

Guidestar Training & Professional Services Pty Ltd (22355)

2021 RTO Performance Summary Report

This report details the **2021** 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 2021, over 57,300 Victorian students across more than 290 Registered Training Organisations (RTOs) participated in the survey. The state-level response rate for Victoria was 43.6%
- In 2021, around 32,700 respondents had completed their training (completers) and around 24,600 left training without completing (early leavers).
- A total of 20 students from Guidestar Training & Professional Services Pty Ltd (22355) participated in the 2021 Student Satisfaction Survey. This is a response rate of 47.6%.
- In 2021, 13 respondents were completers and 7 were early leavers.

Employer Satisfaction Survey

- In 2021, over 9,700 employers of apprentice(s) and trainee(s), took part in the survey. The state-level response rate for Victoria was 37.4%

Performance measures

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

	Guidestar Training & Professional Services Pty Ltd			2021 average
	2021	2020	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by Guidestar Training & Professional Services Pty Ltd	76.5% ▼	94.6%		77.3%
Proportion of VET students who reported a positive perception of teaching	72.2% ▼	89.7%		68.1%
Proportion of VET students who reported a positive perception of the assessment process	76.5% ▼	96.6%		70.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	50.0% ▼	87.7%		50.4%
Student outcomes				
Proportion of VET students who achieved their main reason for training	70.0% ▼	90.2%		71.6%
Proportion of VET students with an improved employment status after training	60.0% ▲	56.8%		47.8%
Proportion of VET students who went on to further study at a higher level than their completed training	0.0% ▼	11.3%		17.3%
Proportion of VET students who would recommend Guidestar Training & Professional Services Pty Ltd	76.5% ▼	92.9%		76.6%
Employer feedback				
Proportion of employers who were satisfied with training provided by Guidestar Training & Professional Services Pty Ltd	%	%		75.3%
Proportion of employers who would recommend Guidestar Training & Professional Services Pty Ltd	%	%		73.2%
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees	%	%		53.1%

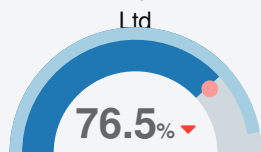
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

Guidestar Training & Professional Services Pty Ltd ■ 2021 ■ 2020 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who were **satisfied with training** provided by Guidestar Training & Professional Services Pty Ltd

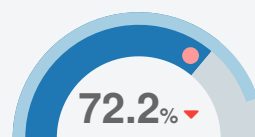


2021 n = 17

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.

	2019	2020	2021
Overall, how satisfied are you with your training?	91.9	94.6 ▲	76.5 ▼

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

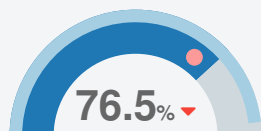


2021 n = 18

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.

	2019	2020	2021
Clearly taught the subject	88.9	91.4 ▲	83.3 ▼
Understood your learning needs	93.5	91.4 ▼	76.5 ▼
Had current industry experience	90.5	93.1 ▲	86.7 ▼

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

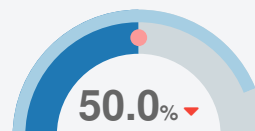


2021 n = 17

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.

	2019	2020	2021
Clearly outlined to you	93.4	98.3 ▲	76.5 ▼
Appropriate for your studies	93.5	98.2 ▲	94.1 ▼
Carried out as outlined to you	87.1	96.4 ▲	76.5 ▼

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



2021 n = 18

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 2021. To allow for comparison, the historical time-series have been revised to be consistent with the 2021 methodology. Consequently, the numbers for 2019 and 2020 are different to the ones reported last year.

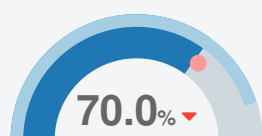
	2019	2020	2021
English writing skills	89.7	94.4 ▲	72.2 ▼
Numerical skills	85.7	94.0 ▲	58.8 ▼
Problem solving skills	93.1	96.3 ▲	68.8 ▼
Team working skills	93.2	94.5 ▲	82.4 ▼
Self-confidence	96.6	92.7 ▼	70.6 ▼

Student outcomes summary

Legend

Guidestar Training & Professional Services Pty Ltd ■ 2021 ■ 2020 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

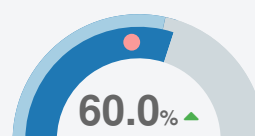


2021 n = 20

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.

	2019	2020	2021
You achieved your main reason for doing the course	81.5	90.2 ▲	70.0 ▼

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



2021 n = 15

This measure is based on student responses to seven 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.

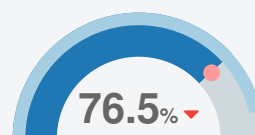
The response options for this measure were simplified in the 2020 Student Satisfaction Survey. To allow for comparison, the historical time-series have been revised to be consistent with the 2020 methodology. Consequently, the numbers for 2019 are different to the ones reported prior to 2020.

	2019	2020	2021
Proportion of VET students with an improved employment status after training	52.9	56.8 ▲	60.0 ▲

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

Not available in 2021

Proportion of VET students who would **recommend** Guidestar Training & Professional Services Pty Ltd



2021 n = 17

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.

	2019	2020	2021
How likely would you be to recommend this training organisation to other students?	91.9	92.9 ▲	76.5 ▼

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

Guidestar Training & Professional Services Pty Ltd ■ 2021 ■ 2020 ● 2021 Victorian average ▲ Higher than previous year

▼ Lower than previous year

Proportion of employers who were **satisfied with training** provided by Guidestar Training & Professional Services Pty Ltd
Not available in 2021

Proportion of employers who would **recommend** Guidestar Training & Professional Services Pty Ltd
Not available in 2021

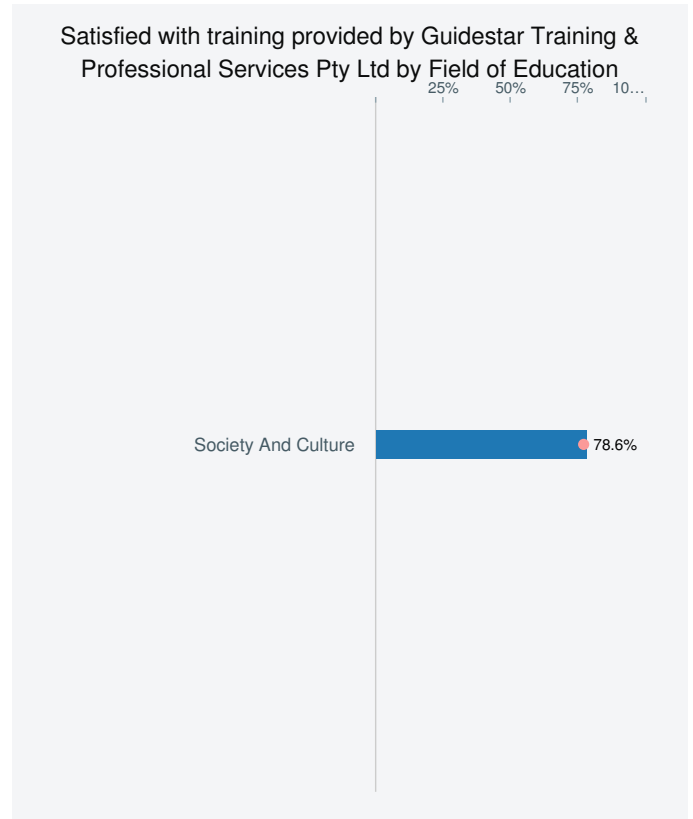
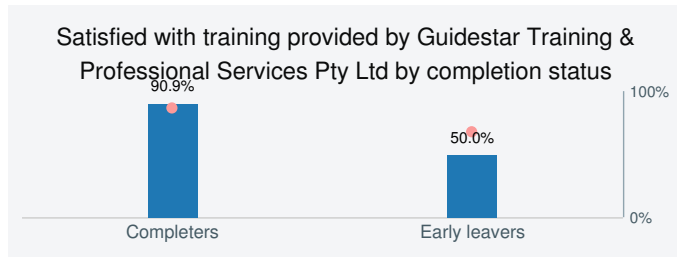
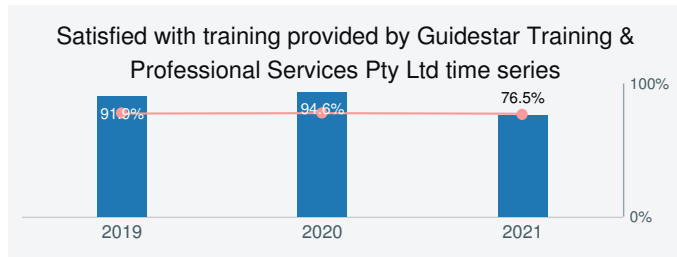
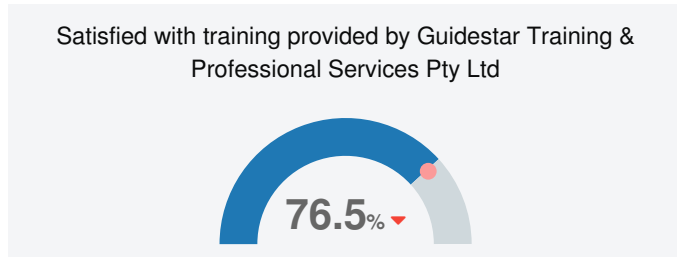
Proportion of employers who reported improvement in the **generic skills** of their apprentices and trainees

Not available in 2021

Student experience

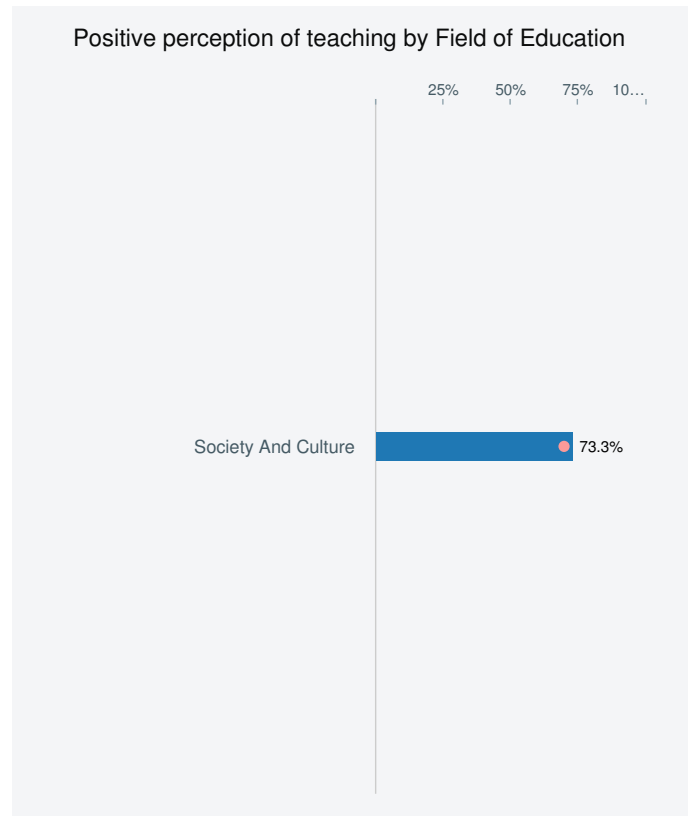
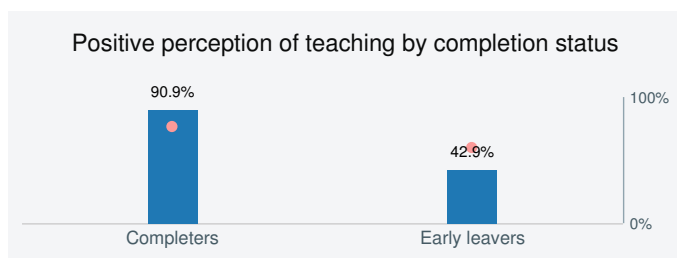
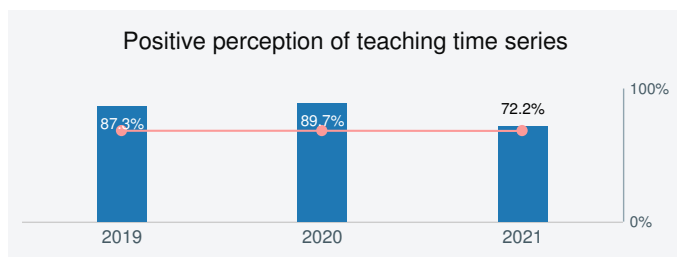
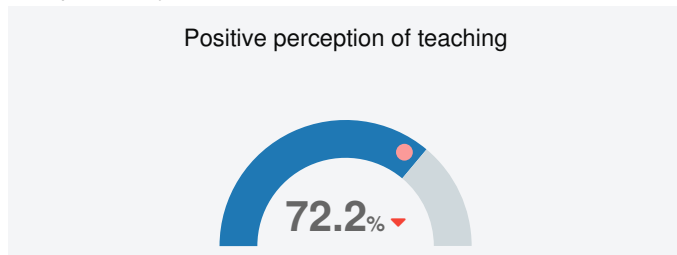
Proportion of VET students who were satisfied with training provided by Guidestar Training & Professional Services Pty Ltd

Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



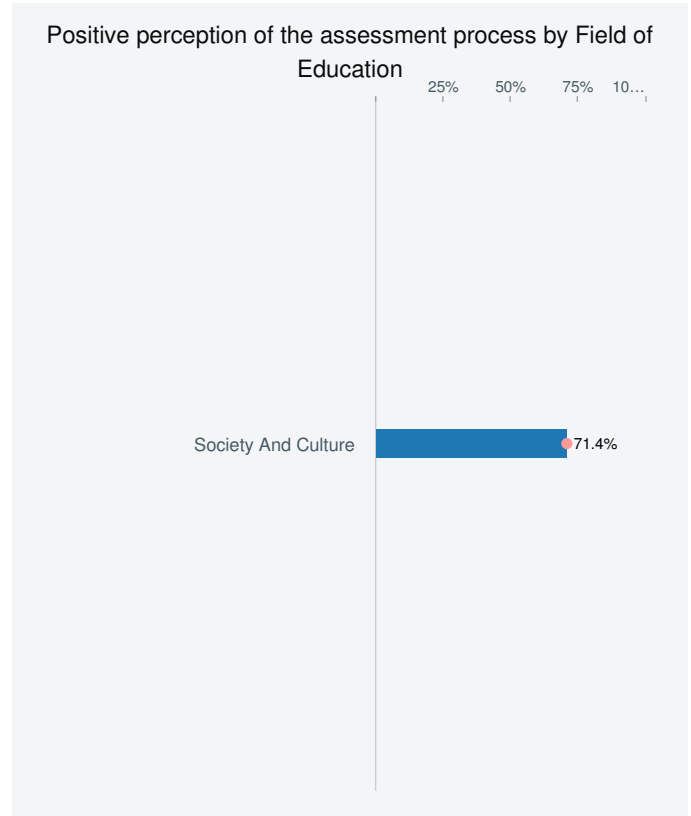
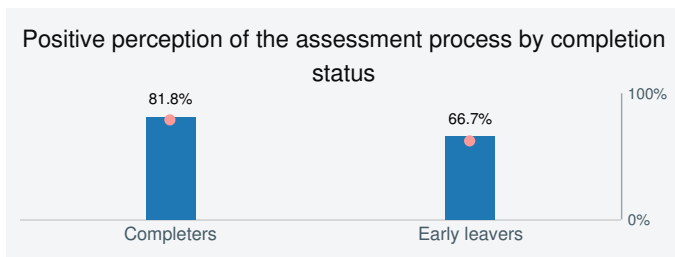
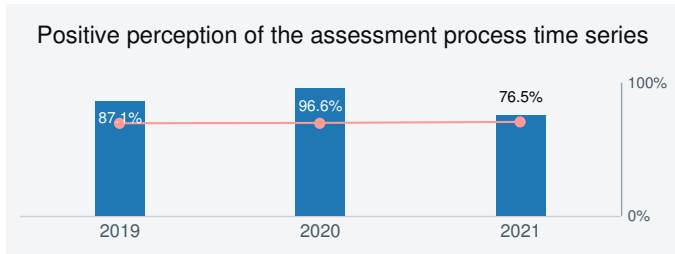
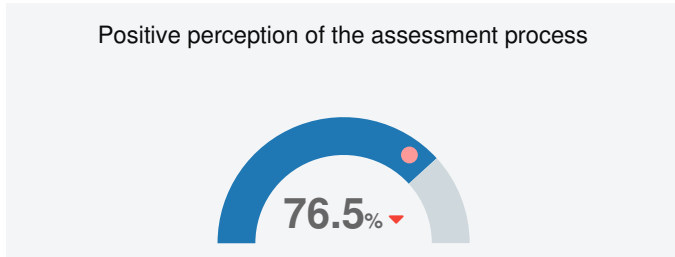
Proportion of VET students who reported a positive perception of teaching

Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

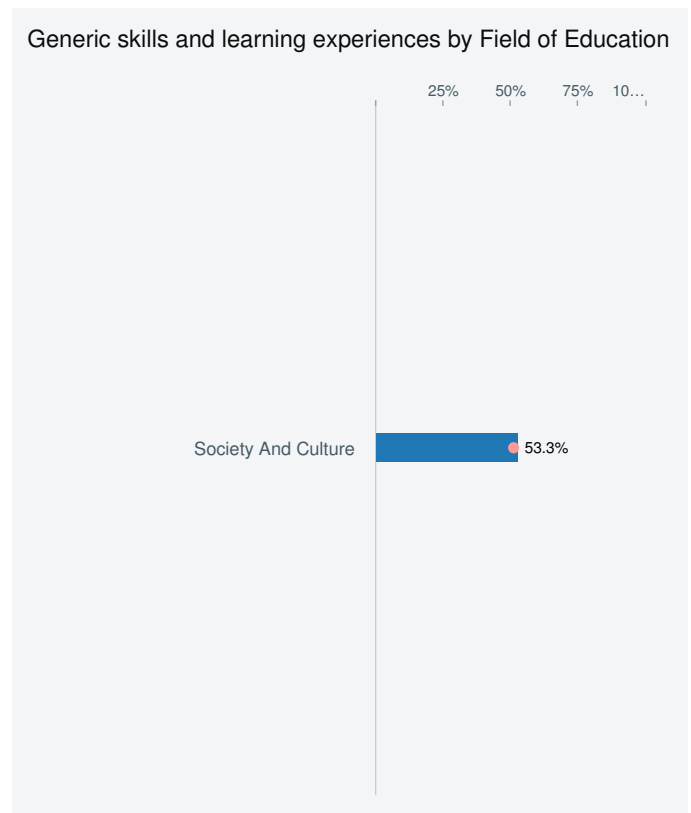
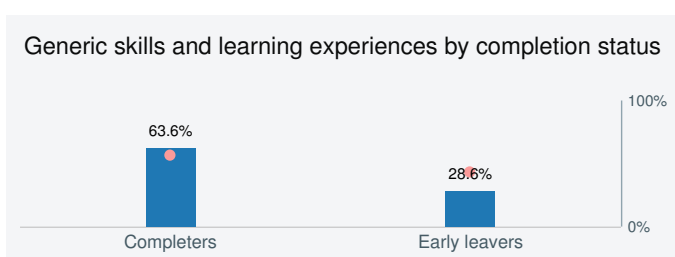
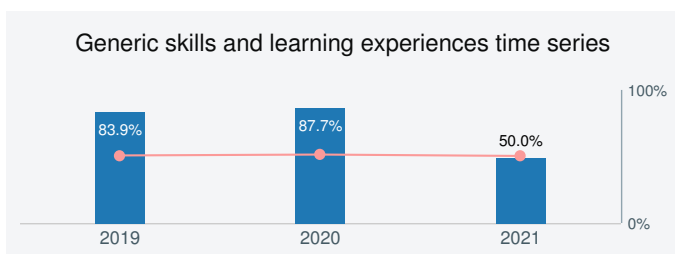
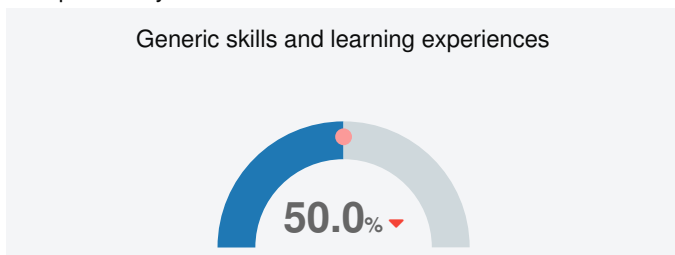
Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

The methodology used to construct this measure was changed in 2021. To allow for comparison, the historical time-series have been revised to be consistent with the 2021 methodology. Consequently, the numbers for 2019 and 2020 are different to the ones reported last year.

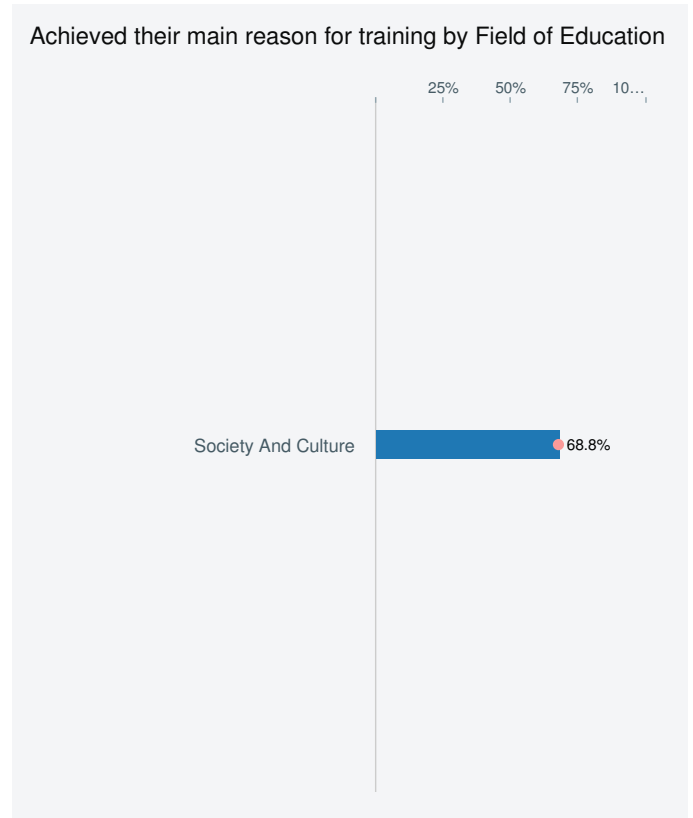
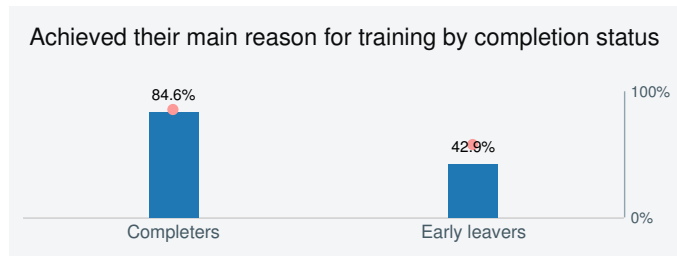
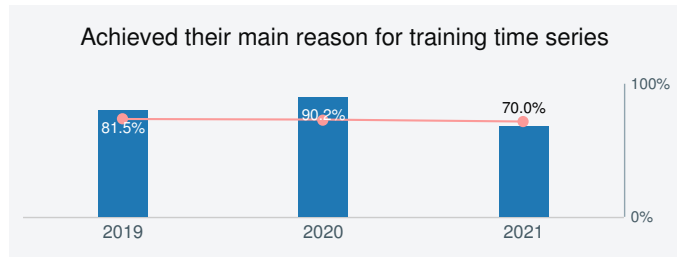
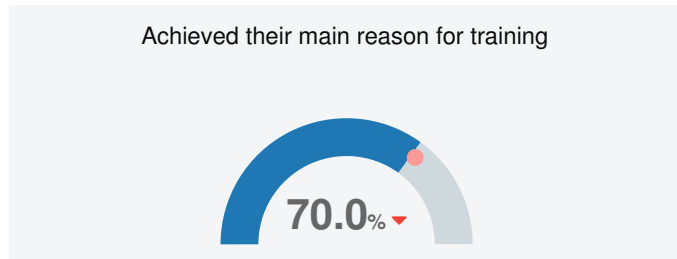
Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

Proportion of VET students who achieved their main reason for training

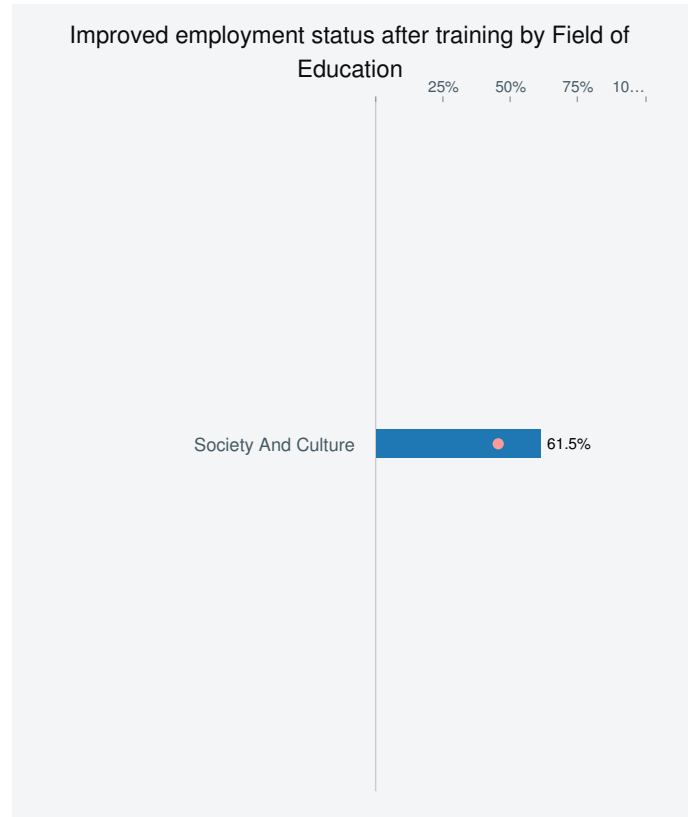
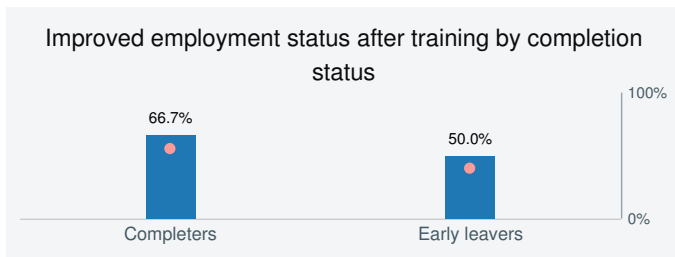
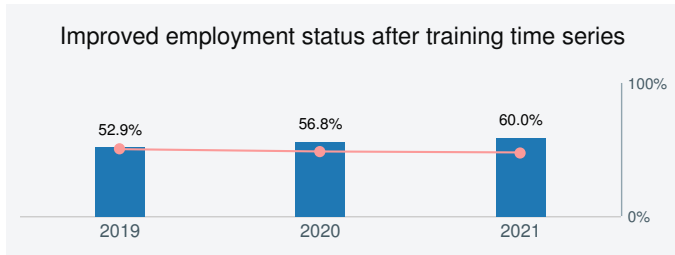
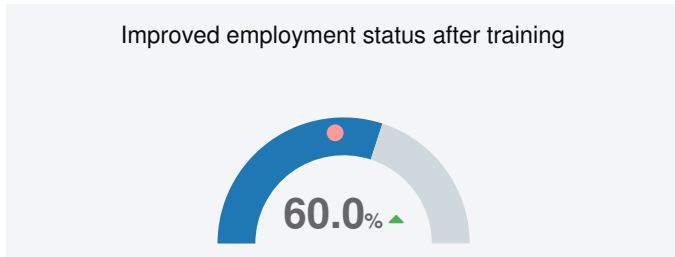
Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students with an improved employment status after training

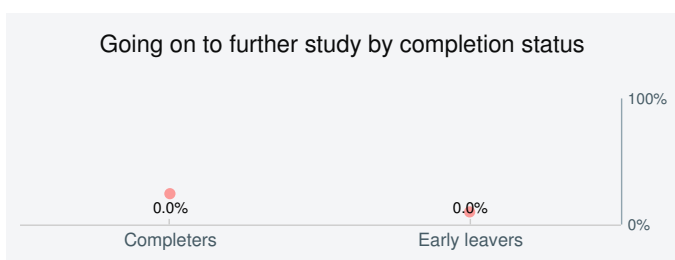
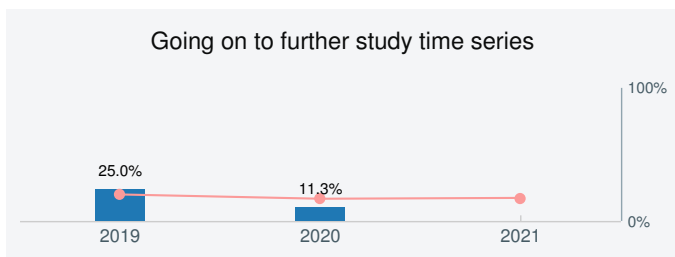
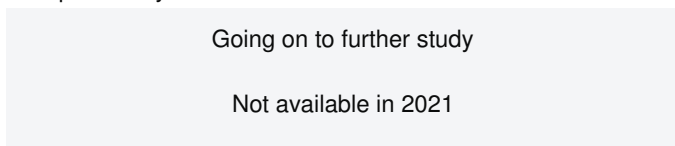
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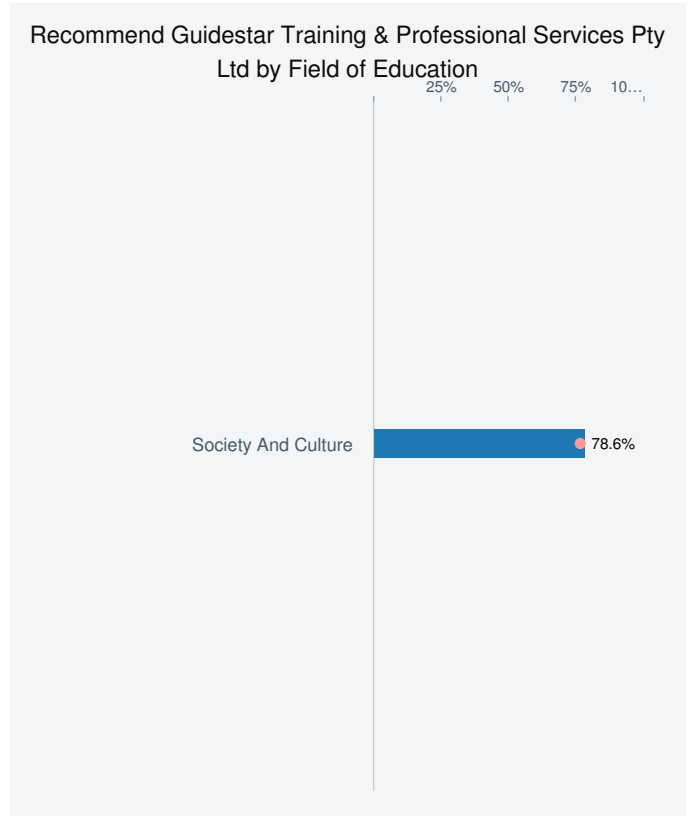
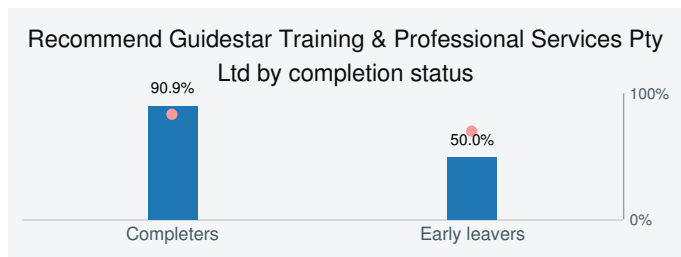
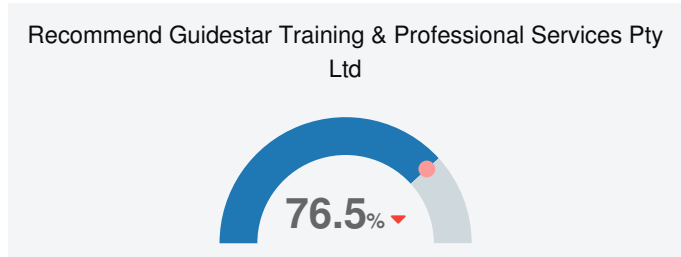
Proportion of VET students who went on to further study at a higher level than their completed training

Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who would recommend Guidestar Training & Professional Services Pty Ltd

Guidestar Training & Professional Services Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Employer feedback

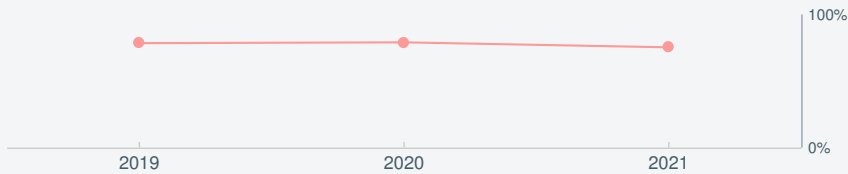
Proportion of employers who were satisfied with training provided by Guidestar Training & Professional Services Pty Ltd

Guidestar Training & Professional Services Pty Ltd 2021 2021 Victorian average Higher than previous year Lower than previous year

Satisfied with training provided by Guidestar Training & Professional Services Pty Ltd

Not available in 2021

Satisfied with training provided by Guidestar Training & Professional Services Pty Ltd time series



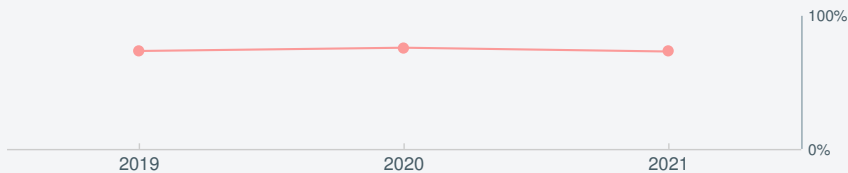
Proportion of employers who would recommend Guidestar Training & Professional Services Pty Ltd

Guidestar Training & Professional Services Pty Ltd 2021 2021 Victorian average Higher than previous year Lower than previous year

Would recommend Guidestar Training & Professional Services Pty Ltd

Not available in 2021

Would recommend Guidestar Training & Professional Services Pty Ltd time series



Proportion of employers who reported improvement in the generic skills of their apprentices and trainees

Due to changes in the specification of this measure in the 2020 survey, it cannot be constructed on a comparable basis to 2019 and 2021. As such, the measure and its underlying components are not presented for 2020.

Guidestar Training & Professional Services Pty Ltd 2021 2021 Victorian average Higher than previous year Lower than previous year

Improvement in generic skills

Not available in 2021

Improvement in generic skills time series

