

Ithea Corporation Pty Ltd (22037)

2021 RTO Performance Summary Report

This report details the **2021** 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 2021, over 57,300 Victorian students across more than 290 Registered Training Organisations (RTOs) participated in the survey. The state-level response rate for Victoria was 43.6%
- In 2021, around 32,700 respondents had completed their training (completers) and around 24,600 left training without completing (early leavers).
- A total of 263 students from Ithea Corporation Pty Ltd (22037) participated in the 2021 Student Satisfaction Survey. This is a response rate of 33.9%.
- In 2021, 177 respondents were completers and 86 were early leavers.

Employer Satisfaction Survey

- In 2021, over 9,700 employers of apprentice(s) and trainee(s), took part in the survey. The state-level response rate for Victoria was 37.4%
- A total of 5 employers of apprentice(s) and/or trainee(s) who either completed their training or were still in training at Ithea Corporation Pty Ltd (22037) participated in the 2021 Employer Satisfaction Survey. This is a response rate of 71.4%.

Performance measures

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

	Ithea Corporation Pty Ltd			2021 average
	2021	2020	Trend	Victoria
Student experience				
Proportion of VET students who were satisfied with training provided by Ithea Corporation Pty Ltd	85.4% ▲	83.3%		77.3%
Proportion of VET students who reported a positive perception of teaching	78.6% ▲	71.3%		68.1%
Proportion of VET students who reported a positive perception of the assessment process	81.1% ▲	74.8%		70.6%
Proportion of VET students who were satisfied with generic skills and learning experiences	66.7% ▲	60.9%		50.4%
Student outcomes				
Proportion of VET students who achieved their main reason for training	79.7% ▲	78.7%		71.6%
Proportion of VET students with an improved employment status after training	42.7% ▲	40.0%		47.8%
Proportion of VET students who went on to further study at a higher level than their completed training	20.4% ▲	12.1%		17.3%
Proportion of VET students who would recommend Ithea Corporation Pty Ltd	86.6% ▲	85.4%		76.6%
Employer feedback				
Proportion of employers who were satisfied with training provided by Ithea Corporation Pty Ltd	100.0%	%		75.3%
Proportion of employers who would recommend Ithea Corporation Pty Ltd	100.0%	%		73.2%
Proportion of employers who reported improvement in the generic skills of their apprentices and trainees	60.0%	%		53.1%

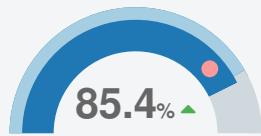
▲ Higher than previous year ▼ Lower than previous year

Student experience summary

Legend

Ithea Corporation Pty Ltd ■ 2021 ■ 2020 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

Proportion of VET students who were **satisfied with training** provided by Ithea Corporation Pty Ltd

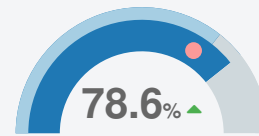


2021 n = 239

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.

	2019	2020	2021
Overall, how satisfied are you with your training?	76.3	83.3 ▲	85.4 ▲

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

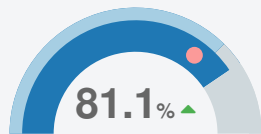


2021 n = 248

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.

	2019	2020	2021
Clearly taught the subject	75.9	83.3 ▲	85.0 ▲
Understood your learning needs	76.6	81.7 ▲	84.3 ▲
Had current industry experience	69.9	82.0 ▲	85.5 ▲

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

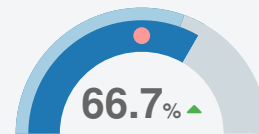


2021 n = 243

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.

	2019	2020	2021
Clearly outlined to you	74.6	79.5 ▲	88.0 ▲
Appropriate for your studies	74.6	84.7 ▲	87.1 ▲
Carried out as outlined to you	74.1	80.0 ▲	85.3 ▲

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



2021 n = 252

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 numbers for 2019 and 2020 are different to the ones reported last year.

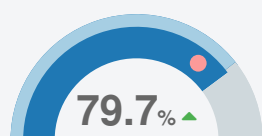
	2019	2020	2021
English writing skills	70.1	78.8 ▲	83.4 ▲
Numerical skills	67.7	74.3 ▲	77.1 ▲
Problem solving skills	70.4	79.5 ▲	81.7 ▲
Team working skills	75.5	82.2 ▲	82.4 ▲
Self-confidence	73.3	80.3 ▲	82.6 ▲

Student outcomes summary

Legend

Ithea Corporation Pty Ltd ■ 2021 ■ 2020 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

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

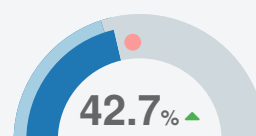


2021 n = 261

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.

	2019	2020	2021
You achieved your main reason for doing the course	73.9	78.7 ▲	79.7 ▲

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



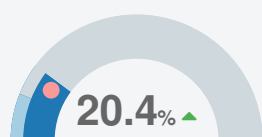
2021 n = 192

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.

The response options for this measure were simplified in the 2020 Student Satisfaction Survey. To allow for comparison, the historical time-series have been revised to be consistent with the 2020 methodology. Consequently, the numbers for 2019 are different to the ones reported prior to 2020.

	2019	2020	2021
Proportion of VET students with an improved employment status after training	30.7	40.0 ▲	42.7 ▲

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

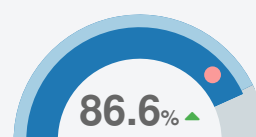


2021 n = 211

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.

	2019	2020	2021
Proportion of VET students who went on to further study at a higher level than their completed training	18.6	12.1 ▼	20.4 ▲

Proportion of VET students who would **recommend** Ithea Corporation Pty Ltd



2021 n = 238

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.

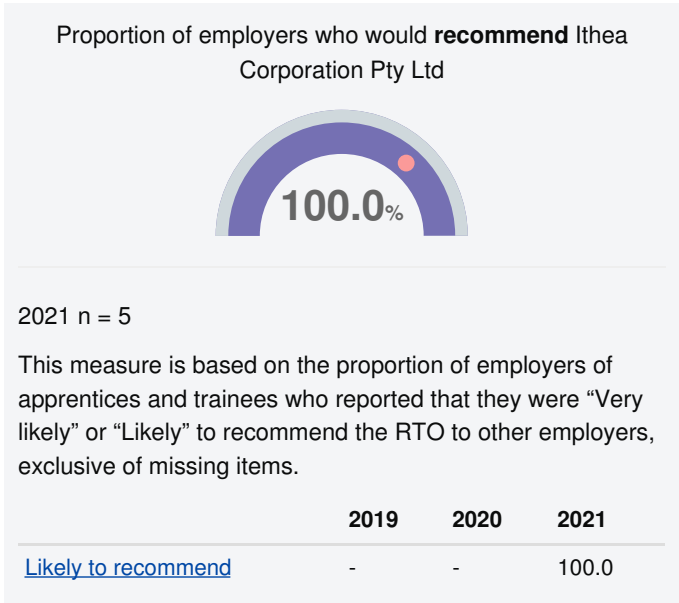
	2019	2020	2021
How likely would you be to recommend this training organisation to other students?	73.9	85.4 ▲	86.6 ▲

Employer feedback summary

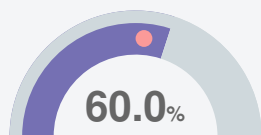
Results from the *Employer Satisfaction Survey* will only be shown where there are five or more employers of apprentices or trainees who responded to the survey.

Legend

Ithea Corporation Pty Ltd ■ 2021 ■ 2020 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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



2021 n = 5

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.

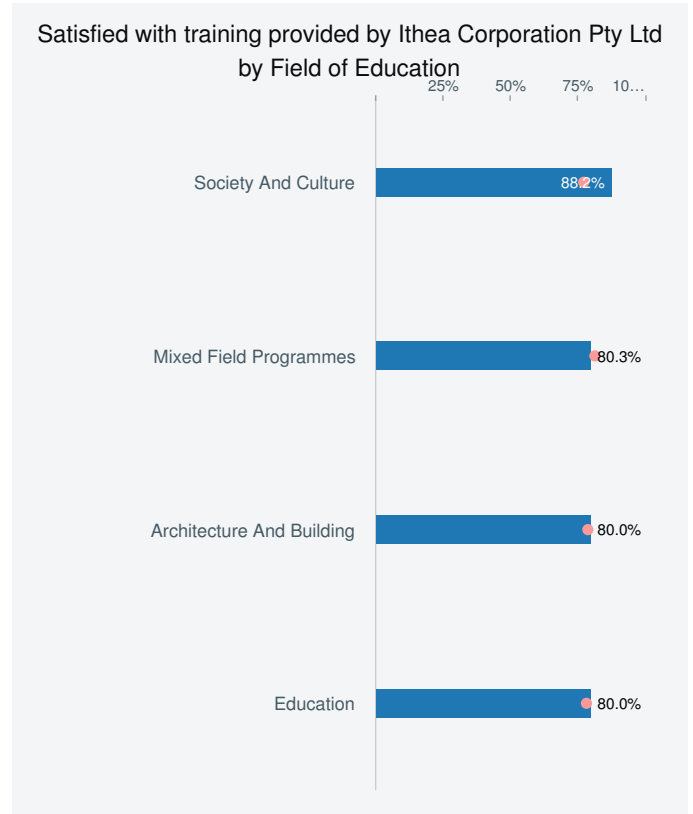
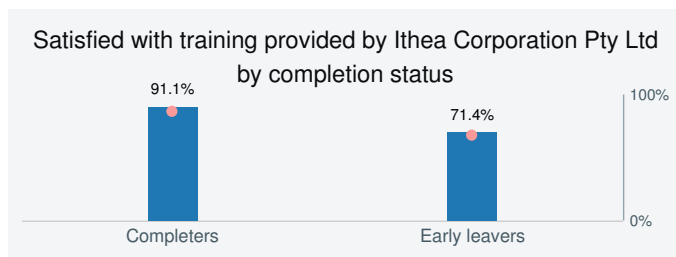
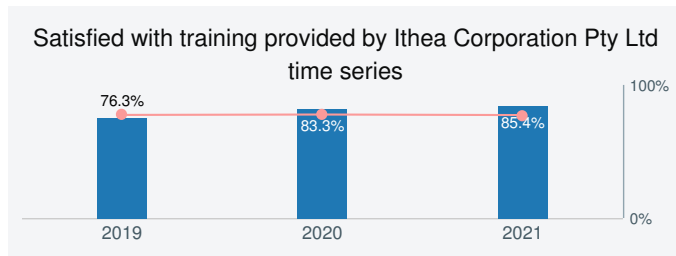
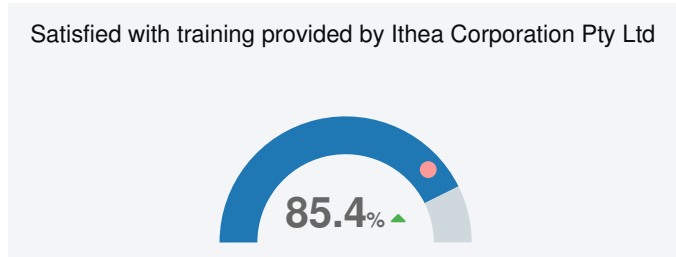
Due to changes in the specification of this measure in the 2020 survey, it cannot be constructed on a comparable basis to 2019 and 2021. As such, the measure and its underlying components are not presented for 2020.

	2019	2020	2021
Technical/job specific skills	-	-	100.0
Problem solving skills	-	-	100.0
Decision making skills	-	-	100.0
Team working skills	-	-	100.0
Numerical skills	-	-	80.0
Writing skills	-	-	60.0
IT/computer Skills	-	-	60.0
Confidence and initiative	-	-	100.0

Student experience

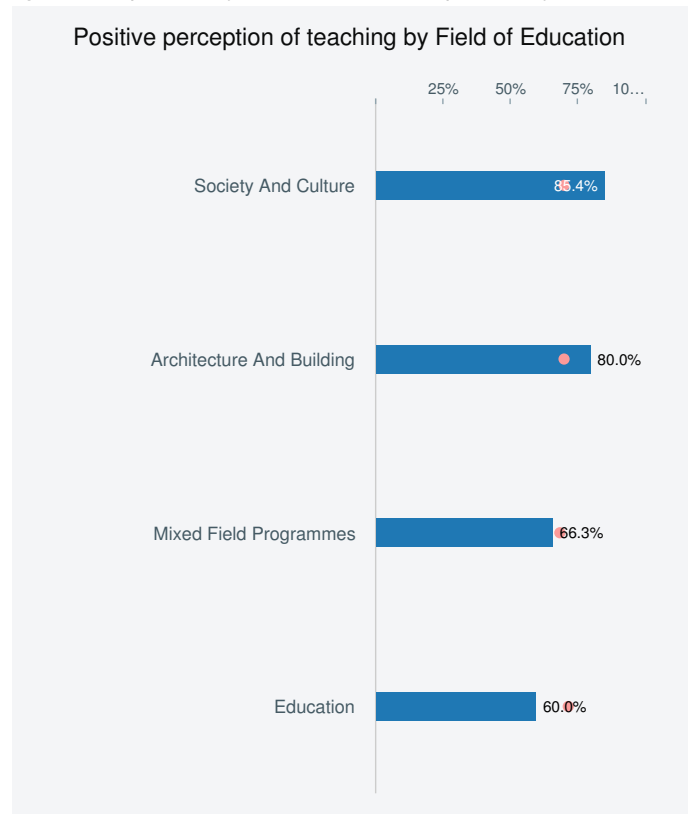
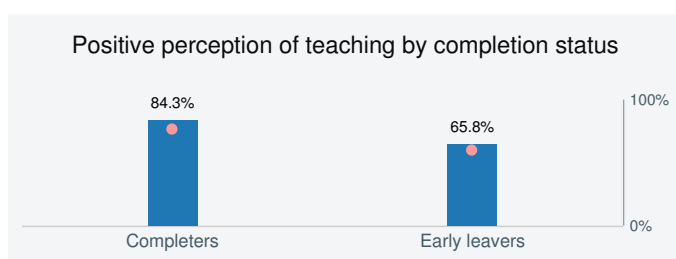
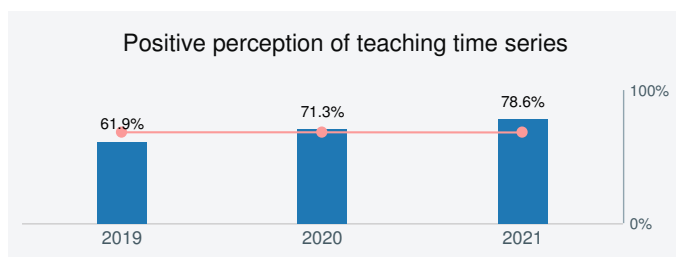
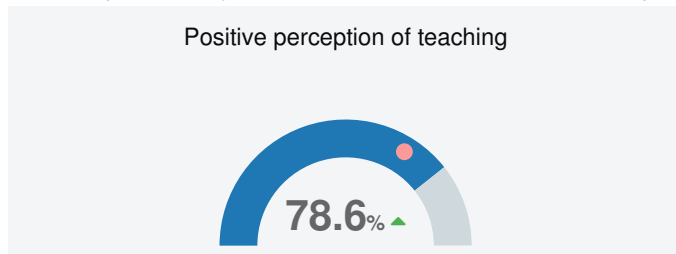
Proportion of VET students who were satisfied with training provided by Ithea Corporation Pty Ltd

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



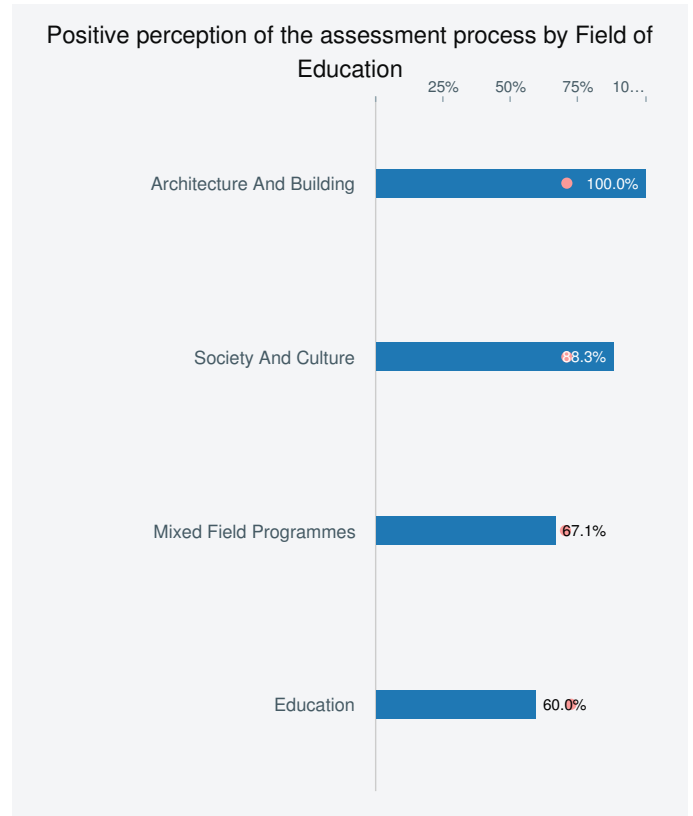
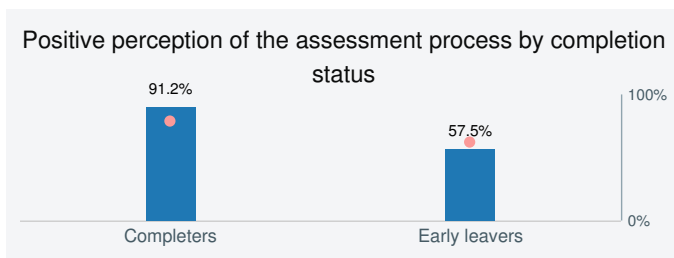
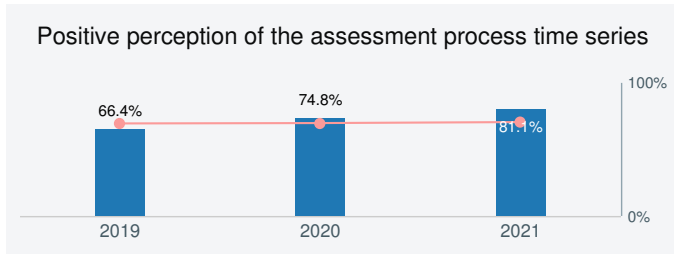
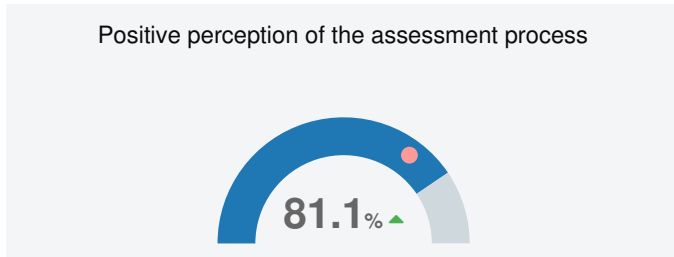
Proportion of VET students who reported a positive perception of teaching

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

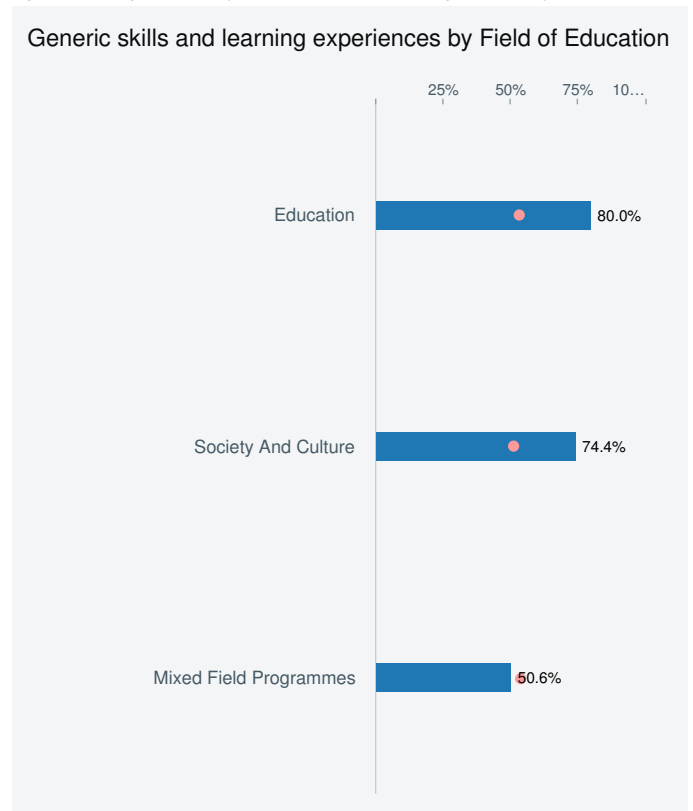
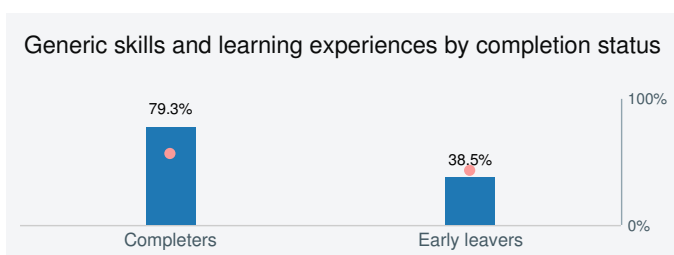
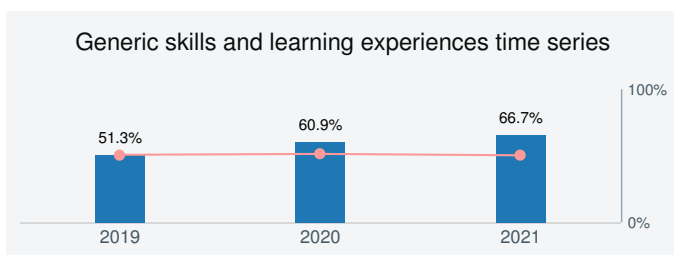
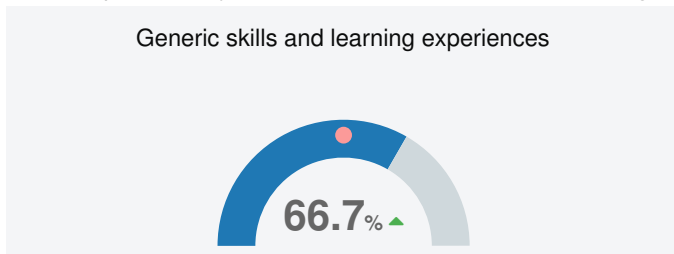
Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

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 numbers for 2019 and 2020 are different to the ones reported last year.

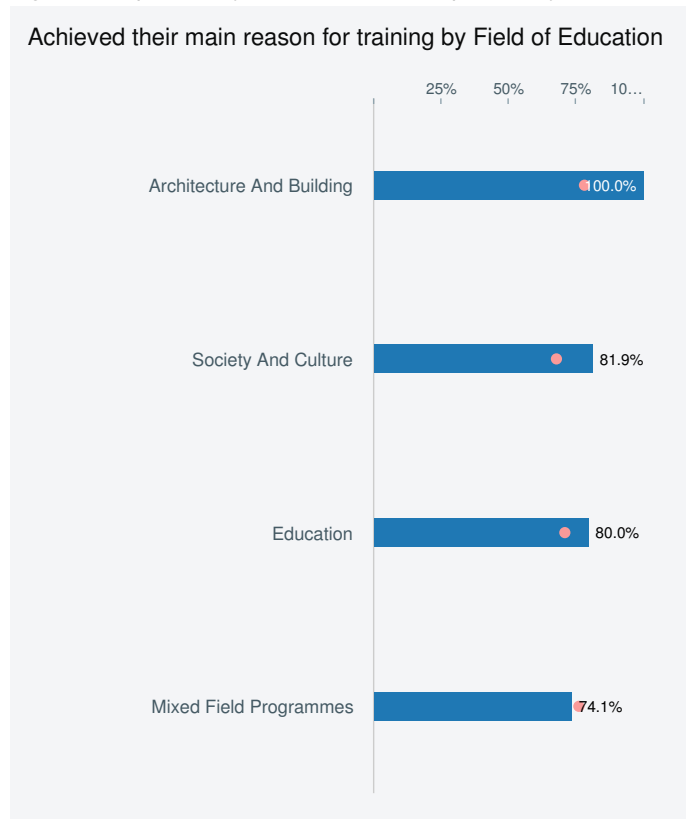
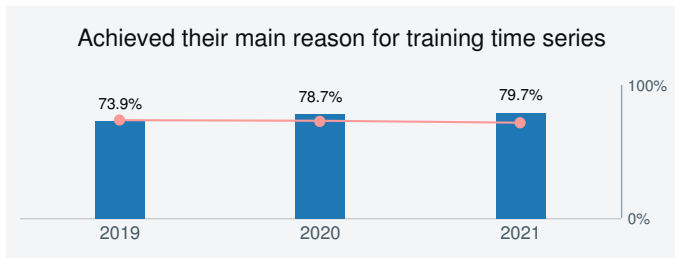
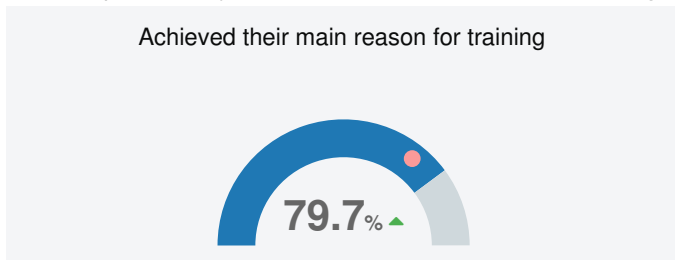
Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Student outcomes

Proportion of VET students who achieved their main reason for training

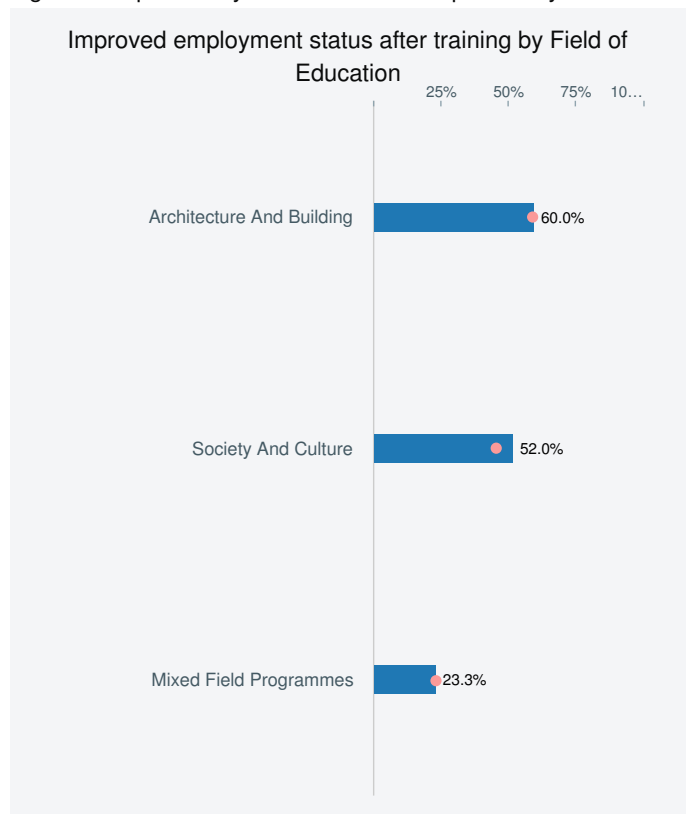
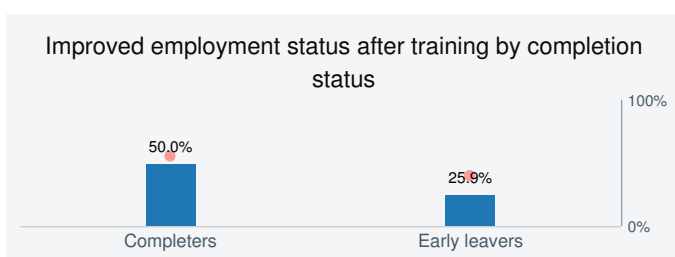
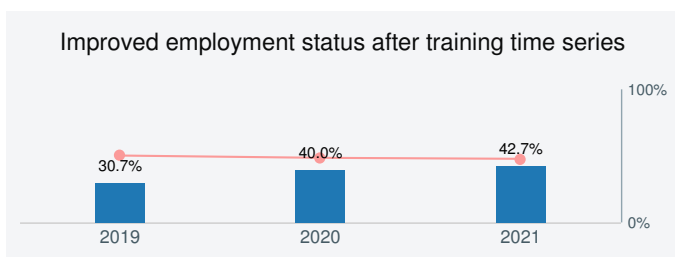
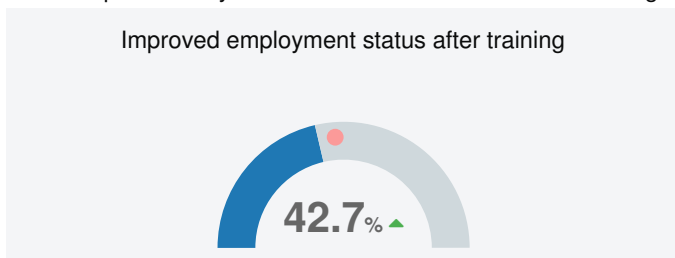
Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students with an improved employment status after training

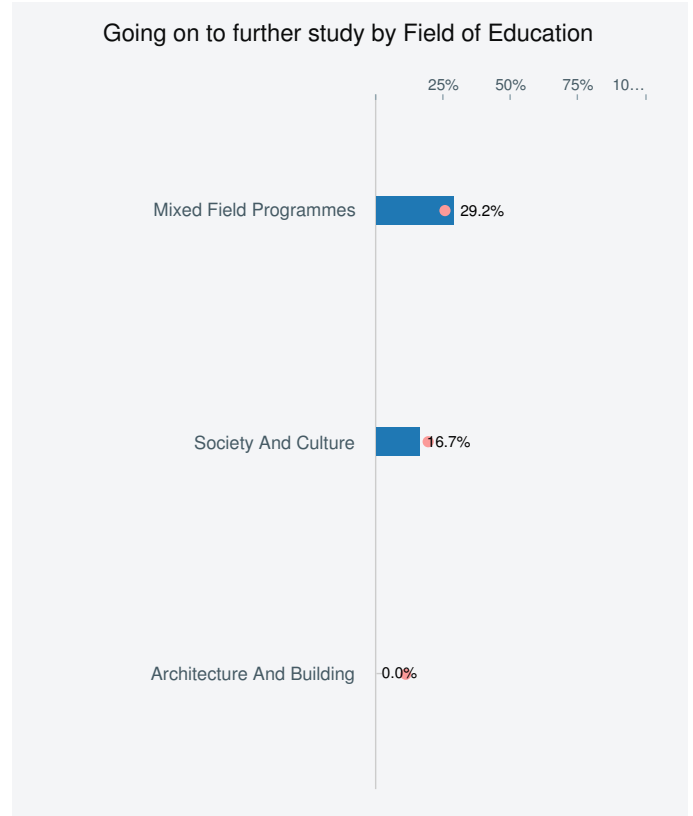
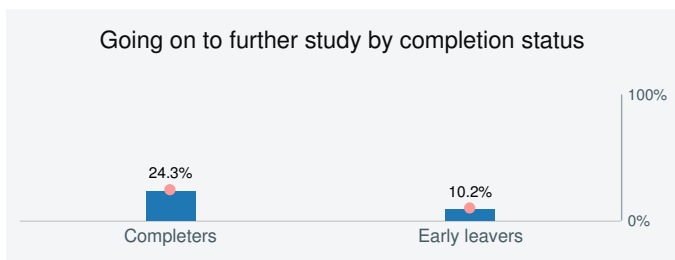
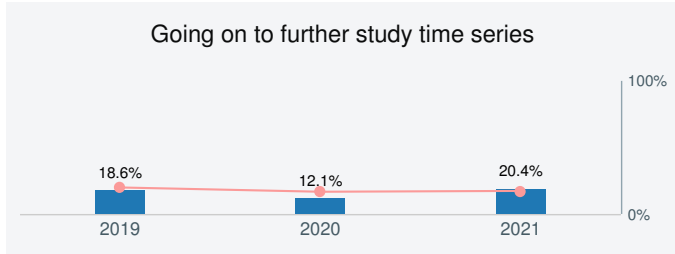
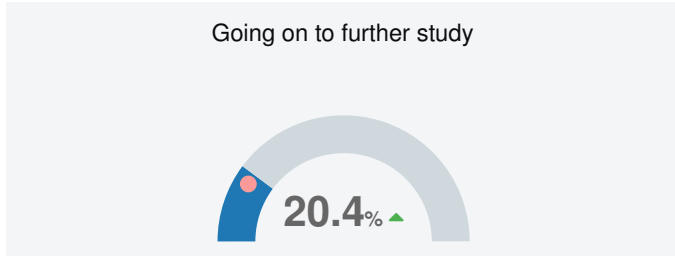
The response options for this measure were simplified in the 2020 Student Satisfaction Survey. To allow for comparison, the historical time-series have been revised to be consistent with the 2020 methodology. Consequently, the numbers for 2019 are different to the ones reported prior to 2020.

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



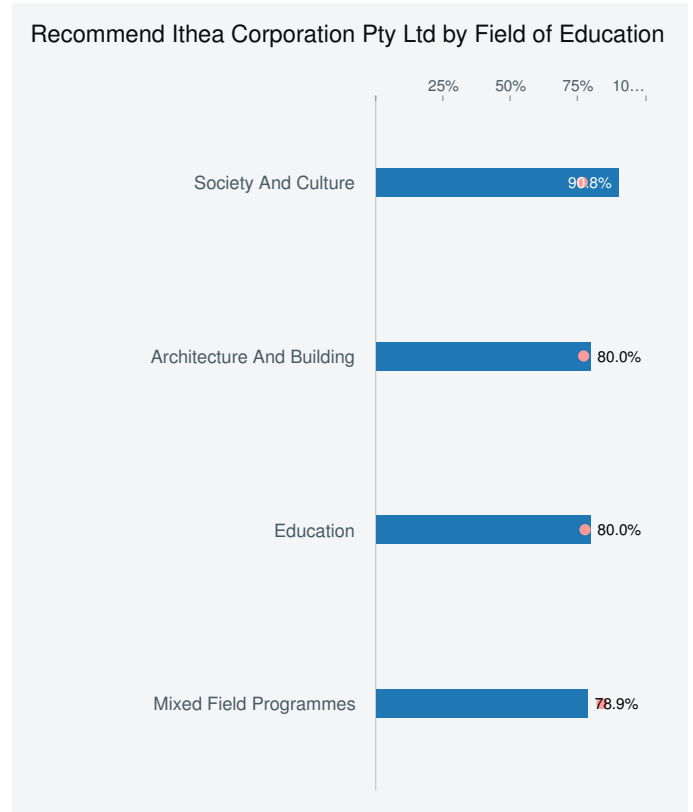
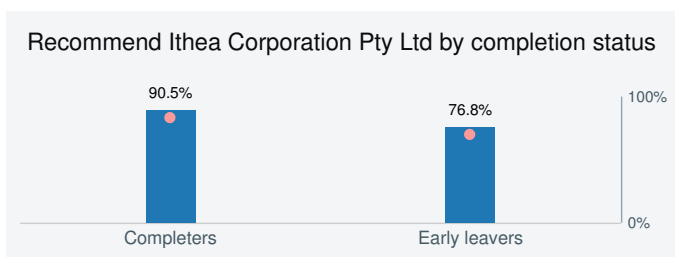
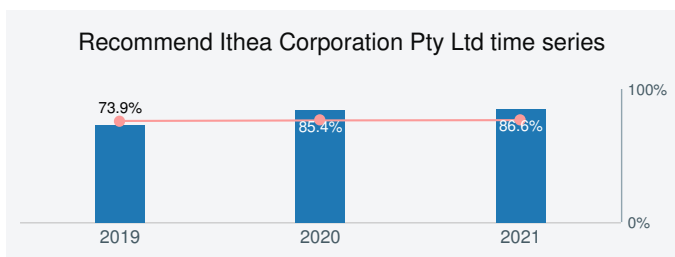
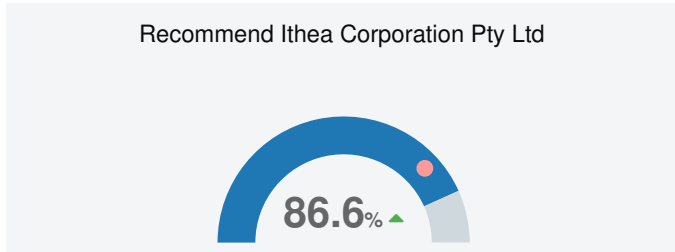
Proportion of VET students who went on to further study at a higher level than their completed training

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of VET students who would recommend Ithea Corporation Pty Ltd

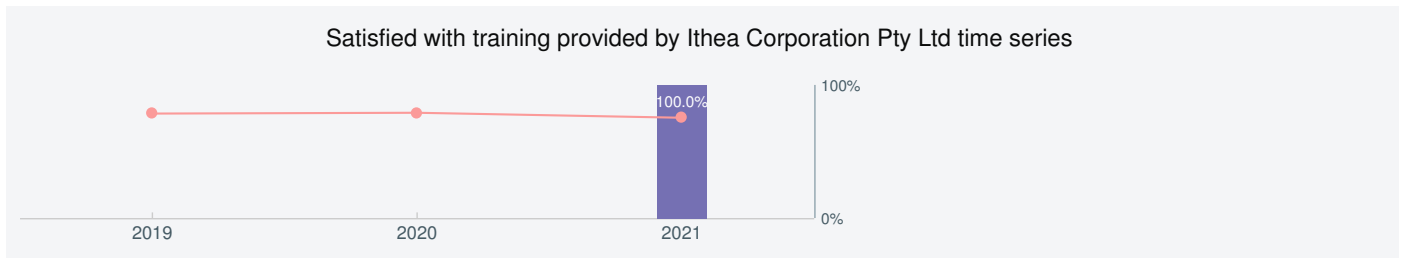
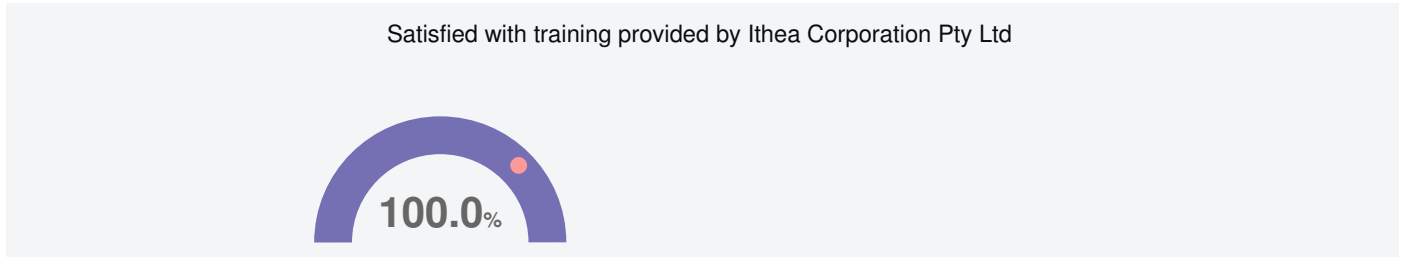
Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Employer feedback

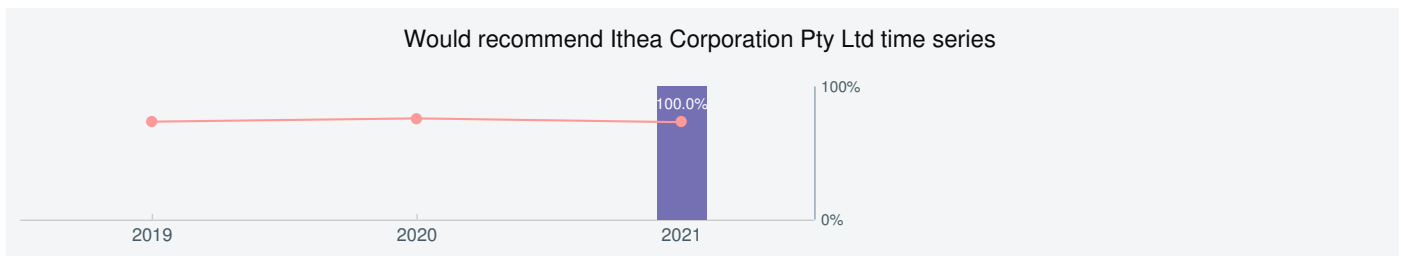
Proportion of employers who were satisfied with training provided by Ithea Corporation Pty Ltd

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



Proportion of employers who would recommend Ithea Corporation Pty Ltd

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year



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

Due to changes in the specification of this measure in the 2020 survey, it cannot be constructed on a comparable basis to 2019 and 2021. As such, the measure and its underlying components are not presented for 2020.

Ithea Corporation Pty Ltd ■ 2021 ● 2021 Victorian average ▲ Higher than previous year ▼ Lower than previous year

