

NECA Education and Careers Ltd (21098)

2019 RTO Performance Summary Report

This report details the 2019 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**.

In 2019, 82 students from NECA Education and Careers Ltd (21098) took part in the survey. This is a response rate of 34.2%. The average response rate for all of Victoria was 35.7%.

Performance measures

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

	NECA Education and Careers Ltd			2019 average
	2019	2018	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by NECA Education and Careers Ltd	83.8% ▲	67.9%		77.5%
Proportion of VET students who reported a positive perception of teaching	72.8% ▲	52.9%		68.3%
Proportion of VET students who reported a positive perception of the assessment process	72.5% ▲	61.9%		69.5%
Proportion of VET students who were satisfied with generic skills and learning experiences	48.8% ▲	30.6%		46.8%
Student outcomes				
Proportion of VET students who achieved their main reason for training	92.7% ▲	85.1%		73.5%
Proportion of VET students with an improved employment status after training	46.1% ▼	57.0%		45.2%
Proportion of VET students who went on to further study at a higher level than their completed training	19.2% ▲	11.7%		19.9%
Proportion of VET students who would recommend NECA Education and Careers Ltd	85.0% ▲	69.0%		76.0%
Employer feedback				
Proportion of employers who were satisfied with training provided by NECA Education and Careers Ltd	82.0% ▼	82.1%		78.5%
Proportion of employers who would recommend NECA Education and Careers Ltd	73.8% ▲	72.4%		73.6%
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees	59.7% ▲	53.4%		59.5%

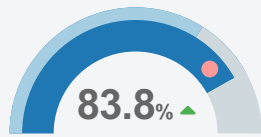
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

NECA Education and Careers Ltd ■ 2019 ■ 2018 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who were **satisfied with training** provided by NECA Education and Careers Ltd

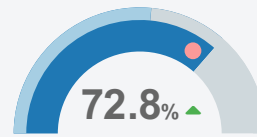


2019 n = 80

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.

	2017	2018	2019
Overall, how satisfied are you with your training?	59.4	67.9 ▲	83.8 ▲

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

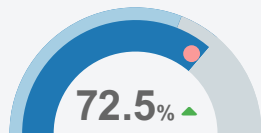


2019 n = 81

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.

	2017	2018	2019
Clearly taught the subject	56.5	64.7 ▲	82.7 ▲
Understood your learning needs	55.9	67.1 ▲	76.5 ▲
Had current industry experience	82.4	74.1 ▼	91.3 ▲

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

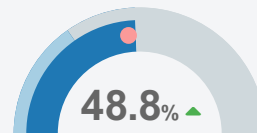


2019 n = 80

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.

	2017	2018	2019
Clearly outlined to you	65.6	73.8 ▲	80.0 ▲
Appropriate for your studies	73.4	77.4 ▲	86.1 ▲
Carried out as outlined to you	65.6	76.2 ▲	82.5 ▲

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



2019 n = 82

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.

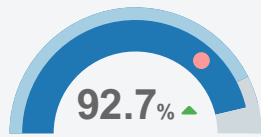
	2017	2018	2019
English writing skills	49.1	48.4 ▼	57.4 ▲
Numerical skills	67.2	68.8 ▲	83.8 ▲
Problem solving skills	79.7	69.4 ▼	83.5 ▲
Team working skills	64.6	55.6 ▼	70.0 ▲
Self-confidence	71.9	60.5 ▼	66.7 ▲
Career outlook	79.7	76.2 ▼	87.7 ▲

Student outcomes summary

Legend

NECA Education and Careers Ltd ■ 2019 ■ 2018 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who achieved their main reason for training

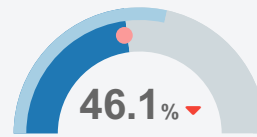


2019 n = 82

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.

	2017	2018	2019
You achieved your main reason for doing the course	85.7	85.1 ▼	92.7 ▲

Proportion of VET students with an improved employment status after training



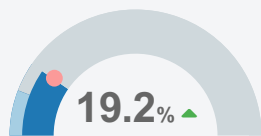
2019 n = 76

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 for 2017 have not been displayed.

	2017	2018	2019
Proportion of VET students with an improved employment status after training	-	57.0	46.1 ▼

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

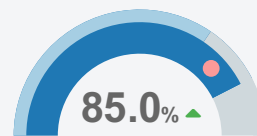


2019 n = 78

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.

	2017	2018	2019
Proportion of VET students who went on to further study at a higher level than their completed training	13.3	11.7 ▼	19.2 ▲

Proportion of VET students who would recommend their RTO



2019 n = 80

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.

	2017	2018	2019
How likely would you be to recommend this training organisation to other students?	53.1	69.0 ▲	85.0 ▲

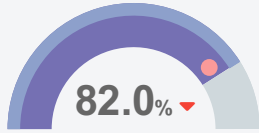
Employer feedback summary

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

NECA Education and Careers Ltd ■ 2019 ■ 2018 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of employers who were **satisfied with training** provided by NECA Education and Careers Ltd

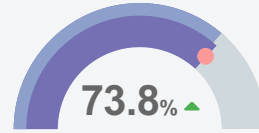


2019 n = 61

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.

	2017	2018	2019
Overall satisfaction	78.9	82.1 ▲	82.0 ▼

Proportion of employers who would **recommend NECA** Education and Careers Ltd

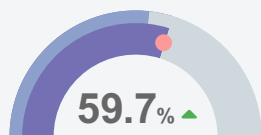


2019 n = 61

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.

	2017	2018	2019
Likely to recommend	75.4	72.4 ▼	73.8 ▲

Proportion of employers who reported improvement in
generic skills



2019 n = 62

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.

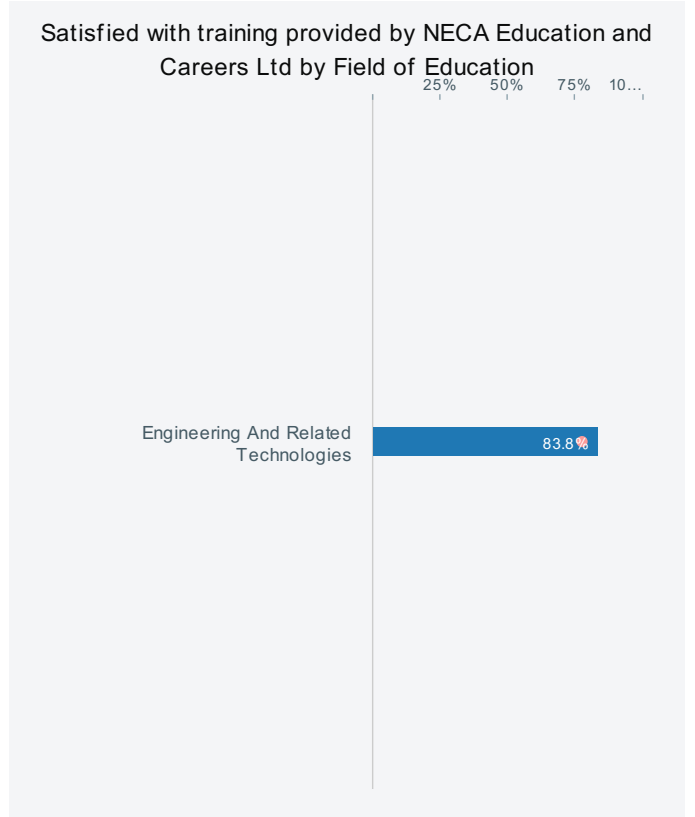
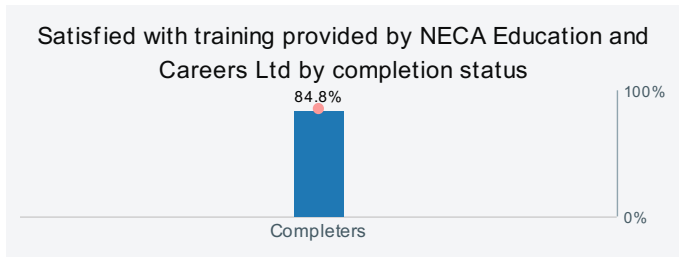
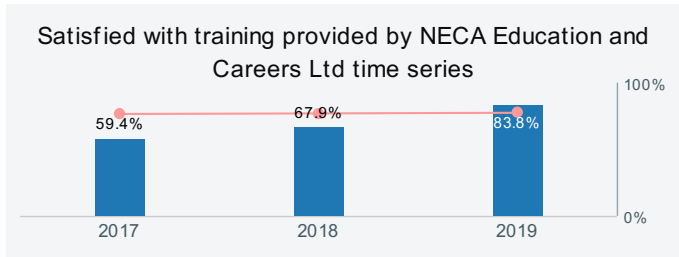
The methodology used to construct this measure was changed for the 2017 survey. From 2017 onwards, the measure included “Decision-making skills” and “IT/computer skills”, and excluded “Career outlook”. So, the 2016 results are not directly comparable to the results from 2017 onwards.

	2017	2018	2019
Technical/job specific skills	86.0	86.2 ▲	75.8 ▼
Problem solving skills	70.9	77.2 ▲	72.6 ▼
Decision making skills	69.1	72.7 ▲	72.6 ▼
Team working skills	74.1	82.5 ▲	71.2 ▼
Numerical skills	70.2	81.1 ▲	72.4 ▼
Writing skills	53.8	78.3 ▲	64.7 ▼
IT/computer Skills	63.3	62.2 ▼	58.0 ▼
Confidence and initiative	74.1	69.1 ▼	69.0 ▼

Student experience

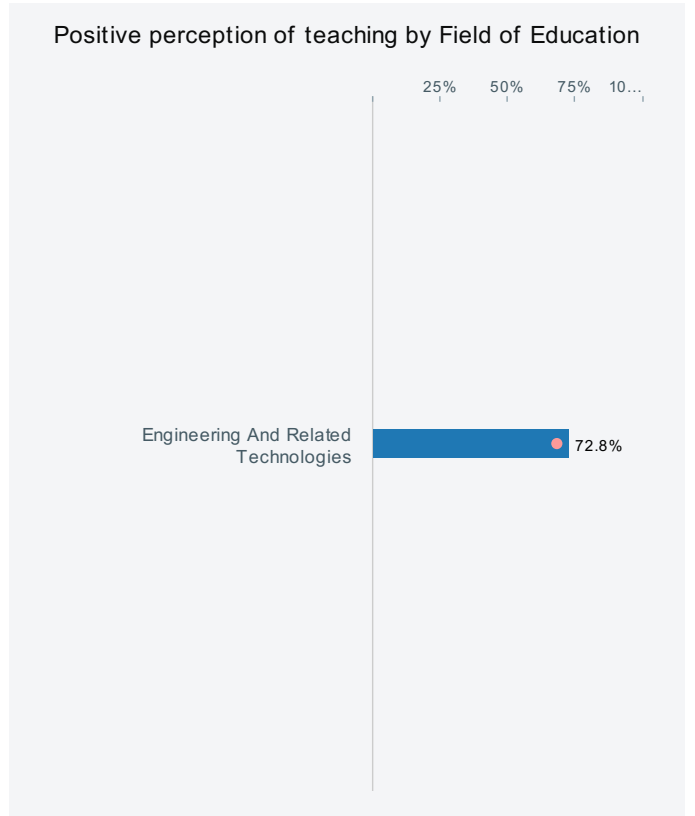
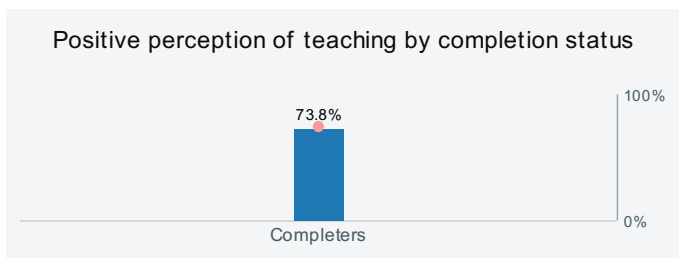
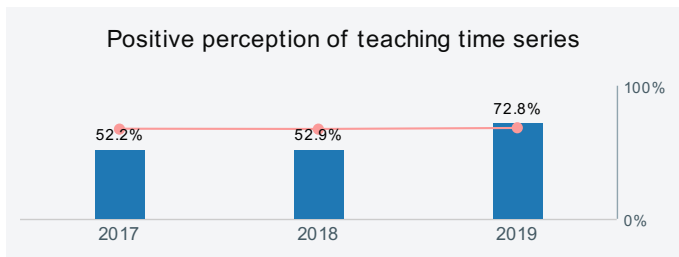
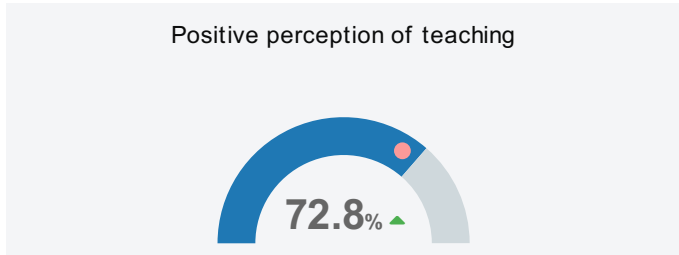
Proportion of VET students who were satisfied with training provided by NECA Education and Careers Ltd

NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



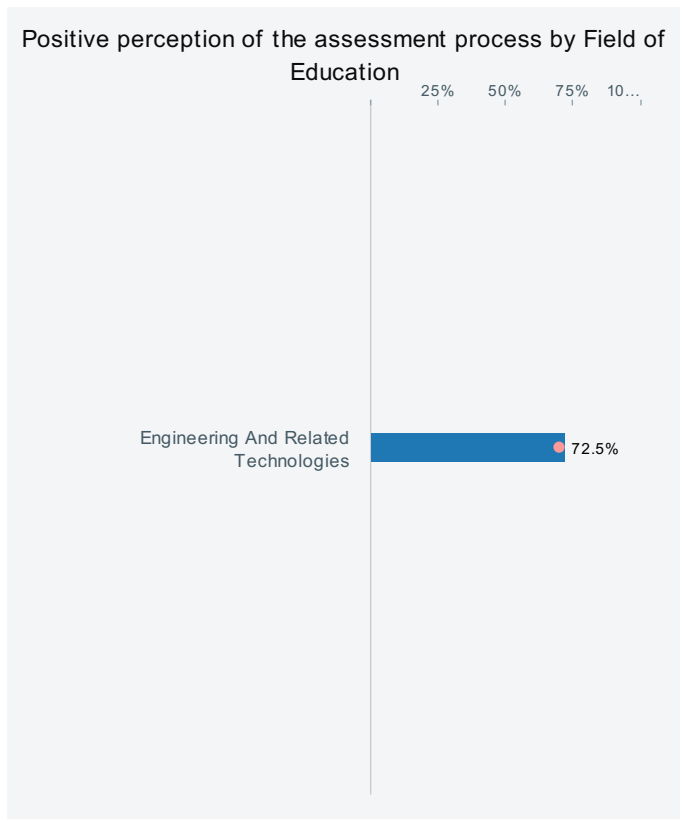
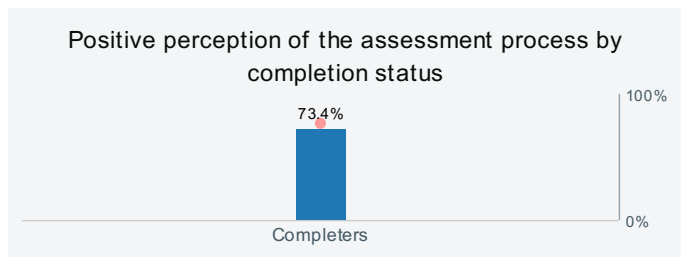
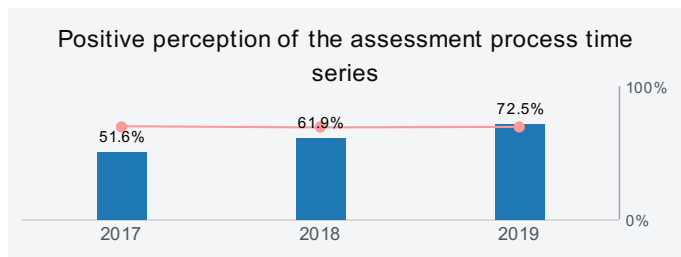
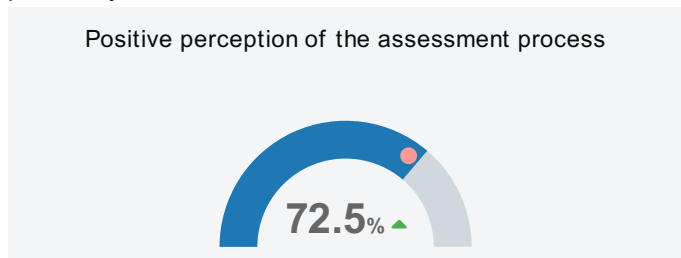
Proportion of VET students who reported a positive perception of teaching

NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



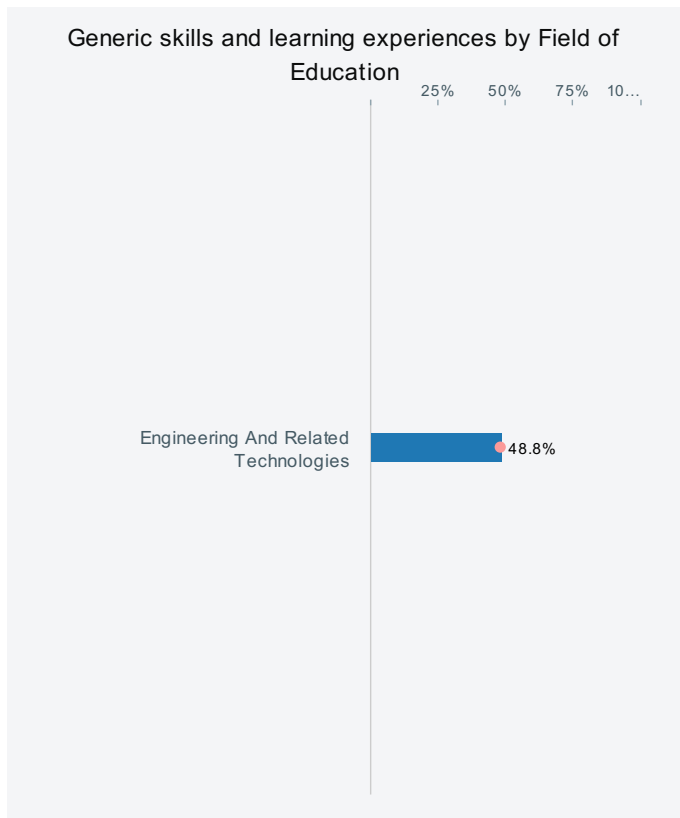
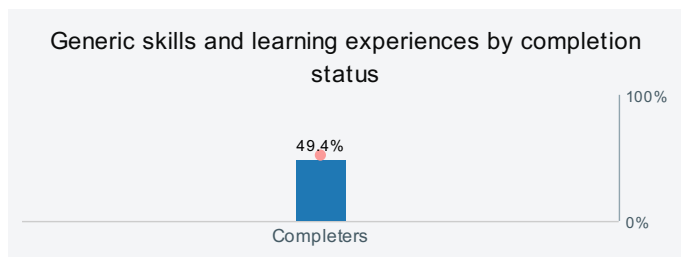
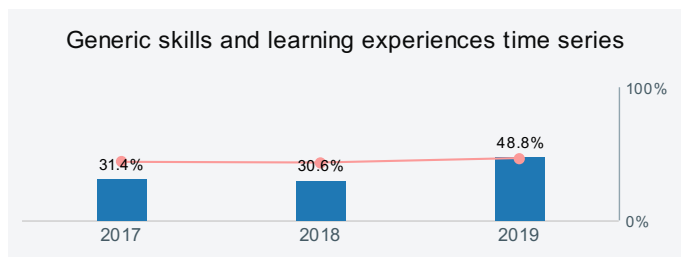
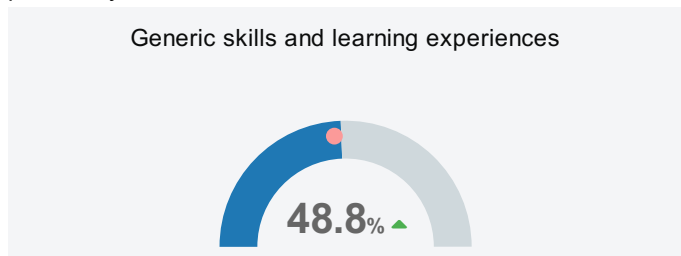
Proportion of VET students who reported a positive perception of the assessment process

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

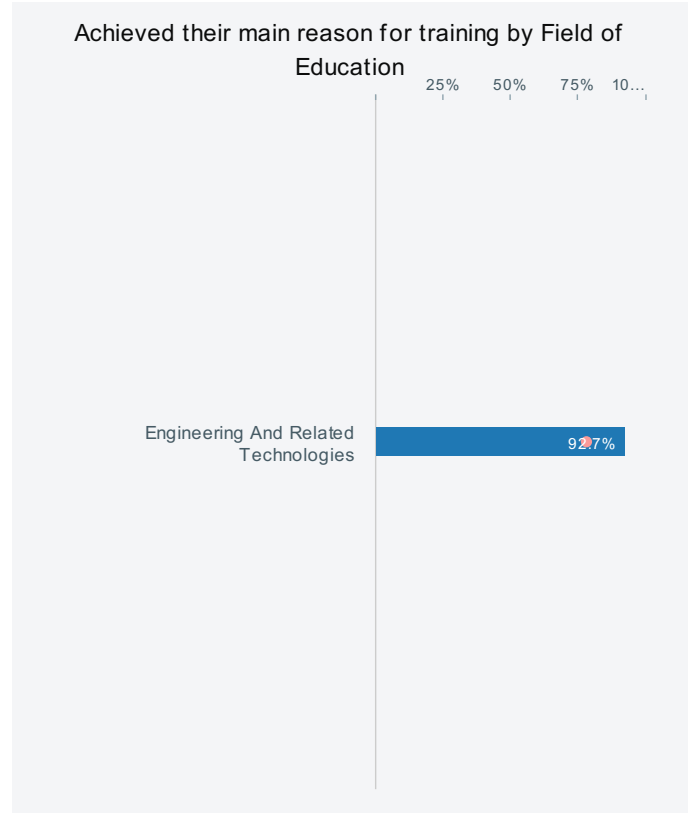
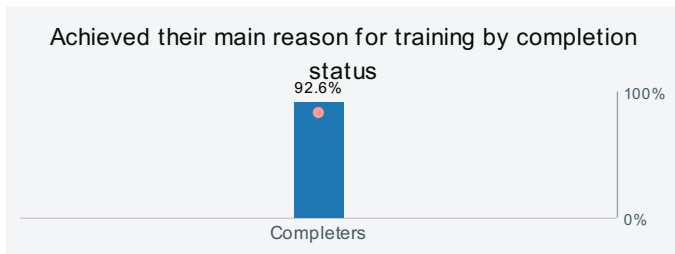
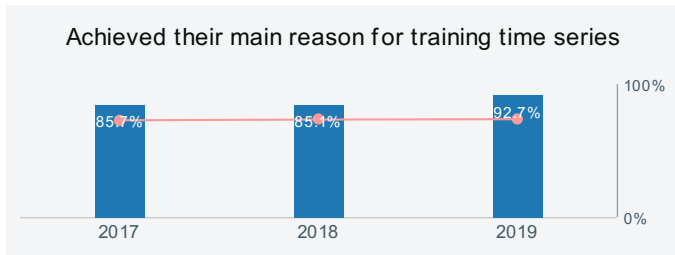
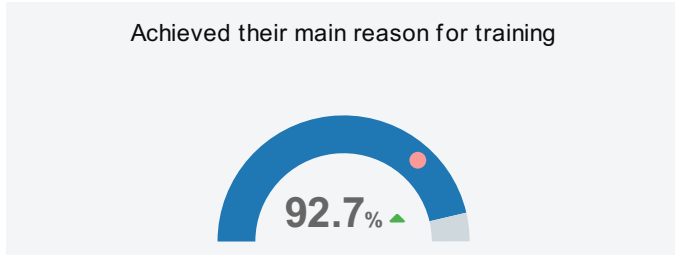
NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

Proportion of VET students who achieved their main reason for training

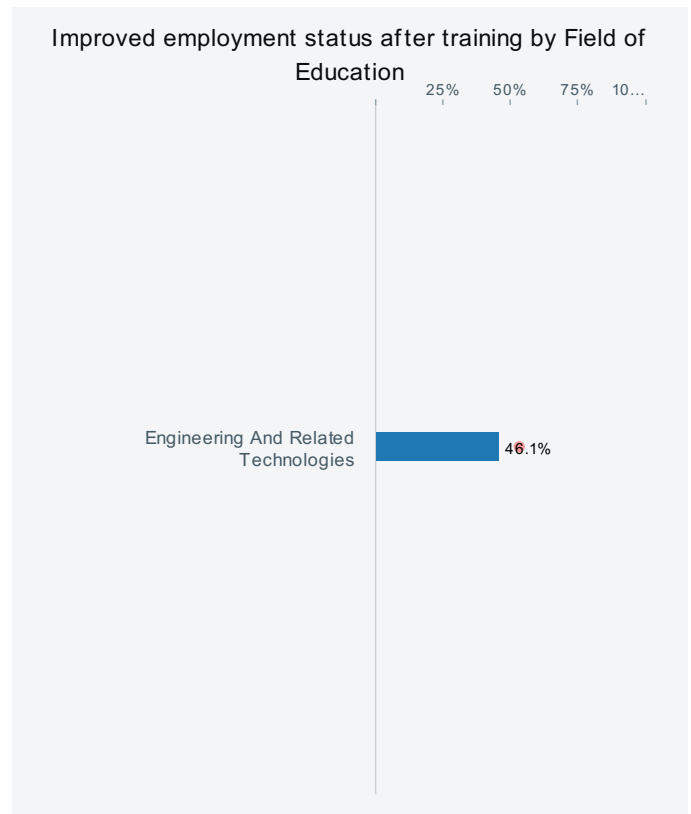
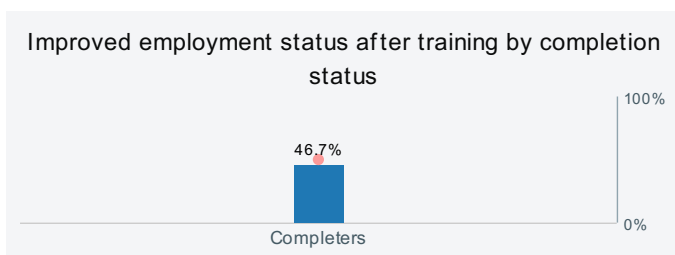
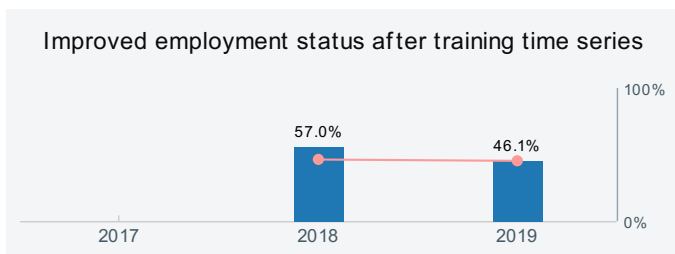
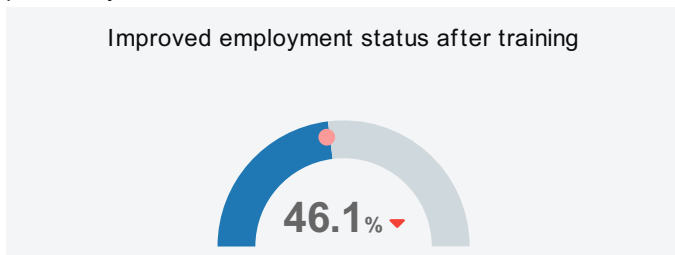
NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students with an improved employment status after training

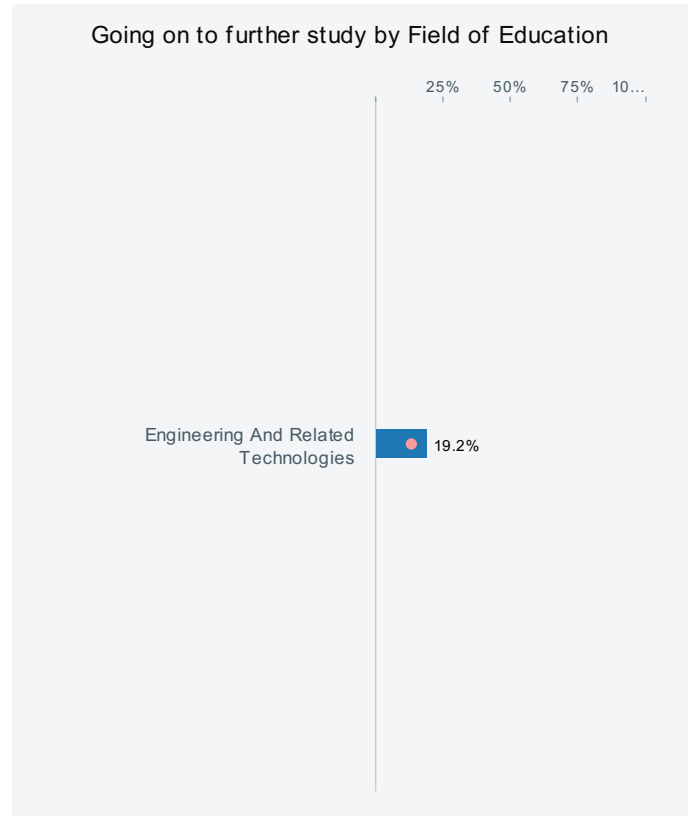
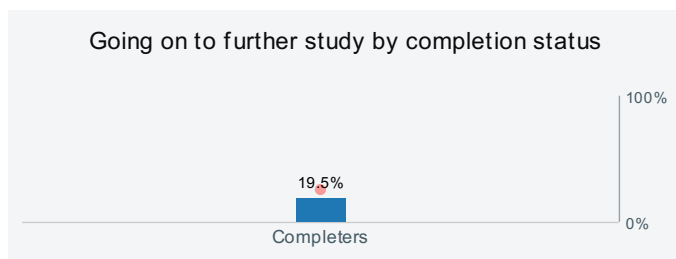
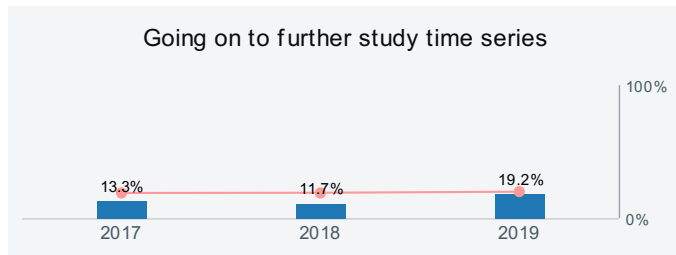
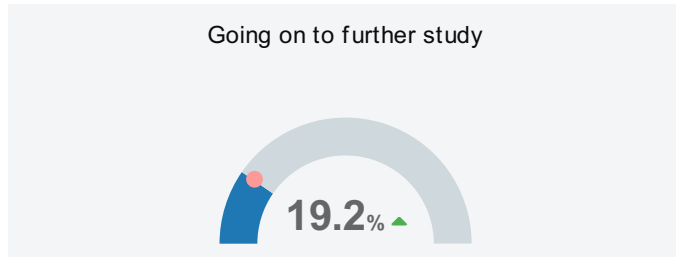
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NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



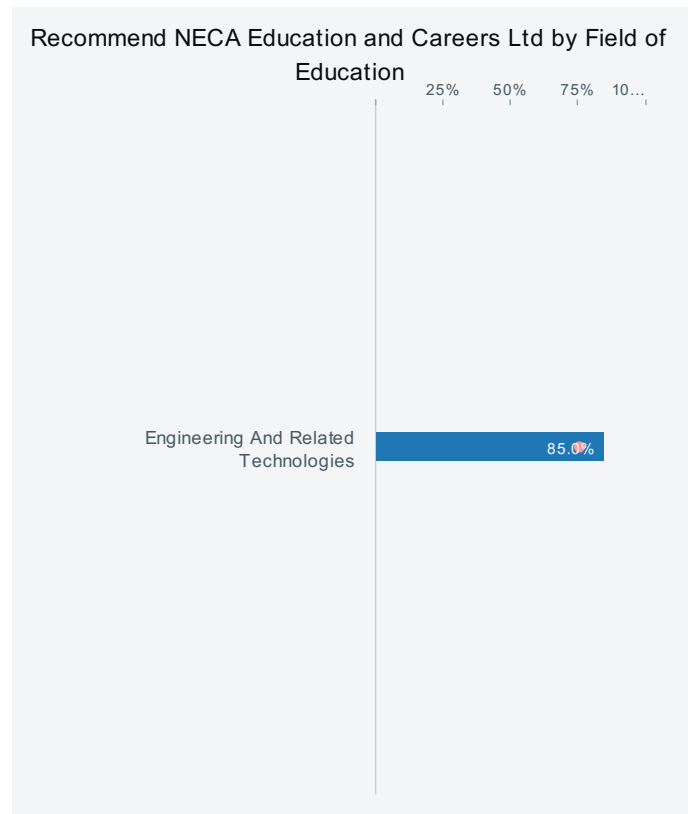
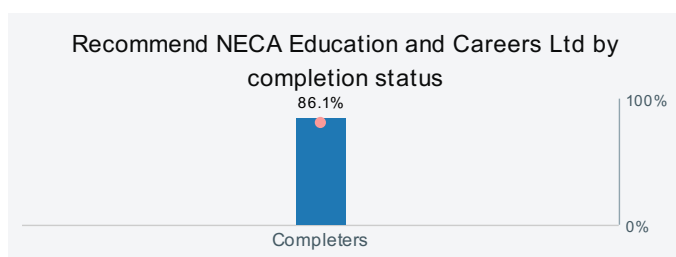
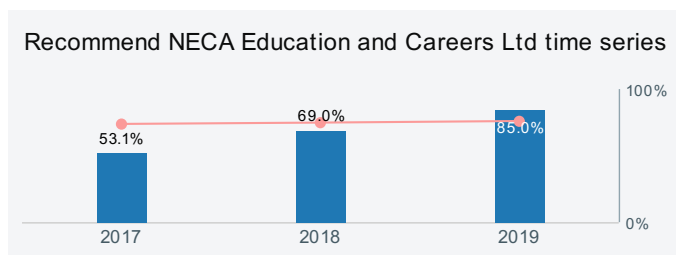
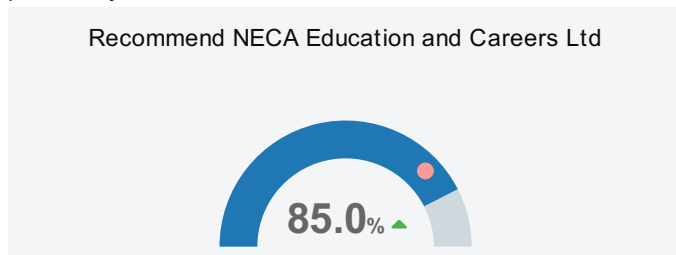
Proportion of VET students who went on to further study at a higher level than their completed training

NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who would recommend NECA Education and Careers Ltd

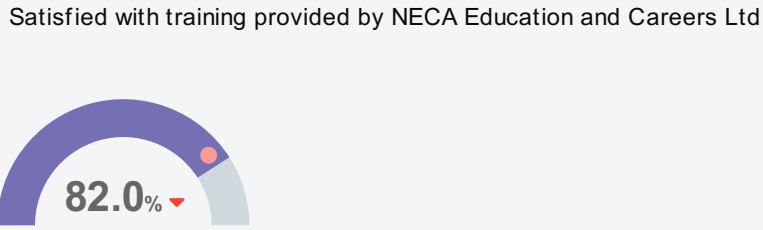
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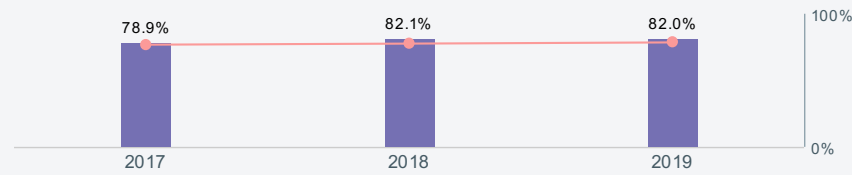
Employer feedback

Proportion of employers who were satisfied with training provided by NECA Education and Careers Ltd

NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year



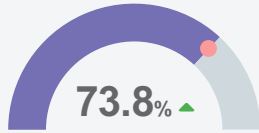
Satisfied with training provided by NECA Education and Careers Ltd time series



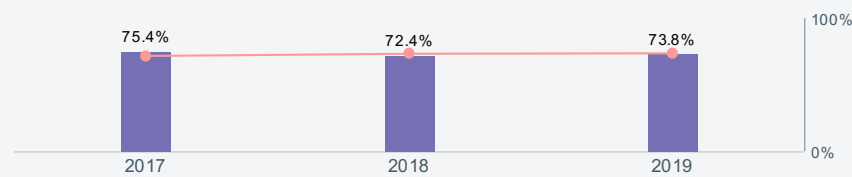
Proportion of employers who would recommend NECA Education and Careers Ltd

NECA Education and Careers Ltd ■ 2019 ● 2019 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Would recommend NECA Education and Careers Ltd



Would recommend NECA Education and Careers Ltd time series

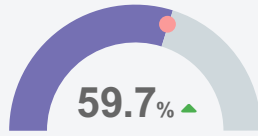


Proportion of employers who reported improvement in the generic skills of their apprentices and trainees

The methodology used to construct this measure was changed for the 2017 survey. So, the 2016 results are not directly comparable to the results from 2017 onwards.

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Improvement in generic skills



Improvement in generic skills time series

