

Victorian
Registration &
Qualifications
Authority

2018 Client and Stakeholder Research

FINAL REPORT

January 2019

Victorian Registration and Qualifications Authority
Level 4 Casselden
2 Lonsdale Street
Melbourne VIC 3000

Attention: Vera Rourke, Manager, Communications

Dear Vera,

Please find enclosed the 2018 Client and Stakeholder Research Final Report.

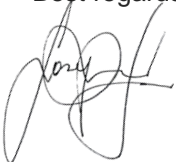
We are pleased to report that both the quantitative and qualitative fieldwork progressed smoothly, and yielded considerable insights into the experiences of those interacting with the VRQA.

As in previous years, the response rate to the education providers survey was very high (67%, up from 64% last year), meaning that the results are statistically robust, and can be relied on as a true indicator of the sentiment across these stakeholders. Surveys of apprentices and trainees, along with their employers, had predictably lower response rates (due to the lower engagement of these groups), but offer valuable insights nonetheless. This year saw the inclusion of consultations with the home education community, including a survey of home educators, with a very robust 25% response rate. Qualitative respondents, too, were generous with their time, and generally appreciated the opportunity to provide input into this work.

Thank you for your guidance and input throughout.

If you have any queries regarding the report, please do not hesitate to get in touch.

Best regards,



Josephine Foti
Director



Josh Flack
Partner



AMSR



ESOMAR
member

Take outs and opportunities: Schools and RTOs

Take outs



- **Satisfaction and Effectiveness**
Continued high levels of satisfaction and perceived effectiveness. Analysis reveals different levers for driving perceived effectiveness between schools and RTOs
- **Sector Differences**
A gap still exists between schools and RTOs. Results suggest that the differences between VET and school sectors has narrowed
- **Plateau Effect**
Sentiment amongst schools has plateaued, and in some cases fallen slightly
- **Improved Awareness**
Evidence of improved awareness amongst employer and apprentices and trainees (A&Ts)

Opportunities



- **Satisfaction and Effectiveness**
Tailor communications and interventions based on the identified touchpoints
- **Sector Differences**
Continue to work hard engaging with the VET sector
- **Plateau Effect**
The school figures are extremely high – but maintaining these will require continued effort and improvements. And effective communication of these improvements
- **Improved Awareness**
Scope to build further. Greater understanding of the training contract is likely to lead to better outcomes for industry and apprentices / trainees



Introduction



Research Objectives

Wallis conducted research to determine:

Knowledge

Client and stakeholder understanding of the VRQA and its functions



The level of client and stakeholder awareness of the VRQA and its functions

Expectations

Client and stakeholder expectations
(including types of support expected and valued)



How clients and stakeholders would like to engage with the VRQA

Delivery

Areas for improvement in VRQA performance in engaging clients and stakeholders

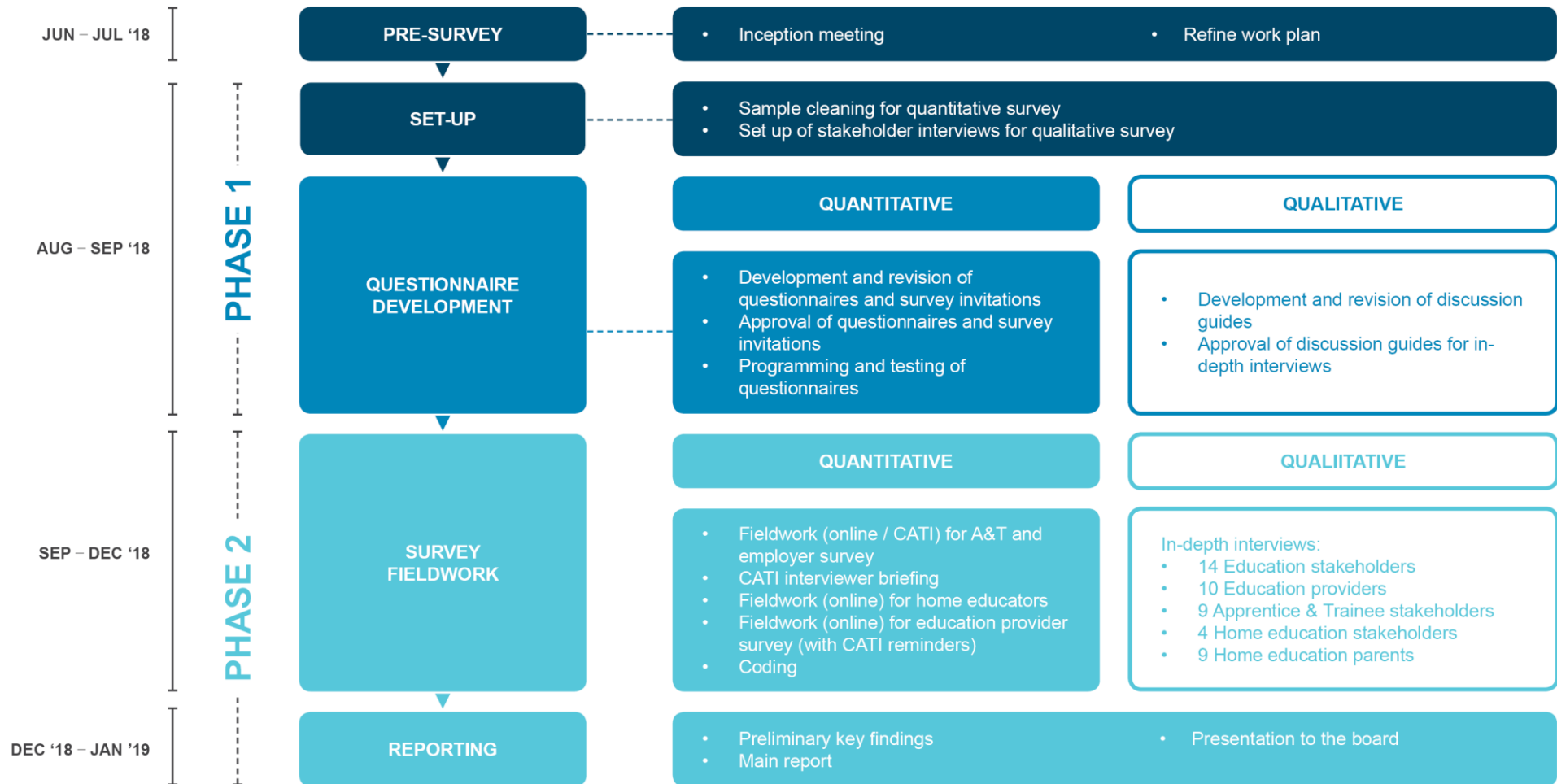


How clients and stakeholders would like to receive communication from the VRQA



Understanding of levels of and shifts in satisfaction amongst clients

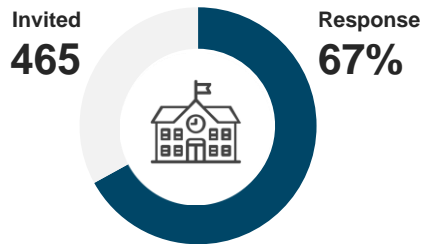
Methodology



Note: All fieldwork (both qualitative and quantitative) was conducted in Victoria.

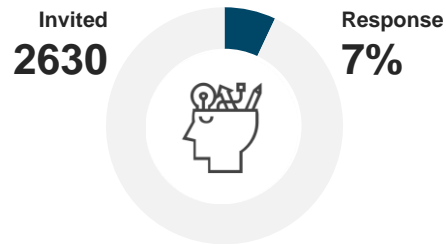
Field Results

Quantitative results



Education providers (*n*=310)

Interview length
12 minutes (online)



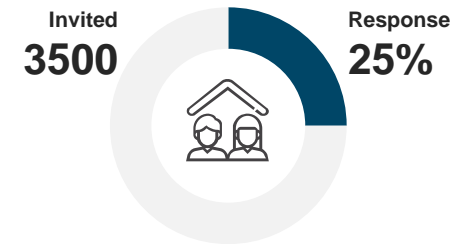
Apprentices & trainees (*n*=172)

Interview length
6 minutes (online)
7 minutes (CATI)



Employers (*n*=170)

Interview length
6 minutes (online)
7 minutes (CATI)



Home Educators (*n*=891)

Interview length
6 minutes (online)

Qualitative results



14

Education stakeholders



10

Education providers



9

Apprentice & trainee stakeholders



4

Home Education Stakeholders

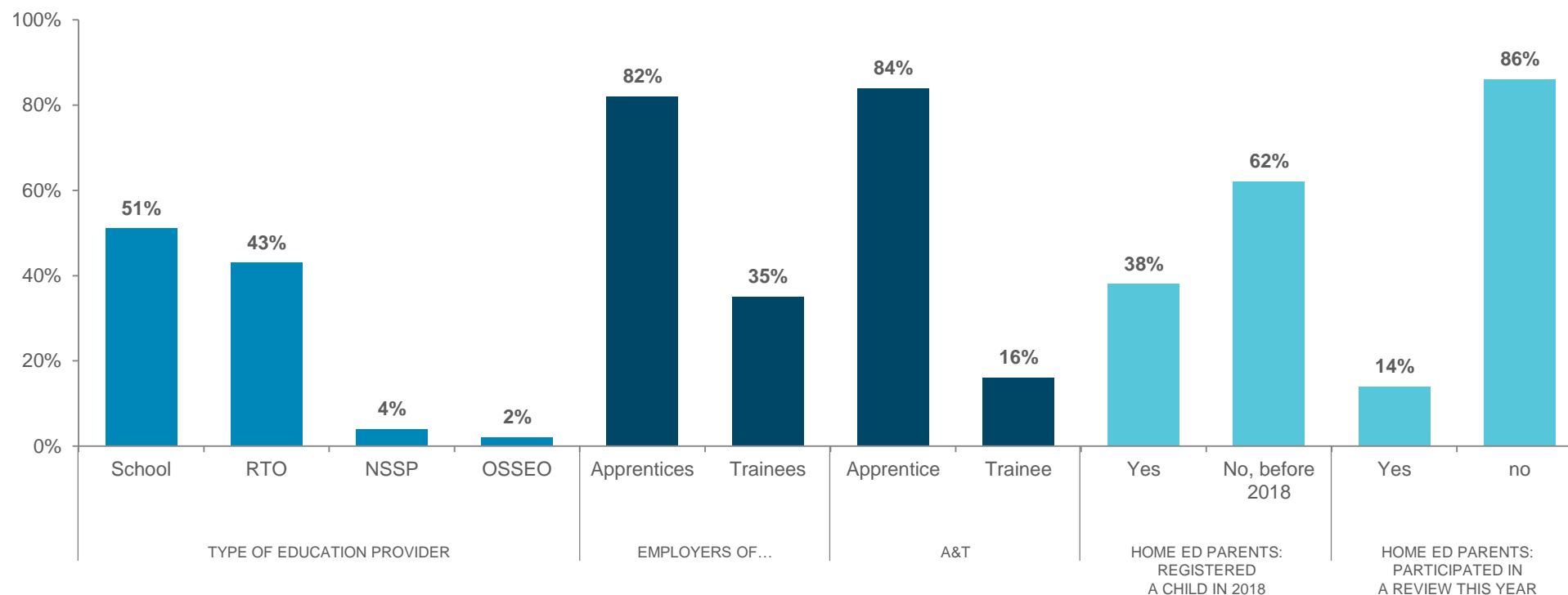


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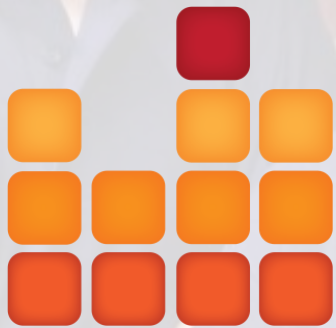
Home Education Parents

Population Demographics

The education provider survey was completed by mostly schools and RTOs, in even proportions



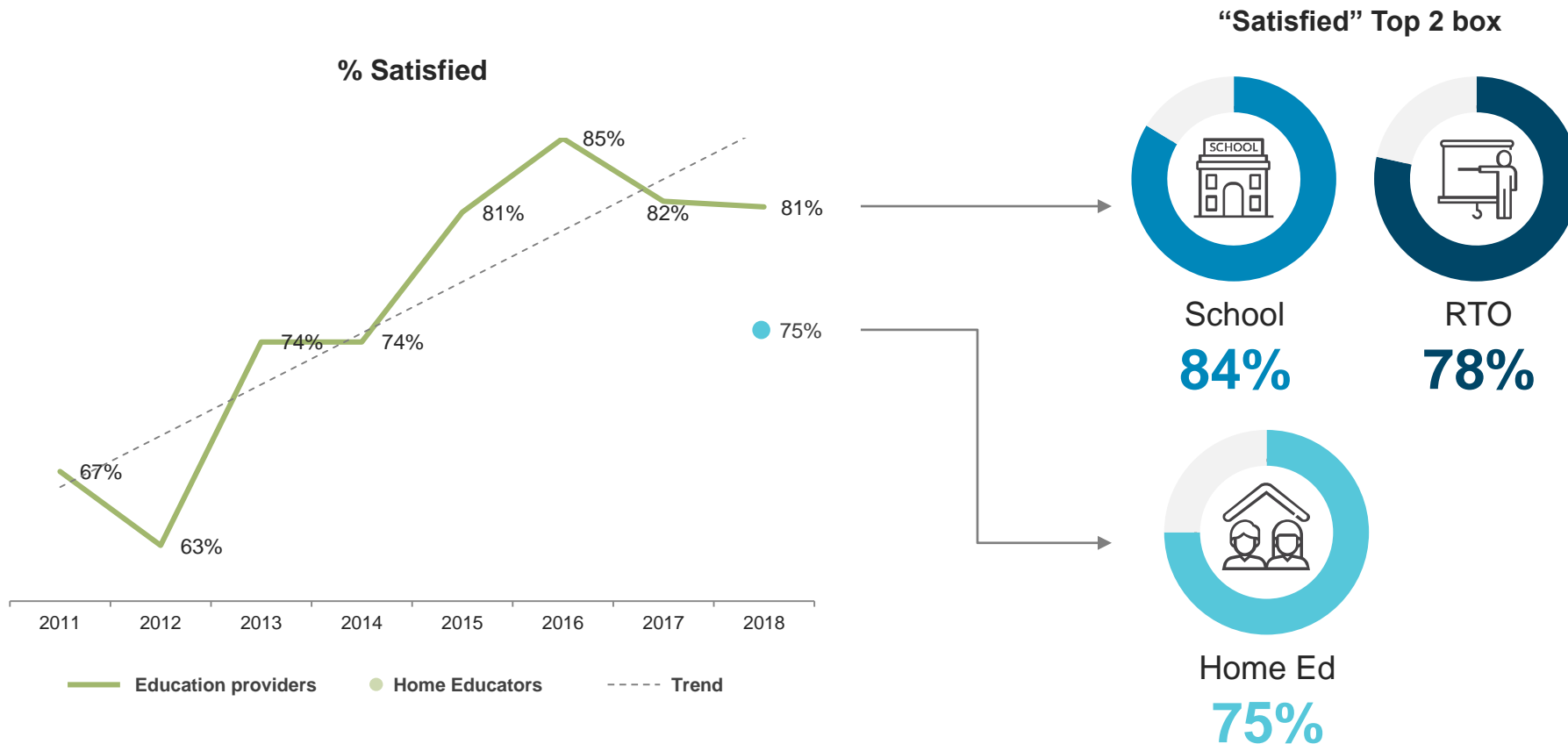
Base: Education Providers (n=310); Employers (n=170); Apprentices/Trainees (n=172), Home Educators (n=891)



Satisfaction and assessment of effectiveness

High levels of overall satisfaction among education providers – though results have plateaued

Strong initial result from home educators



EPS10: Overall, how satisfied are you with the VRQA and its services over the last 12 months? **Base:** n=310

HE14: Overall, how satisfied are you with the VRQA and its services over the last 12 months? **Base:** n=891

Clients note understanding, promptness and ease as key reasons for high levels of satisfaction

Negatives were few, but tended to relate to specific situations

Our experience has been like a game of guessing what the regulator wants based on whim and political pressure. Both unhelpful and non professional... Our relationship with VRQA wasn't always this way.

SCHOOL

2.4%



School



83.7%

We are undergoing a whole school review and they have been very good with communication, direction and clarity.

SCHOOL

You need to actually come out and talk to the RTOs and see what they are actually doing.

RTO

6.3%



RTO



78.5%

Prompt, accurate information and always a person on the other end of the phone who can assist and support.

RTO

I have submitted my review and have not received a reply or evaluation.

HOME EDUCATOR

2.4%



Home Ed



75.8%

It's a simple process to register and staff are very courteous and helpful. I'm confident this would be the same if we were in a review process.

HOME EDUCATOR

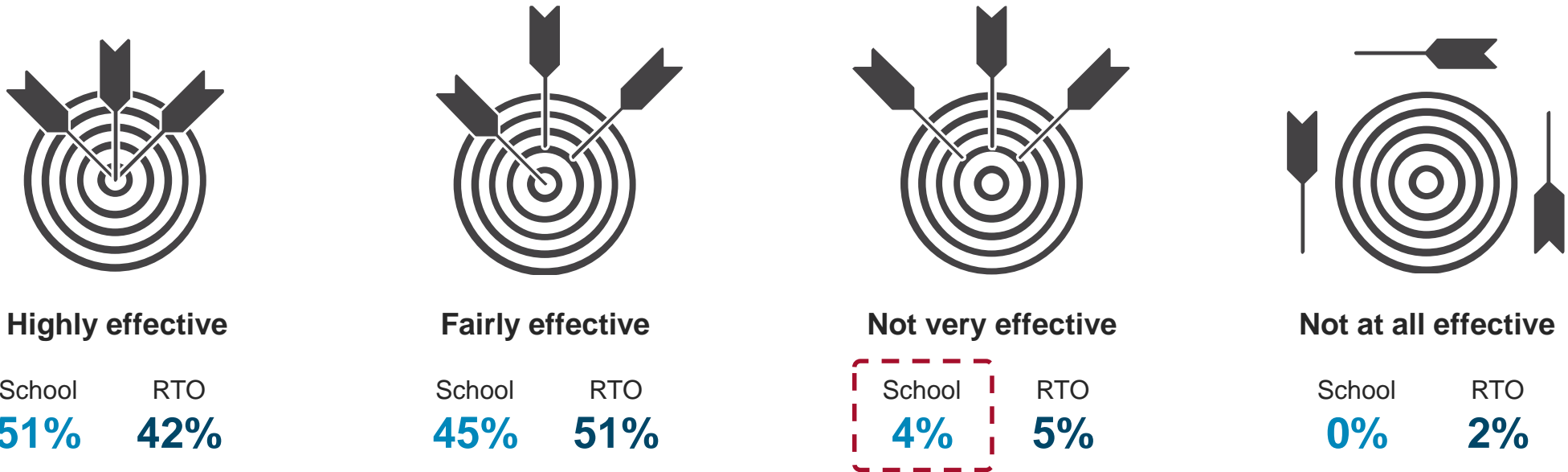
■ % Dissatisfied ■ % Satisfied


EPS10B: What is the main reason for your [satisfaction/dissatisfaction]?

Base: n=135


Schools and RTOs perceive VRQA as an effective regulator

Slightly less positive responses from schools in 2018



 *I have always found the VRQA aware of issues facing schools and they undertake their difficult role with a very professional approach. When there is an issue, the staff will provide sound advice.*

SCHOOL

 *A previous involvement by the VRQA with my school had involved the VRQA taking up an obviously vexatious claim by a parent in a manner that placed all responsibility for the issue on the School right up to the point that the VRQA said that the School had no case to answer. [This] gave no impression the VRQA understood, far less supported the School conducting its business to support its students.*

SCHOOL

EPS9: Thinking about how effective the VRQA has been in performing its regulatory function, would you rate the VRQA as being...

Base: n=310

Education providers continue to recognise the important role filled by VRQA: contributing to quality, and continuous improvement, in educational outcomes

Continuing difference between schools and RTOs: Results were very consistent with 2017

The VRQA contributes to the quality of Victoria's education and training sector



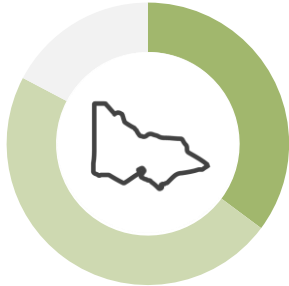
School **87%** RTO **85%**

The VRQA engages appropriately with the regulated community



School **84%** RTO **80%**

The VRQA improves the quality of VET outcomes in Victoria



RTO **83%**

The VRQA promotes and encourages continuous improvement of registered training organisations



RTO **86%**

Fully agree
Mostly agree



When I've had to contact them, I've found them very helpful. If I've phoned them and they didn't know the answer, then they've gotten back to me fairly quickly with the answer.

RTO



Every time I've spoken to individuals at the VRQA they've always been very supportive and very helpful, and not the scary audit type people that they are painted out to be sometimes.

SCHOOL

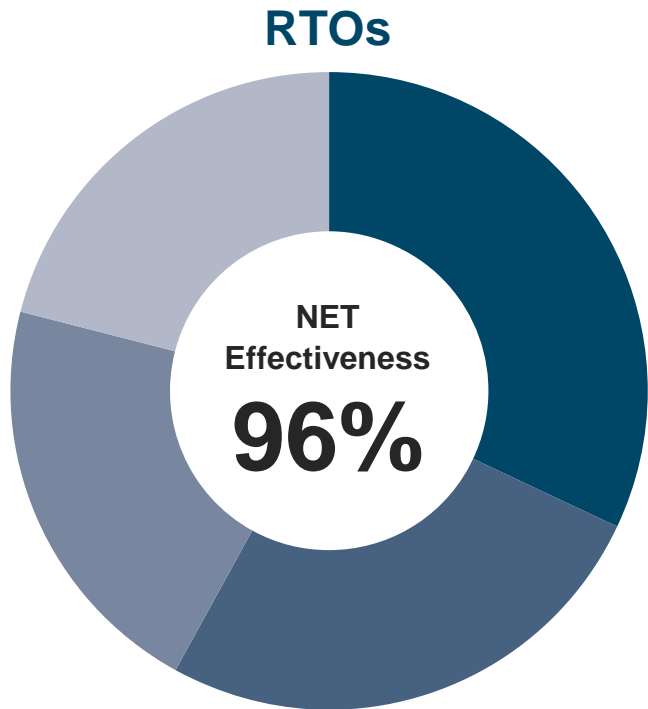


... Tell them (the VRQA): Never underestimate the value of the work they do.

SCHOOL STAKEHOLDER

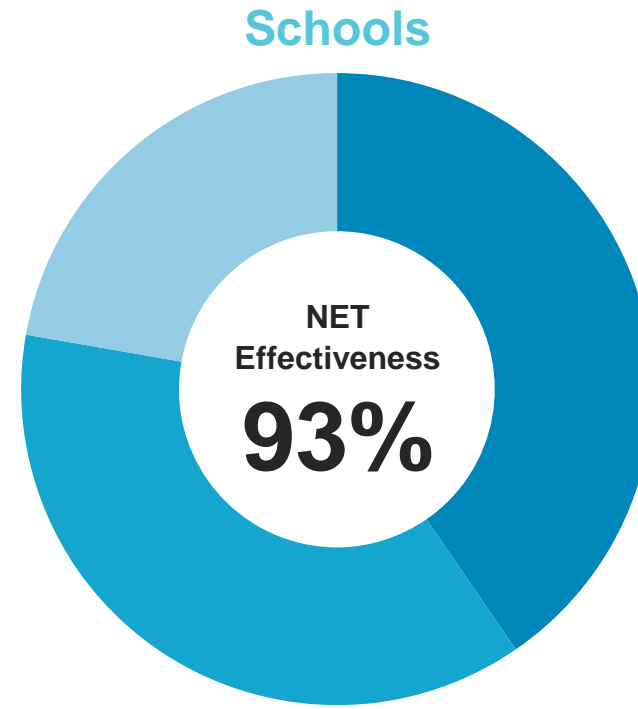
EPS8: Thinking about VRQA's regulatory work, to what extent do you agree with the following? **Base:** n=310

Fairness and consistency is key for schools in perceiving VRQA as effective. Openness and transparency is key for RTOs



Openness and transparency and proportionate regulation is key

- The VRQA has been open and transparent
- The VRQA has provided proportionate regulation
- The VRQA has been responsive
- The VRQA has supported the interest of consumers (parents and students)



Fairness and consistency should be primary focus

- The VRQA has been fair and consistent
- The VRQA has understood your business
- The VRQA has provided ongoing communication

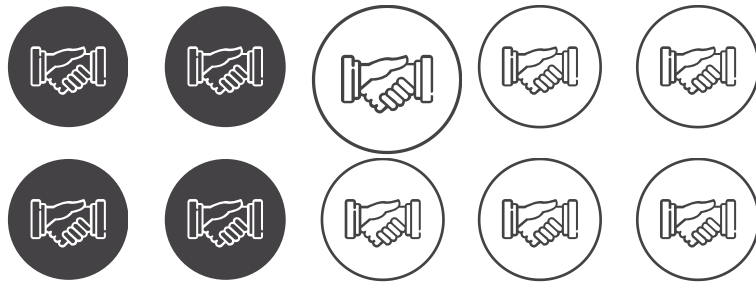
EPS7-9 / 7-10: In the past 12 months, to what extent do you agree that the VRQA's performance aligned with each of the following? Thinking about how effective the VRQA has been in performing its regulatory function, would you rate the VRQA as being... / Overall, how satisfied are you with the VRQA and its services over the last 12 months? / **Base:** All (n=310)



Awareness of VRQA

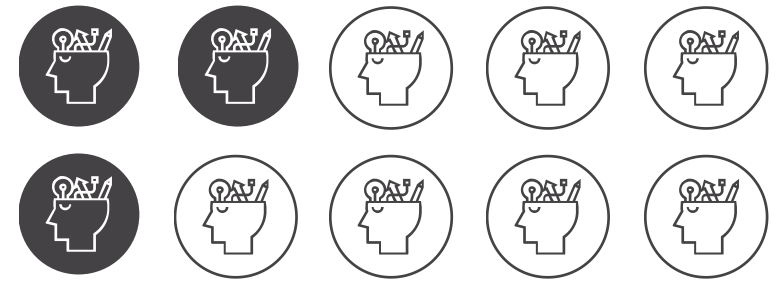
Awareness of the VRQA across employers and A&Ts has increased since 2017

38%

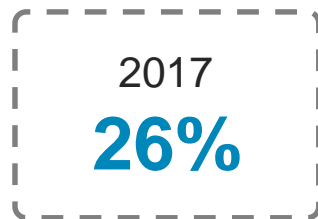


Aware of the VRQA and what it does

30%



Employer



Apprentices & Trainees



ATE1: Are you aware of the Victorian Registration and Qualifications Authority (VRQA) and the role it plays?

Base: Employers (n=170); A&Ts (n=172)

Case study: Potential benefits to be gained in improving awareness of VRQA and their role in overseeing the training contract



Situation

- Perception that many A&Ts and employers are not fully aware of their Training Contracts, and the existence and role of the VRQA
- Perception that the VRQA will only get involved if there's a serious issue with the apprenticeship / traineeship



Impacts

- Parties may not be adequately aware of the full benefits of A&T training: the responsibilities for employers, and the support provided for apprentices/trainees
- Sub-optimal outcomes: non-completion of apprenticeships/traineeships (loss to the industry)



Opportunities

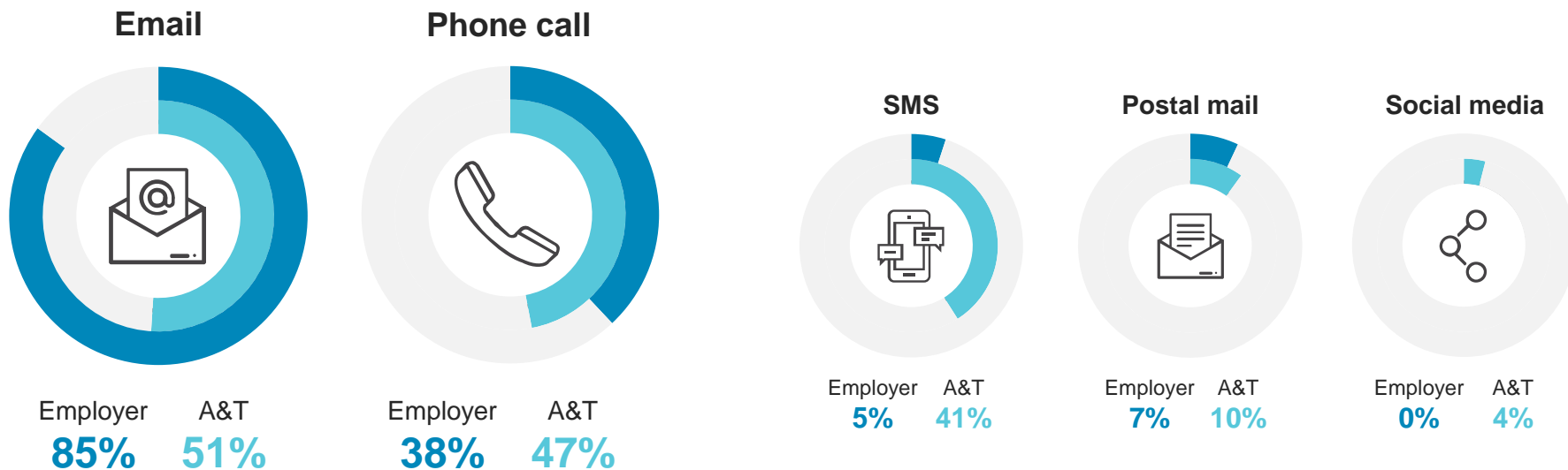
- Greater role for the VRQA in educating employers and apprentices of the obligations of their training contract
- Earlier intervention
- Use intelligence collected to influence wider policy reform



Communication and relationships

Email and telephone contact are the preferred methods of communication for A&Ts and employers

Employers prefer email communication while A&Ts are open to SMS as well

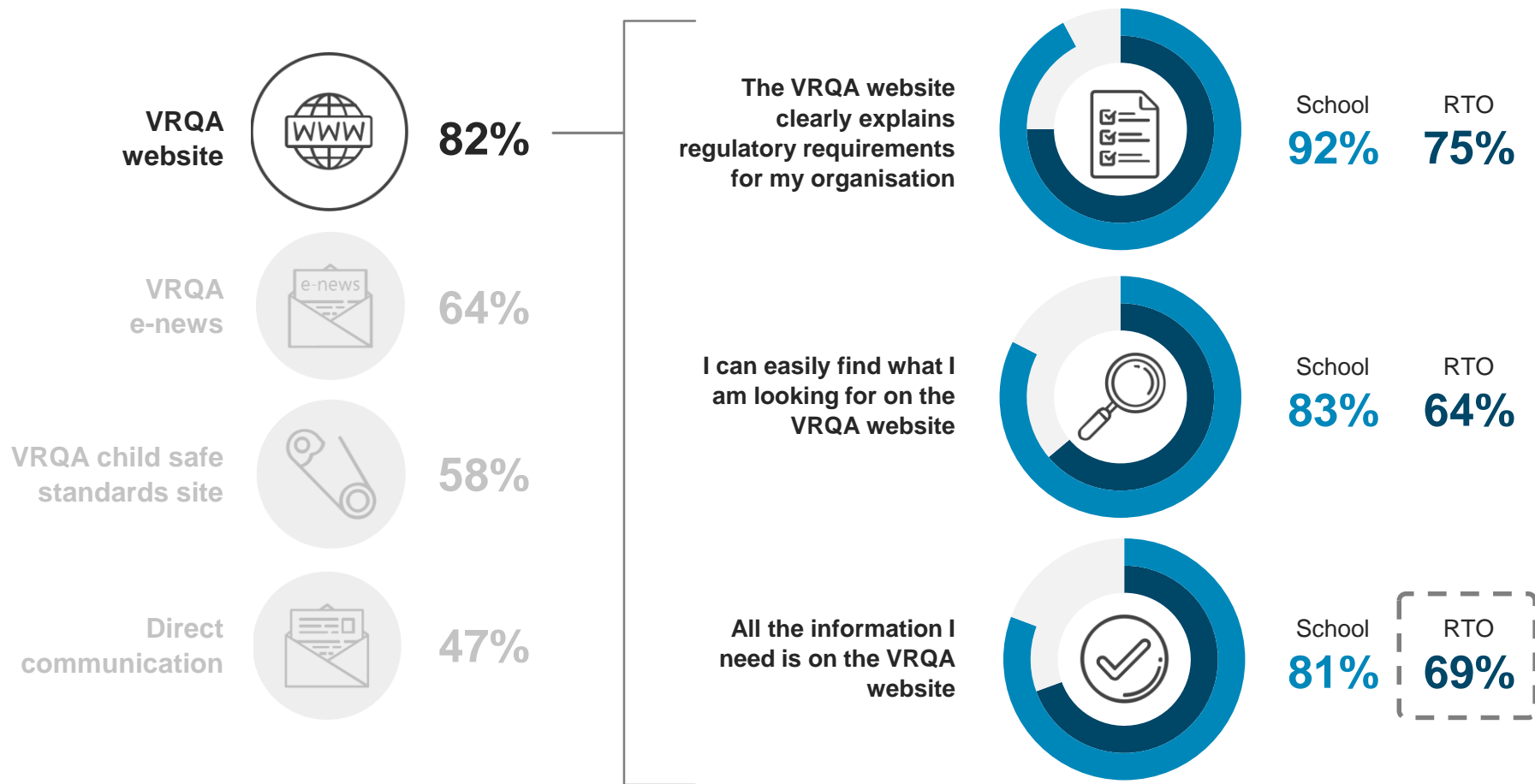


ATE9: If VRQA was to get in touch with you, what are your preferred methods of communication for them to use?

Base: Employers (n=170) / A&T (n=172)

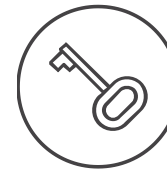
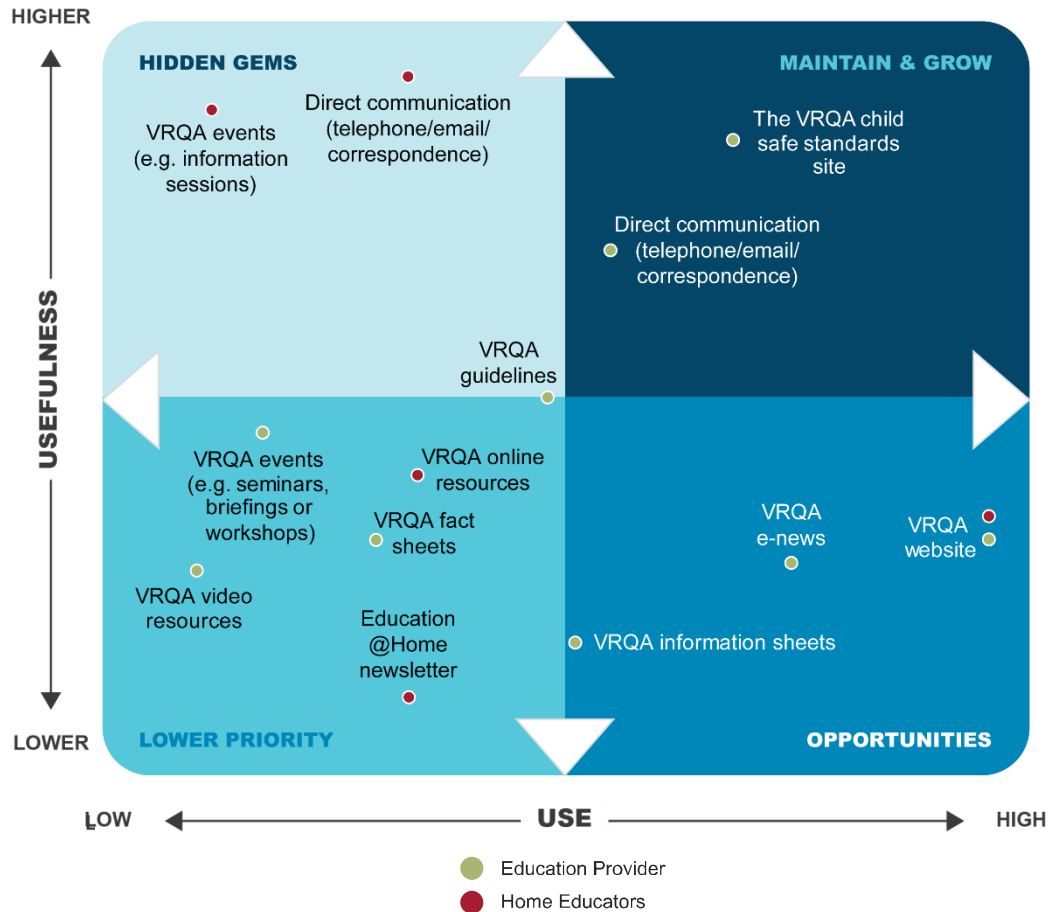
The VRQA website remains the 'go-to' resource, and is well regarded

Fewer RTOs feel all the information they need is on the website (80% in 2017)



EPS2A: Which of the following VRQA publications/communications have you accessed/used in the past 12 months?
 EPS3: Thinking about the VRQA website, to what extent do you agree with each of the following statements? **Base:** All (n=310)

Opportunities exist for the VRQA website for both educators and home educators



Opportunities

For educators, VRQA e-news and VRQA website continue to be an opportunity, due to relatively high use.

For home educators, the VRQA website is the key opportunity.



Hidden gems

Again, for educators, VRQA guidelines are a hidden gem: with relatively higher usefulness and relatively lower usage scores

For home educators, interactions with VRQA, through events or directly, are highly valued by the community, though relatively less utilised.

EPS2A: Which of the following VRQA publications/communications have you accessed/used in the past 12 months?

EPS2B: How helpful have you found the following VRQA publication/communication? **Base:** All (n=310)

High levels of agreement that VRQA events keep education providers up to date

Positive shift - more schools fully/mostly agree (69% in 2017)

Fully / mostly agree



School 73%
RTO 63%

Partially agree



School 9%
RTO 17%

Do not agree at all



School 2%
RTO 6%

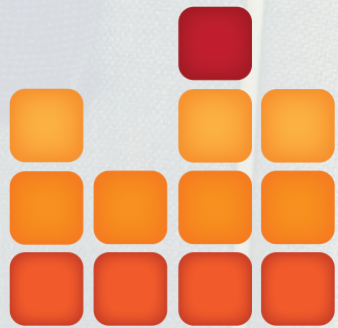


Over the years, when there's been changes to courses, the VRQA has had briefings, and I did find the briefings very good, but I haven't heard of any for a few years now. The briefings are very worthwhile ... They're an opportunity for collaboration with others and an opportunity to ask questions face to face, especially when there are changes.

COMMUNITY RTO

EPS4: To what extent do you agree that VRQA events (e.g. seminars, information briefings or workshops) keep you up to date with the information you need for your operations in the sector?

Base: All (n=310)

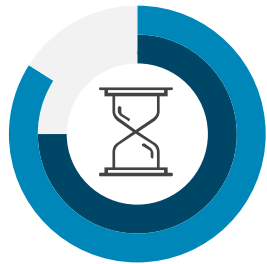


VRQA processes and performance

Customer service remains a strength across both schools and RTOs

Slight drop in 'engaging effectively with stakeholders' from schools (75% in 2017)

Providing timely information about regulatory changes/general directions



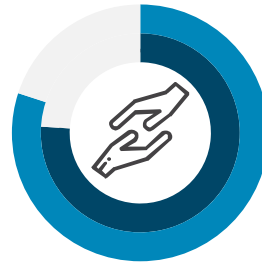
School 87% RTO 74%

Providing sufficient contact information so that I (or my organisation) can contact/recontact a VRQA staff member if necessary



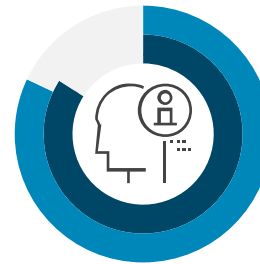
School 84% RTO 75%

Providing staff who are courteous and helpful



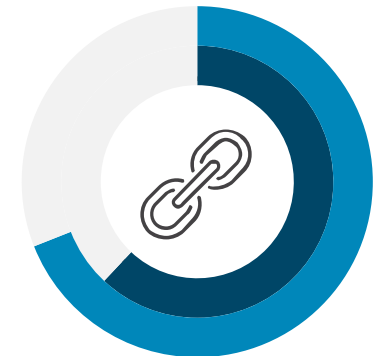
School 82% RTO 84%

Providing timely, quality advice about my sector to my organisation



School 80% RTO 76%

Engaging effectively with stakeholders, like my organisation, in the regulation of the sector



School 69% RTO 62%

Ratings of excellent or good

EPS5: Please rate the VRQA's performance on each of the following items...
Base: All (n=310)

Areas identified for improvement from those providing 'poor' ratings

A lack of two way engagement, proactivity and operational communications were identified by a small number

Lack of two-way engagement



“

It may be my own shortcoming, however, I don't remember ever being invited to a session where our views are sought on the regulation of the sector.

SCHOOL

“

I/We have never been asked for input so the engagement is only one way.

RTO

More proactive communication



“

VRQA fails in its communication with RTOs in regards to expected requirements from RTOs. VRQA should have a direct communication mechanism with education & training organisations rather than rely on its website for communications.

RTO

“

ASQA runs yearly info sessions to present systemic quality and compliance issues across the sector, and to discuss good practices. This is something VRQA should adopt.

RTO

Communication follow-up



“

I have had occasions when it has taken 4 months plus to get an email reply.

RTO

“

I have written to VRQA since assuming my role and also sought a meeting to establish professional dialogue, till today I have not heard back from VRQA.

SCHOOL

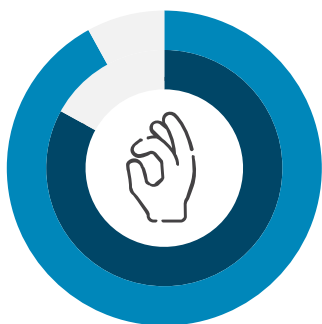
EPS5b: You mentioned that the VRQA's performance was poor on the following attribute(s). Please provide further details or examples on how the VRQA's performance has been poor

Base: n=33

Most agree that VRQA operational processes are straightforward

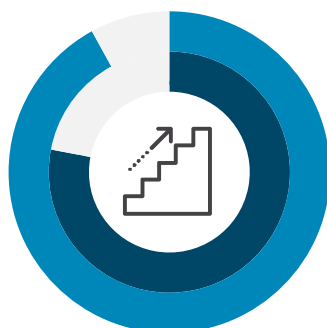
Improvements for RTOs regarding ease of following procedures and evidence requirements (75% and 74% in 2017)

VRQA forms are clear and easy to understand



School 92% RTO 83%

Regulatory requirements are clearly stated



School 92% RTO 78%

Procedures are easy to understand and follow



School 87% RTO 79%

Other requirements, including evidence requirements are clearly stated



School 87% RTO 78%

EPS6: To what extent do you agree with each of the following statements relating to the VRQA's processes?

Base: All (n=310)

Case Study: Potential improvements to assist new principals



Situation

- New principal, with no opportunity for handover from the previous principal
- Support network at the principal level not well established
- New principal needs reliable guidance, and has the problem of the 'unknown unknowns' in relation to VRQA requirements



Impacts

- High level of stress
- Wasted time for the principal in preparing for compliance review
- Wasted time during the review
- Lack of readiness for the compliance review



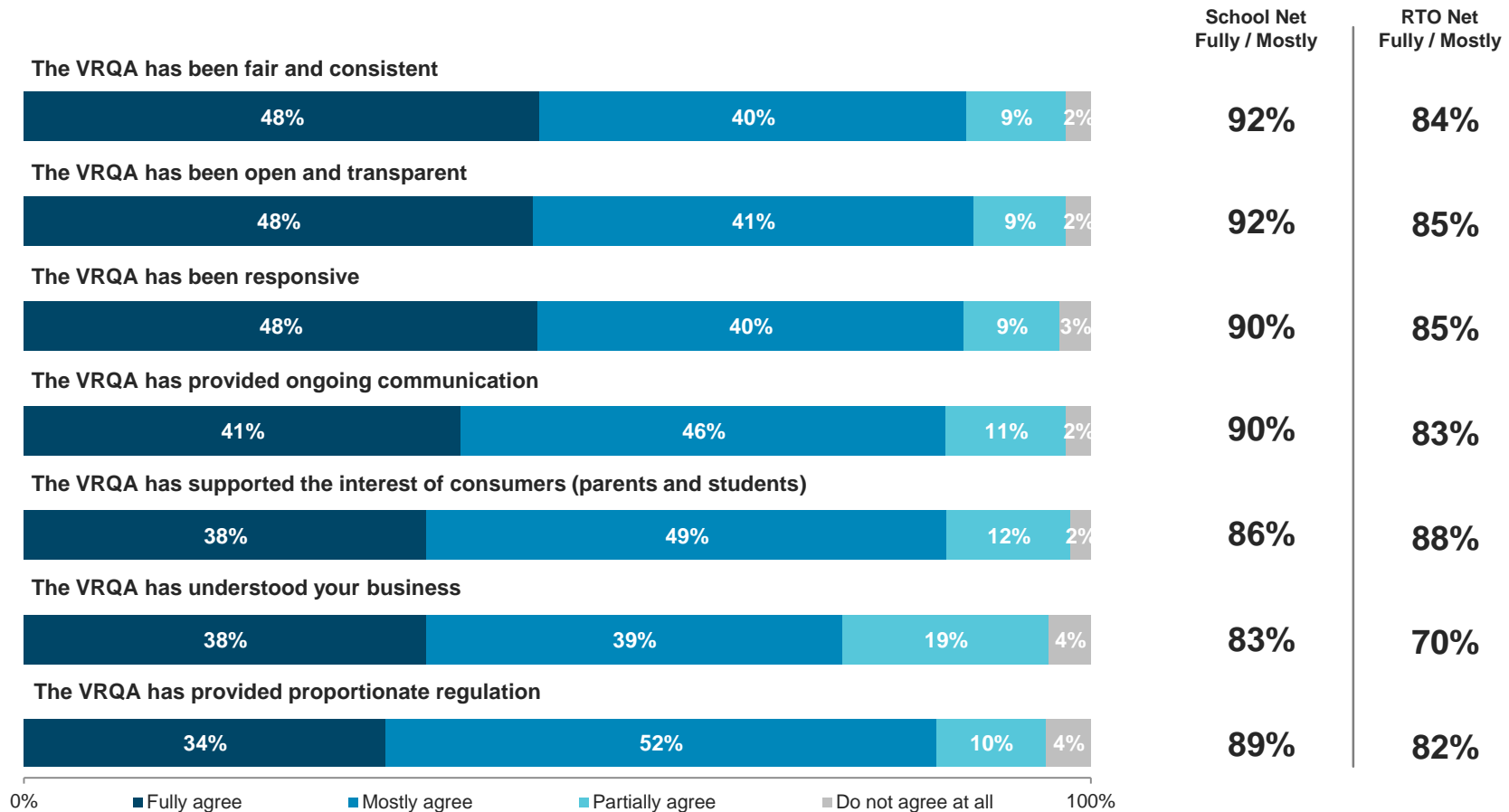
Opportunities

- Welcome pack for new principals, congratulating them on new role and outlining the VRQA's role, website, and child safe standards information
- Review information sessions: review format and content. Provide new principal component at session
- Provide compliance insights for sector

“ *I had to learn by snooping!* ”

Education providers give overwhelmingly high ratings of VRQA performance: schools remain more emphatic in this assessment

Almost half of the education providers ‘fully agree’ that the VRQA is ‘fair & consistent’, ‘open & transparent’, and ‘responsive’

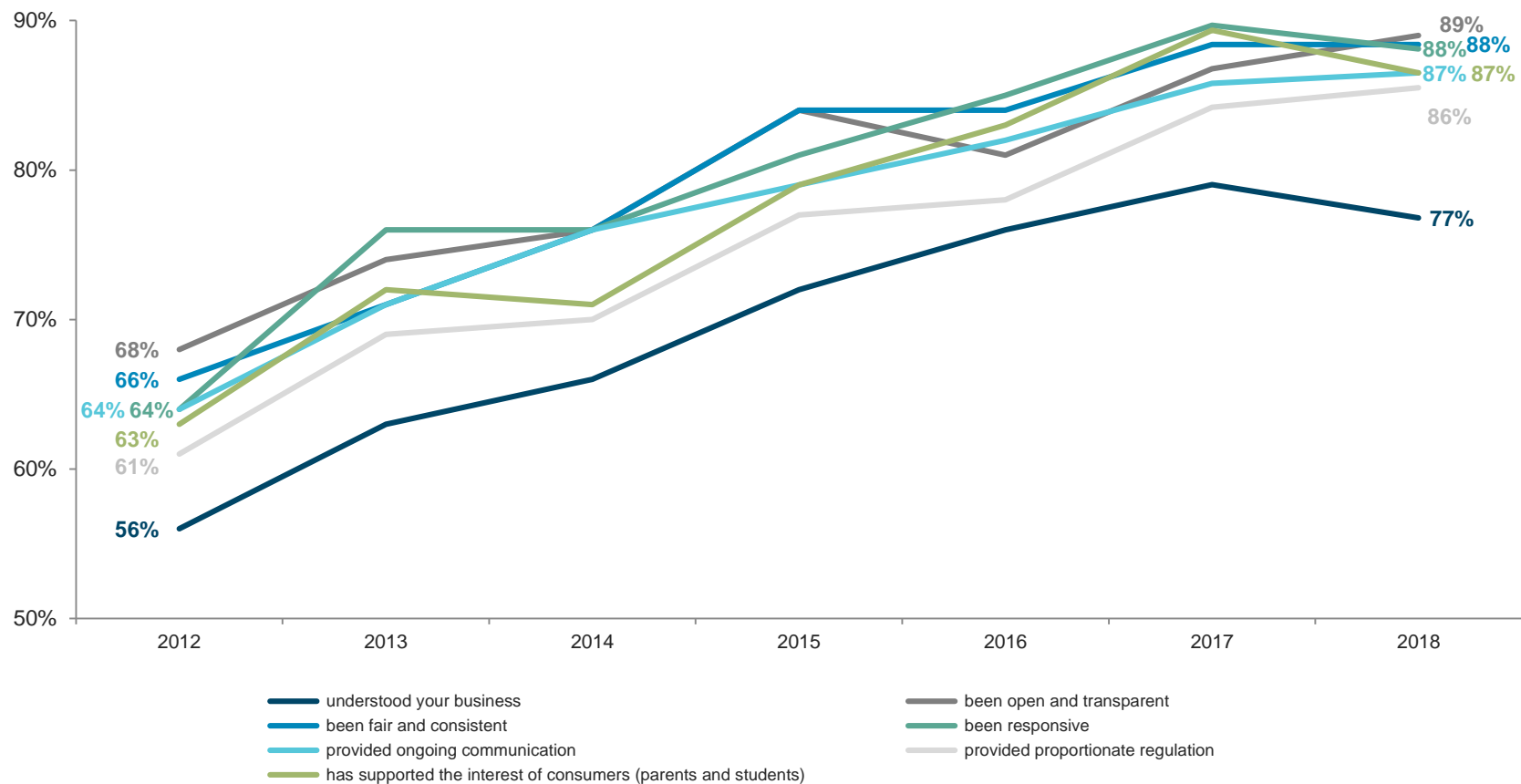


EPS7: In the past 12 months, to what extent do you agree that the VRQA's performance aligned with each of the following?

Base: All (n=310)

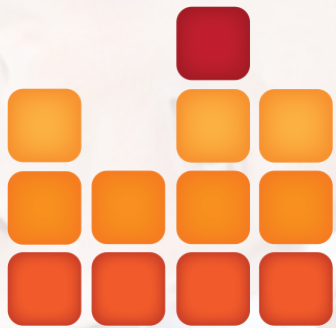
Strong scores have been maintained across all service measures

'Understood your business' is still a service aspect requiring attention



EPS7: In the past 12 months, to what extent do you agree that the VRQA's performance aligned with each of the following?

Base: All (n=310)



Child Safe Standards

High levels of engagement and participation with child safe standards continue



9 out of 10 schools agree:

- Governing body actively engaged with the CSS
- Our school community is actively engaged in the CSS
- CSS helped highlight the need for a culture of child safety at our school
- The materials and support from the VRQA have been helpful for our school in adopting the Child Safe Standards

4 out of 10 schools

require further help or support from VRQA

EPS 12: Thinking about VRQA's work on the Child Safe Standards, to what extent do you agree with the following?

Base: Schools only (per Q1) (n=159)

Opportunities for VRQA to provide further practical support



**4 out of 10
schools**

**require further
help or support
from VRQA**

Examples of good practice



More effective if instead of words on paper schools provided concrete examples of how they implement the standard.



Assistance in developing protocols and procedures and sharing good practice in regard to International Students.

Continuing / ongoing support



Helping inform on any relevant changes in legislation. Provision of clear 'to do' action lists.



On going guidance about good ideas other schools are utilising to achieve culture change

Seminars and briefings



On going staff briefings from VRQA would be extremely powerful.



Important to maintain an ongoing set of child safe seminars, to ensure the issue is kept alive in schools.

Make compliance as simple as possible



Easily accessible information that makes compliance as simple as possible.

EPS 13: What kind of further support does your school require from the VRQA in implementing the Child Safe Standards?

Base: Those who at least partially agreed that their school requires further support from the VRQA in implementing the Child Safe Standards (Q12E = 1-3) (n=74)

Substantially more education providers found the CSS website and downloadable fact sheets helpful compared to 2017

These sentiments echoed by stakeholders and principals

Child safe standards website



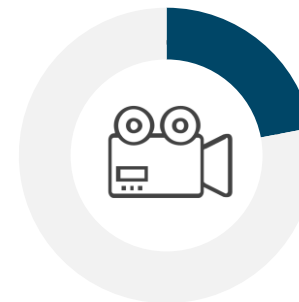
69% Up from 41% in 2017

Downloadable fact sheets and tip sheets



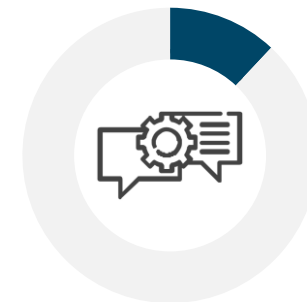
59% Up from 36% in 2017

Video resources



22%

VRQA discussion tools



12%



The recent work on the Child Safe Standards was excellent and included very clear instructions for schools.

EDUCATION STAKEHOLDER



My job would be excruciatingly difficult without them. They tell me exactly what I need to know.

EDUCATION STAKEHOLDER



Schools are very busy places and with the best of intentions programs fall behind. I think it is more of an issue of making sure it is happening in addition to providing information and workshops. My suggestion is that VRQA prepare a rollout plan and provide an update on a periodic basis (annual or twice a year). Whilst this will be more compliance for schools, it will force schools to ensure that they are constantly working on rolling out Child Safety.

SCHOOL PRINCIPAL

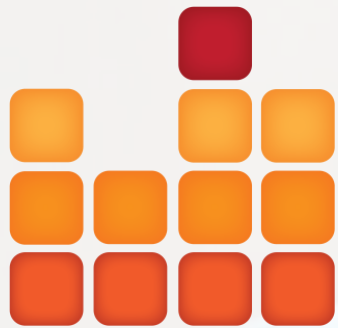


Providing a simple Child Protection video that can be used for explaining the Child Safe Standards to volunteers or the School Community.

SCHOOL PRINCIPAL

EPS 14: Which of the following VRQA resources have been helpful for your school in the implementation of the Child Safe Standards?

Base: Those who at least partially agreed that the materials and support from the VRQA have been helpful for their school or RTO in adopting the Child Safe Standards (Q12b = 1-3) (n=158)



Home educators



Home Education sector: Overall feedback was very positive

Three key strengths emerged



Effort & empathy

Reaching most parts of Victoria to meet face to face – understanding perspectives of the community. Genuine relationship building



... the obvious effort at forming a supportive environment for home educators...

HOME EDUCATOR



Flexibility

Processes - accommodating to Home Education needs



From what I understand, there are several options for how a review can be conducted... I think this is a pretty flexible and fair approach...

HOME EDUCATOR



Communication

Regulation interpreted and rolled out pragmatically.



Efficient, courteous communication and good information sessions.

HOME EDUCATOR

Home educator challenges and opportunities



CHALLENGES

- Fear of unknown – VRQA an unknown entity which then resulted with some experiencing high levels of anxiety
- Some have children with special needs and not confident that the VRQA is able to deal with their circumstances
- Some had negative experiences with the VRQA in the past and had their minds made up
- Ideological opposition: Those who believe that the VRQA is intervening when they shouldn't



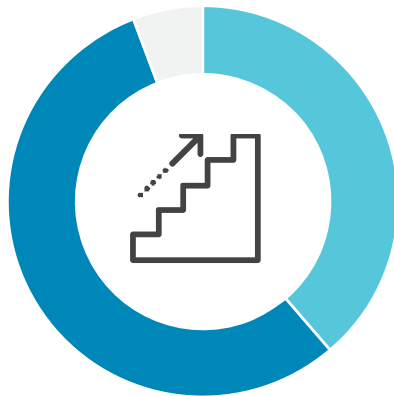
OPPORTUNITIES

- Leverage on those who had positive experiences – use as case studies
- Networking and word of mouth is very important for Home Educators – important to continue to use key stakeholder networks to promote the good news stories
- Important to use balanced language which is non-authoritarian

Registration process: VRQA processes were well received by most

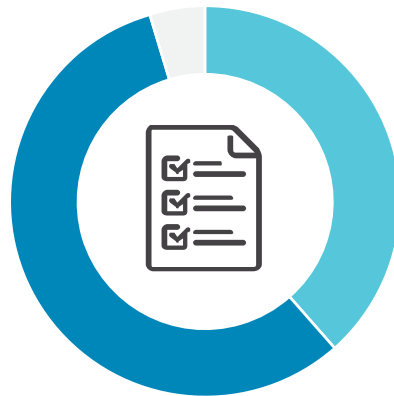
Around a fifth found preparing the learning plan difficult

Understanding what was involved in the application process



Very easy 39% Easy 56%

Completing the application form



Very easy 39% Easy 57%

Responding to VRQA requests for more information



Very easy 33% Easy 61%

Preparing a learning plan

24%

Very easy 16% Easy 60%

Although the learning plan was not easy, it helped considerably as a formula to follow throughout the year.

HOME EDUCATOR

HE2: How did you find the following VRQA processes?
Base: n=339

Review process: Most described the process as straightforward

VRQA staff were a standout in terms of making the process seamless

Approximately 1 in 7 (14%) were involved in a home schooling review this year



Understanding what was involved in the review process



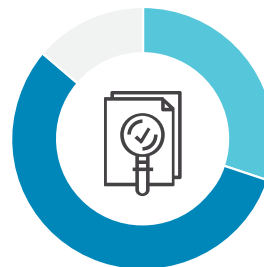
Very easy 29% Easy 55%

Accessing information and support for the review



Very easy 32% Easy 59%

Compiling evidence for the review



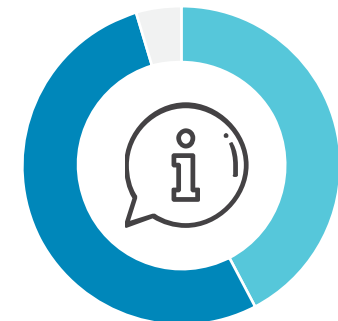
Very easy 30% Easy 56%

Working with the VRQA reviewer



Very easy 55% Easy 41%

Responding to VRQA requests for more information



Very easy 39% Easy 48%

HE4: Did you participate in a VRQA home schooling review this year? Base: n=891 / HE5: How did you find the following VRQA review processes? Base: n=123

VRQA Reviewers were highly regarded for their understanding and supportiveness



The reviewer understood our position and reasons for home-schooling and was accepting of those.

HOME EDUCATOR



I did a face to face review and the reviewer was very kind and easy to talk with.

HOME EDUCATOR



I am thankful that the reviews are so open and accommodating to all styles of home-schooling and I hope that this will continue into the future.

HOME EDUCATOR



The helpful communication with <NAME>! She was supportive and understanding! Pay rise for <NAME>!

HOME EDUCATOR



I was affirmed, encouraged and supported by the reviewer.

HOME EDUCATOR

Review process: VRQA resources were utilised significantly during the process

The Home Education Network was also a key support during the review process.



HE6: Where did you go to for support or information through the review process?

Base: n=123

Case Study: Home educator satisfied with the VRQA



Situation

- Home educator has had positive interaction with the VRQA during 2017-2018.
- When respondent has had a query about regulation, she has phoned or emailed the VRQA, and always finds the VRQA to be very responsive as well as friendly and helpful.
- Respondent is considering transitioning her daughter to school in the future, and feels it would be helpful to have more information about alternative schools available, as she is unlikely to consider a mainstream school.



Impacts

- Respondent welcomes regulation by the VRQA.
- Respondent has found that regulation and having to submit a learning plan has focussed her home-schooling preparations. She appreciates that this has had a positive effect on the quality of the education she provides her daughter.



Opportunities

- Provide information to those considering the transition from home education to a school, including information about alternative schools.
- Provide access to the VRQA State Register as well as stakeholder (ISV, DET and CECV) school locator tools.

There was some anxiousness preceding reviews, but high levels of confidence subsequently



I was not confident that the assessors had an understanding of the different ways a child can be educated and that "home schooling" would be compared to the "state school design".

HOME EDUCATOR



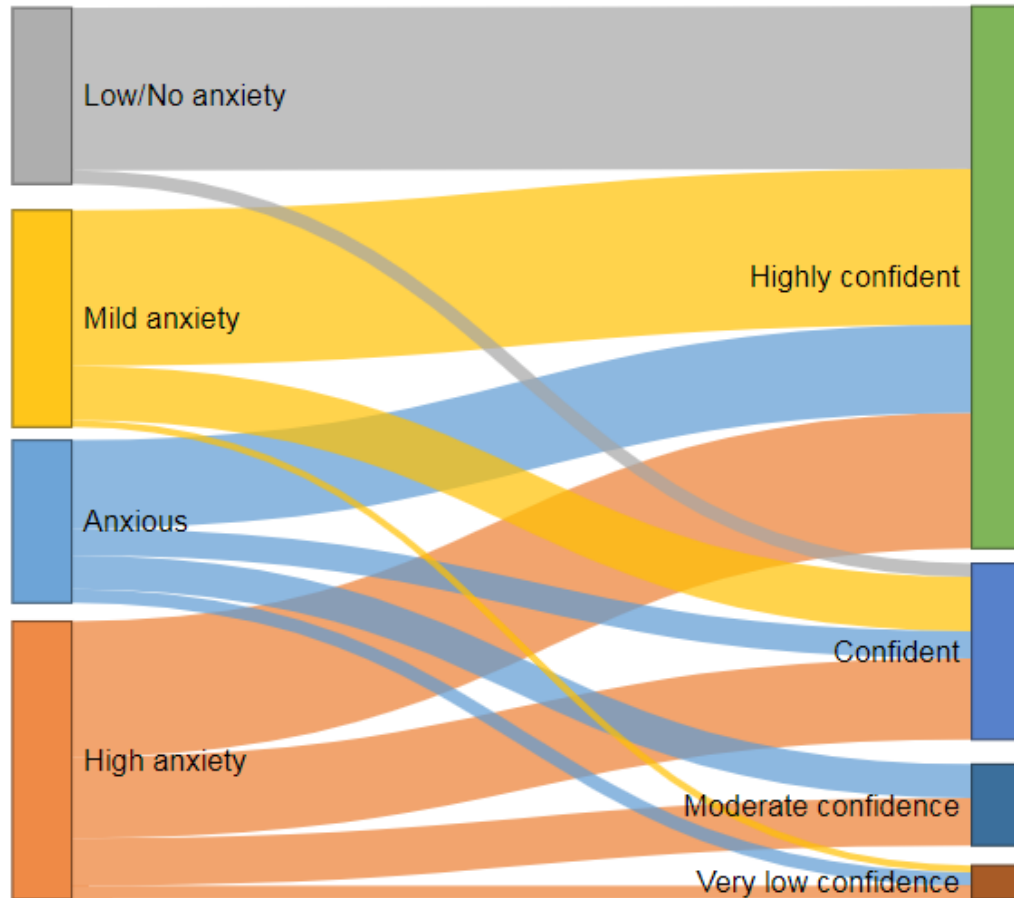
Although I am extremely competent at what I do here with my children and document our studies well, the pressure of having to prove as such to a complete outsider within a certain timeframe... was stressful.

HOME EDUCATOR



At that point there were no specific guidelines, I didn't know what to expect... So I was really worried that it would be really hard to comply with expectations.

HOME EDUCATOR



The review was very thorough, all areas of learning were covered and very good feedback and advice given back to me which was very encouraging and helpful.

HOME EDUCATOR



I had a phone review and the reviewer gave me feedback that my review would meet the criteria. I was also informed at that time about what to expect regarding the waiting times and official email confirmation, so I was not anxious about that..

HOME EDUCATOR



My review officer was wonderful and amazing. He was actively looking for ways to fit our style of learning into the curriculum. He could see that our environment was learning rich and was more than willing to talk to my son.

HOME EDUCATOR

HE7: On a scale of 1-10, where 1 = extremely anxious, and 10 = completely calm, how did you feel leading up to the review?
 HE8: On a scale of 1-10, where 1 = completely lacking in confidence, and 10 = completely confident, how did you feel after the review?

Base: n=123

Sentiment analysis: Reasons for anxiousness pre-review



HE7B: Why did you feel so <anxious/calm>?

Base: n=123

Review Process: Most appreciated the VRQA's flexibility and empathy during the process

Clarity of communication was also valued by most.

Understanding and accommodating your home education approach or family circumstances



Excellent Good
64% **27%**



My request to change the month of our review was granted without question.

HOME EDUCATOR



From what I understand, there are several options for how a review can be conducted ... I think this is a pretty flexible and fair approach to monitoring home-schooling.

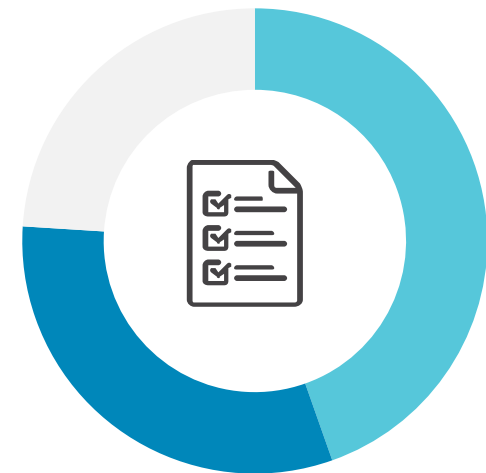
HOME EDUCATOR



Having flexibility in the review process (not just having one set way, but being able to choose whether you email, phone, or have a visit) made it less stressful.

HOME EDUCATOR

Providing you with a clear information of what is required at review



Excellent Good
45% **31%**

HE9: Please rate the VRQA's performance on each of the following items.

Base: n=123

Areas for potential improvement



I'd like it to be more detailed and actually access the quality of education being delivered.

HOME EDUCATOR



A quicker response after our review was handed in would alleviate some anxiety... just a basic reassurance that we did ok.

HOME EDUCATOR



The response time to my review was excessively long. I had to email them multiple times to find out if I had passed. Once I knew I had passed the review I had to email them a few times to find out where my official notification was. I am expected to submit my review to them by the due date but they have NO timeline of response to me. It was extremely frustrating.

HOME EDUCATOR



It would be more helpful to know how much information the VRQA wants in a review, instead we are left to guess.

HOME EDUCATOR



Lodging a desktop review via email is pretty much impossible due to the administrative limits on the server.

HOME EDUCATOR



Frankly, I feel it's not in depth enough - I'd happily have covering more information and asking for more evidence that you (the applicant) are capable in teaching your child.

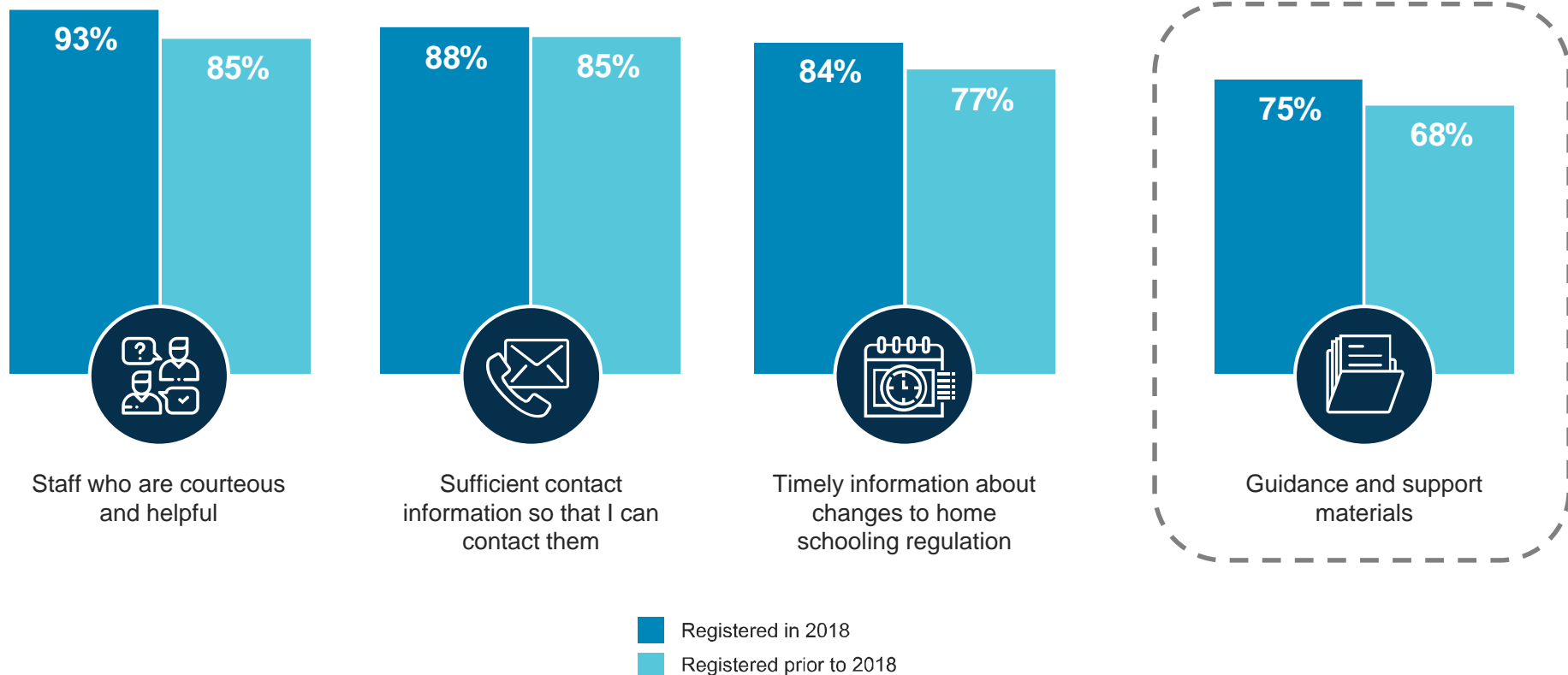
HOME EDUCATOR

HE9B: Are there any other comments you'd like to make about the VRQA's review process?

Base: n=123

Very high ratings of VRQA performance, with an opportunity to enhance support materials

Those who registered a child in 2018 were even more positive

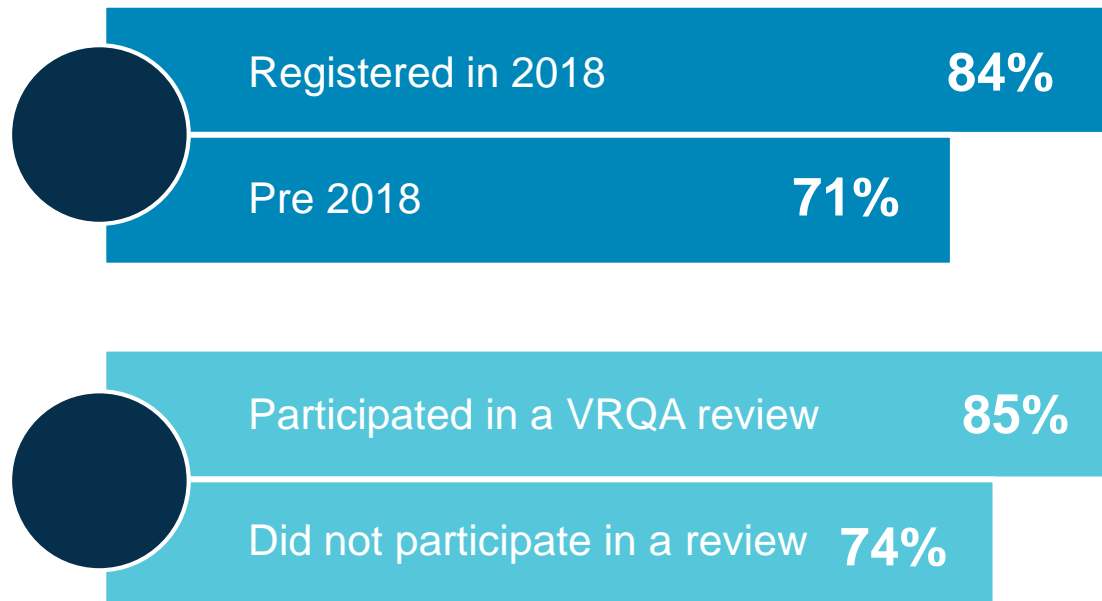


HE12: Please rate the VRQA's performance in providing ...
Base: n=891

High levels of overall satisfaction with the VRQA

Those with recent interaction with the VRQA tended to be more satisfied

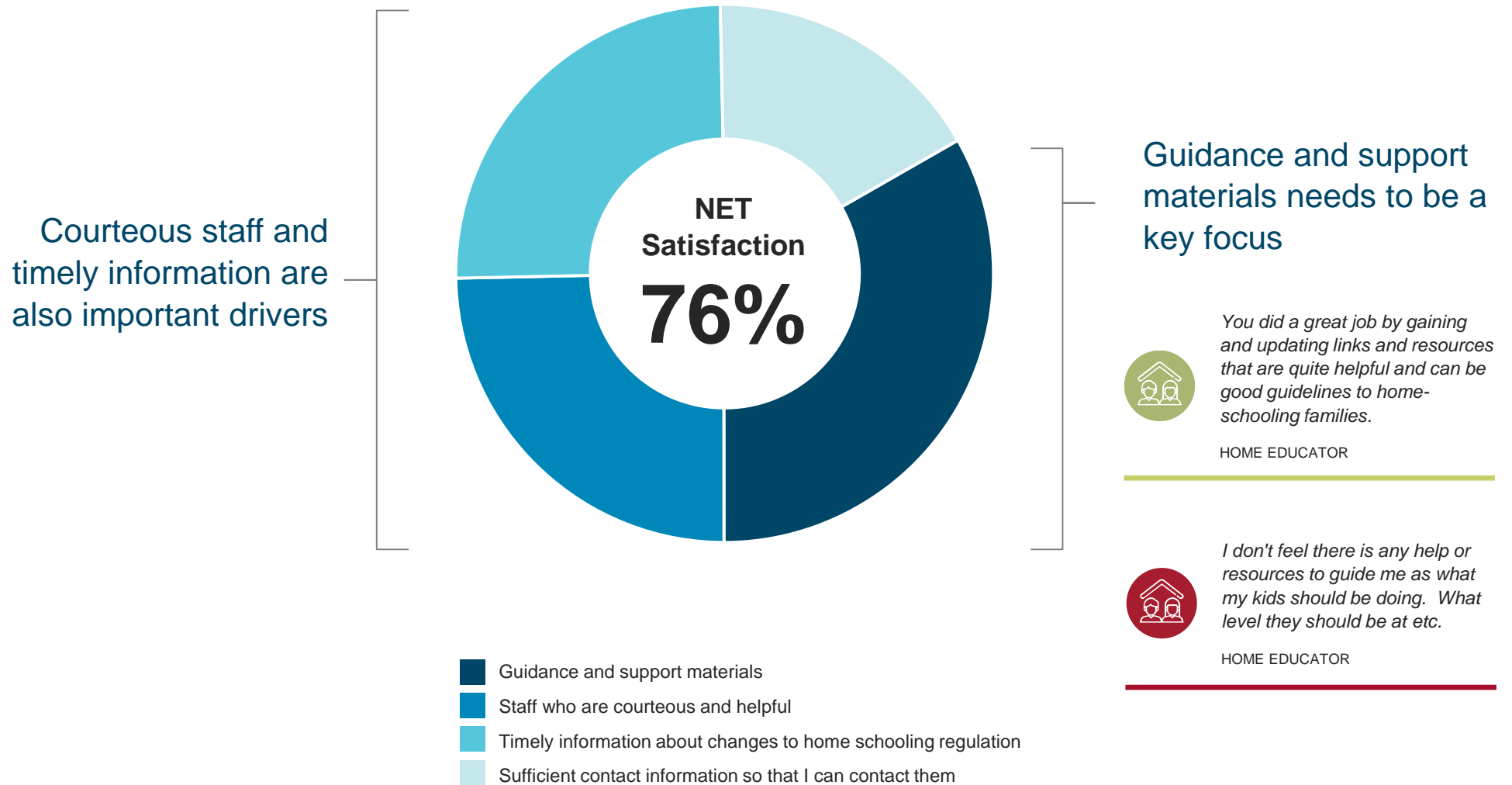
Overall Satisfaction with VRQA 76%



HE14: Overall, how satisfied are you with the VRQA and its services over the last 12 months?

Base: n=891

Primary levers for improving satisfaction among home educators



HE14: Overall, how satisfied are you with the VRQA and its services over the last 12 months?

Base: n=891



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