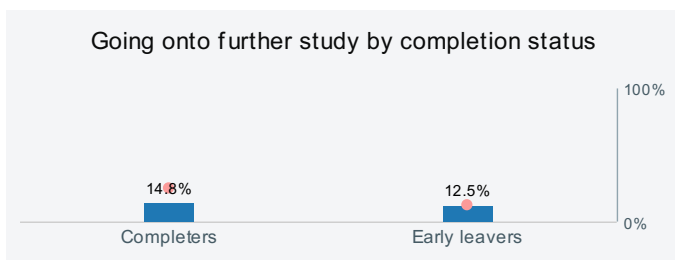
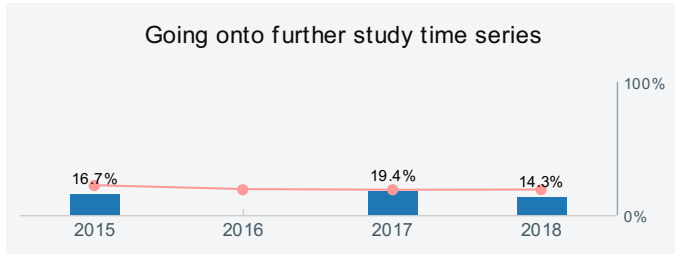
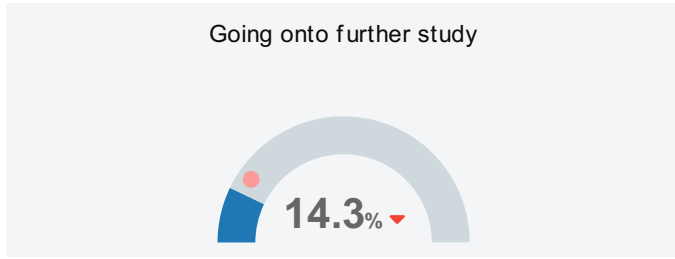
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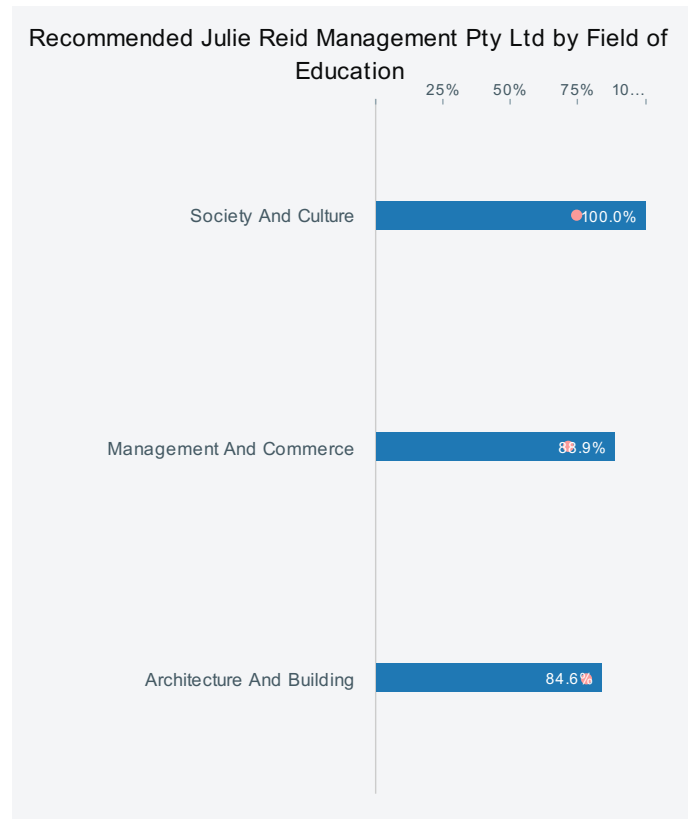
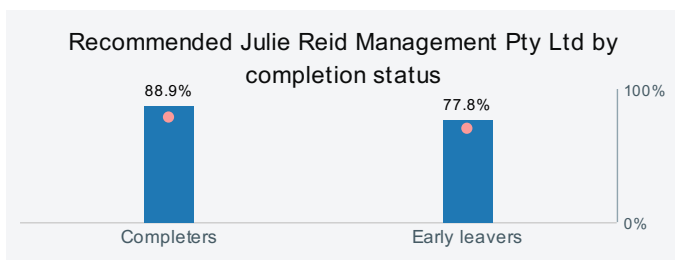
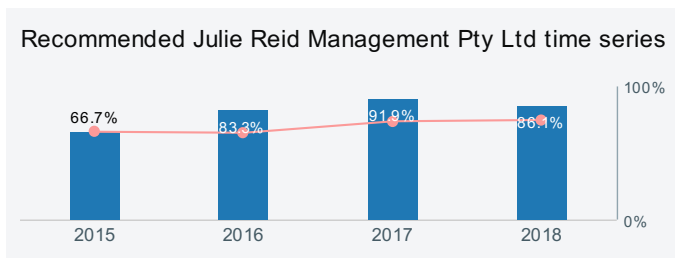
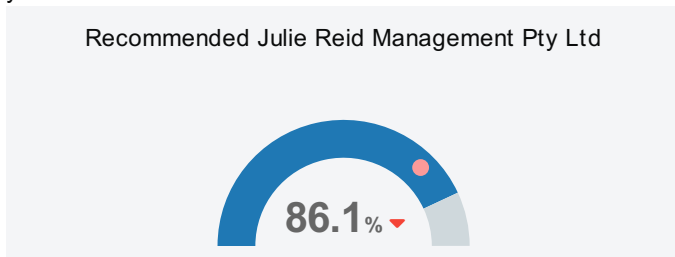
Proportion of VET students going onto further study at a higher level than their completed training

Julie Reid Management Pty Ltd ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who recommended Julie Reid Management Pty Ltd

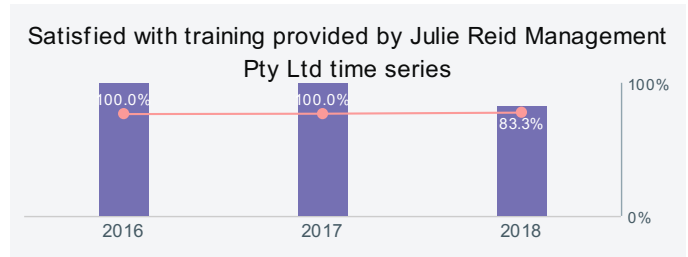
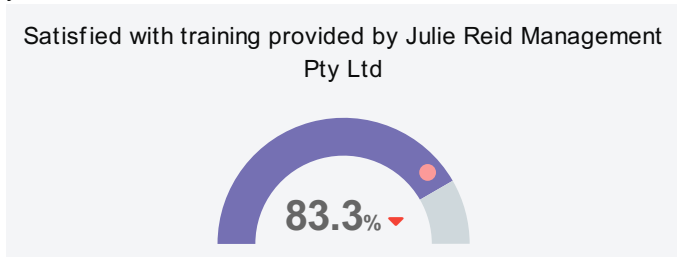
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Employer feedback

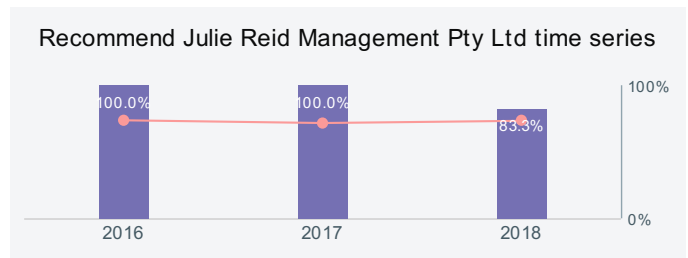
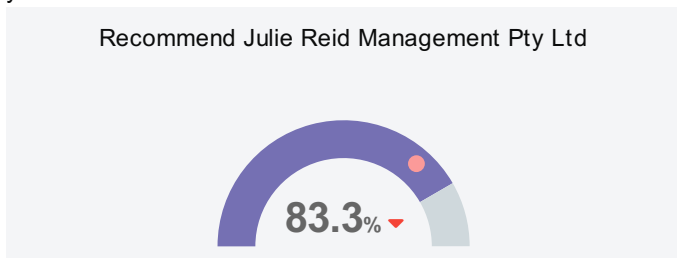
Proportion of employers of apprentices and trainees who are satisfied with training provided by Julie Reid Management Pty Ltd

Julie Reid Management Pty Ltd ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of employers who recommend Julie Reid Management Pty Ltd

Julie Reid Management Pty Ltd ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of employers reporting improvement in the generic skills of apprentices and trainees

Julie Reid Management Pty Ltd ■ 2018 ● 2018 Victorian average ▲ Higher than previous year ▼ Lower than previous year

