

bestchance Training (3695) 2022 RTO Performance Summary Report

This report details the **2022** 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 2022, almost 62,000 Victorian students across more than 280 Registered Training Organisations (RTOs) participated in the survey. The state-level response rate for Victoria was 38.6%
- In 2022, around 37,200 respondents had completed their training (completers) and around 24,700 left training without completing (early leavers).
- A total of 194 students from bestchance Training (3695) participated in the 2022 Student Satisfaction Survey. This is a response rate of 57.1%.
- In 2022, 178 respondents were completers and 16 were early leavers.

Employer Satisfaction Survey

- In 2022, over 8,000 employers of apprentice(s) and trainee(s), took part in the survey. The state-level response rate for Victoria was 37.1%
- A total of 0 employers of apprentice(s) and/or trainee(s) who either completed their training or were still in training at bestchance Training (3695) participated in the 2022 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.

	bestchance Training			2022 average
	2022	2021	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by bestchance Training	89.3% ▲	87.0%		78.3%
Proportion of VET students who reported a positive perception of teaching	88.0% ▲	81.4%		73.3%
Proportion of VET students who reported a positive perception of the assessment process	86.3% ▲	84.2%		72.0%
Proportion of VET students who were satisfied with generic skills and learning experiences	75.7% ▲	66.0%		53.4%
Student outcomes				
Proportion of VET students who achieved their main reason for training	87.0% ▲	85.8%		75.2%
Proportion of VET students with an improved employment status after training	64.7% ▼	67.8%		57.0%
Proportion of VET students who went on to further study at a higher level than their completed training	11.6% ▲	11.0%		15.5%
Proportion of VET students who would recommend bestchance Training	89.2% ▲	82.2%		77.2%
Employer feedback				
Proportion of employers who were satisfied with training provided by bestchance Training	%	%		77.1%
Proportion of employers who would recommend bestchance Training	%	%		74.2%
Proportion of employers who reported improvement in the technical/job specific skills of their apprentices and trainees	%	%		76.8%

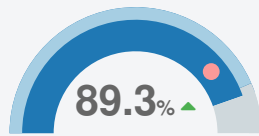
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

bestchance Training ■ 2022 ■ 2021 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who were **satisfied with training** provided by bestchance Training

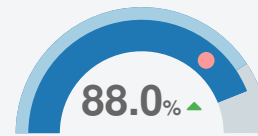


2022 n = 187

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.

	2020	2021	2022
Overall, how satisfied were you with your training at your training organisation?	91.3	87.0 ▼	89.3 ▲

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

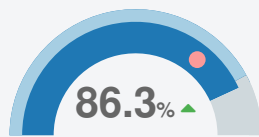


2022 n = 191

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.

	2020	2021	2022
Clearly taught the subject	91.3	89.2 ▼	91.1 ▲
Understood your learning needs	92.3	88.2 ▼	92.1 ▲
Had current industry experience	88.5	87.3 ▼	91.4 ▲

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

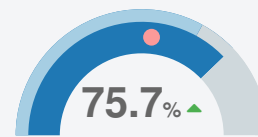


2022 n = 190

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.

	2020	2021	2022
Clearly outlined to you	91.3	88.1 ▼	89.9 ▲
Appropriate for your studies	93.2	88.0 ▼	91.0 ▲
Carried out as outlined to you	95.1	87.5 ▼	89.9 ▲

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



2022 n = 185

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 2020 results differ to the those reported in the 2020 release of VETStat.

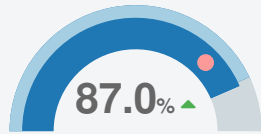
	2020	2021	2022
English writing skills	86.3	85.6 ▼	84.1 ▼
Numerical skills	75.6	71.1 ▼	78.0 ▲
Problem solving skills	89.9	87.1 ▼	87.6 ▲
Team working skills	89.3	87.4 ▼	88.4 ▲
Self-confidence	84.9	84.7 ▼	88.5 ▲

Student outcomes summary

Legend

bestchance Training ■ 2022 ■ 2021 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

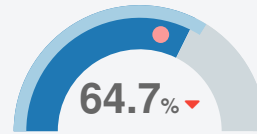


2022 n = 193

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.

	2020	2021	2022
You achieved your main reason for doing the course	79.6	85.8 ▲	87.0 ▲

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

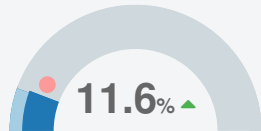


2022 n = 167

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.

	2020	2021	2022
Proportion of VET students with an improved employment status after training	64.2	67.8 ▲	64.7 ▼

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

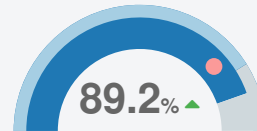


2022 n = 172

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.

	2020	2021	2022
Proportion of VET students who went on to further study at a higher level than their completed training	16.0	11.0 ▼	11.6 ▲

Proportion of VET students who would **recommend bestchance Training**



2022 n = 186

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.

	2020	2021	2022
How likely would you be to recommend the training organisation to other students?	90.3	82.2 ▼	89.2 ▲

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

bestchance Training ■ 2022 ■ 2021 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of employers who were **satisfied with training** provided by bestchance Training

Not available in 2022

Proportion of employers who would **recommend** bestchance Training

Not available in 2022

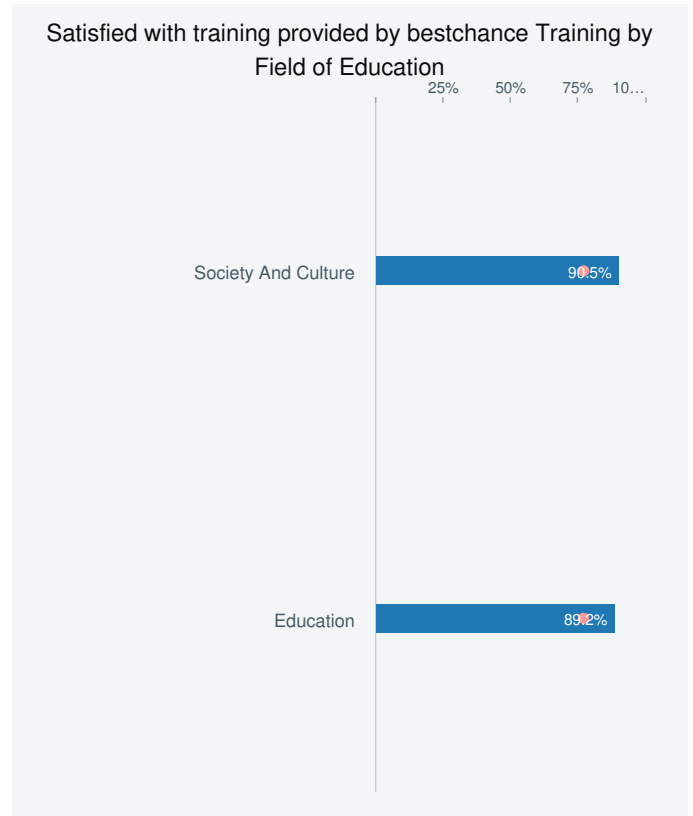
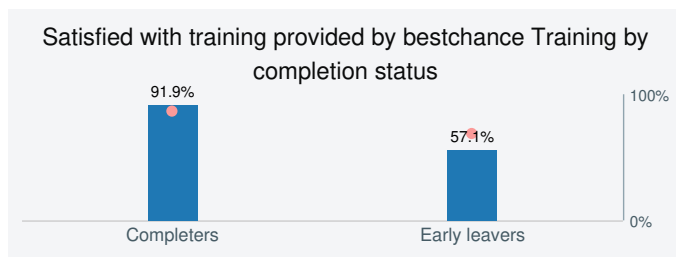
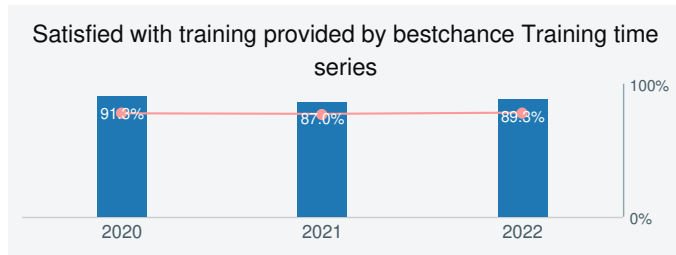
Proportion of employers who reported improvement in the **technical/job specific skills** of their apprentices and trainees

Not available in 2022

Student experience

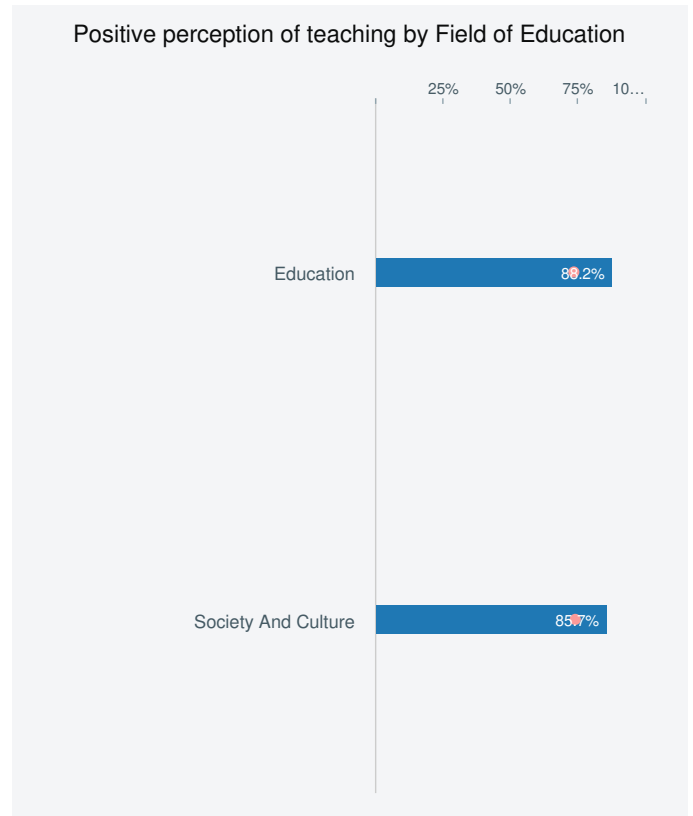
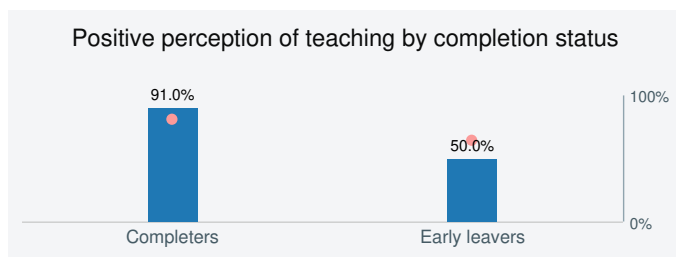
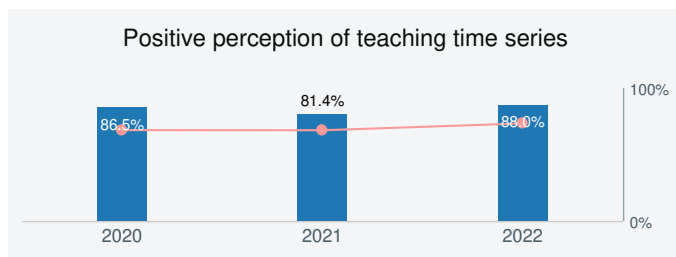
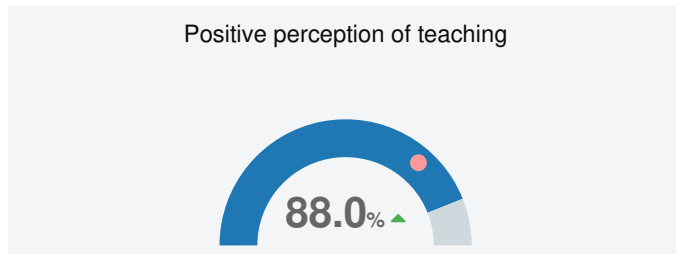
Proportion of VET students who were satisfied with training provided by bestchance Training

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



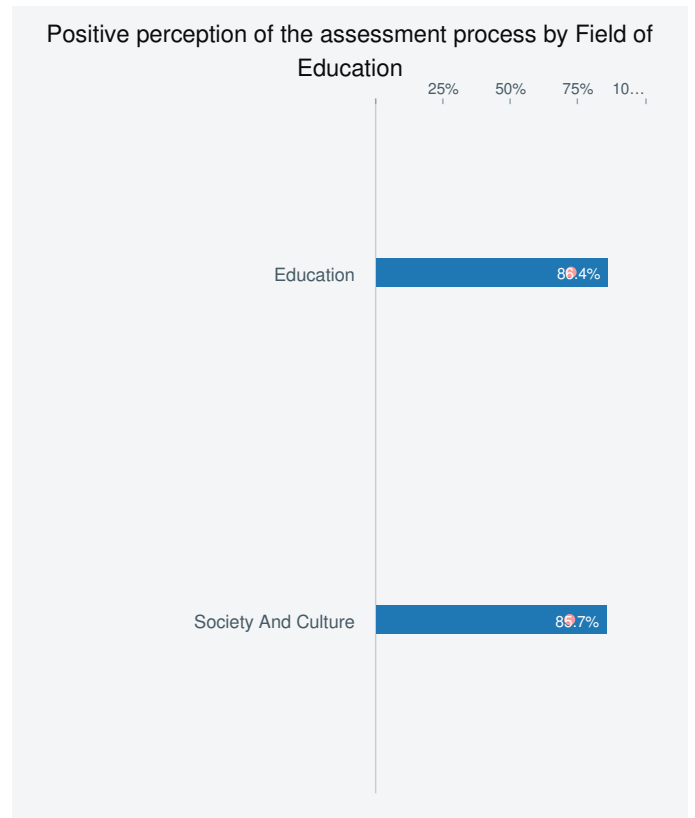
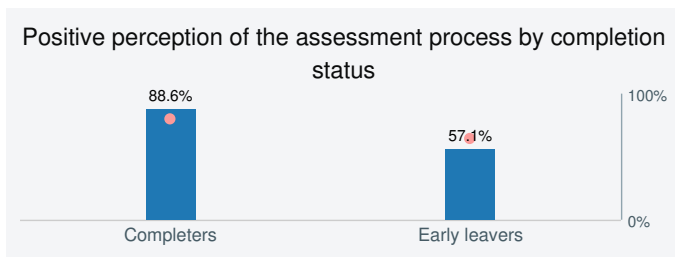
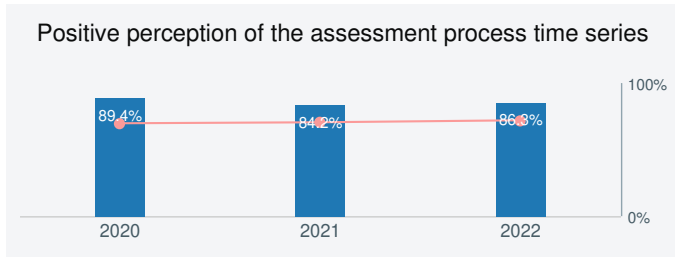
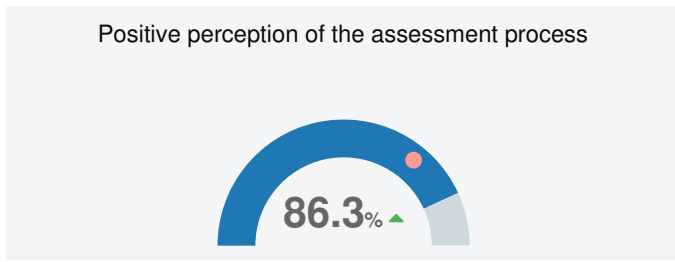
Proportion of VET students who reported a positive perception of teaching

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

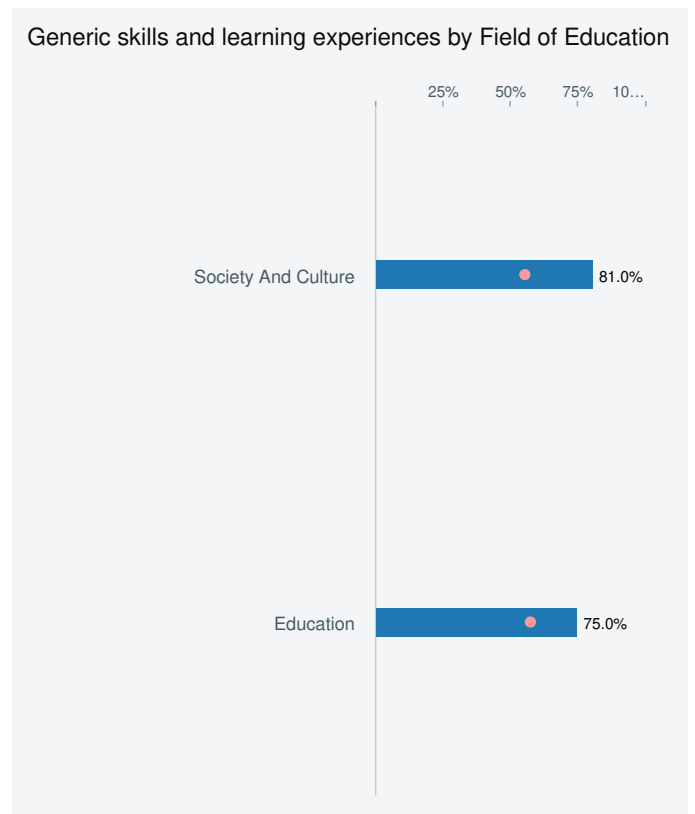
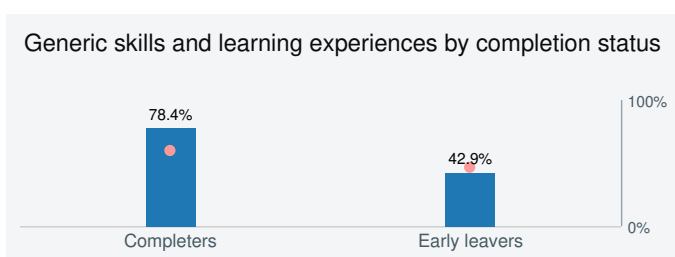
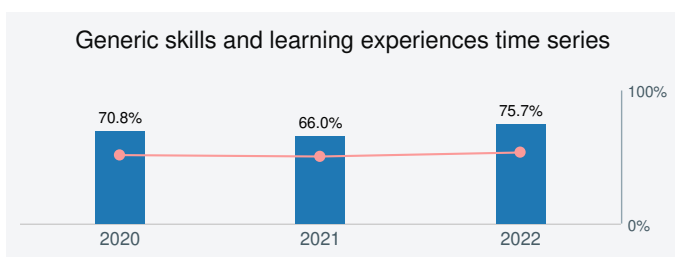
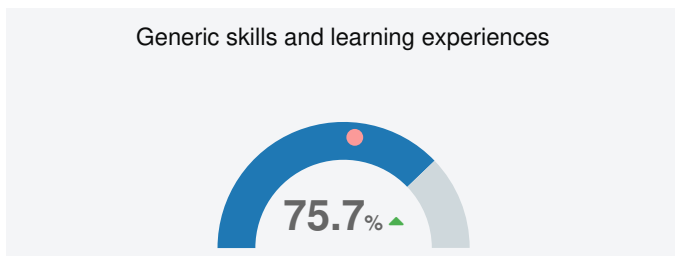
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Proportion of VET students who were satisfied with generic skills and learning experiences

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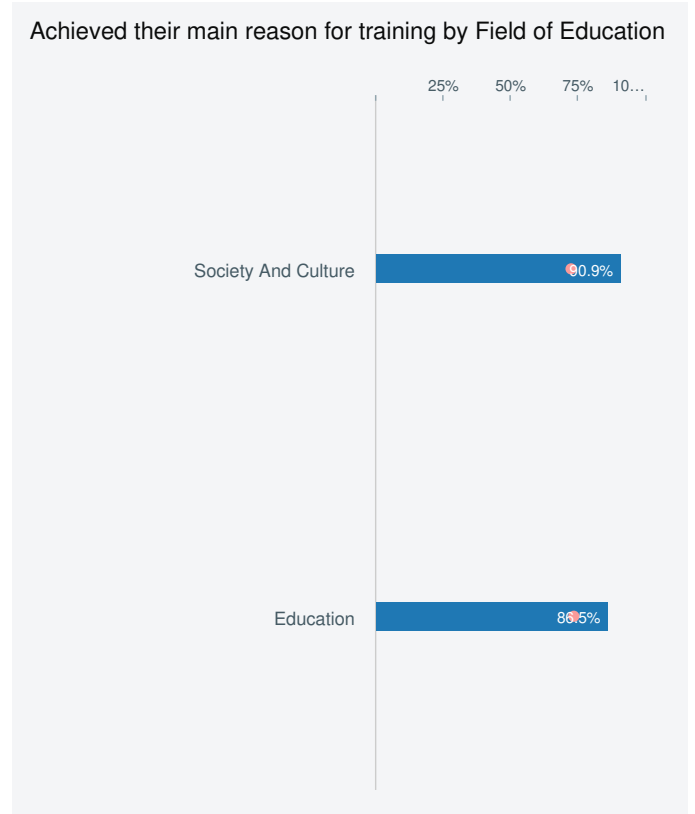
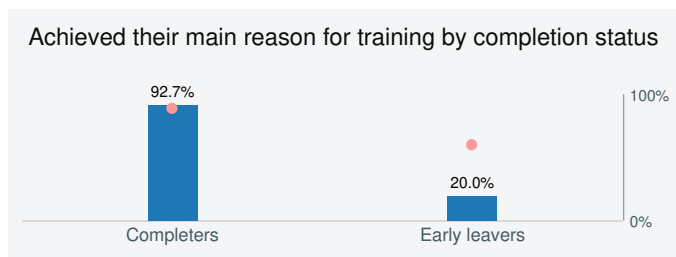
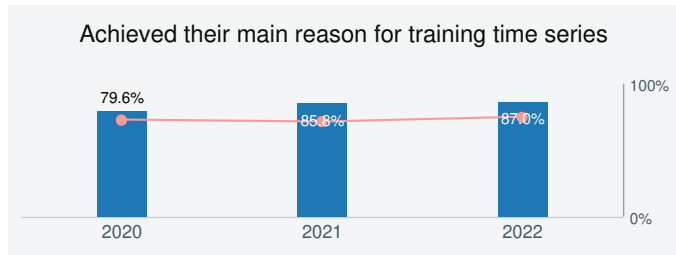
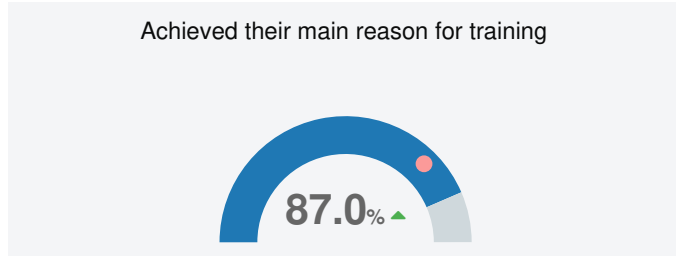
bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

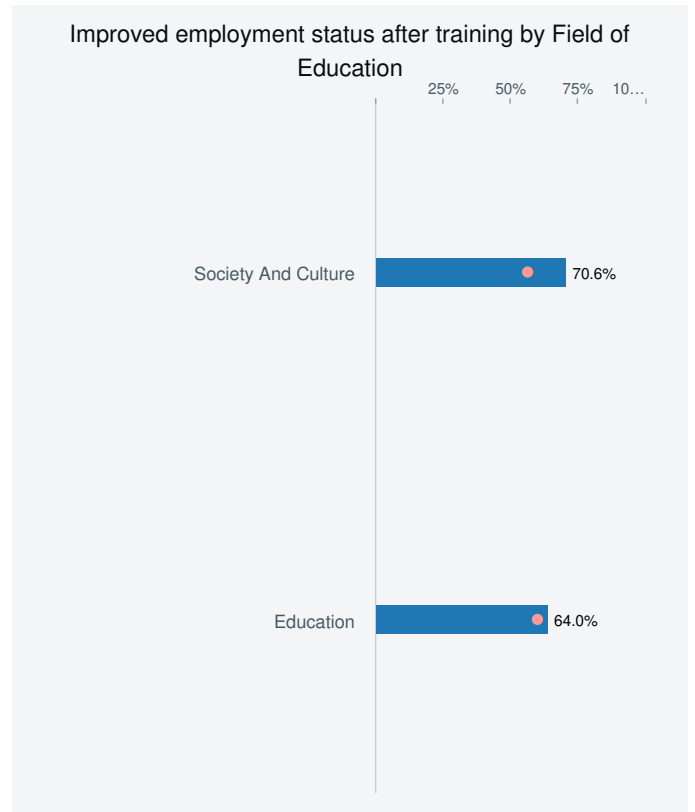
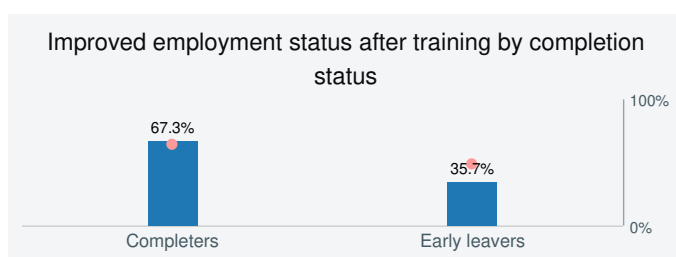
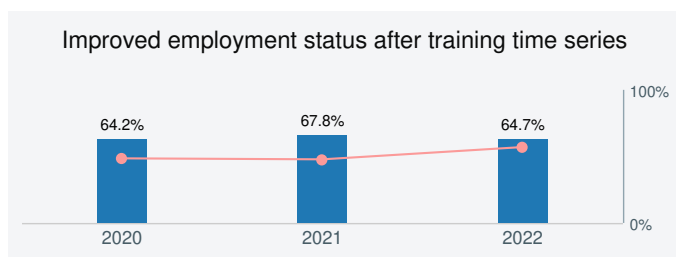
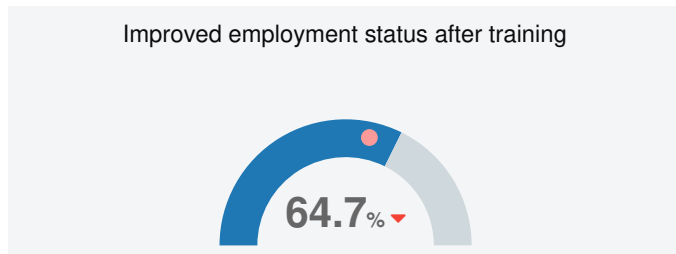
Proportion of VET students who achieved their main reason for training

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



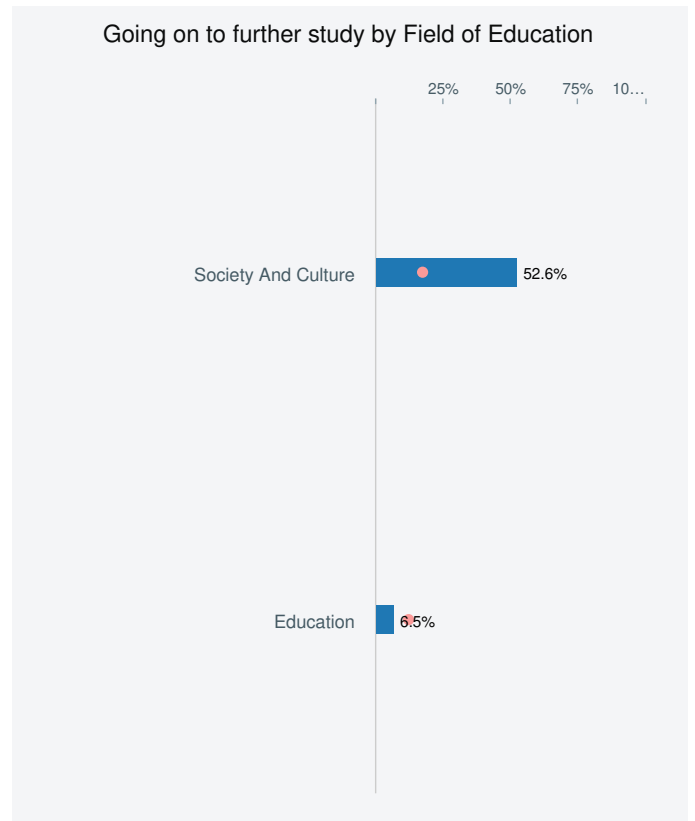
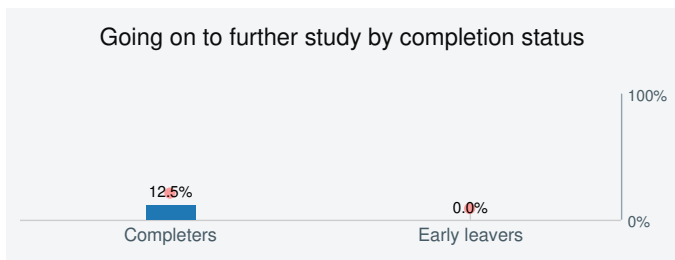
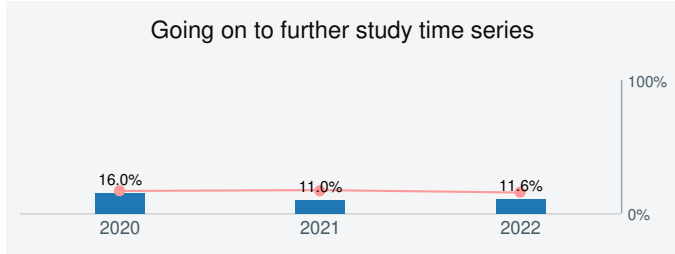
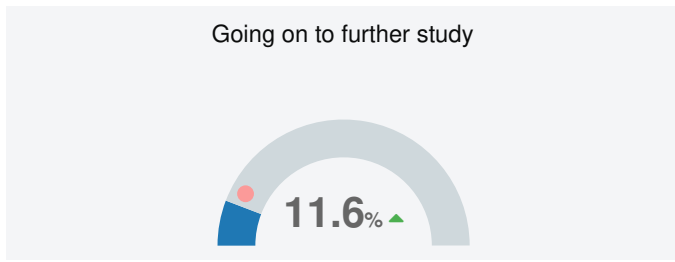
Proportion of VET students with an improved employment status after training

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



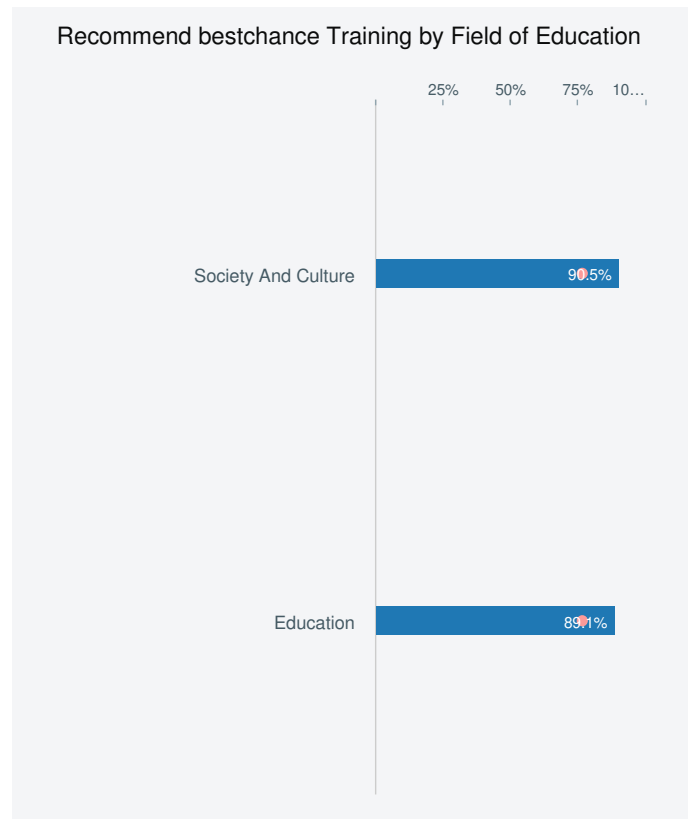
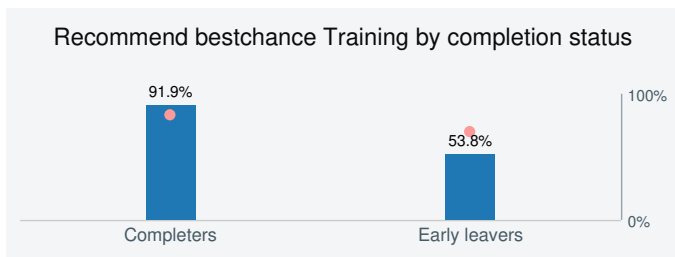
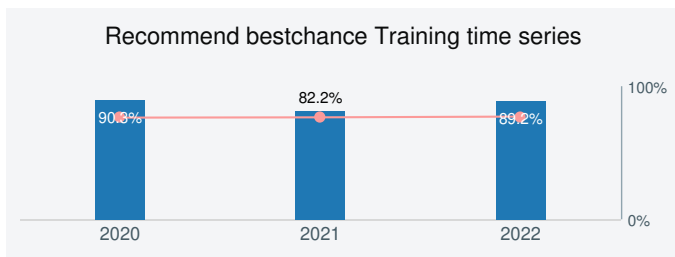
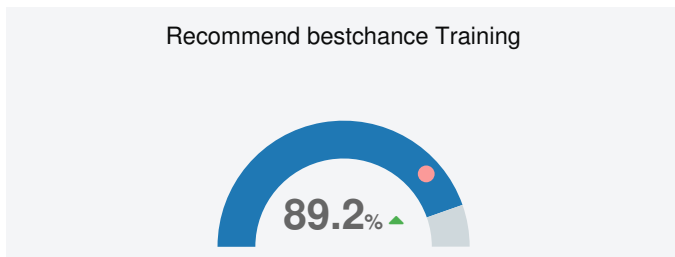
Proportion of VET students who went on to further study at a higher level than their completed training

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who would recommend bestchance Training

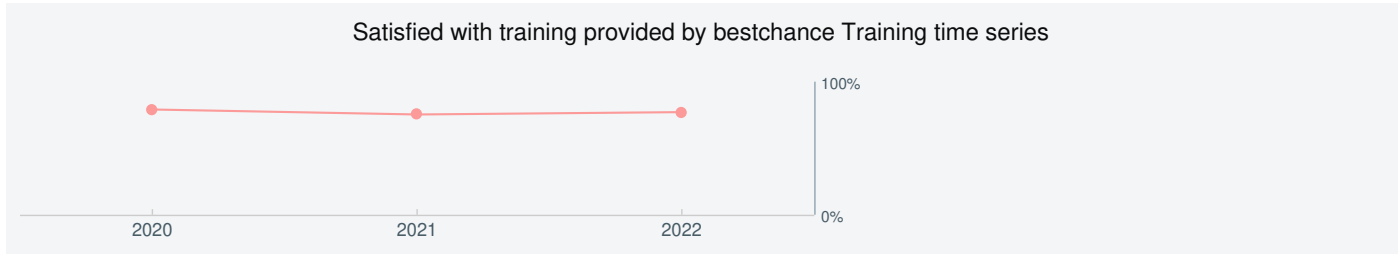
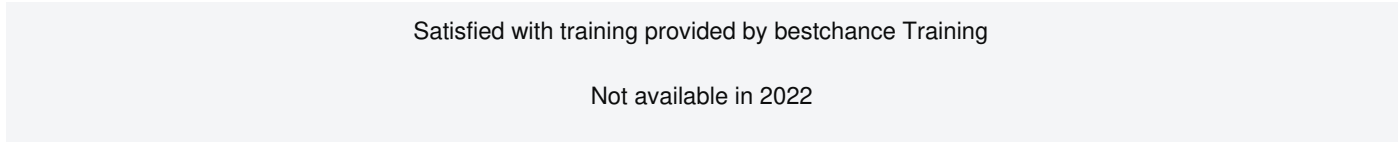
bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Employer feedback

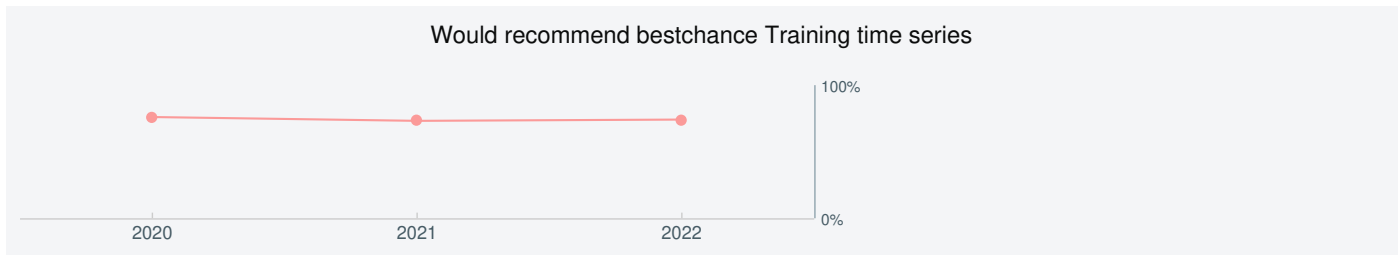
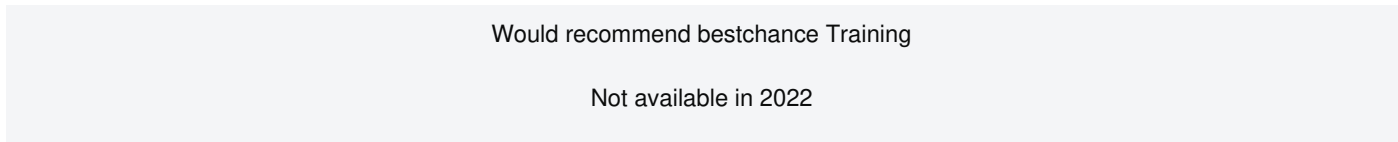
Proportion of employers who were satisfied with training provided by bestchance Training

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of employers who would recommend bestchance Training

bestchance Training ■ 2022 ● 2022 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.

bestchance Training ■ 2022 ● 2022 Victorian average ▲ Higher than previous year ▼ Lower than previous year

