

# Guidestar Training & Professional Services Pty Ltd (22355) 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 100 students from Guidestar Training & Professional Services Pty Ltd (22355) participated in the 2023 Student Satisfaction Survey. This is a response rate of 52.9%.
- In 2023, 78 respondents were completers and 22 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 0 employers of apprentice(s) and/or trainee(s) who either completed their training or were still in training at Guidestar Training & Professional Services Pty Ltd (22355) participated in the 2023 Employer Satisfaction Survey. This is a response rate of 0.0%.

## 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			2023 average
	2023	2022	Trend	Victoria
<b>Student experience</b>				
Proportion of VET students who were satisfied with training	91.8% ▲	72.2%		78.4%
Proportion of VET students who reported a positive perception of teaching	90.0% ▼	94.1%		73.1%
Proportion of VET students who reported a positive perception of the assessment process	88.6% ▼	100.0%		71.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	83.8%	%		53.7%
<b>Student outcomes</b>				
Proportion of VET students who achieved their main reason for training	89.0% ▼	100.0%		77.0%
Proportion of VET students with an improved employment status after training	72.7% ▲	50.0%		58.1%
Proportion of VET students who went on to further study at a higher level than their completed training	10.3% ▲	0.0%		14.6%
Proportion of VET students who would recommend Guidestar Training & Professional Services Pty Ltd	93.3% ▲	77.8%		76.8%
<b>Employer feedback</b>				
Proportion of employers who were satisfied with training provided by Guidestar Training & Professional Services Pty Ltd	%	%		77.3%
Proportion of employers who would recommend Guidestar Training & Professional Services Pty Ltd	%	%		73.2%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	%	%		78.4%

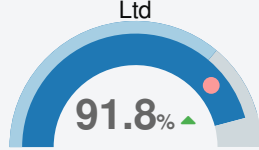
▲ Higher than previous year ▼ Lower than previous year

# Student experience summary

## Legend

Guidestar Training & Professional Services Pty Ltd ■ 2023 ■ 2022 ● 2023 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



2023 n = 85

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
<a href="#">Overall, how satisfied were you with your training at your training organisation?</a>	76.5	72.2 ▼	91.8 ▲

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

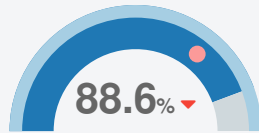


2023 n = 90

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
<a href="#">Clearly taught the subject</a>	83.3	94.1 ▲	93.3 ▼
<a href="#">Had current industry experience</a>	86.7	100.0 ▲	90.9 ▼
<a href="#">Understood your learning needs</a>	76.5	100.0 ▲	94.4 ▼

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

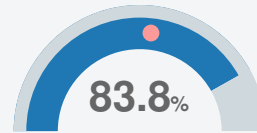


2023 n = 88

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
<a href="#">Appropriate for your studies</a>	94.1	100.0 ▲	91.8 ▼
<a href="#">Clearly outlined to you</a>	76.5	100.0 ▲	93.1 ▼
<a href="#">Carried out as outlined to you</a>	76.5	100.0 ▲	93.8 ▼

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



2023 n = 80

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.

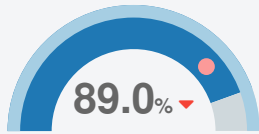
	2021	2022	2023
<a href="#">Problem solving skills</a>	68.8	76.5 ▲	91.3 ▲
<a href="#">Team working skills</a>	82.4	88.2 ▲	91.1 ▲
<a href="#">Communication skills</a>	-	-	93.5
<a href="#">Planning and organisation skills</a>	-	-	92.2
<a href="#">Digital skills (e.g. using information from computers and digital devices)</a>	-	-	88.0

# Student outcomes summary

## Legend

Guidestar Training & Professional Services Pty Ltd ■ 2023 ■ 2022 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

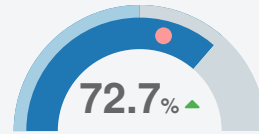


2023 n = 100

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
<a href="#">You achieved your main reason for doing the course</a>	70.0	100.0 ▲	89.0 ▼

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

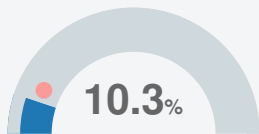


2023 n = 55

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	60.0	50.0 ▼	72.7 ▲

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

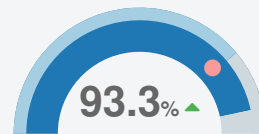


2023 n = 58

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	0.0	0.0	10.3 ▲

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



2023 n = 75

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
<a href="#">How likely would you be to recommend the training organisation to other students?</a>	76.5	77.8 ▲	93.3 ▲

## 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 ■ 2023 ■ 2022 ● 2023 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 2023

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

Not available in 2023

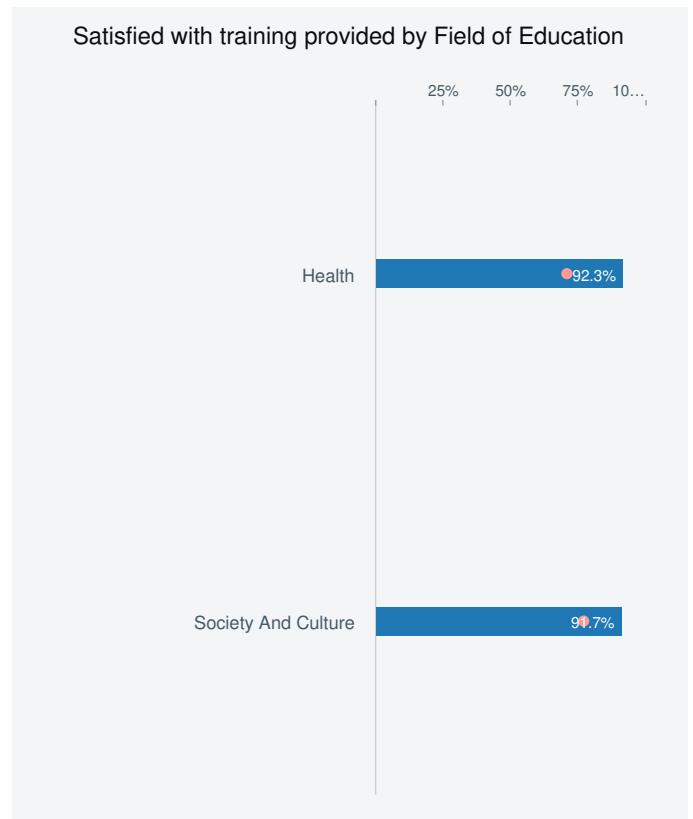
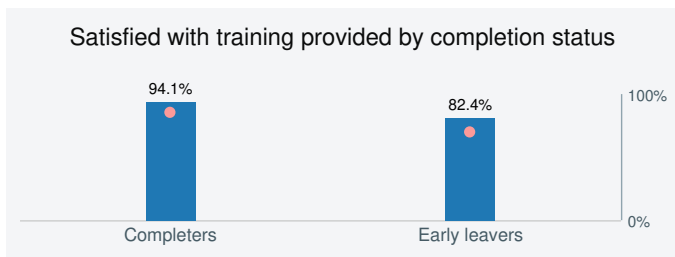
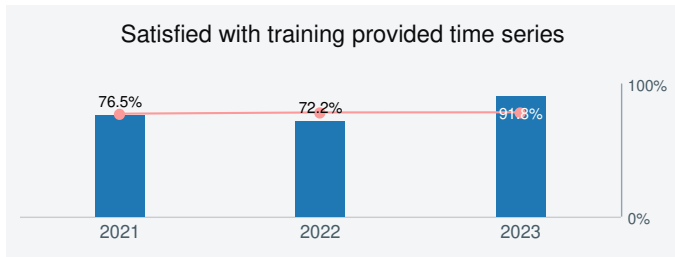
Proportion of employers who reported improvement in the **technical/job specific skills** of their apprentices and trainees

Not available in 2023

# Student experience

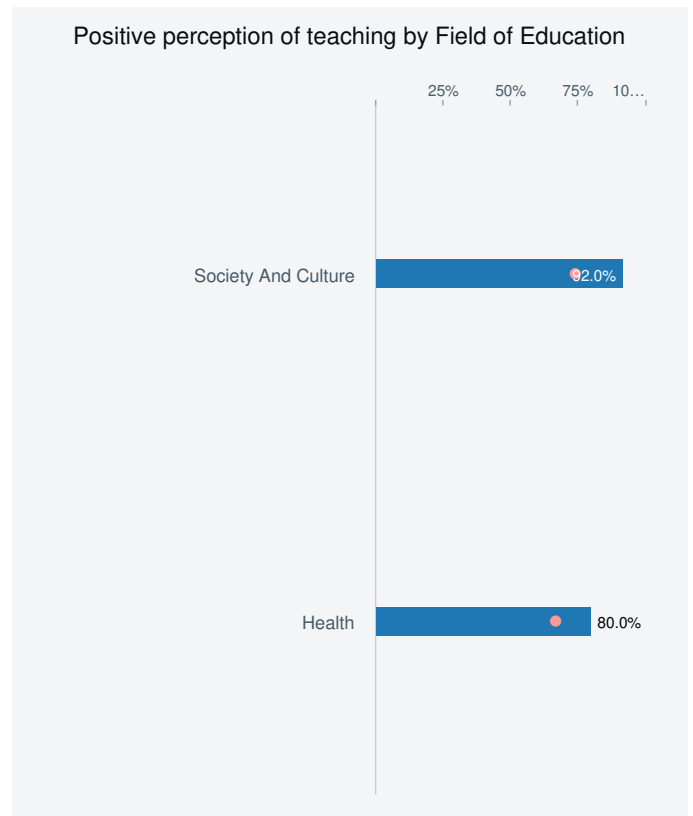
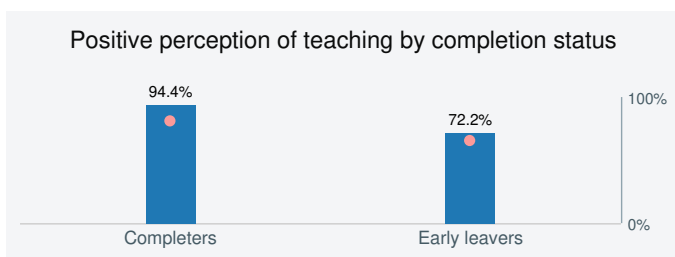
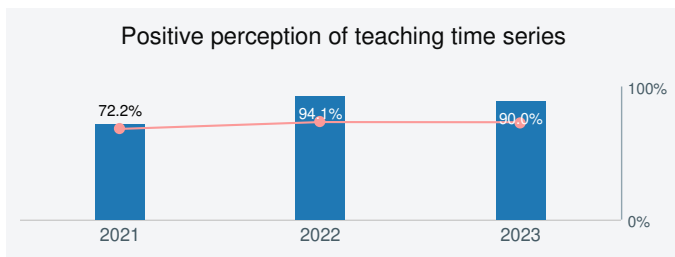
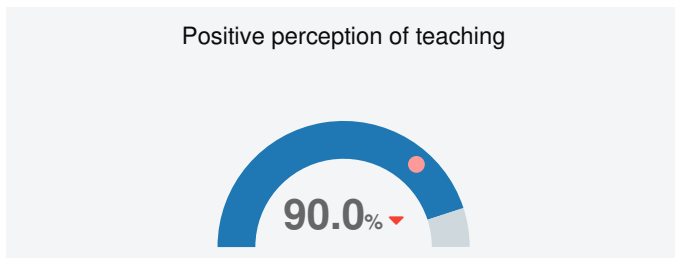
## Proportion of VET students who were satisfied with training

Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



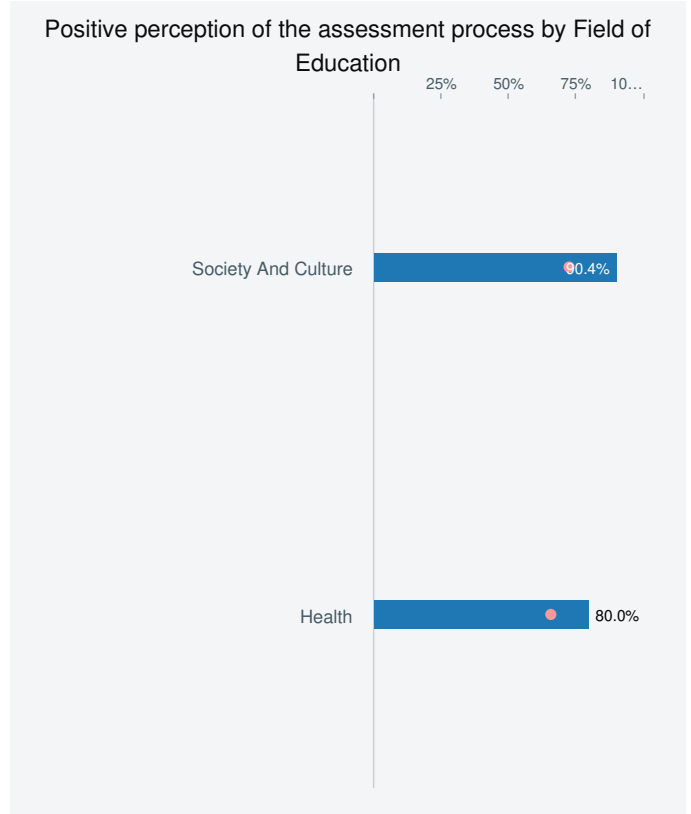
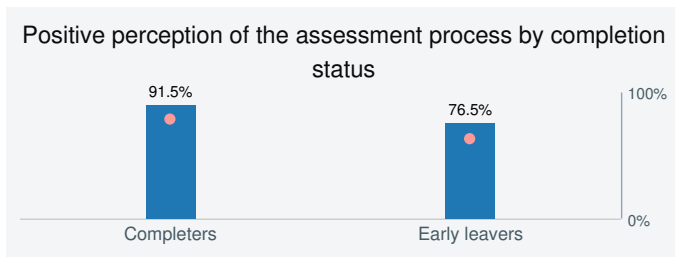
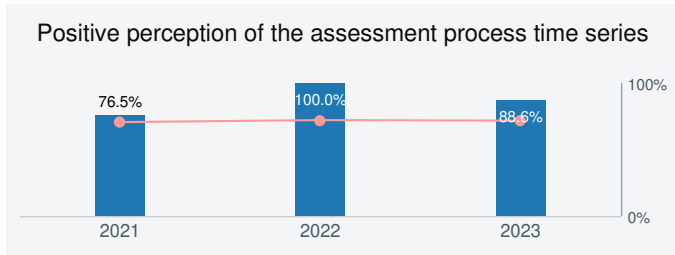
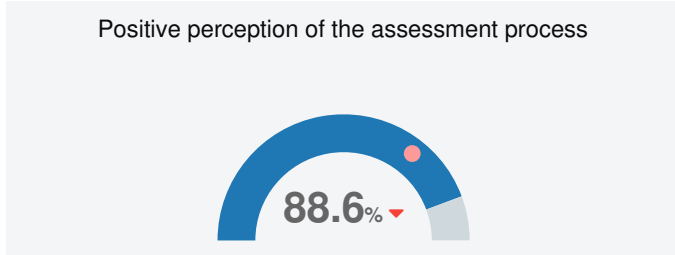
## Proportion of VET students who reported a positive perception of teaching

Guidestar Training & Professional Services Pty Ltd ■ 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

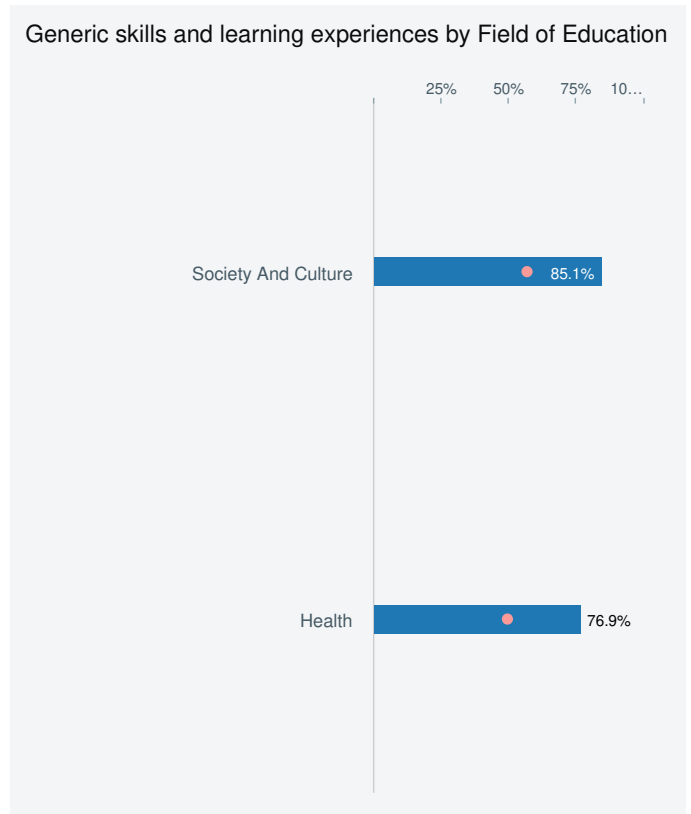
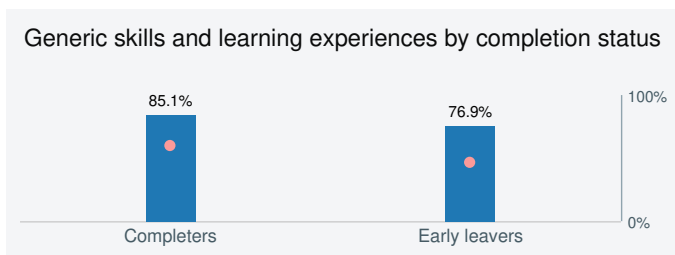
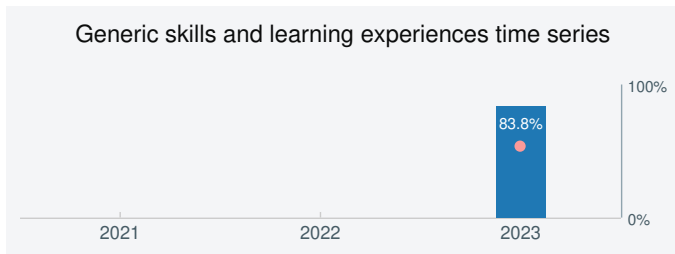
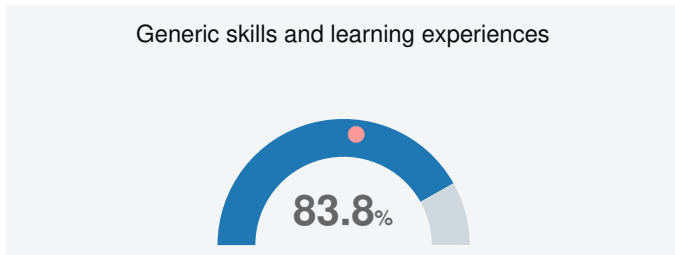
Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

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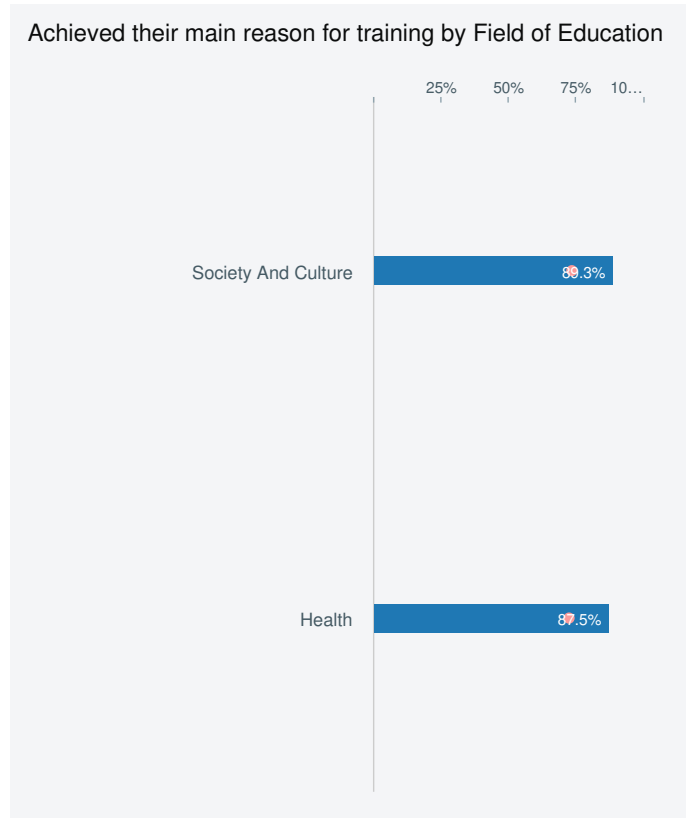
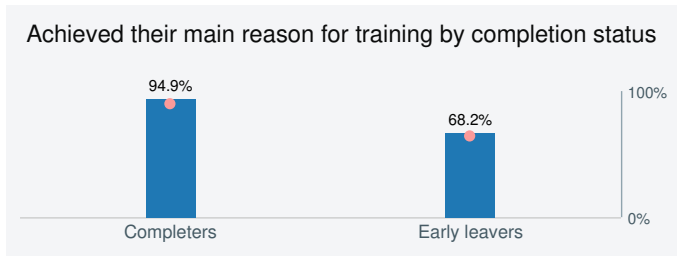
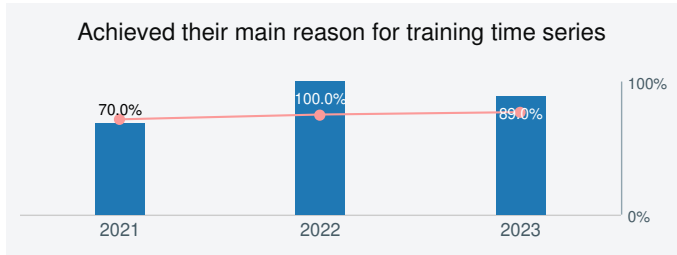
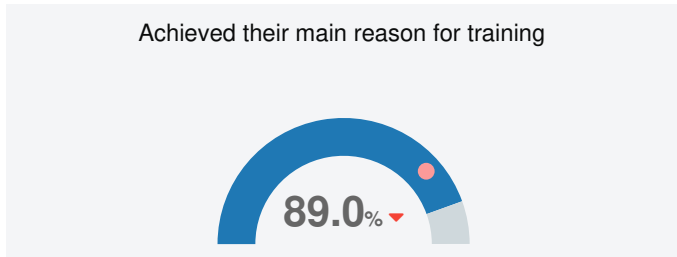
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# Student outcomes

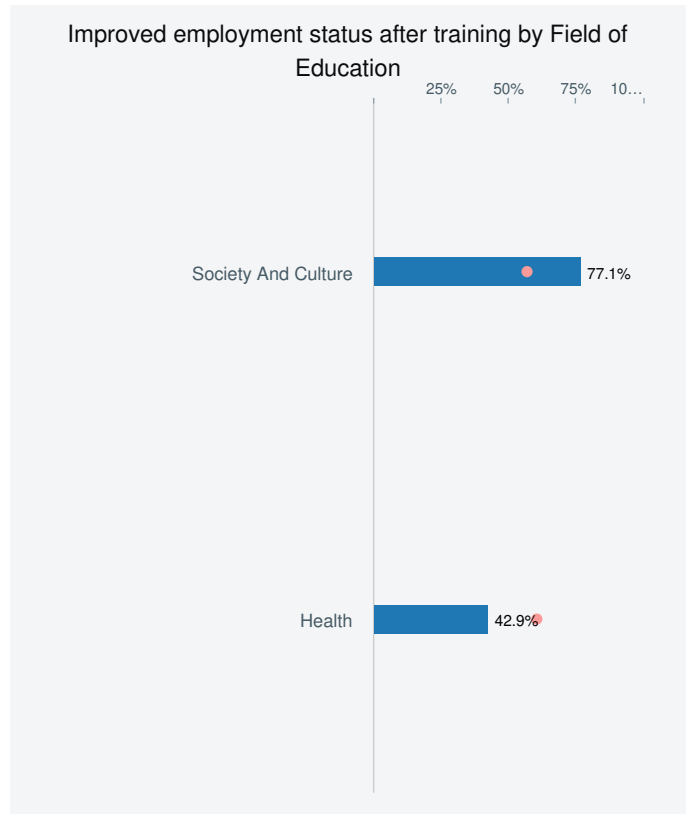
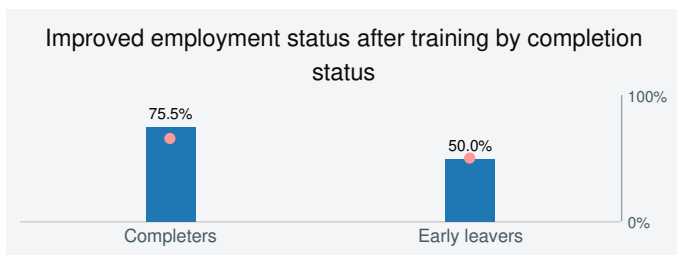
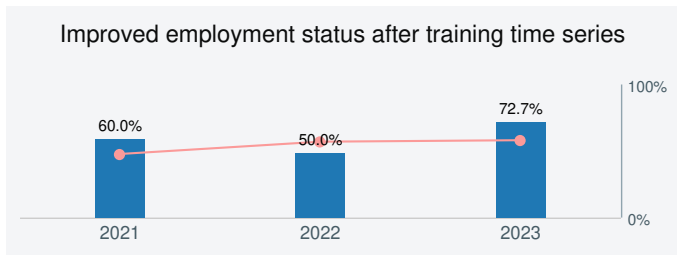
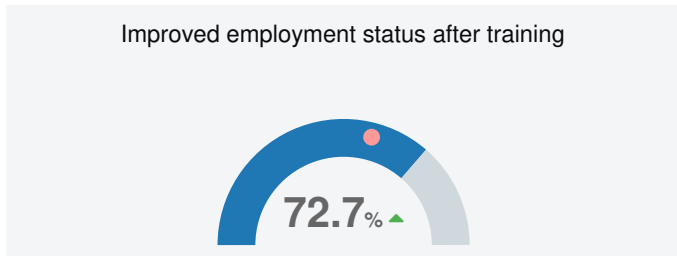
## Proportion of VET students who achieved their main reason for training

Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

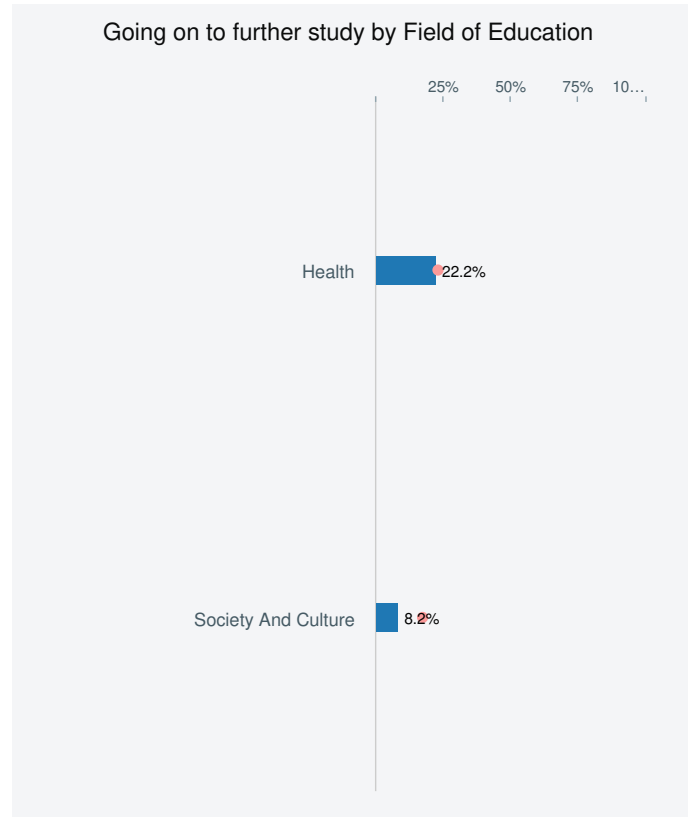
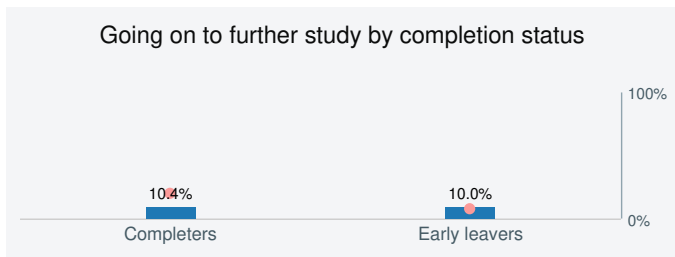
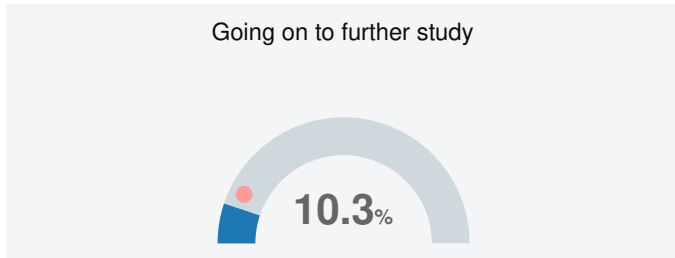
Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year





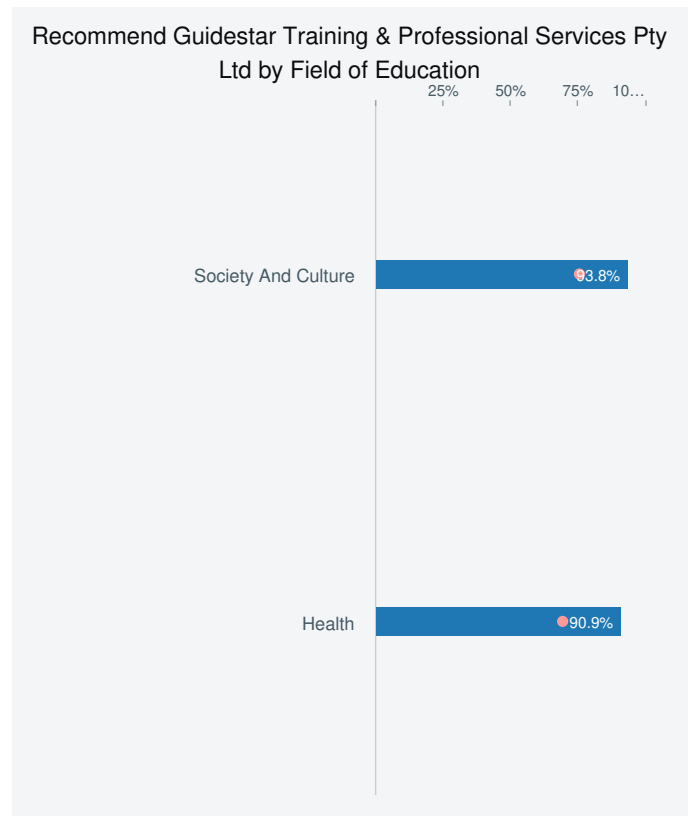
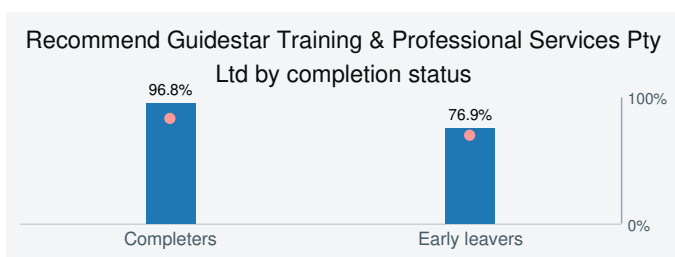
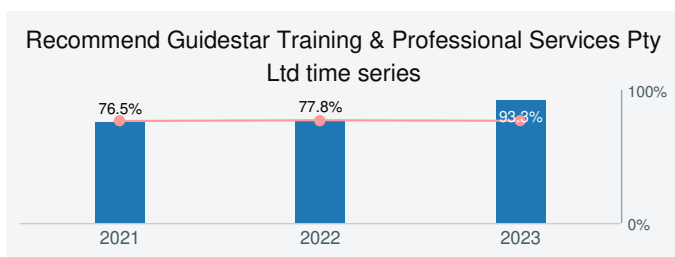
## Proportion of VET students who went on to further study at a higher level than their completed training

Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 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 ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year



# Employer feedback

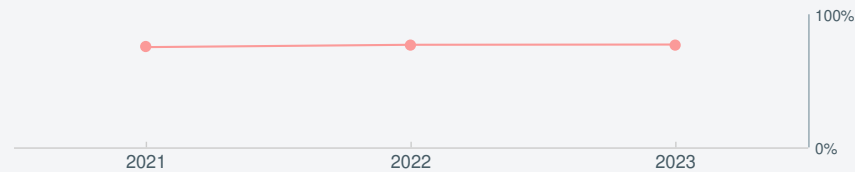
## Proportion of employers who were satisfied with training provided by Guidestar Training & Professional Services Pty Ltd

Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

Not available in 2023

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



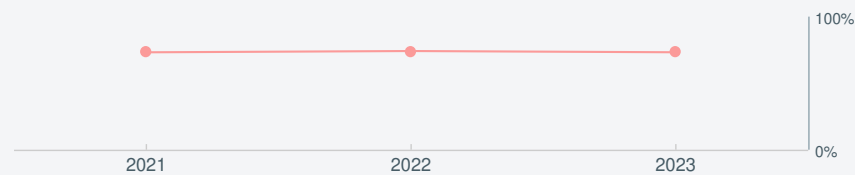
## Proportion of employers who would recommend Guidestar Training & Professional Services Pty Ltd

Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend Guidestar Training & Professional Services Pty Ltd

Not available in 2023

Would recommend Guidestar Training & Professional Services Pty Ltd time series



## 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.

Guidestar Training & Professional Services Pty Ltd ■ 2023 ● 2023 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Improvement in technical/job specific skills

Not available in 2023

Improvement in technical/job specific skills time series

