



TRAINING SECTOR CONFIDENCE SURVEY



4TH QUARTER - 2014

Survey Summary: The Training Sector Confidence Survey is an independent initiative by JWGecko for Australian VET leaders. 2014 has been a tumultuous year for our sector; the VET reform Agenda, Total VET Activity Reporting, the USI and more negative comment in the media about our sector than there has been in a long time, if ever. Let's see what you think about it all

John Wooding

VET Enthusiast

SURVEY SUMMARY

Introduction: Overall we were very pleased with the response to the initiative and the level of commitment from participants. In the next iteration of the survey we will include a 'Forward to a Friend' function and we are currently recruiting VET leaders to be a part of our advisory panel. The 'Forward to a Friend' feature will increase the penetration of the survey and the advisory panel will assist us in adding to the poignancy of the data.

Who completed the survey: All states and territories were represented, in the future we will look to weight the responses based on the relative number of RTOs between States. 61% of the responses came from CEO or General Managers, while Compliance, Curriculum and Operations Managers made up 31% of responses. We believe this is an excellent cross section of the sector. There was also a broad cross section of RTO business models; interestingly 38% of the responding RTOs were 'Fee for Service'.

HOW CONFIDENT ARE RTOS?

- **Enrolment trends 3-4 months out**



Confidence index: Neutral

33% of survey respondents felt that enrolment levels would remain static on seasonally adjusted basis which is reasonable news however of concern are the 31% who felt enrolments would decrease, while only 24% thought enrolments would increase.

- **Enrolments now compared to last year at this time**



Confidence index: Slightly Negative

44% of survey respondents believed their enrolments were down on last year, whereas only 28% report increases and 21% reported enrolments as unchanged.

- **RTO Staffing number 3-4 months out**



Confidence index: Neutral

26% of RTOs expect to reduce staffing levels in the next 3-4 months while 15% believe additional staff will be employed.

- **Business situation NOW**



Confidence index: Slightly positive

75% of RTOs believe their business situation is satisfactory or good, whereas 15% believe the situation is bad.

- **Business situation NEXT 6 MONTHS**



Confidence index: Positive

51% of the RTOs surveyed believed business is on the up in the next six months while 31% believe things will remain as they are and 10% feel the situation will deteriorate.

In summary: Our survey respondents felt that while enrolments were currently down on last year, business is OK at the moment and a little more than half felt that things would improve in the next six months. Most concerning is that fact that 11% more RTOs believe they will laying off staff than those who will be hiring.

WHAT DO RTOS THINK?

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• **Factors are limiting your ability to increase your RTO’s business activity:**
Rogue operators are thought to be creating the main barrier to increased activity. *Confidence index: Frustrated!*
Most survey respondents (62%) felt that “Rogue Operators driving prices and quality downward” is the major limiting factor in terms of business activity; the Cost of compliance also rated at 51% while confusion about, and changes to, funding schemes came in at 41%.
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• **Confident about the Federal Government’s and Minister Macfarlane’s VET Reform agenda:** *Confidence index: Not that confident*
Sad to say 41% of RTOs surveyed said “Not very confident” or “Not at all confident”. 31% were “Confident”, no one was “Extremely Confident”.

STUDENT MANAGEMENT SOFTWARE

We used a list of 35 SMS providers for the question to determine market share and our respondents offered an additional three options. With the number of different options and the sample size, it is not possible to provide accurate data on this sample size. What we do know is that aXelerate, JobReady, PowerPro RTO, VETtrak, WiseNET are well represented. Interestingly it appears that a significant percentage of RTOs are using their own bespoke system or an adaptation of another non-VET SMS product.

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• 82% of RTOs are either satisfied or very satisfied with their SMS provider.
- 75% of RTO are unlikely or very unlikely to change their SMS next year; whereas 13% are either likely or very likely to change their provider.

HOW DOES YOUR TRAINING ORGANISATION USE ONLINE LEARNING?

- **Course prerequisites** –21% use online learning for prerequisites and 18% plan to.
- **Learning Literacy Numeracy tests** – There has been a lot of discussion on LinkedIn about online LLN resources, 21% of RTOs conduct LLNs online and another 15% plan to.
- **Online learning in the classroom:** 36% of RTO use technology in this way and another 3% plan to do so in the future.
- **Online learning to support the classroom activity:** This refers to using online learning for assignments, reading quizzes and games outside the classroom. 62% of those surveyed use online learning to support classroom activities.
- **Complete online courses:** Surprisingly 31% of RTOs are offering complete courses online. It would be interesting to know how many of these relate to nationally recognised training.
- **Online course creation:**
 - 60% of LMS content is created by the RTO for their own LMS
 - 15% is purchased and used on the RTOs’ own LMS
 - 25% is purchased and delivered on the providers’ LMS
- **Confidence that online learning content is compliant:**



When content is created in-house 64% RTOs are confident or very confident their content is compliant.
Confidence index: Confident



When courses are purchased externally then 54% of RTOs are confident or very confident their content is compliant.
Confidence index: Neutral

ABOUT THE SURVEY

The survey was in five parts;

- User qualification
- Confidence
- Opinion
- Student management software
- Online learning

The User qualification, Confidence and opinion sections will remain constant. The opinion questions will be changed on each survey and be based on current training issues.

STATISTICAL VALIDITY

Based on a total population of 5000 RTOs (ASQA estimate), a 95% confidence level we expect a sampling error of 6.9%. The data and commentary are provided for interest only and should not be relied upon for any other purpose.

ADVISORY PANEL

We have sought the input of interested training sector leaders to assist in the development of the two research questions and to act as advisors on our processes and survey development. If you are interested and have 2 -3 hours per quarter to assist us, we would be very happy to hear from you, email us at customerservice@jwgecko.com.

It is our intention to conduct the survey quarterly and the next survey will be released in February 2015. The source survey data is not available to third parties.

ABOUT JWGECKO

JWGecko's Mission is to ... Provide software tools for training organisations that automate processes to enhance focus on both quality learning and commercial outcomes.

JWGecko is the brainchild of Sascha Macleod, John Wooding, Troy Kenah and David Lobb who wanted to create a business built on the foundations of:

- Experience
- Innovation
- Listening
- And a belief that anything is possible

All of our solutions are designed to free people from repetitive and boring tasks so they can focus on imagining and innovating new ideas that grow their businesses.

We are happy to receive your feedback on any element of our Training Sector Confidence Survey initiative - customerservice@jwgecko.com. The complete survey report is only available to survey participants.