

Snapshot of 2022 training provider survey

In July, we released our first annual training provider survey about how effective we are in supporting you to deliver Skills First training under the VET Funding Contract. This document is a summary of those results and the actions we're taking in response to your feedback.

How you rated our support

The percentage of your ratings that were in the two highest ranked categories.



About you



153 survey responses



24 from TAFEs



80 from private or independent training providers



34 from community-based organisations



77% of you have worked in a role associated with Skills First training for over 5 years



70% of you work in management, compliance, or regulation



71% of you have used SVTS for over 5 years

What topics you want to know more about



40% of you want to know more about evidence of participation



39% of you want to know more about audits and reviews



27% of you want to know more about data reporting

What you like

- You highly value our information resources about the Contract, especially fact sheets and would welcome more.
- You appreciate our information sessions and would like more direct contact with us.
- You are satisfied with our Program Delivery Plan and financial assessment processes.
- You find it easy to upload your data to SVTS.

Where we can improve

- You would like a more tailored and responsive service experience with your enquiries.
- You want us to write in plainer language.
- You would like us to innovate our work with more visual and design elements, and by using video.
- You would like us to give you more templates and practical tools to help you in your work.
- You would like more direct interactions with us.
- You would like a better understanding of how to fix data reporting errors and rejects.
- You would like a better understanding of auditor practice and application of contractual requirements.

What we will do



We will look at ways to provide you with an improved overall enquiries experience.



We will use more visual and design elements to help improve your understanding of the concepts in our information products.



We will continue our commitment to writing in plain language across all our communications with you.



We will continue to improve our contracting processes to make them easier for you to engage with.



We will describe SVTS reports in a more practical way so you can better understand how and when to use them.



We will continue to simplify and reduce our validations rules and error messages making them more easily understood.



We will explore more opportunities for you to have direct interactions with us.



We will continue to work closely with our auditors to improve your audit and review experience.

What's next

We continually want to improve and innovate our work. Your survey results and feedback show you are well placed to identify ways we can do this. We hope in the coming months you will see in practice how we have responded to your feedback.

We will conduct another annual survey mid-next year. But we welcome your feedback about our work at any time. Simply send us an SVTS enquiry.

www.education.vic.gov.au/svts