



LONGITUDINAL STUDY OF
Student Outcomes
AGED CARE AND COMMERCIAL COOKERY
WAVE 2 REPORT

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1.0 Introduction

This report provides information on the methodology and topline results of Wave 2 of the Longitudinal Study of Student Outcomes conducted by Wallis on behalf of SkillsIQ.

Unlike Wave 1, this survey wave focused on gauging the satisfaction and experiences of students who had recently completed a qualification in Aged Care and Commercial Cookery in the workplace.

The survey was launched on 2 July 2019 and closed on 30 September 2019.

A multi-modal survey was employed, offering clients the chance to complete their survey either online or via a computer-assisted telephone interview (CATI). This multi-modal approach provided participants with a high degree of flexibility in the way in which they were able to respond to the survey.

A total of 550 students completed Wave 1 (including 344 Aged Care students and 206 Commercial Cookery students) and these 550 students were invited to participate in the Wave 2 survey.

A total of 398 students completed Wave 2 (comprising 255 Aged Care students and 143 Commercial Cookery students). This was a very healthy response rate of 72% overall (i.e. 74% among Aged Care students and 69% among Commercial Cookery students).

1.1 Objectives

The key objective of the survey was to produce statistically robust data to measure the vocational outcomes and satisfaction of students who were enrolled, or who had recently completed, Certificates in Aged Care or Commercial Cookery.

Some of the key questions in the second wave related to:

- Whether students felt that they were on track to achieving their objectives for commencing their course
- The vocational status of students and whether they

remained and/or intended to stay in the industry to which their course related, and

- The degree to which students were satisfied with their jobs.

This document aims to provide an account of the fieldwork, a detailed outline of the methodology employed, and a topline summary of the results.

2.0 Overview of survey methodology

2.1 Overview of methodology

A multi-modal survey was employed, offering participants the chance to complete their survey either online or with a CATI interviewer. This multi-modal approach provided participants with a high degree of flexibility in the way in which they were able to respond to the survey.

The basic approach was to contact students who had completed Wave 1 via email and provide them with a web link to the survey. Invitees were also telephoned by the CATI team who either reminded them to complete their online survey or offered to help them complete their survey over the phone, either then and there, or at a scheduled time of their choosing. Initially a \$20 gift card was offered as an incentive to complete the survey, with the value being increased to \$40 in the final week of fieldwork to boost response rates.

Wave 2 of the survey was launched on 2 July 2019 and concluded on 30 September 2019.

2.2 Recruitment

The survey covered two key populations:



Aged Care students

This included individuals who were or had recently been enrolled in *Certificate III in Aged Care* or *Individual Support (Ageing)* i.e. those who were studying or had recently graduated from this course in 2018



Commercial Cookery students

This included individuals who were or had recently been enrolled in *Certificate III in Commercial Cookery* i.e. those who were studying or had recently graduated from this course in 2018

The recruitment process was as follows:

In 2018, SkillsIQ and/or Wallis contacted Registered Training Organisations (henceforth referred to as RTOs) across Australia that offer the relevant courses, as listed above. This included a mixture of public and private RTOs. During Wave 1, the RTOs had been initially sent a primary approach letter or email informing them about the projects. These RTOs were then followed up via telephone to see if they were interested in having their students participate. RTOs that were willing to participate invited their eligible students to go to an online form (hosted by Wallis) to sign up for the study.

Those students who registered their interest via the online form were subsequently invited to participate in the study. Those students who had completed Wave 1 were then invited to complete Wave 2 in 2019.

In all, 863 students were invited to participate in Wave 1 of the study, 507 of whom were Aged Care students and 356 of whom were Commercial Cookery students. For Wave 2, 344 Aged Care students and 206 Commercial Cookery students who had completed Wave 1 were again invited to participate.

2.3 Survey instrument design

The survey instrument (i.e. the questionnaire) was designed by SkillsIQ with input from Wallis. The survey was designed to work equally well as an online survey or as a CATI survey.

The median duration for a completed survey was 12 minutes.

2.4 Survey materials

A primary approach email (PAE) was sent by Wallis to all students who had participated in Wave 1, providing them with a link to complete their Wave 2 survey. Reminder emails and SMS communications were sent to those students who had not completed (or not opted out of) the survey. A list of the reminder activity can be seen in the table below:

Table 1: Field activity listed chronologically

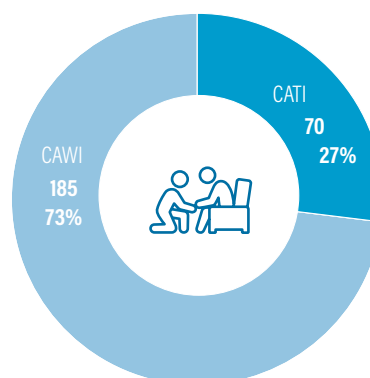
Field Activity (Sent)	Date
PAE	2/07/2019
Email reminder 1	9/07/2019
SMS reminder 1	15/07/2019
CATI briefing/commencement	16/07/2019
Email reminder 2	23/07/2019
Email reminder 3	30/07/2019
SMS reminder 2	5/08/2019
SMS reminder 3	12/08/2019
Email reminder 4	20/08/2019
SMS reminder 4	26/08/2019
Email reminder 5	30/08/2019
Email reminder 6	3/09/2019
Email reminder 7	16/09/2019
CATI close	21/09/2019
SMS reminder 5	23/09/2019
Email reminder 8	23/09/2019
Email reminder 9	27/09/2019

2.5 Mode of completion

The donut charts below show the proportions that completed the survey by each mode. Online completion remained the preferred method of participation for respondents. However, offering participants a choice in how they completed the survey was very important, demonstrated by the fact that just over one quarter (26%) of surveys were conducted over the phone with the assistance of an interviewer.

Among those who completed the survey online (computer-assisted web interviewing, or CAWI), nearly three-quarters (73%) completed the survey via smartphone, just over one in five (22%) via a desktop or laptop computer, and the remaining 5% used a tablet.

Figure 1 Mode of completion - Aged Care



Mode of completion - Commercial Cookery

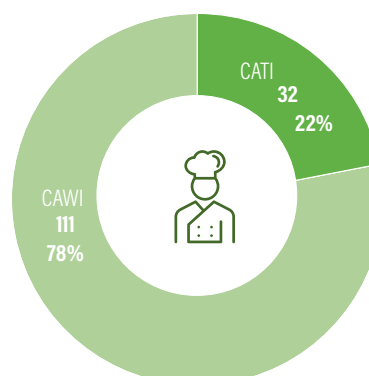
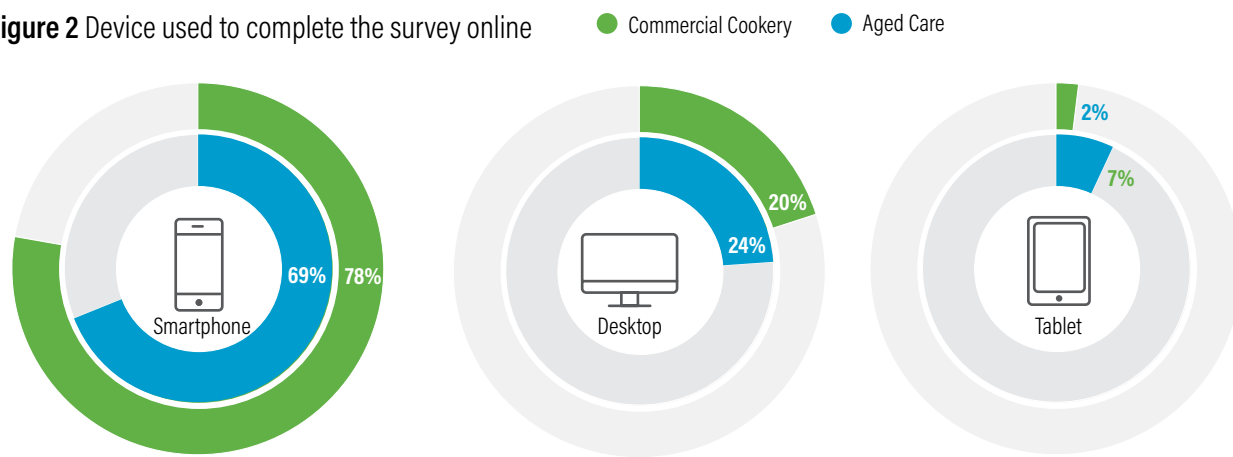


Figure 2 Device used to complete the survey online



2.6 Response rates

In all, 550 students were invited to participate in Wave 2, with 398 completes, resulting in an overall response rate of 72%. We have reported the results from the Wave 2 survey only, unless otherwise stated.

The table below summarises the response rates by course type.

Table 2: Response rate by course

	Invitees	Completes	Response rate
Aged Care	344	255	74%
Commercial Cookery	206	143	69%
Total	550	398	72%

2.7 Weighting

To minimise the effect on the aggregated results of any unintended sampling bias, the data was weighted.

Data was weighted separately for each population, based on age group and gender. More detailed information on the weighting process employed can be found at **Appendix 1**.

All percentages and proportions reported in the Results sections are weighted unless otherwise stated.

3.0 Results – Aged Care

3.1 Status of training course

The vast majority (95%) of Aged Care respondents had completed their training course at the time of completing the survey, either before (82%) or after (13%) Wave 1, as shown in the table below.

Table 3: Status of training course

Status of training course	Count	Unweighted %	Weighted % ¹
Completed qualification before Wave 1	214	84%	82%
Completed qualification since Wave 1	29	11%	13%
In process of completing qualification	8	3%	3%
Withdrawn from course/qualification	4	2%	2%
Total	255	100%	100%

Q1 Could you please confirm the current status of your training course toward your Aged Care qualification?

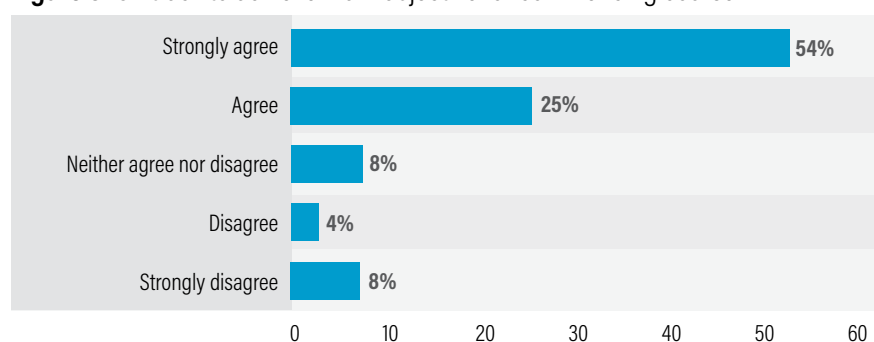
Base: n=255

As only four Aged Care respondents had withdrawn from their course/qualification it is not possible to discern any reliable pattern in relation to why some students withdrew from the course. Two withdrew because they were unhappy with the training organisation, one changed jobs or started a new job while the other withdrew due to injury or illness.

3.2 Reasons for commencing course

In Wave 1, nearly half of Aged Care respondents stated that getting a job was their main reason for commencing their course, while over a third commenced their course to move into a different career from what they had been doing previously. In Wave 2, when reminded of their main reason for commencing their course (as indicated in Wave 1), more than half of Aged Care respondents strongly agreed (80% net² agreed) that they were on track or had already achieved that objective.

Figure 3: On track to achieve main objective for commencing course



Q4 To what extent would you agree that you have either achieved or are on track to achieving that?

Base: n=255

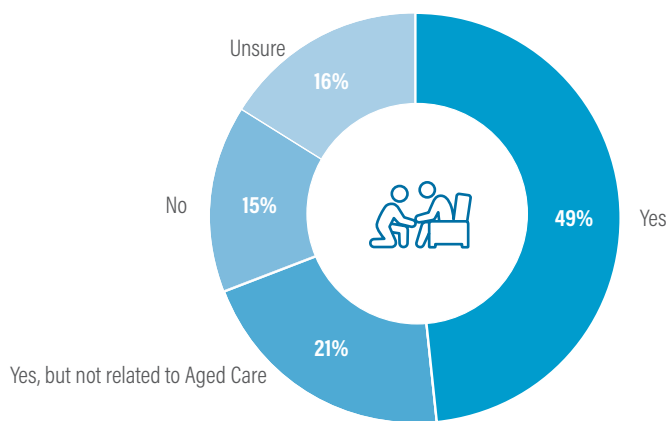
¹ All percentages and proportions reported in the Results section are weighted unless otherwise stated. Percentages are subject to rounding.

² Net agreement includes 'Strongly agree' and 'Agree'. Due to rounding, net % does not necessarily equal the sum of the face values of the component %.

3.3 Further study

Around half (49%) of respondents would consider completing a further qualification related to Aged Care, with a further one in five (21%) willing to consider completing another qualification, but not related to Aged Care. Fifteen per cent would not consider further study, with 16% unsure, as shown in Figure 4.

Figure 4 Consideration of completing a further qualification



Q1a Would you consider a completing a further qualification related to Aged Care?
Base: n=255

The main reason for considering completing a further qualification in Aged Care was to develop skills/knowledge (41%), while around one quarter (24%) would do so with the aim of career development/promotion, as shown in Figure 5.

Figure 5 Reasons for considering completing a further qualification in Aged Care

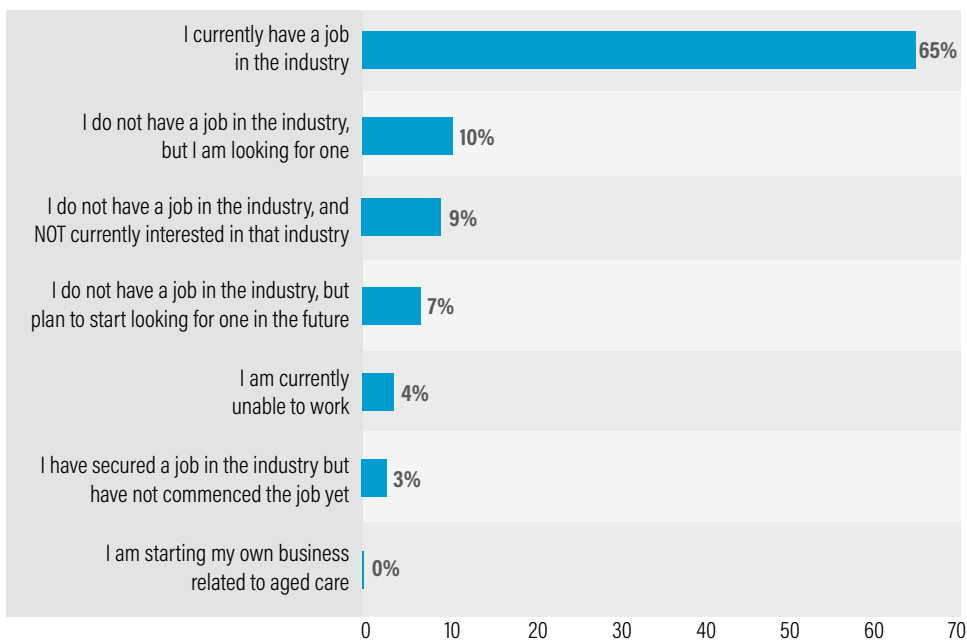


Q1d What is the main reason you would consider completing a further qualification related to Aged Care?
Base: n=125

3.4 Current work situation

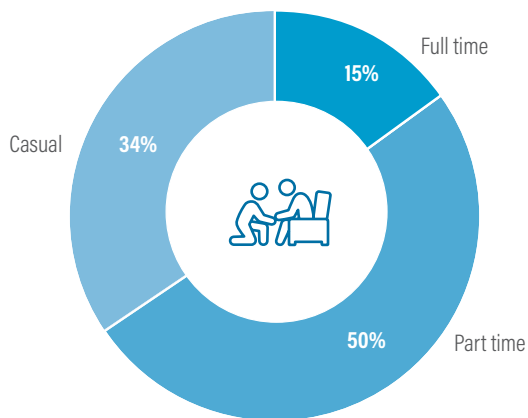
Around two-thirds (65%) of Aged Care respondents reported having a job in the industry, with a further 3% having secured a job in the industry that they were yet to start, as shown in Figure 6. However, of those who had commenced their job (n= 162), half were employed on a part time basis for their main job, as seen in Figure 7. At least 70% described their job title as 'carer'. Likewise, at least 70% described their job duties as 'carer'.

Figure 6 Current work situation



Q10 Thinking about your work situation with regard to the Aged Care industry, which of the following best describes your situation?
Base: n=255

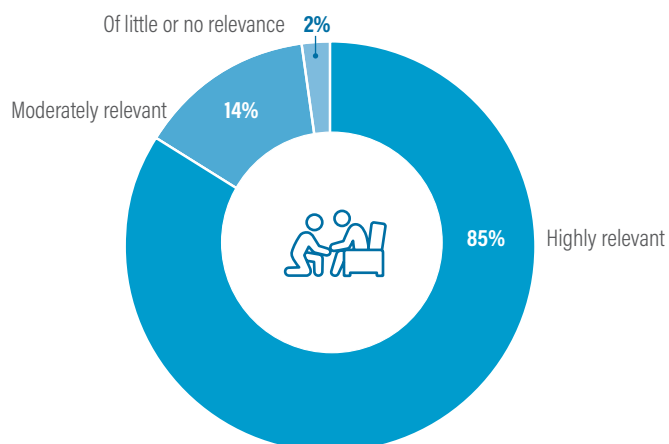
Figure 7 Job status



Q10c Is your main job full time, part time, or casual?
Base n= 162

Of those who had commenced their job (n= 162), the majority (85%) considered their training to be highly relevant, while only 2% considered their training to be of little or no relevance, as shown in Figure 8.

Figure 8 Relevance of training to work on the job

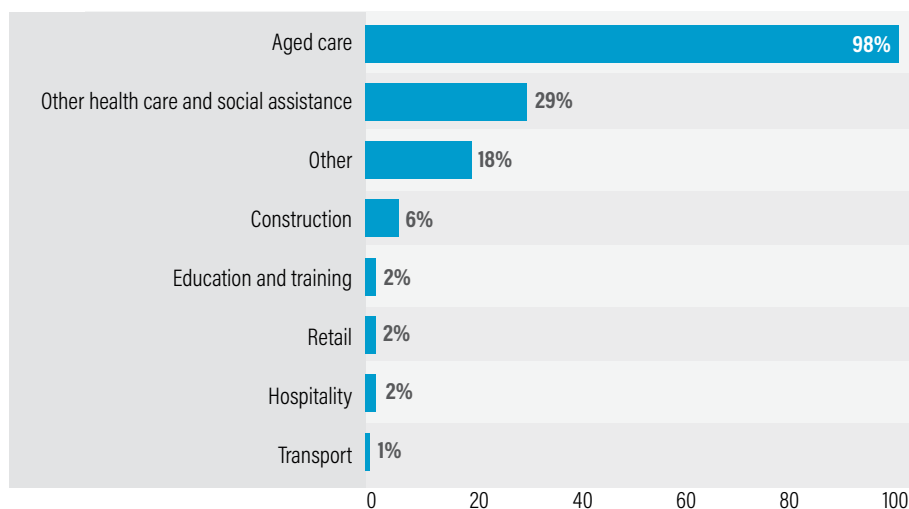


Q13 And in your actual work on the job, how relevant was your training to this job?
Base: n= 162

In Wave 2 an additional 39 students secured a job, and four of these students did so before completing the qualification. In relation to whether it was the qualification or the training that played a more important role in securing the job, all 39 students indicated it was **both** the qualification and training that were important to help them secure the job.

While the majority (78%) of respondents were working in one job at the time of the survey, one in five (20%) had two jobs, with just one per cent working a third job. For those with multiple jobs, the vast majority worked within the Aged Care industry (98%), and almost a third (29%) in other health care and social assistance roles, as shown in Figure 9.

Figure 9 Industry for those with multiple jobs



Q10b What industries are your jobs in?
Base: n=34

In the last 12 months, almost two-thirds (63%) of all respondents had had only one main job in the Aged Care industry, while 12% had had two or more main jobs in the industry. One quarter (24%) reported not having any main jobs in the industry over the same period.

Of those who had changed main jobs in Aged Care in the previous year, the reasons for changing included for better work conditions (34%), an easier commute (23%), and better pay (12%).



3.5 Satisfaction with main job and recommendation of industry

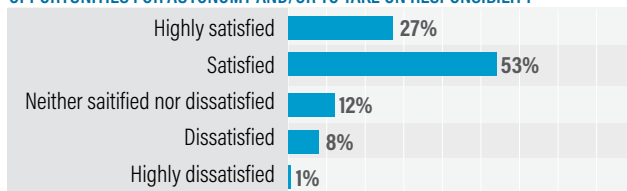
The measurement of satisfaction was influenced by Frederick Herzberg's two-factor theory of motivation, which distinguishes between hygiene factors as distinct from the key drivers above those hygiene factors. Aspects were chosen based on their value for identifying the possible issues affecting retention in the industry.

In terms of satisfaction with their main job overall, 43% of Aged Care respondents were highly satisfied (94% net³ satisfied). The rate of dissatisfaction with their main job overall was 3% (none were highly dissatisfied). With regard to particular aspects of the job, rates of satisfaction were slightly lower. High levels of satisfaction can be seen for **work conditions** (30% highly satisfied, 86% net satisfied) and **interpersonal relations in the workplace** (26% highly satisfied, 86% net satisfied), followed closely by **work schedule** (29% highly satisfied, 84% net satisfied). The aspect with the highest rate of dissatisfaction was **the pay**, which had a net dissatisfaction of 15% (5% highly dissatisfied). The results for their jobs overall and the various aspects are charted in Figure 10.

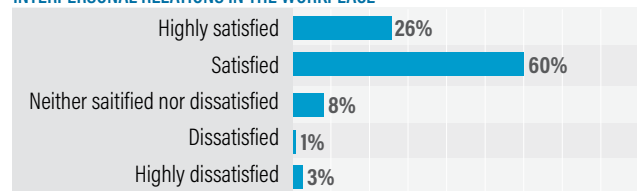
3 Net satisfaction includes 'Highly satisfied' and 'Satisfied'. Net dissatisfaction includes 'Highly dissatisfied' and 'Dissatisfied'.

Figure 10 Job satisfaction

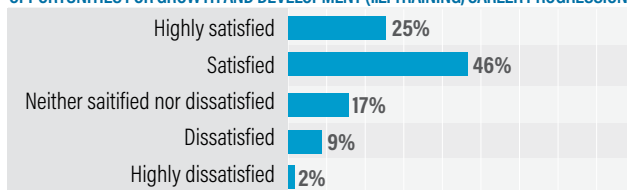
OPPORTUNITIES FOR AUTONOMY AND/OR TO TAKE ON RESPONSIBILITY



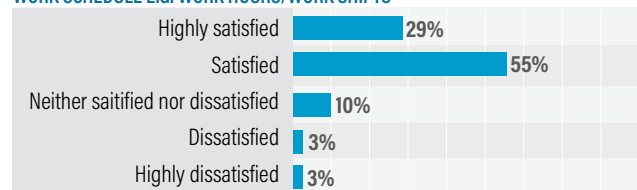
INTERPERSONAL RELATIONS IN THE WORKPLACE



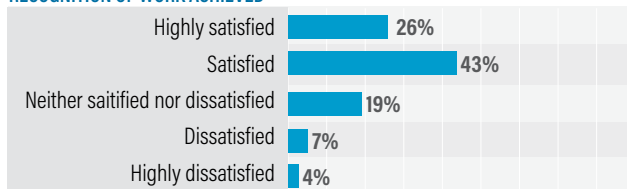
OPPORTUNITIES FOR GROWTH AND DEVELOPMENT (I.E. TRAINING, CAREER PROGRESSION)



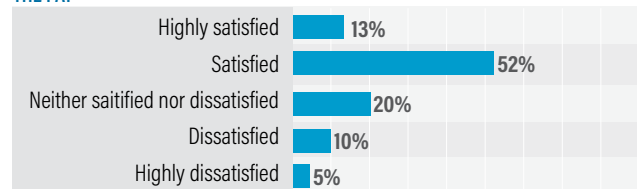
WORK SCHEDULE E.G. WORK HOURS/WORK SHIFTS



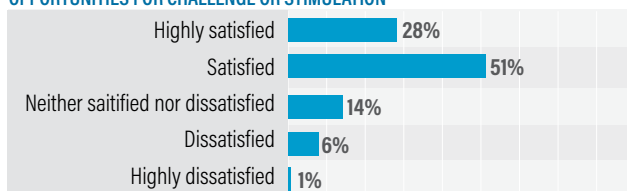
RECOGNITION OF WORK ACHIEVED



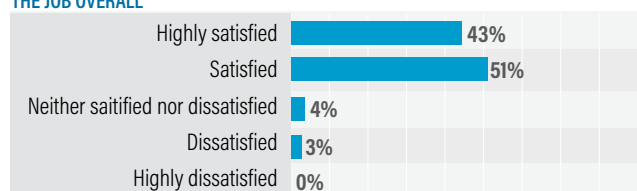
THE PAY



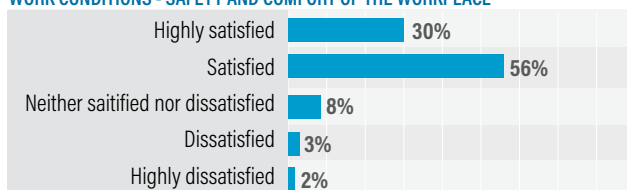
OPPORTUNITIES FOR CHALLENGE OR STIMULATION



THE JOB OVERALL



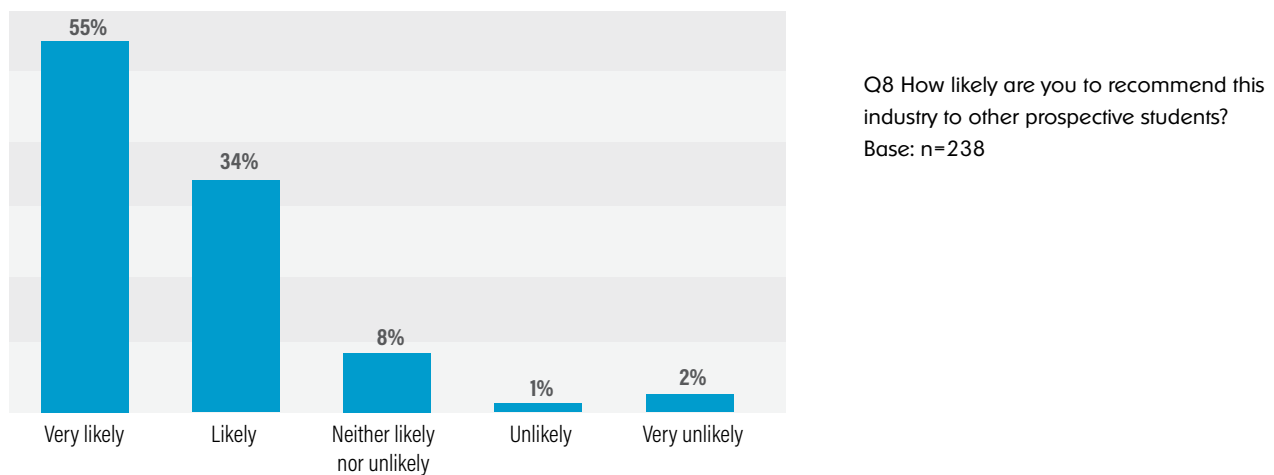
WORK CONDITIONS - SAFETY AND COMFORT OF THE WORKPLACE



Q26 How satisfied are you with the following aspects of your (main) job?
 Q 14 Overall, how satisfied are you with your (main) job?
 Base: n= 162

The majority (89%) of respondents working in (or still studying) Aged Care said they would be likely to recommend the industry to other prospective students, with 55% very likely to recommend, as shown in Figure 11.

Figure 11 Likelihood of recommending Aged Care industry to prospective students



In terms of the main reason why Aged Care workers and students recommended the industry, almost half (48%) cited that it was a personally rewarding/satisfying industry. The next most popular reasons were that it was a growing industry (23%) with good career/employment prospects (21%). Examples of responses recommending the industry included:

“ There is a lot of satisfaction knowing that you are helping in creating a better life for an elderly individual. In short, it is very rewarding in that aspect.

“ There are so many positions in this field available and organisations will hire you without the need for past work experience.

3.6 Left the industry

At the time of interviewing, a small number of respondents had decided to leave the industry (n=17). The majority of these had secured a new job in another industry. Of those who had secured a new job in another industry (n=14), the majority (n=13) reported that they were either satisfied or highly satisfied with their new job. Of the 17 respondents who decided to leave the industry, two mentioned salary-based considerations, two mentioned that the work hours were incompatible with their lifestyle, and three respondents mentioned mistreatment in the workplace by a colleague/ employer.

3.7 Hours and pay

Amongst Aged Care respondents who were employed in the industry (n= 176), the median number of hours worked was between 20 to 29 hours a week. About 13% worked 40 or more hours per week.

Table 4 Average weekly hours worked in Aged Care industry

Hours per week	
Less than 10 hours per week	6%
10 to 19 hours per week	19%
20 to 29 hours per week	34%
30 to 39 hours per week	27%
40 to 49 hours per week	9%
50 to 59 hours per week	1%
60+ hours per week	3%

Q19 How many hours do you usually work in your main job in the Aged Cared industry in an average week?

Base: n= 176

Respondents were asked about their income pre-tax, excluding superannuation⁴. The median income among Aged Care respondents was between \$30k to \$40k. One third (34%) reported earning \$40k or more.

Among those Aged Care respondents who reported working at least 30 hours a week (n=73) i.e. full-time, the median reported income level was between \$40k to \$50k. Almost one third (29%) of these respondents reported earning \$50k or more.

Table 5 Gross (pre-tax, excluding Super) annual salary in Australian dollars

Gross (pre-tax, excluding Super) annual salary	
Less than \$10,000	6%
\$10,000 to \$19,999	13%
\$20,000 to \$29,999	23%
\$30,000 to \$39,999	24%
\$40,000 to \$49,999	20%
\$50,000 to \$59,999	8%
\$60,000 to \$79,999	5%
\$80,000 to \$99,999	0%
\$100,000 to \$124,999	1%
\$125,000 to \$149,999	0%
\$150,000 or more	0%

Q20 What is your gross (pre-tax, excluding Super) annual salary from your main job in Australian dollars?

Base: n= 176

⁴ It should be noted that 33 respondents answered that they were either unsure or preferred not to say what their income was. Please note the salary data has been calculated excluding those who did not provide their income level.



3.8 Thinking ahead

When Aged Care respondents (n=255) were asked what industry they planned to be working in 'one year from now', 90% responded that they planned to be working in either Aged Care (66%) or other health care and social assistance roles (24%). When these results were filtered to those Aged Care respondents who had NOT reported leaving the industry (n=231), 95% responded that they planned to be working in either Aged Care (73%) or other health care and social assistance sectors (22%).

4.0 Results – Commercial Cookery

4.1 Status of training course

Just over two-thirds (69%) of Commercial Cookery respondents had completed their training course at the time of completing the survey, either before (43%) or since (26%) Wave 1, as shown in the table below.

Table 6 Status of training course

Status of training course	Count	Unweighted %	Weighted % ⁵
Completed qualification before Wave 1	63	44%	43%
Completed qualification since Wave 1	40	28%	26%
In process of completing qualification	38	27%	29%
Withdrawn from course/qualification	2	1%	2%
Total	143	100%	100%

Q1 Could you please confirm the current status of your training course toward your Commercial Cookery qualification?

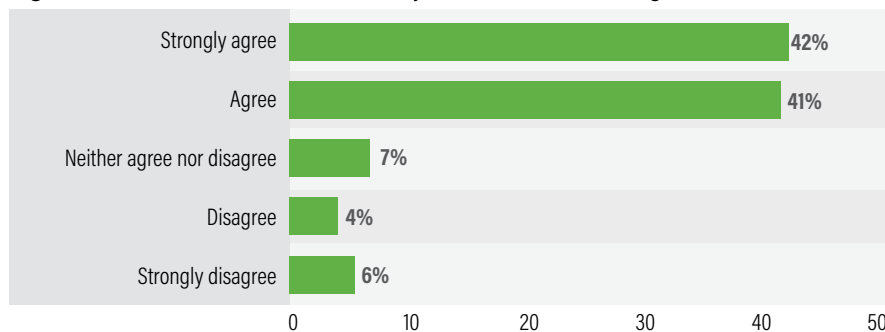
Base: n= 143

4.2 Reasons for commencing course

In Wave 1, respondents provided the main reason for commencing their course. The majority of respondents had either a particular interest or passion in Cookery, or otherwise mentioned wanting to be a chef. Some mentioned not only a passion for cooking, but a passion for or enjoyment of the Cookery or Hospitality industry.

In terms of the main objective for commencing their course (as provided in Wave 1), 42% of Cookery respondents in Wave 2 strongly agreed (82% net⁶ agreed) that they were on track or had already achieved that objective.

Figure 12 On track to achieve main objective for commencing course



Q4 To what extent would you agree that you have either achieved or are on track to achieving that?
Base: n= 143

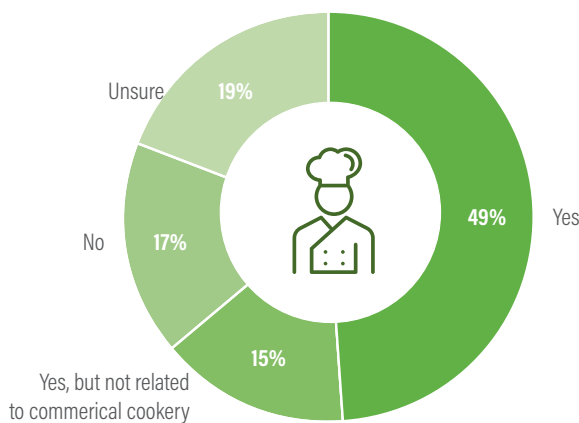
⁵ All percentages and proportions reported in the Results section are weighted unless otherwise stated.

⁶ Due to rounding, net % does not necessarily equal the sum of the face values of the component %s.

4.3 Further study

Around half (49%) of respondents would consider completing a further qualification related to Commercial Cookery with a further 15% willing to consider completing another qualification, but not related to Commercial Cookery. Seventeen per cent would not consider further study, with around one in five (19%) unsure, as shown in Figure 13.

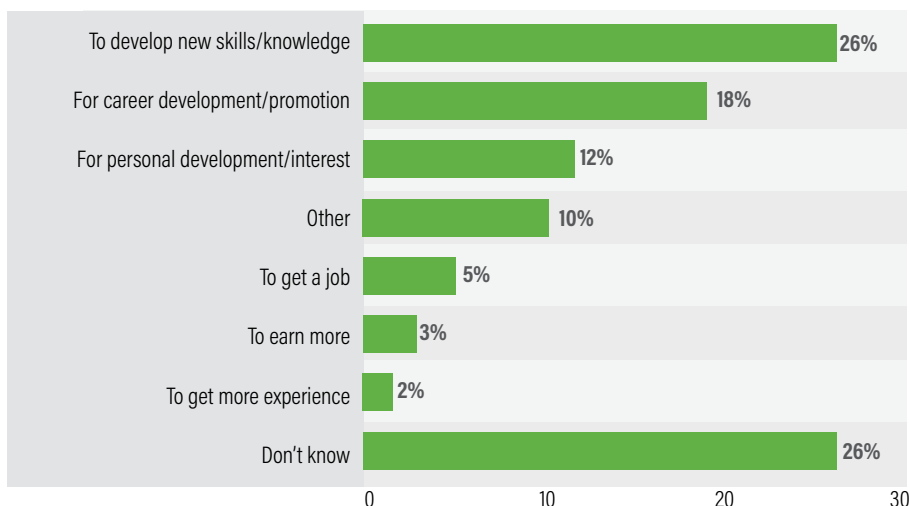
Figure 13 Consideration of completing a further qualification



Q1a Would you consider completing a further qualification related to Commercial Cookery?
Base: n=143

The main reason for considering completing a further qualification in Commercial Cookery was to develop skills/knowledge (26%), with 18% doing so with the aim of career development/promotion, as shown in Figure 14.

Figure 14 Reasons for considering completing a further qualification in Commercial Cookery

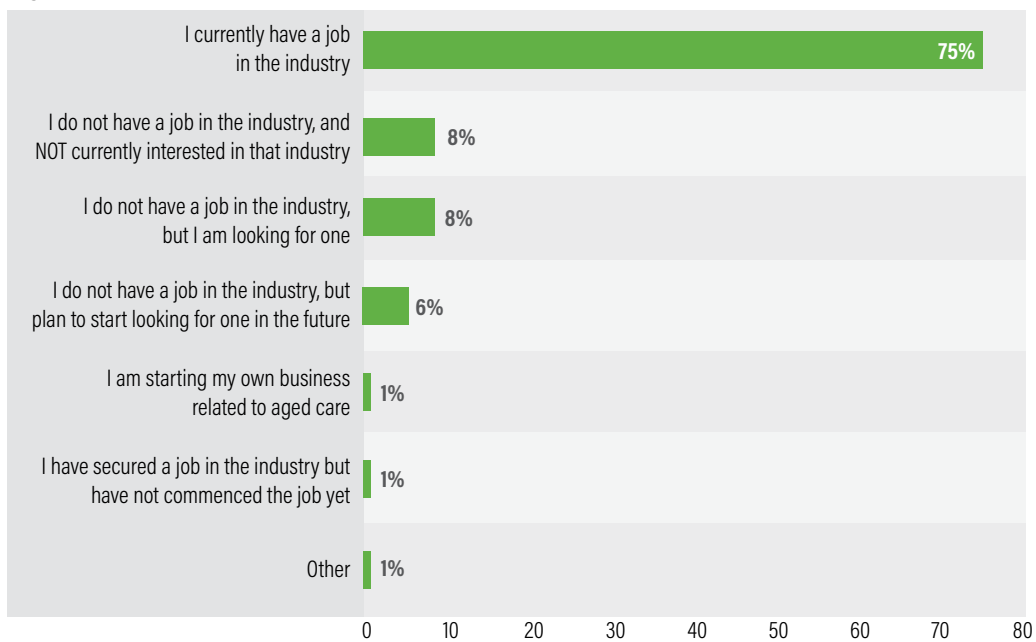


Q1d What is the main reason you would consider completing a further qualification related to Commercial Cookery?
Base: n=71

4.4 Current work situation

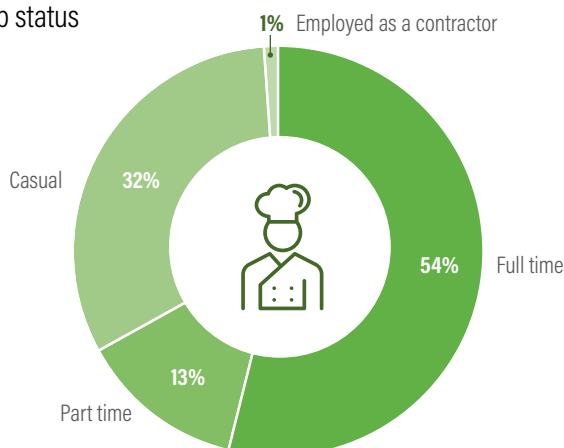
Three quarters (75%) of Commercial Cookery respondents currently have a job in the industry, as shown in Figure 15. Of those who had commenced their jobs (n= 102), over half were employed full time for their main job, as seen in Figure 16. At least 90% described their job title as cook/chef, with at least 80% describing their job duties the same way.

Figure 15 Current work situation



Q10 Thinking about your work situation with regard to the industry, which of the following best describes your situation?
Base: n= 143

Figure 16 Job status

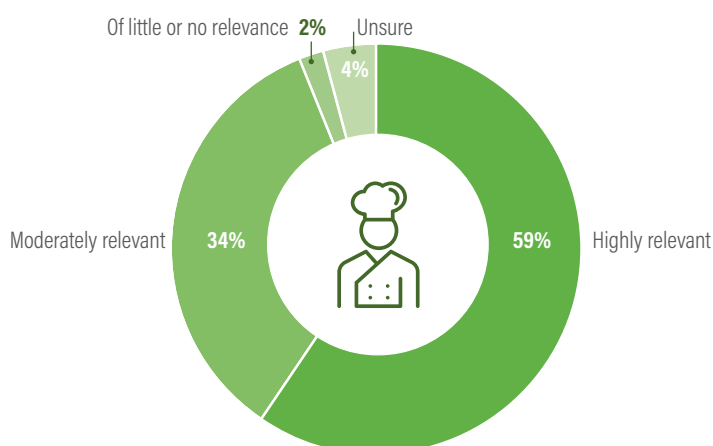


Q10c Is your main job full time, part time, or casual?
Base n= 102

In Wave 1, of those who had secured a job (n=164), 83% stated that both the qualification and the training were important in securing their job, while 11% placed more importance on the training. Between Wave 1 and Wave 2, nine students secured a job, and five of these students did so before completing the qualification. In relation to whether it was the qualification or the training that played a more important role in securing the job, seven students indicated it was both the qualification and training that were important in helping them secure the job.

Of those who had commenced their job (n=102), 59% considered their training to be highly relevant, while only 2% considered their training to be of little or no relevance, as can be seen in Figure 17.

Figure 17 Relevance of training to work on the job



Q13 And in your actual work on the job, how relevant was your training to this job?
Base: n=102

Of the very few people (n=4) who felt that their course was not relevant, three cited a misalignment, with the course not matching the realities of the workplace.

While the majority (85%) of respondents were working in one job at the time of the survey, 12% had between two to four jobs, with a further 3% working more than four jobs. While all of those with a job were working in hospitality, a small number were also working in other industries including 15% working in retail, 11% in education and training, and 2% in construction.

In the 12 months prior to the survey, sixty percent of all respondents had had only one main job in the Commercial Cookery industry, while one in four (27%) had had two or more main jobs in the industry. Thirteen percent reported not having any main jobs in the industry over the same period.

Of those who had changed main jobs in Commercial Cookery in the previous year, the reasons for changing included better work conditions (42%), and better pay (32%).



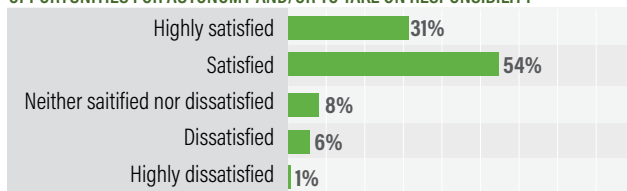
4.5 Satisfaction with main job and recommendation of industry

The measurement of satisfaction was influenced by Frederick Herzberg's two-factor theory of motivation, which distinguishes between hygiene factors as distinct from the key drivers above those hygiene factors. Aspects were chosen based on their value for identifying the possible issues affecting retention in the industry.

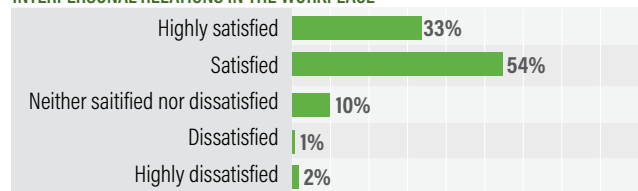
In terms of satisfaction with their main jobs overall, 29% of Commercial Cookery respondents were highly satisfied (82% net satisfied). The rate of dissatisfaction with their main job overall was 6% (4% were highly dissatisfied). In terms of specific aspects of the job, rates of satisfaction were generally slightly lower. The aspect with the highest rate of satisfaction was **interpersonal relations in the workplace** (33% highly satisfied, 87% net satisfied). The aspect with the highest rate of dissatisfaction was **the pay**, which had a net dissatisfaction of 14% (3% highly dissatisfied). The results for their jobs overall and the various aspects are charted in Figure 18.

Figure 18 Job satisfaction

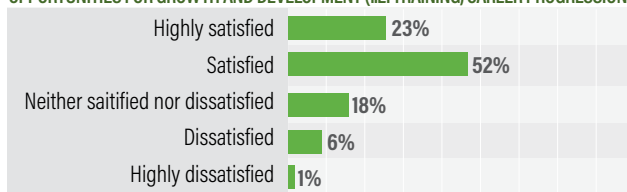
OPPORTUNITIES FOR AUTONOMY AND/OR TO TAKE ON RESPONSIBILITY



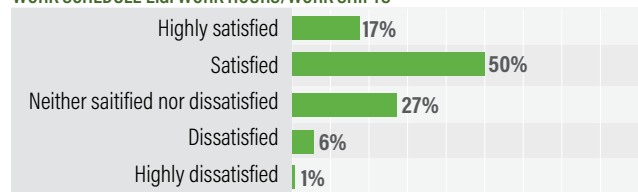
INTERPERSONAL RELATIONS IN THE WORKPLACE



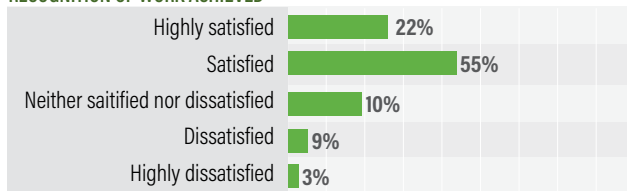
OPPORTUNITIES FOR GROWTH AND DEVELOPMENT (I.E. TRAINING, CAREER PROGRESSION)



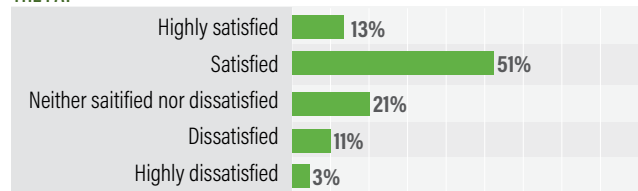
WORK SCHEDULE E.G. WORK HOURS/WORK SHIFTS



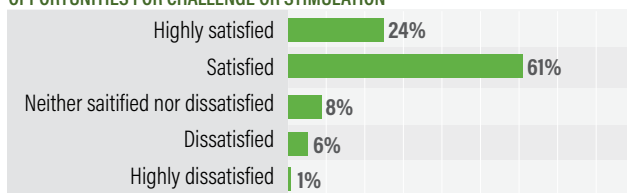
RECOGNITION OF WORK ACHIEVED



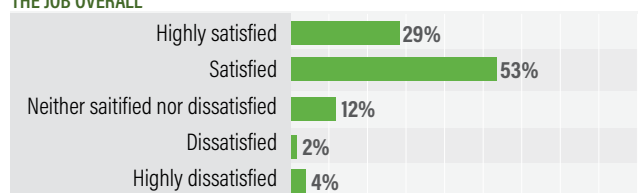
THE PAY



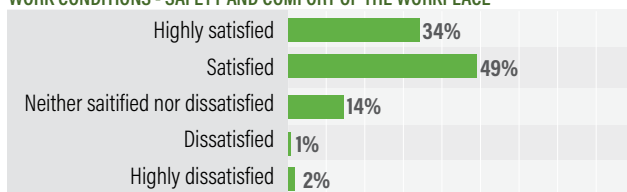
OPPORTUNITIES FOR CHALLENGE OR STIMULATION



THE JOB OVERALL



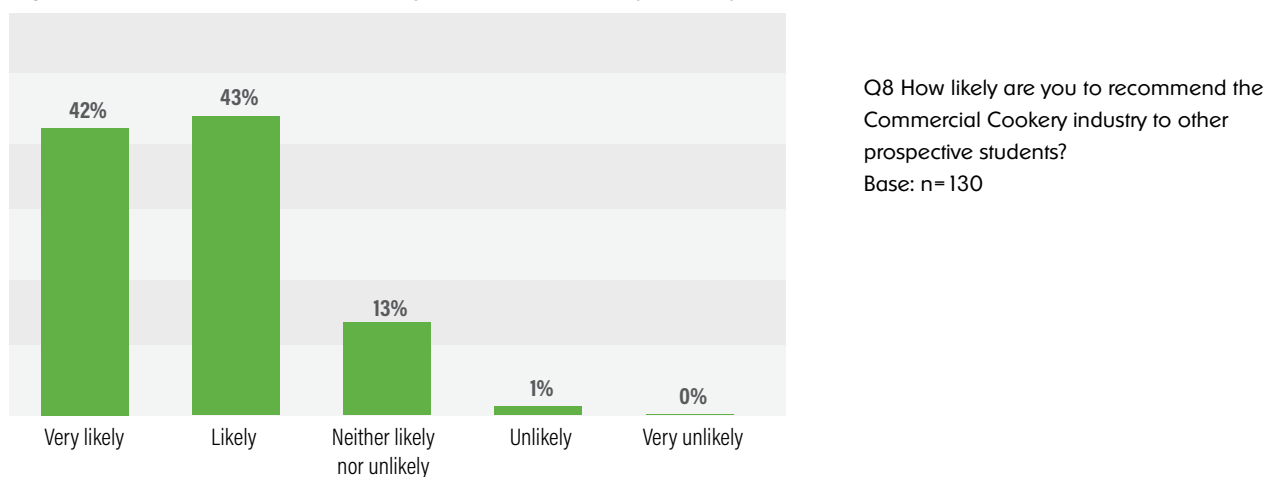
WORK CONDITIONS - SAFETY AND COMFORT OF THE WORKPLACE



Q26 How satisfied are you with the following aspects of your (main) job?
 Q14 Overall, how satisfied are you with your (main) job?
 Base: n= 102

As shown in Figure 19, 85% of Commercial Cookery students say they would be likely to recommend the Commercial Cookery industry to other prospective students (42% very likely).

Figure 19 Likelihood of recommending Commercial Cookery industry to prospective students



In terms of the main reason why Commercial Cookery students recommended their industry, 46% mentioned the **good career/job opportunities** available. After this, the next most popular reason related to it being a **personally rewarding / satisfying industry** (39%). Some examples of responses recommending the industry included:

“ It has a high turnover, so it is very easy to get a trial and then get employed in the industry

“ If you are passionate about cooking you can become so much after attaining this qualification

“ You can work anywhere in the world.

4.6 Left the industry

At the time of interviewing, a small number of respondents had decided to leave the industry (n= 10). Three of the respondents who had left the industry cited that the main reason for leaving was that the work was not stimulating, with another three noting salary-based considerations. Four of the 10 didn't have another job but were looking, while three had secured another job.

4.7 Hours and pay

Amongst Cookery respondents who were employed in the industry (n= 105), the median number of hours worked was between 30 and 39 hours a week. Over a third (38%) worked 40 hours or more per week.

Table 7 Average weekly hours worked in Commercial Cookery industry

Hours per week	
Less than 10 hours per week	1%
10 to 19 hours per week	13%
20 to 29 hours per week	12%
30 to 39 hours per week	36%
40 to 49 hours per week	28%
50 to 59 hours per week	6%
60+ hours per week	4%

Q19 How many hours do you usually work in your main job in the Commercial Cookery industry in an average week?

Base: n= 105

Respondents were asked about their income pre-tax, excluding superannuation⁷. The median income among those respondents was between \$30k and \$40k. Overall, 42% reported earning \$40k or more.

Among those Cookery respondents who reported working at least 30 hours a week (n=66), the median income level was between \$40k to \$50k. A third (33%) of these reported earning \$50k or more.

Table 8 Gross (pre-tax, excluding Super) annual salary in Australian dollars

Gross (pre-tax, excluding Super) annual salary	
Less than \$10,000	6%
\$10,000 to \$19,999	7%
\$20,000 to \$29,999	17%
\$30,000 to \$39,999	28%
\$40,000 to \$49,999	17%
\$50,000 to \$59,999	21%
\$60,000 to \$79,999	4%
\$80,000 to \$99,999	0%
\$100,000 to \$124,999	0%
\$125,000 to \$149,999	0%
\$150,000 or more	0%

Q20 What is your gross (pre-tax, excluding Super) annual salary from your main job in Australian dollars?

Base: n= 105

⁷ It should be noted that 19 respondents answered that they were either unsure or preferred not to say what their income was. Please note the salary data has been calculated excluding those who did not provide their income level.



4.8 Thinking ahead

When Cookery respondents (n=143) were asked what industry they planned to be working in 'one year from now', 80% responded that they planned to be working in

the Commercial Cookery sector. When these results were filtered to those Cookery respondents who had NOT reported leaving the industry (n=132), 86% responded that they planned to be working in the Commercial Cookery sector.



5.0 Conclusion – Aged Care

5.1 Survey methodology

In terms of methodology, the survey was conducted successfully, with a response rate of 74% for Aged Care students (68% in Wave 1). The very active reminder regime of email, SMS, and telephone calls contributed to this high rate of response. The multi-modal approach, providing options for completion, was once again very worthwhile. Just over one quarter of interviews within the Aged Care cohort were completed over the phone with the assistance of an interviewer, demonstrating the importance of offering multiple methods of completing the survey, rather than conducting an online-only survey.

5.2 Survey results

When reminded of their main objective for commencing their course (as indicated in Wave 1), the majority of Aged Care respondents agreed that they were on track or had already achieved that objective. Around half of respondents would consider completing a further qualification related to Aged Care, with the main objectives being to develop either their skills and knowledge or their career.

Around two thirds of Aged Care respondents were working in the industry at the time of the survey, the majority of whom considered their training to be highly relevant to their actual work on the job. Most respondents worked in one job and the vast majority of those who had multiple jobs worked in the Aged Care industry.

The majority of respondents were satisfied with their main job overall, with 43% highly satisfied. High levels of satisfaction can be seen for work conditions and

interpersonal relations in the workplace followed closely by work schedule. The aspect with the highest rate of dissatisfaction was the pay.

The majority of respondents working in Aged Care would be likely to recommend the industry to other prospective students, with just over half very likely to recommend it. The main reasons for recommending the industry were its personally rewarding/satisfying nature, that it is a growing industry, and that it has good employment prospects. At the time of interviewing, a small number (n= 17) of respondents had decided to leave the industry.

When considering the industry they would like to be working in 'one year from now', the majority mentioned either Aged Care (66%) or other health care and social assistance sectors (24%). When filtered to Aged Care respondents who were still in the industry, 95% in total mentioned either Aged Care (73%), or other health care and social assistance sectors (22%).



6.0 Conclusion – Commercial Cookery

6.1 Survey methodology

In terms of methodology, the survey was conducted successfully, with a response rate of 69% for Commercial Cookery students (58% in Wave 1). The very active reminder regime of email, SMS, and telephone calls contributed to this high rate of response. The multi-modal approach, providing options for completion, was once again very worthwhile. Just under one quarter of interviews within the Commercial Cookery cohort were completed over the phone with the assistance of an interviewer, demonstrating the importance of offering multiple methods of completing the survey, rather than conducting an online-only survey.

6.2 Survey results

When reminded of their main objective for commencing their course (as indicated in Wave 1), the majority of Commercial Cookery respondents agreed that they were on track or had already achieved that objective. Around half of respondents stated that they would consider completing a further qualification related to Commercial Cookery, with the main objectives being to develop either their skills and knowledge or their career.

Three-quarters of Commercial Cookery respondents were working in the industry at the time of the survey, just over half of whom considered their training to be highly relevant to their actual work on the job. While most respondents worked in one job, those who had multiple jobs all worked in the Commercial Cookery industry.

Most respondents were satisfied with their main jobs overall, with just under a third highly satisfied. The aspect of the job with which respondents were most satisfied was interpersonal relations in the workplace, while the pay had the highest rate of dissatisfaction.

The majority of respondents working in Commercial Cookery stated that they would be likely to recommend the industry to other prospective students, with around two in five very likely to recommend. The main reasons for recommending the industry were the good career and employment prospects, followed by its personally rewarding/satisfying nature. At the time of interviewing, a small number (n= 10) of respondents had decided to leave the industry.

When considering the industry they would like to be working in 'one year from now', Commercial Cookery was mentioned by 80% of respondents. This was naturally even higher (86%) when filtered to Commercial Cookery respondents who were still in the industry.



APPENDIX 1 DATA WEIGHTING

Survey Data Weighting

In order that the aggregated results not be affected by any unintended sampling bias, the data was weighted.

Data was weighted separately for each population, based on age group and gender. Population data was sourced by SkillsIQ from National Centre for Vocational Education Research VOCSTATS (November 2018).

All percentage and proportions reported in the Results sections are weighted unless otherwise stated.

Weighting tables for Aged Care

The below table shows the population data for Aged Care

Table 9 Population data for Aged Care by age group and gender

	Male	Female
25 and under	3,237	14,552
26-39	4,431	15,694
40-59	4,500	17,062
60+	574	1,408
Unknown	1	7
Total	12,743	48,723

The below tables show the respective number of completes and the resultant weight. The weight is calculated by the population count divided by the respective completed survey count.

Table 10 Number of completes for Aged Care by age group and gender

	Male	Female
25 and under	1	32
26-39	14	48
40-59	18	115
60+	5	22
Unknown	0	0
Total	38	217

Table 11 Weighting matrix for Aged Care

	Male	Female
25 and under	511.2	454.8
26-39	511.2	327.0
40-59	250.0	148.4
60+	114.8	64.0
Unknown	-	-

9 With one respondent who completed the survey being of unknown age and unknown gender, this cell was merged with the cell of a female of unknown age for weighting purposes. The female status was selected rather than male since females in this bracket outnumber males considerably.

Weighting tables for Commercial Cookery

The below table shows the population data for Commercial Cookery

Table 12 Population data for Commercial Cookery by age group and gender

	Male	Female
25 and under	7,815	3,647
26-39	3,330	2,101
40-59	561	846
60+	42	39
Unknown	2	-
Total	11,750	6,633

The below tables show the respective number of completes and the resultant weight. The weight is calculated by the population count divided by the respective completed survey count.

Table 13 Number of completes for Commercial Cookery by age group and gender

	Male	Female
25 and under	26	25
26-39	29	31
40-59	10	17
60+	1	3
Unknown	1	0
Total	67	76

Table 14 Weighting matrix for Commercial Cookery

	Male	Female
25 and under	300.6	145.9
26-39	114.8	67.8
40-59	54.8	49.8
60+	54.8	13.0
Unknown	2.0	-





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