

Online delivery of VET qualifications

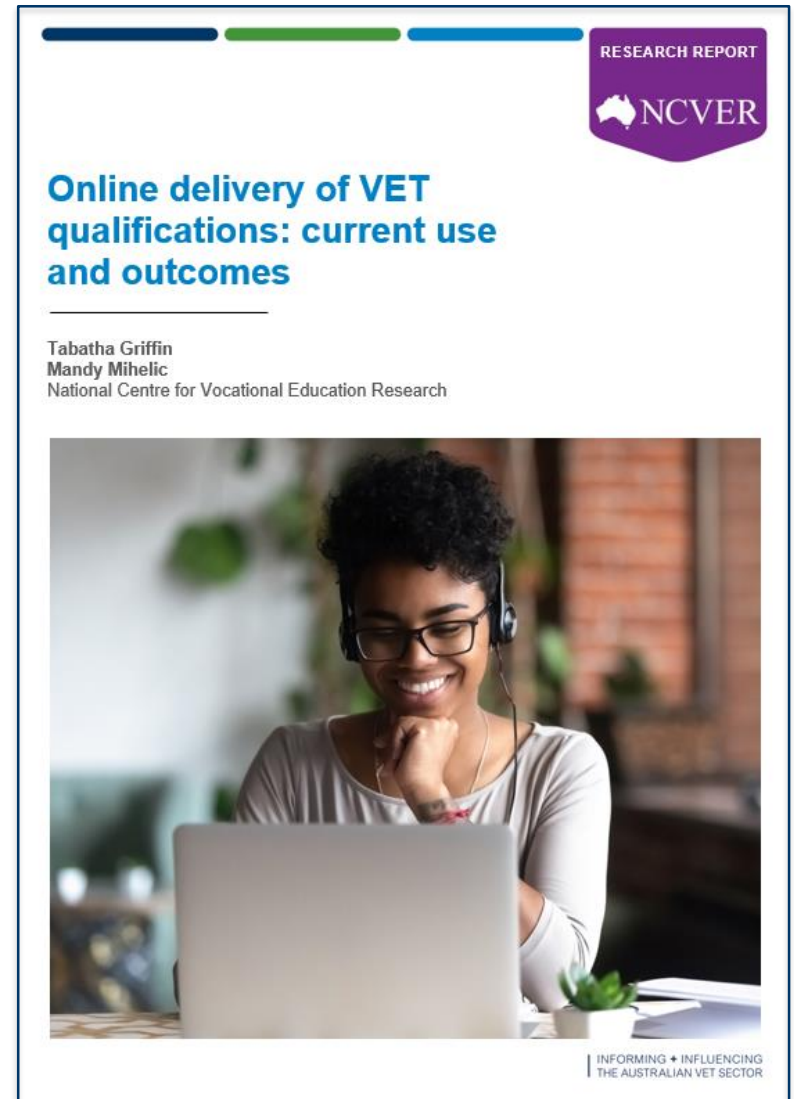
Current use and outcomes

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This presentation:

- The extent of online learning in Australian VET
- The student experience and outcomes of online learning
- The attributes of good practice



The research process

- Data analysis:
 - National VET Provider Collection
 - National Student Outcomes Survey
- Interviews with teachers/trainers

Definitions

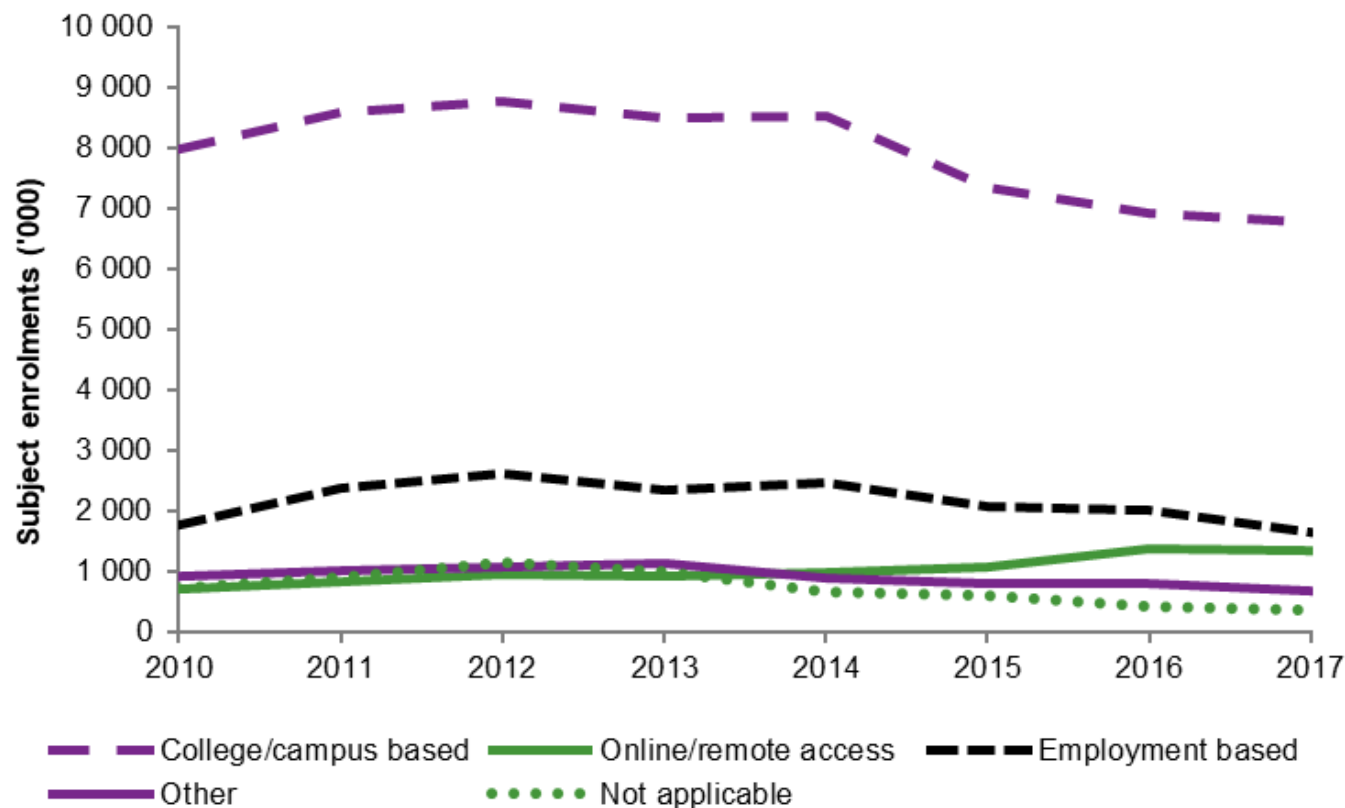
What is a fully-online qualification?

Data limitations

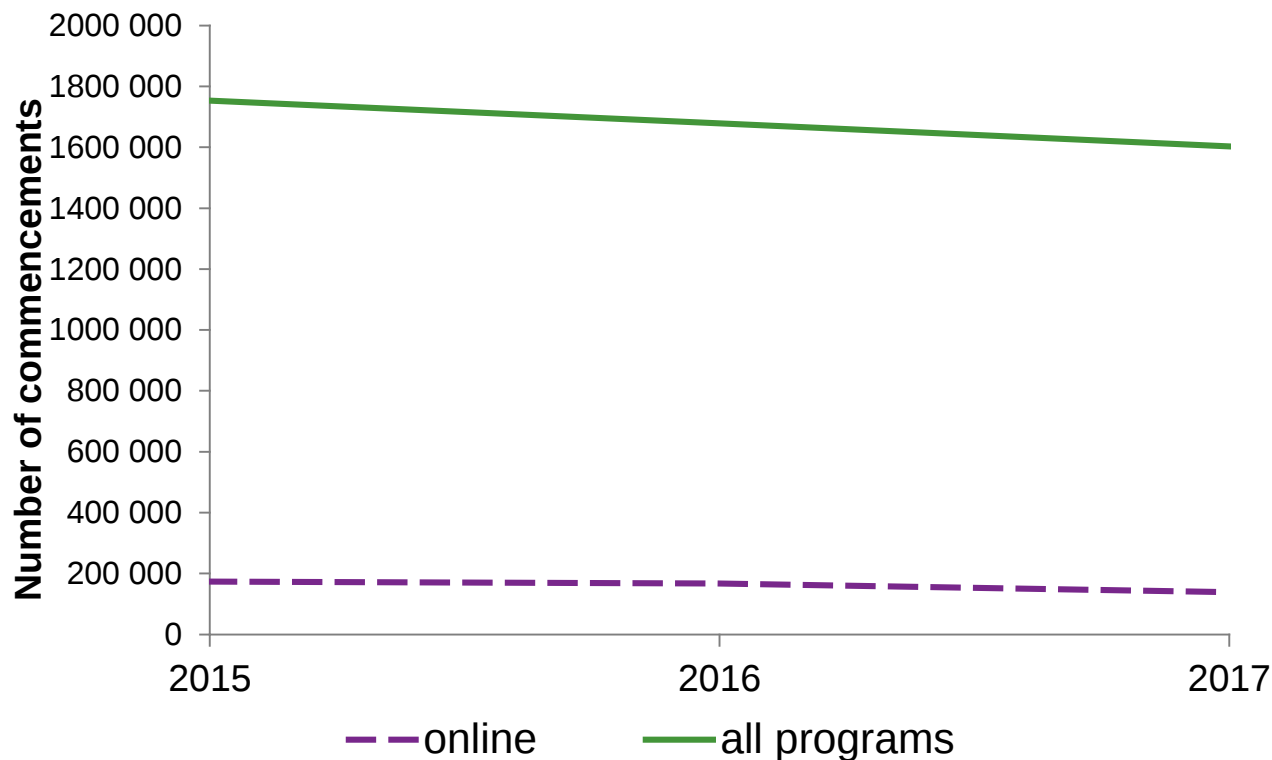
Two issues:

- Delivery mode is recorded at the subject level, not qualification level.
- Delivery mode coded as 'predominantly electronic based'

Subject enrolments by delivery mode

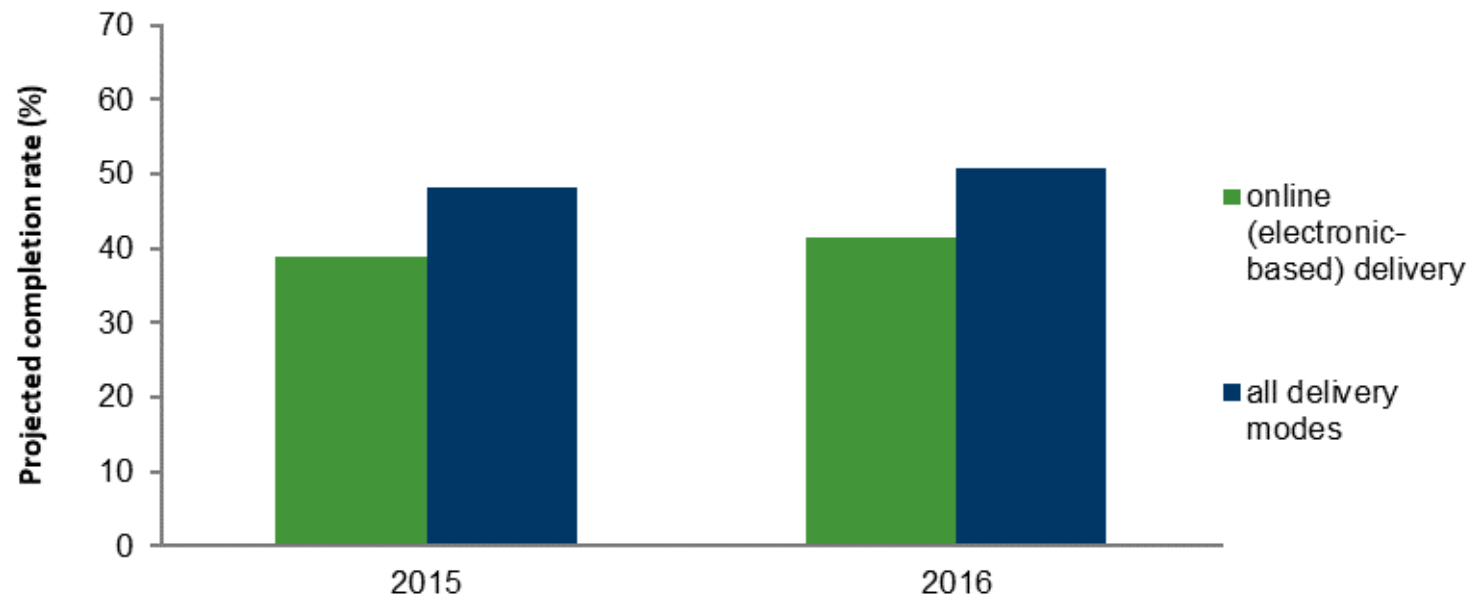


Number of commencing programs



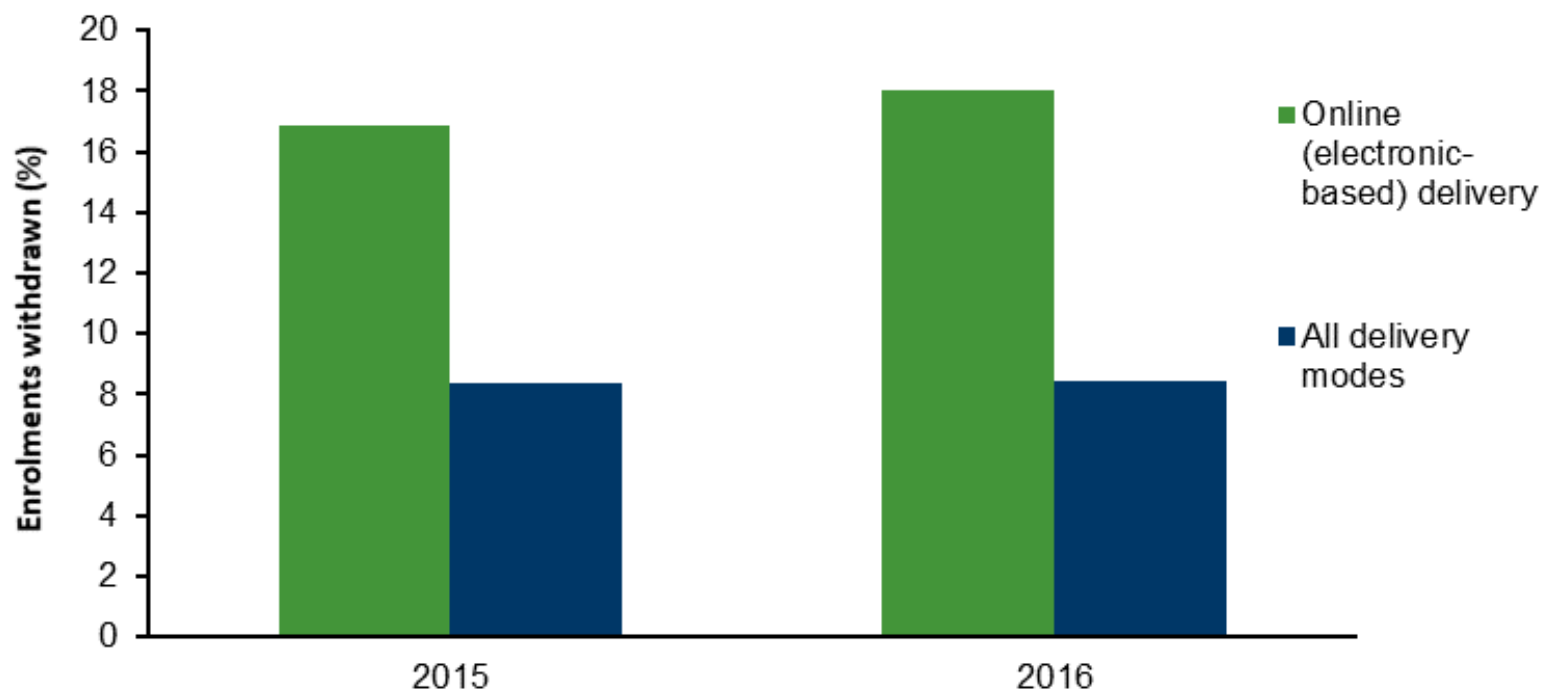
Total VET activity, estimated using National VET Provider Collection

Course completion rates (projected)



Total VET activity, estimated using National VET Provider Collection

Subject withdrawals



Estimated using National VET Provider Collection

Individual qualifications

Qualifications	
Business	Certificate III in Business Administration Certificate IV in Business Administration Diploma of Business Administration
Community Services	Certificate III in Community Services Certificate IV in Community Services Diploma of Community Services
Property Services	Certificate III in Property Services Certificate IV in Property Services Diploma of Property Services
Financial Services	Certificate IV in Accounting and Bookkeeping Diploma of Accounting Advanced Diploma of Accounting
Information Technology	Certificate III in Information, Digital Media & Technology Certificate IV in Information Technology Diploma of Information Technology
Fitness	Certificate III in Fitness Certificate IV in Fitness

Completion of individual qualifications

- Projected completion rates consistently lower for courses delivered online
- Largest differences generally in higher-level qualifications
 - Diploma of Community Services
 - Diploma of Information Technology

Why do students withdraw or not complete?

Insights from interviews:

- Poor quality?
- Study mode not suited
- Lack of awareness about resources required or other requirements
- Lower intention to complete
- Inappropriate level of course

Student satisfaction, graduates (%)

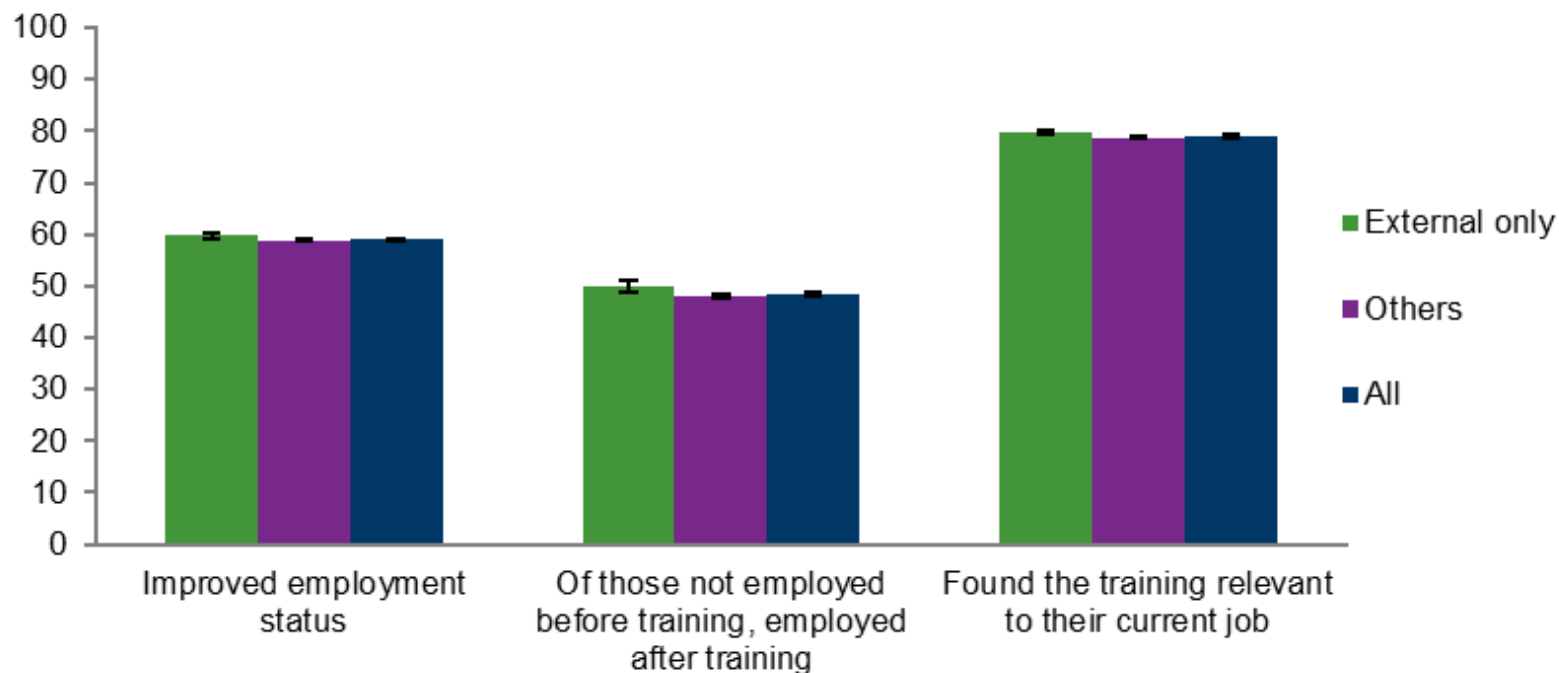


Source: National Student Outcomes Survey, 2018

Student satisfaction: individual qualifications

Qualification completed (online)	Satisfied with teaching	Satisfied with assessment	Satisfied with overall quality of training	Achieved main reason for doing the training	Recommend the training	Recommend the training provider
Certificate III in Business Administration	↓ (-4.3%)	↑ (+2.4%)	ND	↑ (+5.1%)	ND	ND
Certificate IV in Business Administration	ND	ND	ND	ND	ND	ND
Diploma of Business Administration	ND	ND	ND	ND	ND	ND
Certificate III in Community Services	ND	ND	ND	↑ (+9%)	ND	ND
Certificate IV in Community Services	↓ (-8.6%)	ND	ND	↑ (+9.1%)	ND	ND
Diploma of Community Services	ND	↓ (-4.6%)	ND	ND	↓ (-4.3%)	↓ (-4.2%)
Certificate IV in Property Services	↓ (-3.7%)	↑ (+2.6%)	ND	↑ (+3.5%)	ND	ND
Certificate IV in Accounting	ND	↑ (+3.3%)	ND	↑ (+15.1%)	ND	↑ (+2.9%)
Diploma of Accounting	↓ (-6.4%)	ND	ND	↑ (+7.5%)	↓ (-4.7%)	ND
Certificate III in Information, Digital Media and Technology	↓ (-13.9%)	ND	ND	ND	ND	↓ (-5.9%)
Certificate III in Fitness	↓ (-20.2%)	↓ (-15.8%)	↓ (12.8%)	ND	↓ (-10.7%)	↓ (-11.2%)
Certificate IV in Fitness	↓ (-17.7%)	↓ (-10.5%)	↓ (-13.6%)	↓ (-6.2%)	↓ (-9.2%)	↓ (-9.6%)

Employment outcomes, graduates (%)



Source: National Student Outcomes Survey, 2018

Employment outcomes, individual qualifications

Qualification completed (online)	Improved employment status	Of those not employed before training, employed after training	Found the training relevant to their current job
Certificate III in Business Administration	↑ (+8.1%)	ND	ND
Certificate IV in Business Administration	ND	ND	↑ (+7.9%)
Diploma of Business Administration	↑ (+9.4%)	↑ (+21.3%)	ND
Certificate III in Community Services	↑ (+22.0%)	↑ (+20.5%)	↑ (+17.8%)
Certificate IV in Community Services	↑ (+17.2%)	↑ (+24.8%)	ND
Diploma of Community Services	ND	ND	↑ (+4.6%)
Certificate IV in Property Services	ND	ND	ND
Certificate IV in Accounting	↑ (+17.1%)	↑ (+24.5%)	↑ (+13.1%)
Diploma of Accounting	↑ (+19.1%)	↑ (+16.6%)	↑ (+15.8%)
Certificate III in Information, Digital Media and Technology	ND	ND	↑ (+16.2%)
Certificate III in Fitness	ND	ND	ND
Certificate IV in Fitness	↓ (-11.5%)	ND	ND

Attributes of good practice

- Positive and supportive attitude and ethos in the training provider
- Students have realistic expectations of the course and delivery mode on enrolment
- Well structured, current and engaging resources that cater to a range of learning styles
- Effective and accessible student support system
- Highly skilled and knowledgeable teachers and trainers who display empathy and are creative problem solvers

Summary

- Subject withdrawals higher, course completions lower
- For those who complete, outcomes are broadly similar
 - Satisfaction slightly lower, but still high
 - Employment outcomes similar or slightly better

More information...

‘Online delivery of VET qualifications:
current use and outcomes’



Available from the NCVER portal: www.ncver.edu.au