



Standing Committee on Education and Community Inclusion

Inquiry into Annual and Financial Reports 2021-2022
ANSWER TO QUESTION TAKEN ON NOTICE

Asked by Nicole Lawder MLA on 7 November 2022: Christine Robertson took on notice the following question(s):

Reference: Hansard [uncorrected] proof transcript 7 November 2022, page 167- 168.

In relation to: CIT student satisfaction 5-year trends

MS LAWDER: Thanks. It is my understanding, from a quick look at a few of your annual reports that there has been a bit of a decline in student satisfaction and also in business satisfaction with outcomes from CIT. Have you—what work have you done to analyse the reasons behind that sort of decline in—over a number of years?

Ms Robertson: We are involved on a yearly basis in the national centre of vocational education and training research, student satisfaction survey, and the employer's survey. So, 2021 survey data shows that CIT graduates that are satisfied with their training is at—is significantly higher than the national level. I am just trying to find that—

MS LAWDER: I think I had gone back to about 2018.

Ms Robertson: Yes, so there has been significant improvement—

MS LAWDER: More recently.

Ms Robertson: I will have to find those figures for you. So yes, in 2021, CIT student satisfaction result was 87.7 per cent which was higher than the ACT government's key performance indicator required at 85 per cent. And it is also in excess of the national average which I am just—I am able to identify at the moment.

So, in our employer satisfaction survey, which was undertaken on 29 August and 19 September 2022, we identified that 88.6 per cent of our employers were satisfied with the service that we are providing. And again, our key performance indicator requirement of the ACT government is 80 per cent. Ms Andersen, I am not sure if you are able to pull up any of those—

MS LAWDER: Do you have a trend over time, at all?

Ms Andersen: I do not have figures with me that—from previous years but certainly, as Ms Robertson has said, there are really high student satisfaction outcomes, so the performance indicator required for CIT was 85 per cent in relation to student satisfaction. In 2021 CIT achieved 87.7 per cent.

Likewise, an employer satisfaction survey showed that employer—that a 90 per cent satisfaction rate for employers and indeed, in terms of students achieving the main reason for their training, that was 84.9 per cent. So very high satisfaction in that achievement rates compared to other providers across the country.

I think, significantly, one of the statistics that stands out is that 52.1 per cent of CIT graduates who were not employed before training, were employed after training, compared to other government providers around the country where only 41.8 per cent were employed after training if they were not employed before training.

MS LAWDER: Perhaps in terms of trend over the past five years, you may be able to take that on notice.

Ms Robertson: We will take that on notice.

Chris Steel MLA: The answer to the Member’s question is as follows: –

CIT Student Satisfaction rates for the last 5 years:

2017	2018	2019	2020	2021
91.4%	89.0%	90.3%	87.5%	87.7%

While the 2021 result is above the ACT Government’s key performance indicator requirement of 85 per cent, both 2020 and 2021 show a slight downward trend, compared to previous years, that are understood to relate to COVID-19 impacts. This is similar to trends at other tertiary and vocational institutions.

Students’ responses indicated they experienced challenges with the shift to greater online learning in 2020 and 2021. In response, CIT focused on improving students’ IT access, including collaboration with the CIT Student Association to offer low-cost/free IT equipment, and enabled easier access to a range of student support programs.

CIT Employer Satisfaction rates for the last 5 years:

2017	2018	2019	2020	2021
87.4%	94.1%	89.5%	89.9%	90.0%

Employer satisfaction over the last five years remains well above the ACT Government's key performance indicator requirement of 80 per cent.

Approved for circulation to the Standing Committee on Education and Community Inclusion

Signature:

A handwritten signature in blue ink, appearing to be 'Chris Steel', written in a cursive style.

Date:

15/11/22

By the Minister for Skills, Chris Steel MLA