



2025 Client and Stakeholder Satisfaction

Research Report

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Acronyms and definitions

RTO Registered training organisation

NSP Non-school provider (senior or foundation secondary)

SEO Student exchange organisation

VET Vocational education and training

A&T Apprentices and trainees

Clients Individuals and organisations that the VRQA regulates, interchangeable with the term **duty holder**

Education providers Independent schools, RTOs, NSPs, school boarding premises and SEOs

Stakeholders Those with key involvement in the sectors VRQA regulates who are not are not duty holders, including industry, system owners, review bodies and government departments

Insights

Almost all (97%) stakeholders consider the VRQA to be an effective regulator.

Independent schools

- Independent school overall satisfaction and perceived effectiveness metrics were unchanged since 2024.
- There continues to be a misalignment between their level of satisfaction with the VRQA (61%) and the extent to which they agree that the VRQA is an effective regulator (84%).
- Key opportunities for improvement include increasing understanding of school context, being responsive, providing ongoing communication and perceptions of proportionate regulation.

Registered training organisations (RTOs)

- Close to 9 in 10 RTOs (88%) still consider the VRQA to be an effective regulator, and over three-quarters (77%) are satisfied with the VRQA's overall performance.
- Performance metrics have mostly increased since 2024. There is broad agreement among RTOs that the VRQA's regulatory performance is high, with over 9 in 10 agreeing that the VRQA has been 'fair and consistent' as well as 'open and transparent'.

Home educators

- A little under 9 in 10 (86%) expressed their satisfaction with the VRQA, including 72% of all home educators surveyed responding that they were very satisfied.
- Almost all (97%) of home educators consider the VRQA to be an effective regulator.
- All performance metrics have an agreement level of over 90%.

Employers and apprentices/trainees

- Levels of awareness of VRQA among employers has remained relatively steady (now 53%) while increasing sharply for apprentices/trainees to an all-time high (44%).
- Over half of employers (56%) say they are fully aware of their responsibilities and obligations. Nine in 10 employers say they are at least mostly aware.
- Over 8 in 10 employers (85%) and just under three-quarters of apprentices/trainees (73%) report having the support they need to understand and meet training contract obligations.
- Of those aware of VRQA, 6 in 10 employers (61%) and apprentices/trainees (63%) were satisfied with the VRQA.
- Over 8 in 10 employers (83%) and over three-quarters of apprentices/trainees (77%) consider the VRQA to be an effective regulator.

01

Objectives and methodology

Objectives and methodology

Objectives

The VRQA undertakes annual client and stakeholder research to obtain meaningful feedback and to assess and report on:

- duty-holder and stakeholder awareness and understanding of the VRQA and its functions
- areas of strength and opportunities for improvement in VRQA's regulatory approach and processes.

Methodology

Changes in 2025

There were some significant changes to research methodology in 2025. The following changes were made to reduce the research burden on duty holders and stakeholders, while maintaining longitudinal reporting metrics and key insights:

- no qualitative interviews and shorter surveys focused on essential metrics
- the stakeholder survey content was aligned to better match metrics in duty holder surveys.

Timeline

Setup and development

July – August 2025

Quantitative

- Revision of questionnaires and survey invitations
- Programming and testing of questionnaires

Survey fieldwork

September – November 2024

Quantitative

- Fieldwork (online) for employers and apprentices/trainees
- Fieldwork (online) for education provider survey
- Fieldwork (online) for stakeholders and home educators

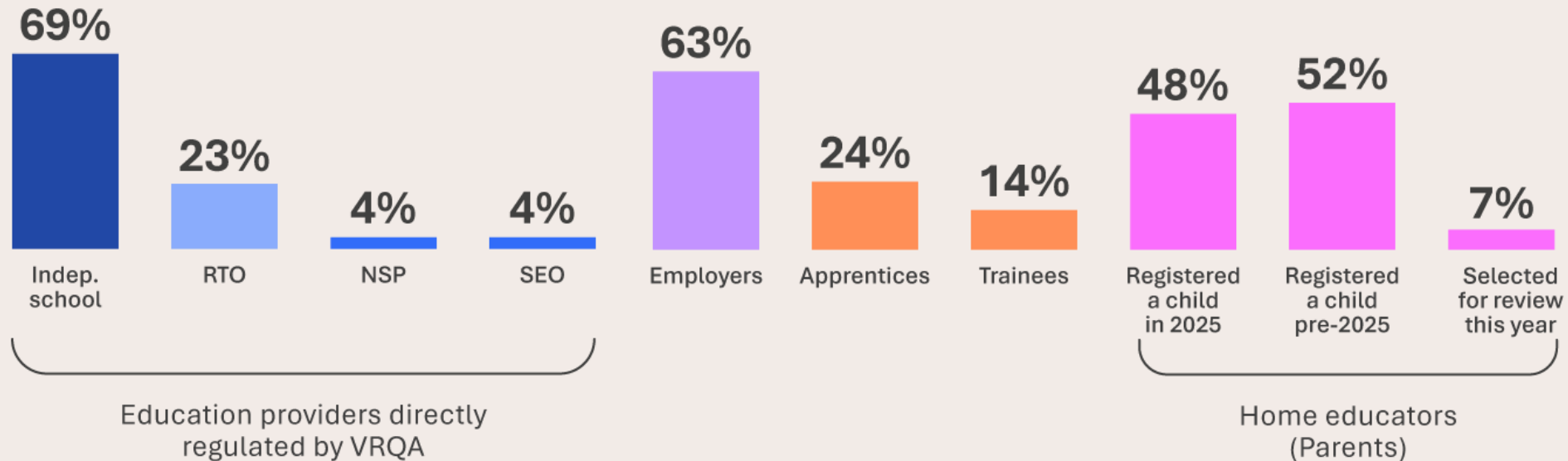
Reporting

December 2025 – February 2026

- Draft report
- Presentation to the board
- Final report

2025 respondent profile

Independent schools, Non-school providers (NSP) and Student exchange organisations (SEO) were surveyed about their relationship with the VRQA. Government and Catholic schools were surveyed about review body services as they relate to the minimum standards for school registration.



Percentage (%) is out of the total number of respondents in the survey.

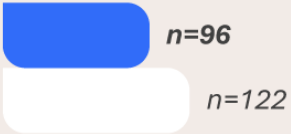
Base: Education providers directly regulated by the VRQA (n=96); | Employers/ A&T's (n= 382); Home educators (n=457)

Research participation

Participation among all duty holders and stakeholders declined in 2025.



Education providers*

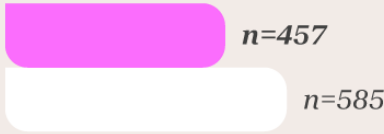


% YoY change

-21%



Home educators (Parents)

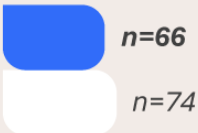


% YoY change

-22%



Indep. schools

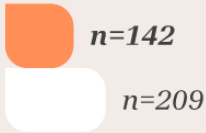


% YoY change

-11%



Apprentices/Trainees

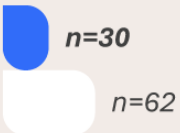


% YoY change

-32%



RTOs

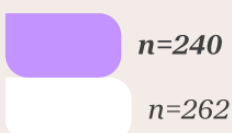


% YoY change

-50%



Employers

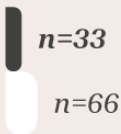


% YoY change

-8%



Stakeholders



% YoY change

-50%

● 2024 comparison

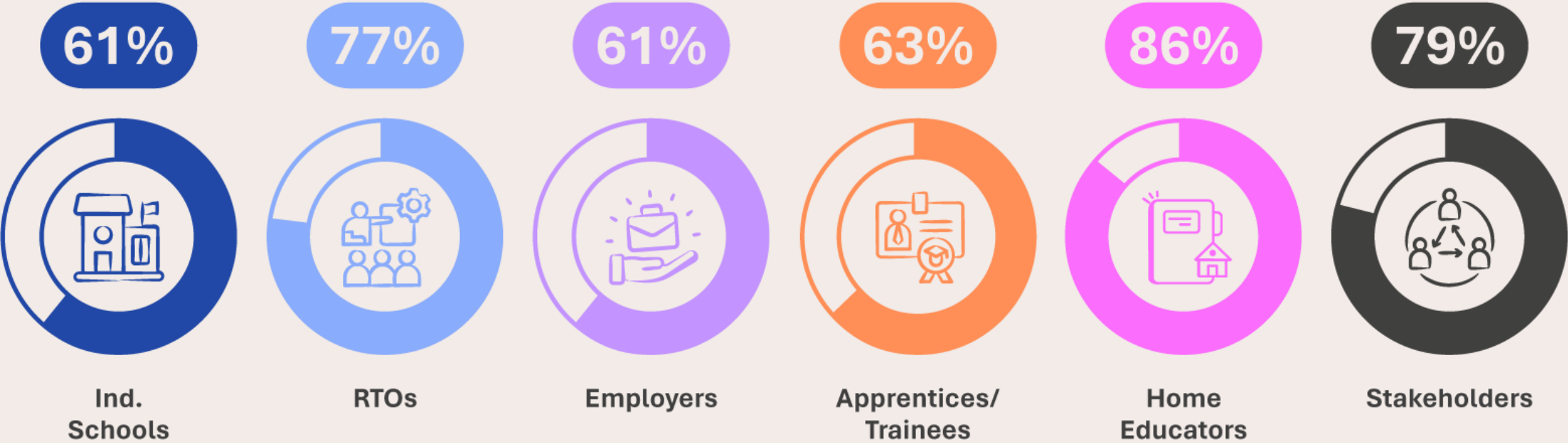
*Directly regulated by VRQA.

02

Satisfaction and assessment of effectiveness

On average, home educators are clearly the most satisfied of the different client categories. While over 3 in 4 RTOs are satisfied, only 3 in 5 independent schools are satisfied.

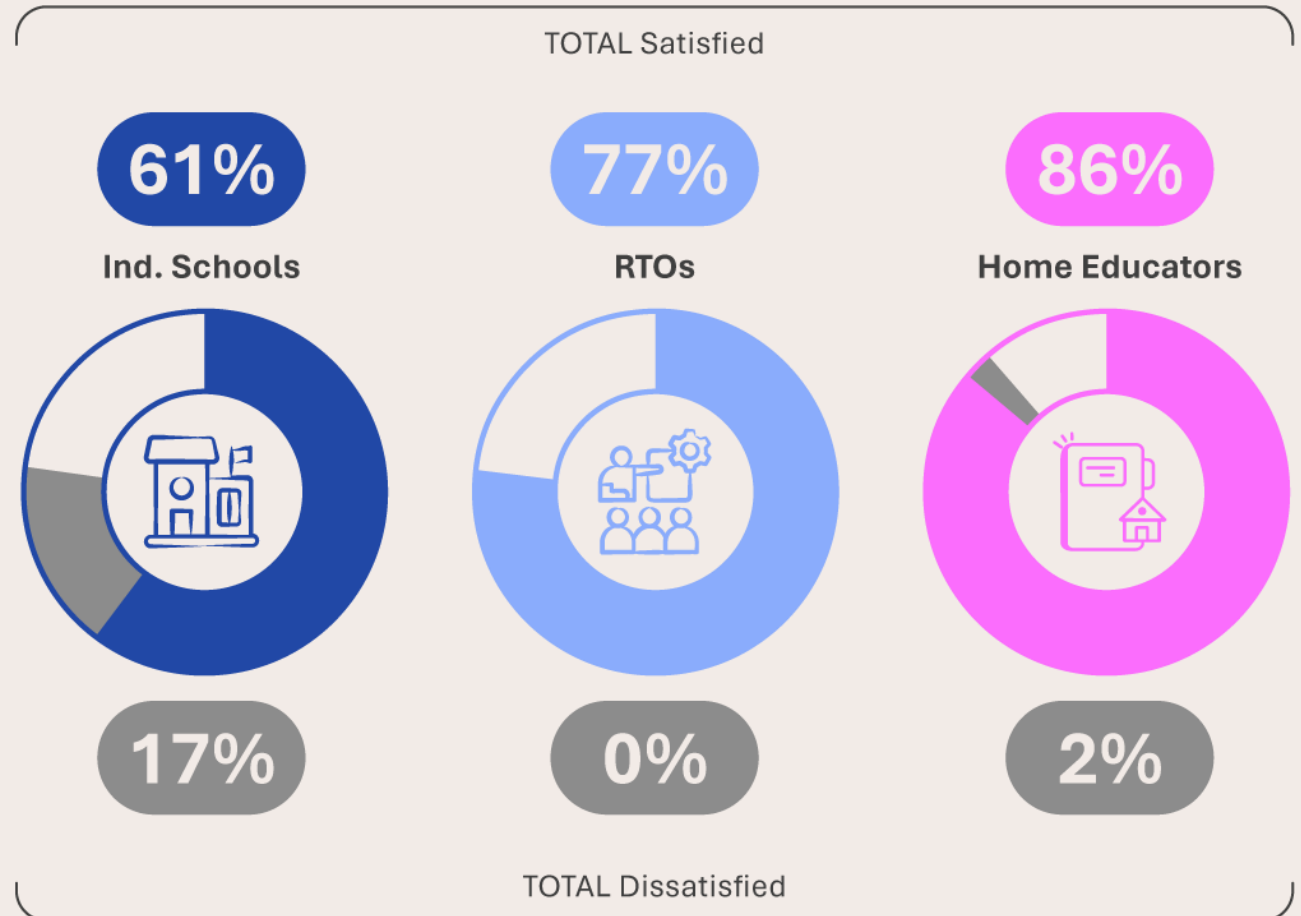
NET Satisfied



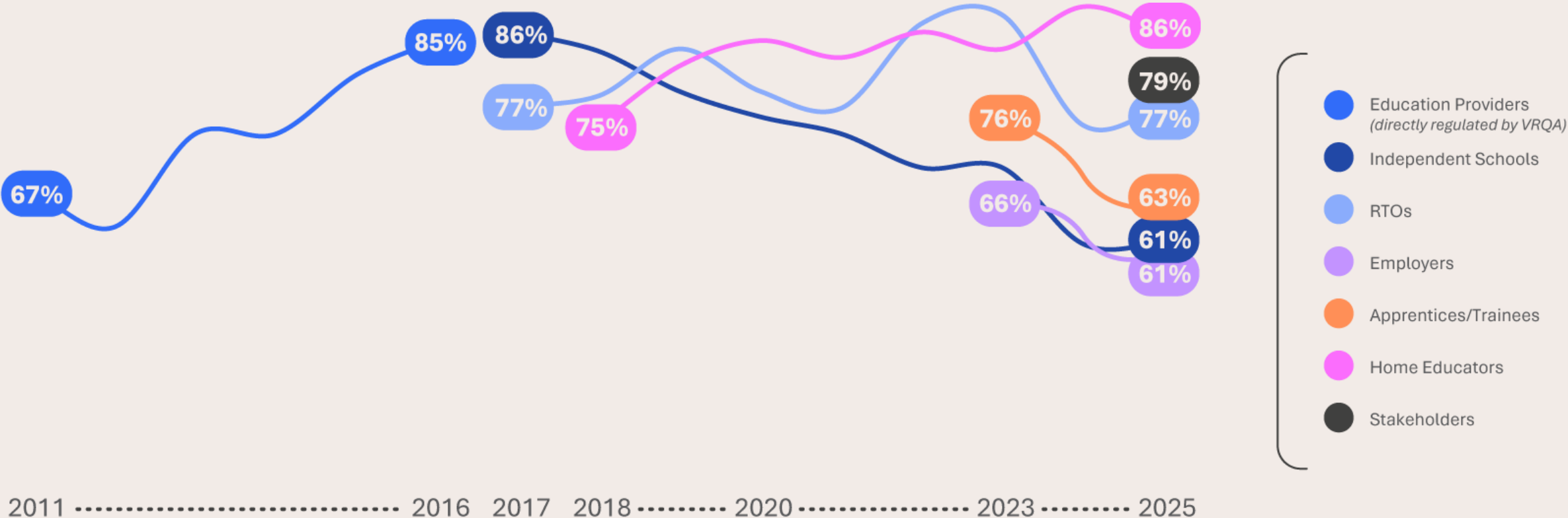
EPS10/HE14: Overall, how satisfied are you with the VRQA and its services over the last 12 months? | Base: Ind. school n=66, RTO n=30, Home educators n=457
STK10: . Overall, how satisfied are you with the VRQA and its services over the last 12 months? | Base: Stakeholders n=33
ATE 6 Overall, how satisfied are you with the VRQA and its services over the last 12 months? | Base: Those aware of VRQA (Q1=yes): Employers (n=127), A&Ts (n=62)

Satisfaction with VRQA from RTOs is high and very high among home educators, with dissatisfaction almost non-existent among these 2 duty holders.

There remains an opportunity to improve among independent schools with around 1 in 6 being dissatisfied.

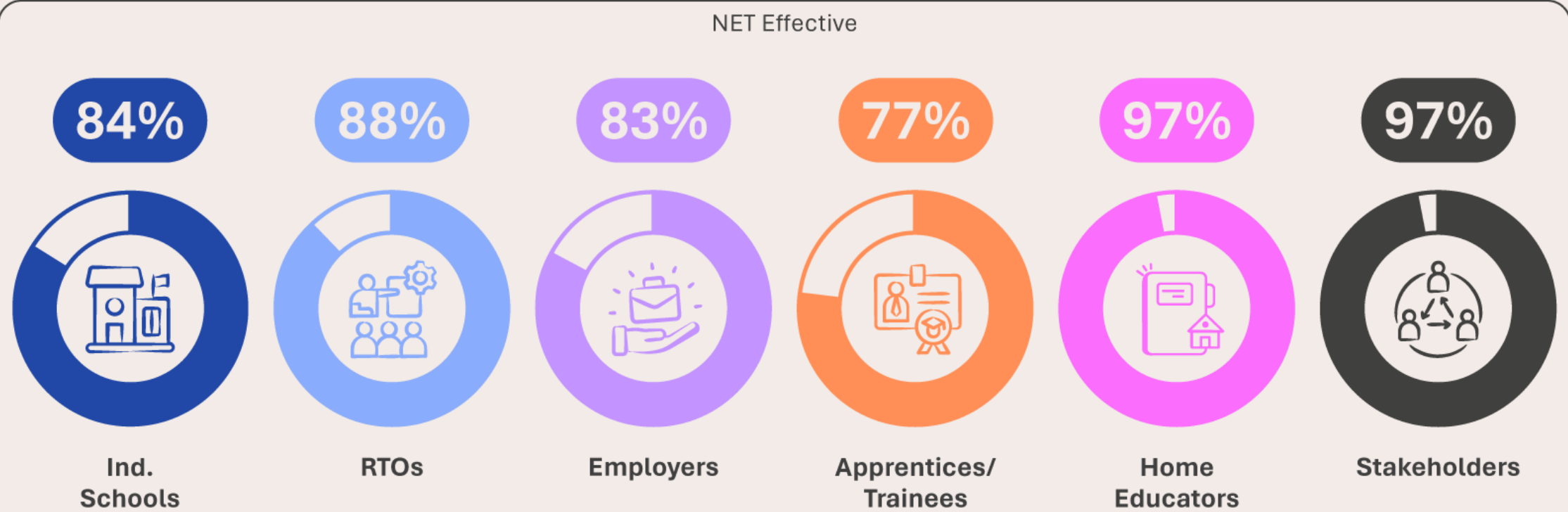


Satisfaction among independent schools has declined over time but is unchanged since 2024. Apprentice and trainee satisfaction has declined for 2 successive years. Stakeholder satisfaction was measured for the first time in 2025.



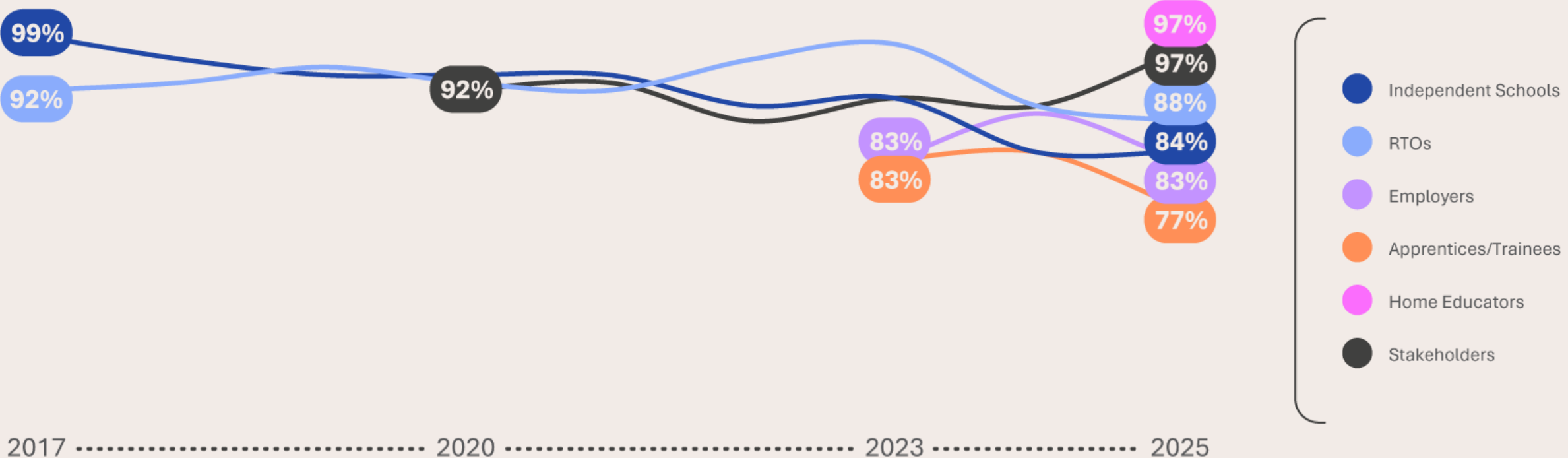
Note: As of 2017, the education provider satisfaction metric was split into a separate scores for independent schools and RTOs.
Note: Employer/AT satisfaction scores for 2023 and 2024 filtered to those aware of the VRQA (Q1=yes). Scores for ATE satisfaction displayed in the 2023 report were not filtered but rather included all respondents, so the ATE satisfaction scores here are different to what was shown in the 2023 report.
 EPS10/HE14: Overall, how satisfied are you with the VRQA and its services over the last 12 months? | Base: Ind. school n=66, RTO n=30, Home educator n=457.
 STK10: . Overall, how satisfied are you with the VRQA and its services over the last 12 months? | Base: Stakeholders n=33
 ATE 6: Overall, how satisfied are you with the VRQA and its services over the last 12 months? | Base: Those aware of VRQA (Q1=yes): Employers (n=127); A&Ts (n=62)

Almost all stakeholders and home educators consider the VRQA to be an effective regulator. Over 8 in 10 schools and RTOs also consider the VRQA to be effective. Stakeholder appraisals of effectiveness are higher than ever.



HE3: In the past 12 months, how effective the VRQA has been in performing its regulatory function? | Base:, Home Ed n=457.
STK9/ EPS9: Thinking about how effective the VRQA has been in performing its regulatory function, would you rate the VRQA as being... | Base: Stakeholders n=33, Ind. School n=66, RTO n=30
ATE 5: Thinking about how effective the VRQA has been in regulating the apprentice and trainee sector, would you rate the VRQA as being... | Base: Those aware of VRQA (Q1=yes): Employers (n=127), A&Ts (n=62)

Perceived effectiveness among independent schools has decreased over time but is unchanged since 2024. Perceived effectiveness among apprentices and trainees has declined, but among their employers and RTOs it has remained stable. Home educators were asked about the effectiveness of VRQA for the first time in 2025.



HE14: Thinking about how effective the VRQA has been in performing its regulatory function, would you rate the VRQA as being... | Base: Ind. school n=66, RTO n=30
 EPS3: In the past 12 months, how effective the VRQA has been in performing its regulatory function? | Base: Home educators n=457
 ATE5: Thinking about how effective the VRQA has been in regulating the apprentice and trainee sector, would you rate the VRQA as being... | Base: Those aware of VRQA (Q1=yes): Employers (n=127); A&Ts (n=62)
 STK9: Thinking about how effective the VRQA has been in performing its regulatory function, would you rate the VRQA as being... | Base: Stakeholders n=33

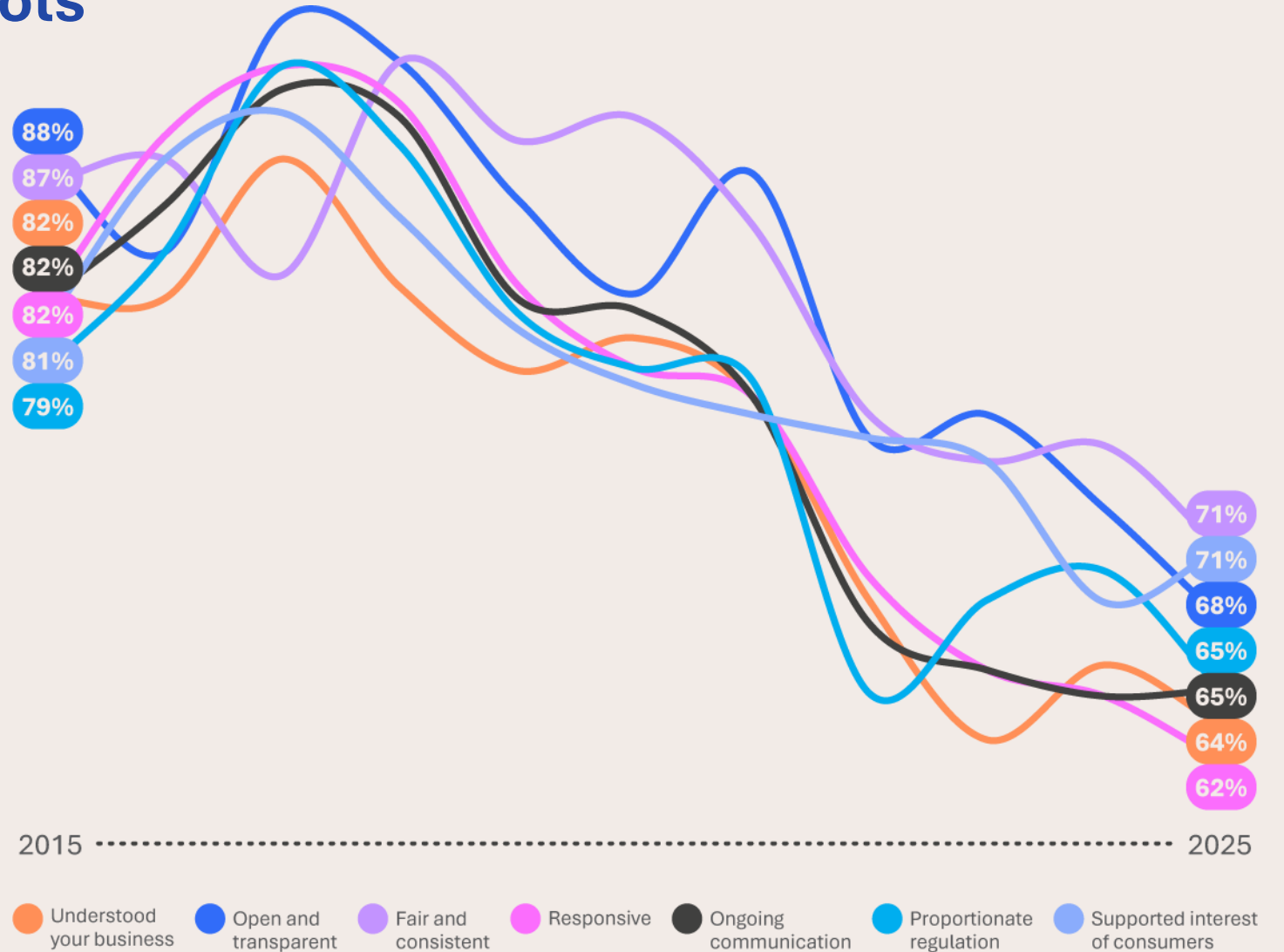
03

Independent schools, RTOs
and stakeholders



Independent schools

Several performance ratings among independent schools have declined over an extended period.





Independent schools

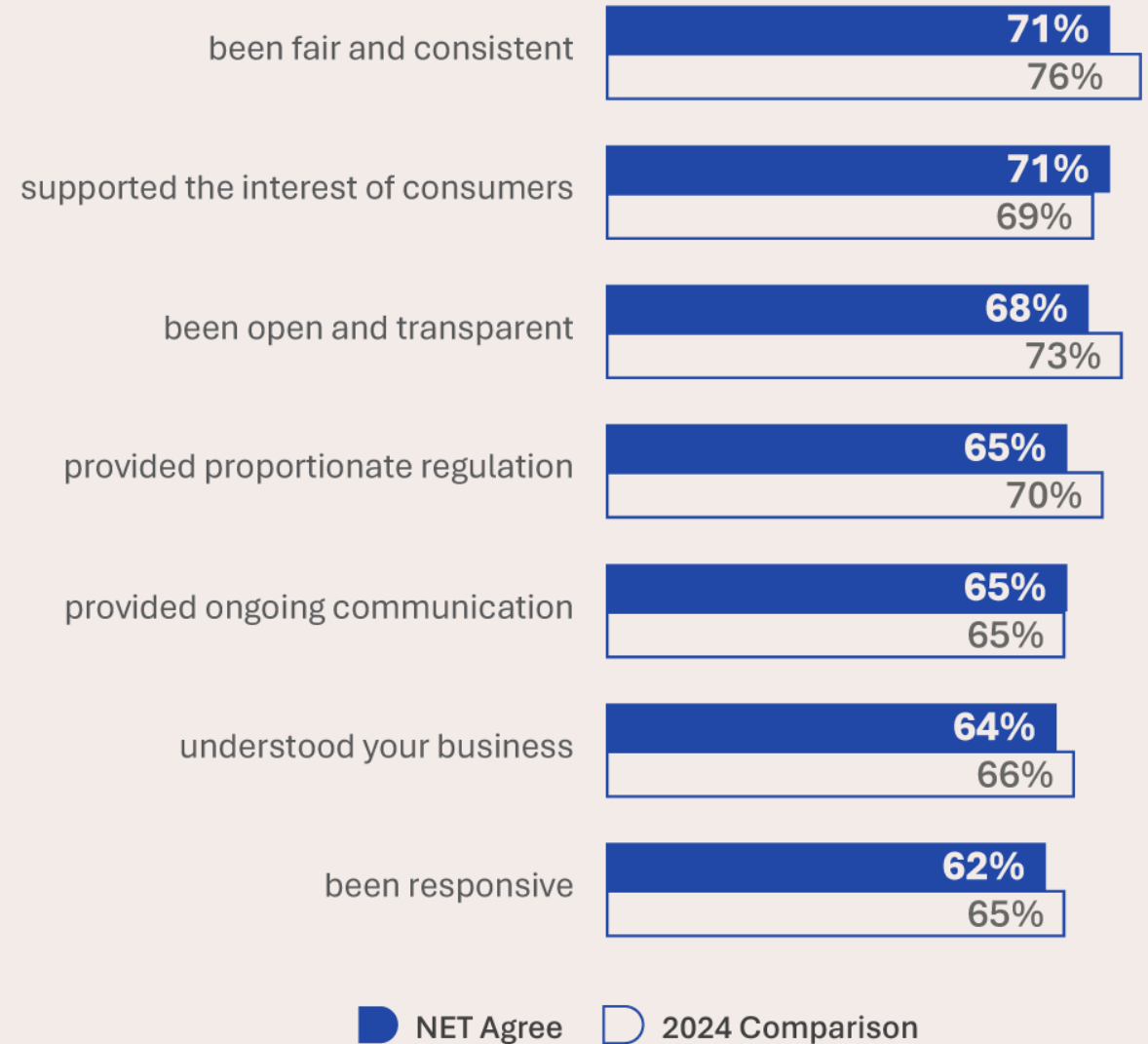
Just over 7 in 10 independent schools agree that the VRQA has been:

- fair and consistent
- supported the interest of consumers.

There are opportunities for improvement regarding:

- proportionate regulation
- understanding schools
- responsiveness and transparency.

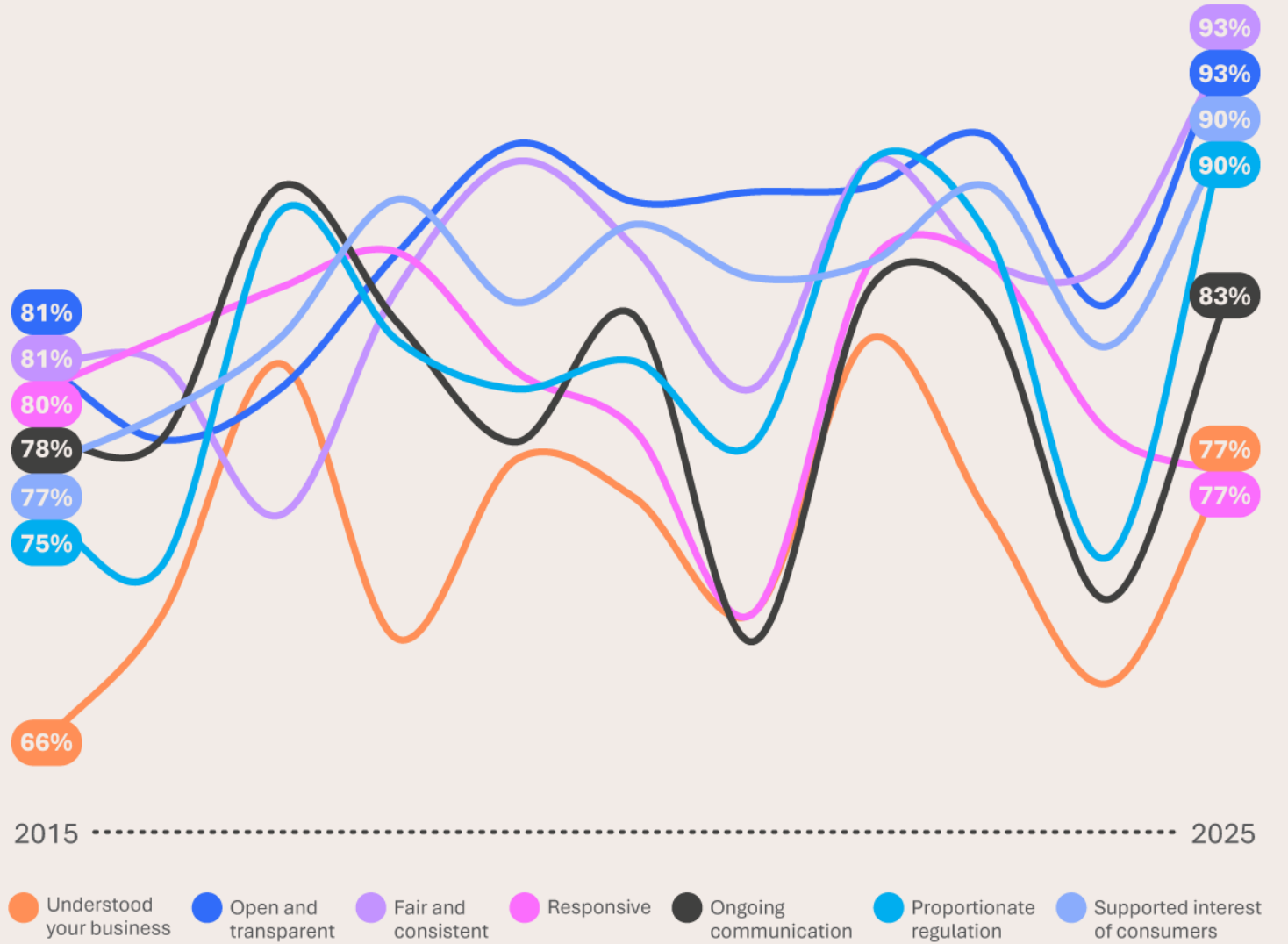
NET Agree that the VRQA have...





RTOs

Among RTOs, all performance ratings have increased since 2024, except responsiveness which remained steady.



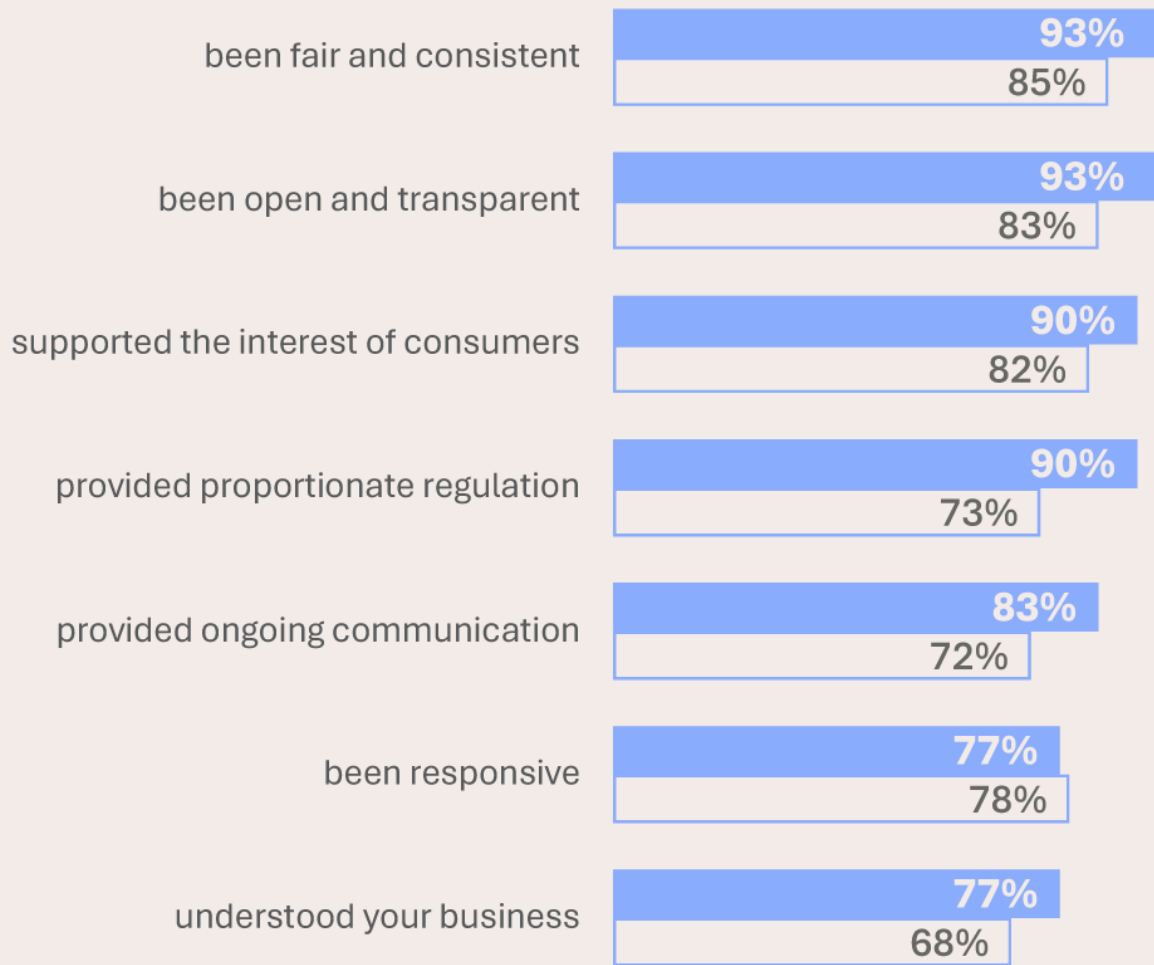
EPS7: In the past 12 months, to what extent do you agree that the VRQA's performance aligned with each of the following? | Base: RTOs n=30



RTOs

There is broad agreement among RTOs that the VRQA's regulatory performance is high, with over nine in 10 agreeing that the VRQA has been fair and consistent as well as open and transparent.

NET Agree that the VRQA have...



NET Agree 2024 Comparison

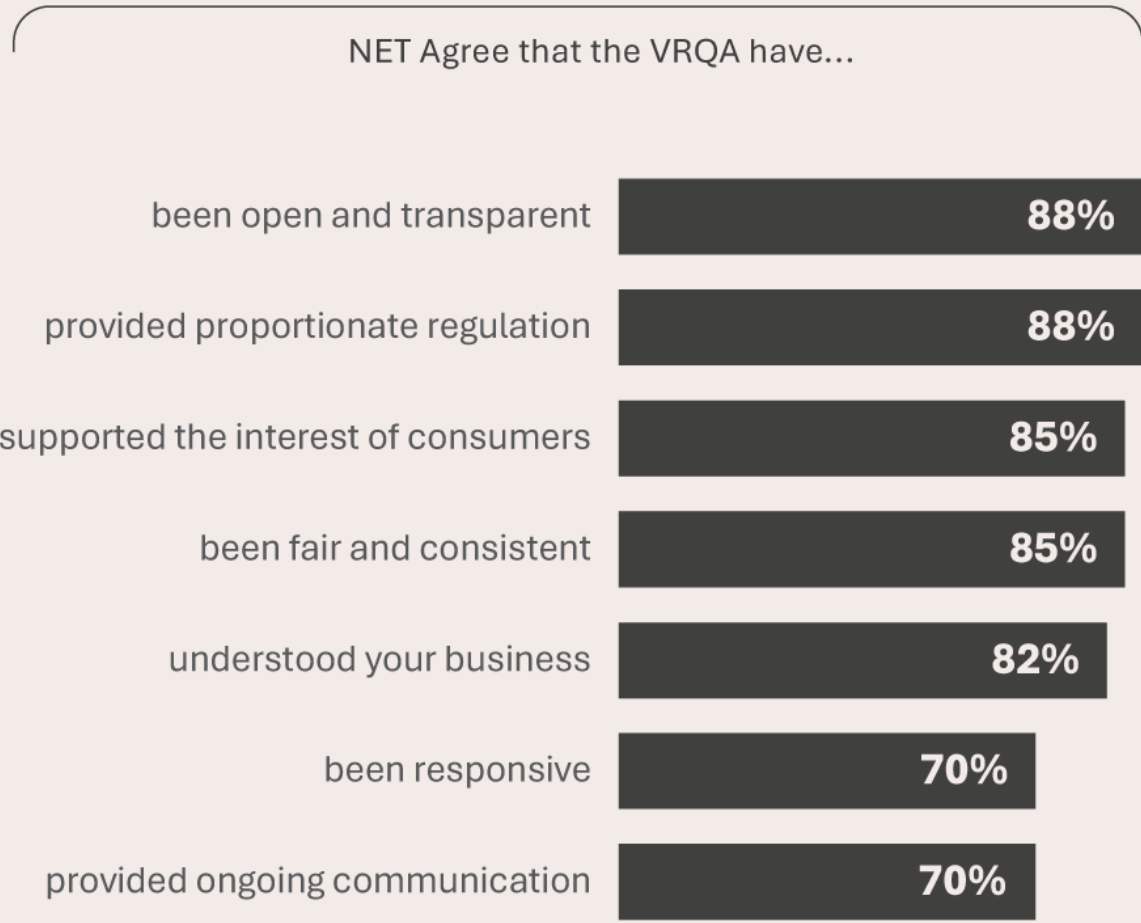
EPS7: In the past 12 months, to what extent do you agree that the VRQA's performance aligned with each of the following? | Base: RTOs n=30



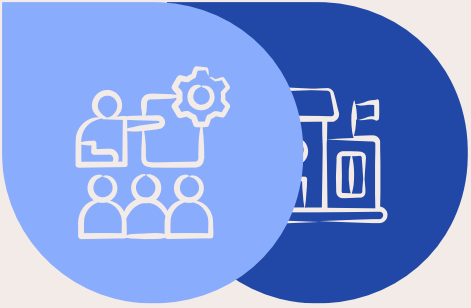
Stakeholders

There is broad agreement among stakeholders that the VRQA's regulatory performance is strong. Almost 9 in 10 agreed that the VRQA has been open and transparent and provided proportionate regulation.

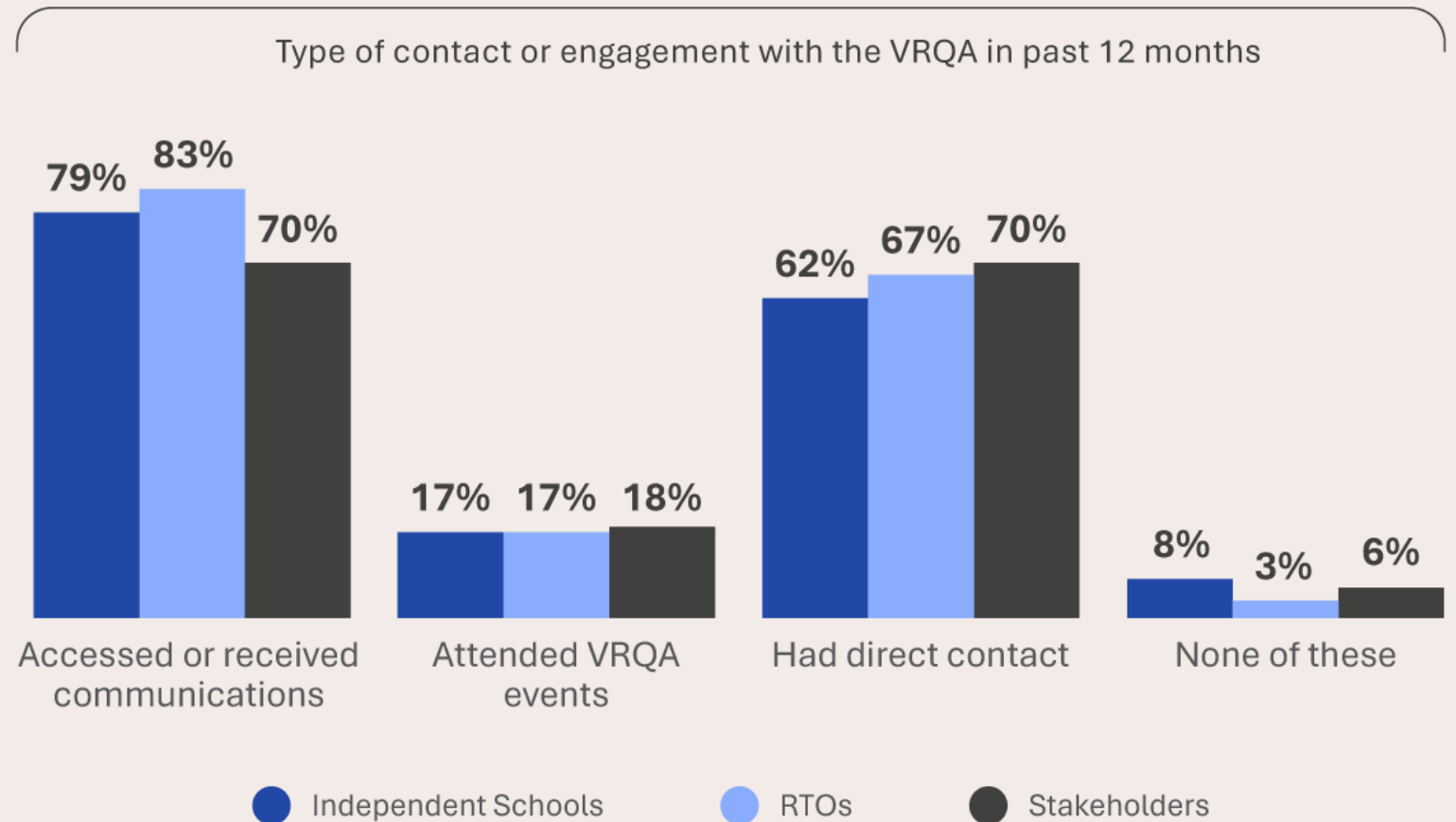
There is some opportunity for improvement in being responsive and providing ongoing communication.



STK7: In the past 12 months, to what extent do you agree that the VRQA's performance aligned with each of the following? | Base: RTOs n=33



Around 8 in 10 education providers and 7 in 10 stakeholders accessed or received communications, while around 2 in 3 had direct contact.



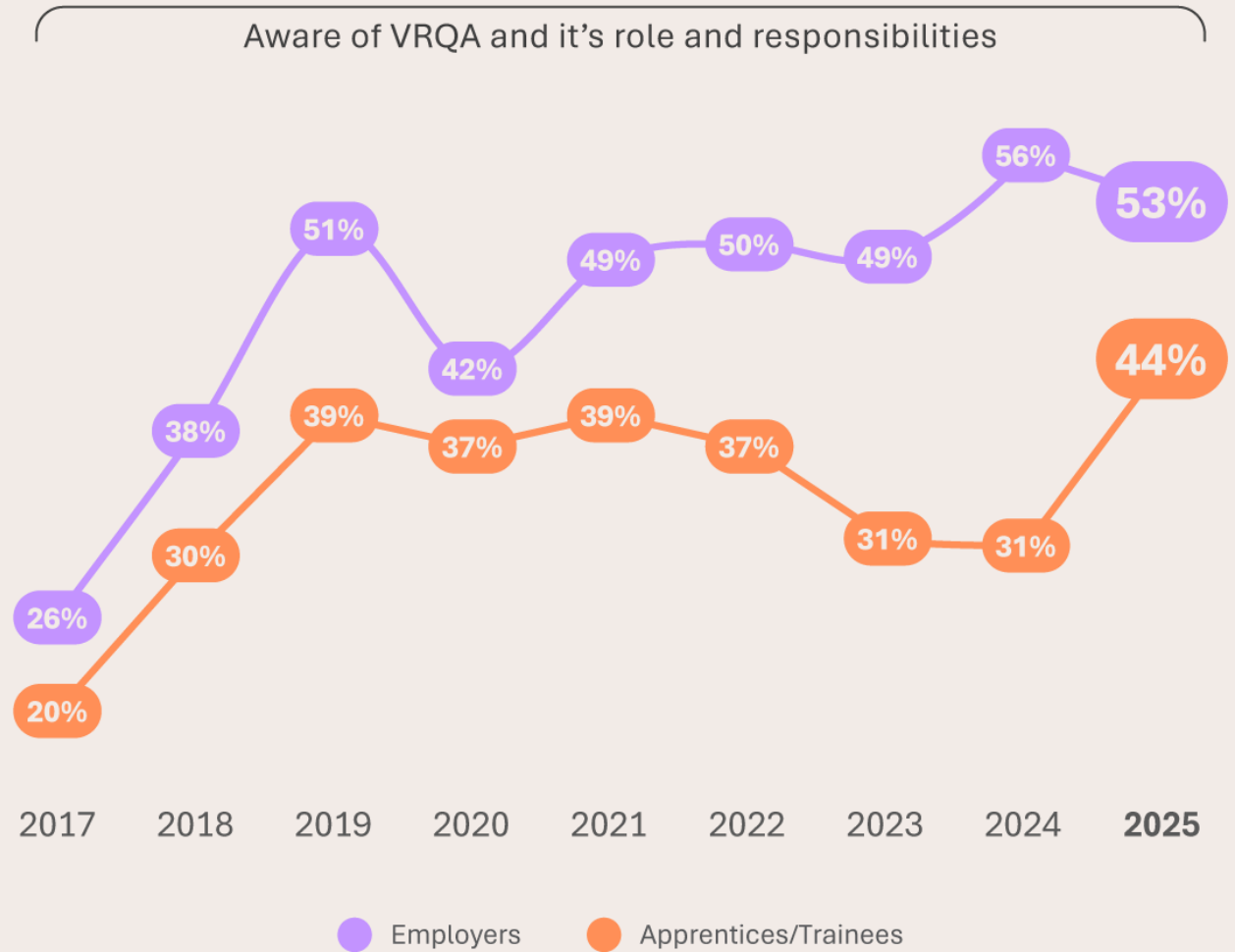
04

Employers, apprentices and
trainees



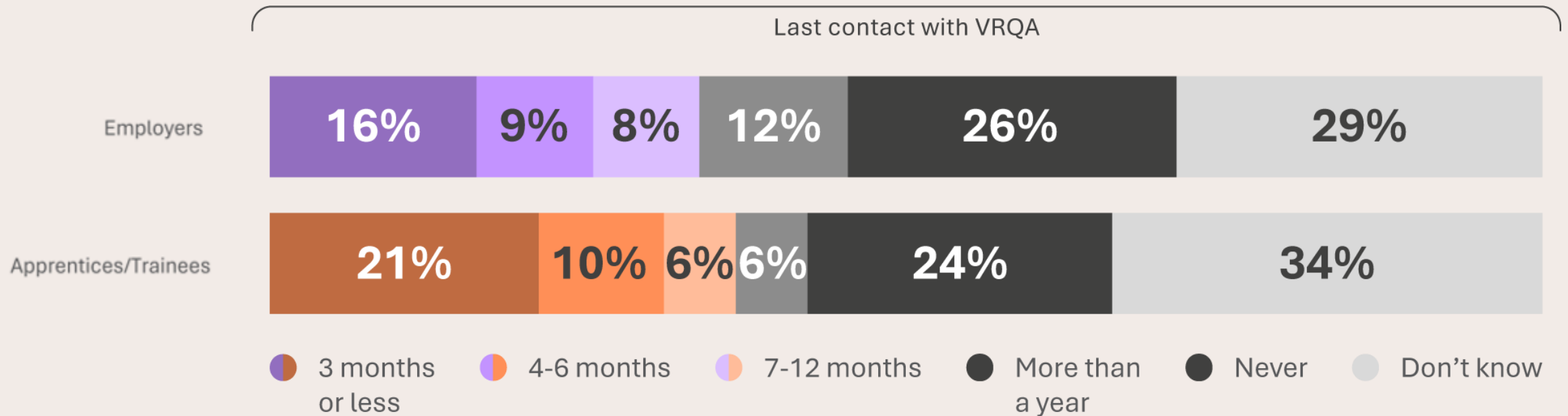
Apprentice and trainee awareness of VRQA sharply increased in 2025 to an all time high.

Awareness among employers has been relatively steady since 2024.





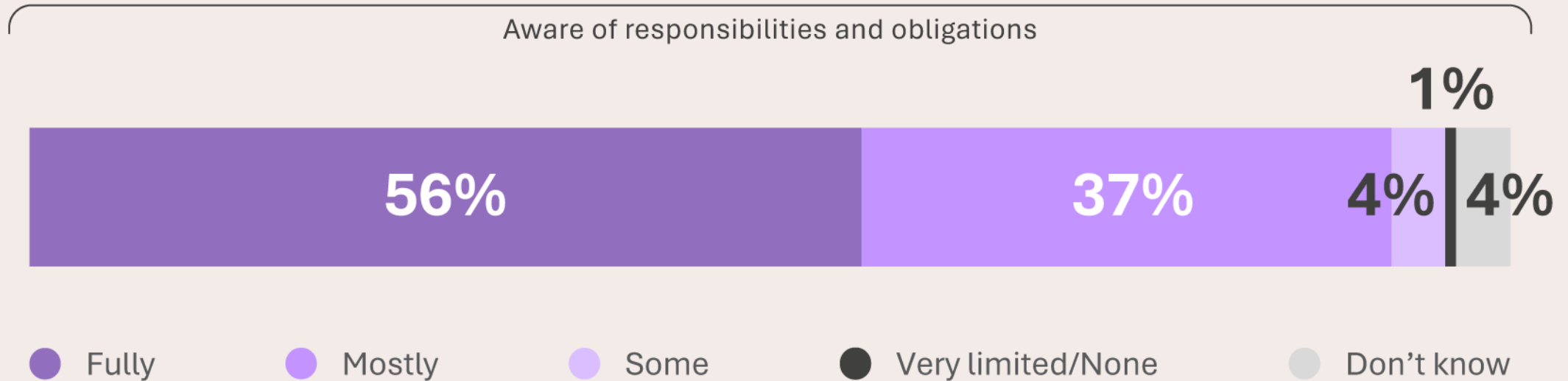
A third of employers have had contact within the last 12 months, while this rate is closer to 4 in 10 for apprentices/trainees.





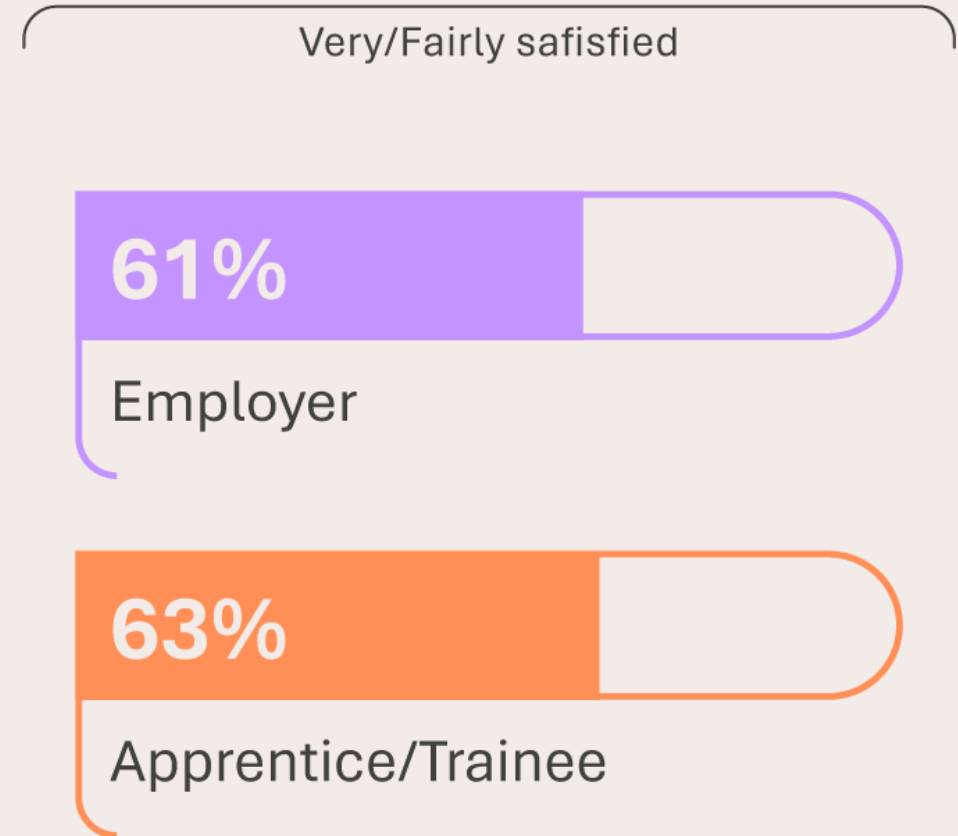
Employers

At least 9 in 10 employers are either fully or mostly aware of their responsibilities and obligations.



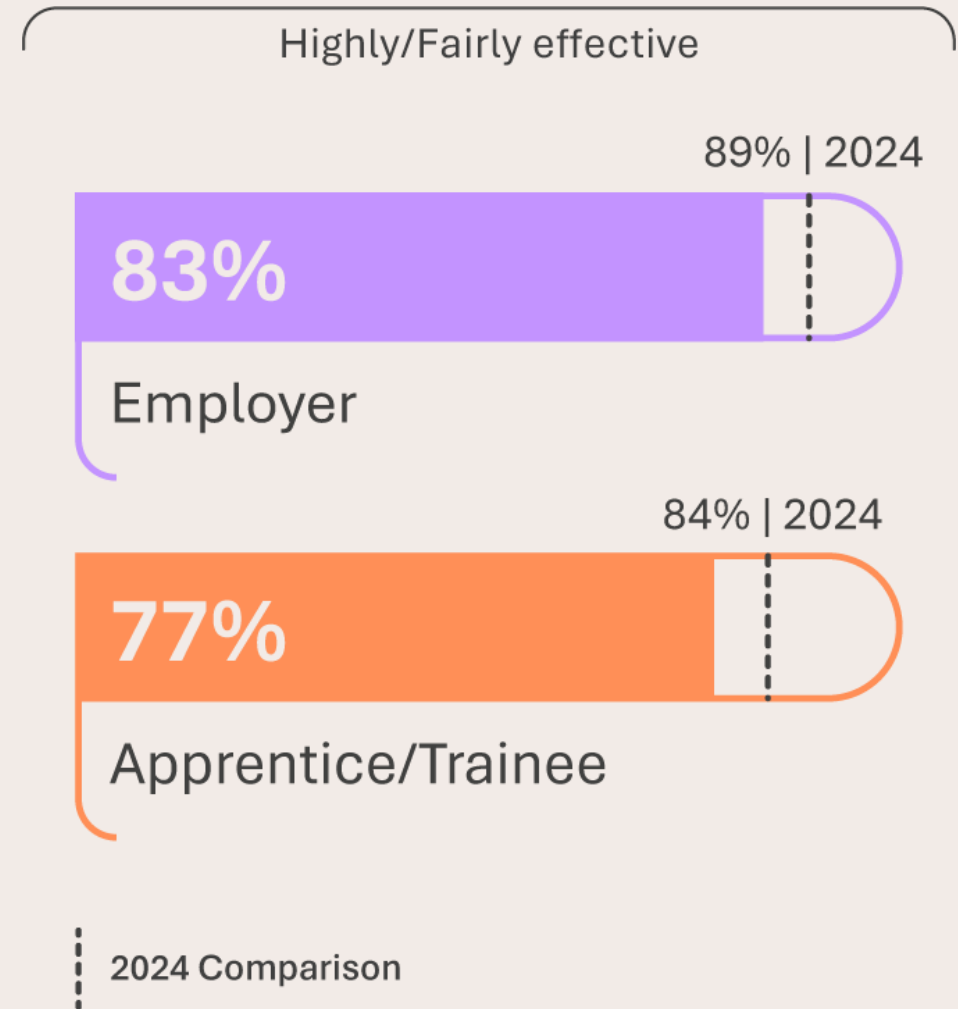


Among those aware of the VRQA and what it does, just over 6 in 10 employers and apprentices/trainees were satisfied with the VRQA and its services.





Among those aware of the VRQA and what it does, over 8 in 10 employers and over 3 in 4 apprentices/trainees agree that VRQA is an effective regulator of the sector.

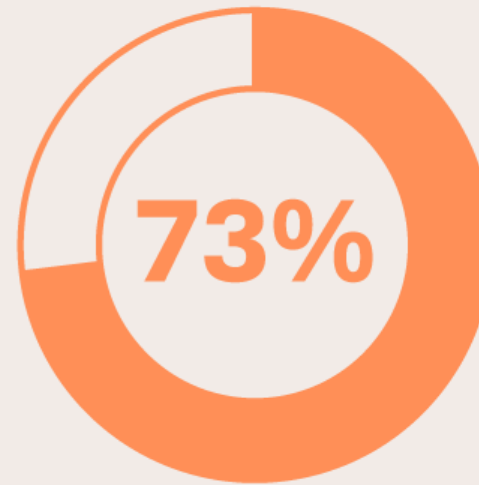




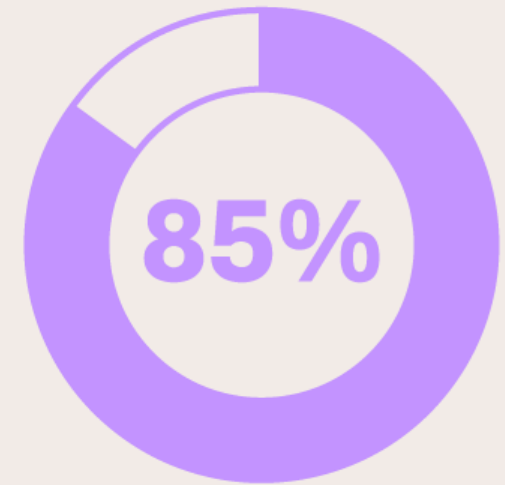
Around 3 in 4 apprentices/trainees said they do not need more support to understand and meet their training obligations.

Among employers, over 8 in 10 said they do not need more support.

Do **not** need more support to meet training contract obligations



Apprentice/Trainee



Employer

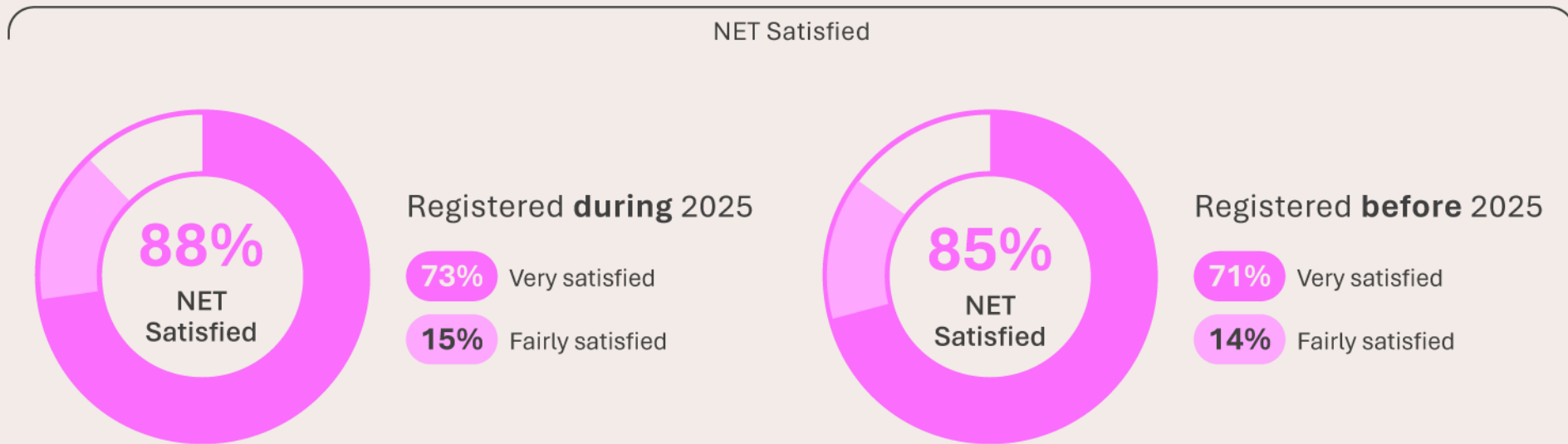
05

Home educators



Home educators

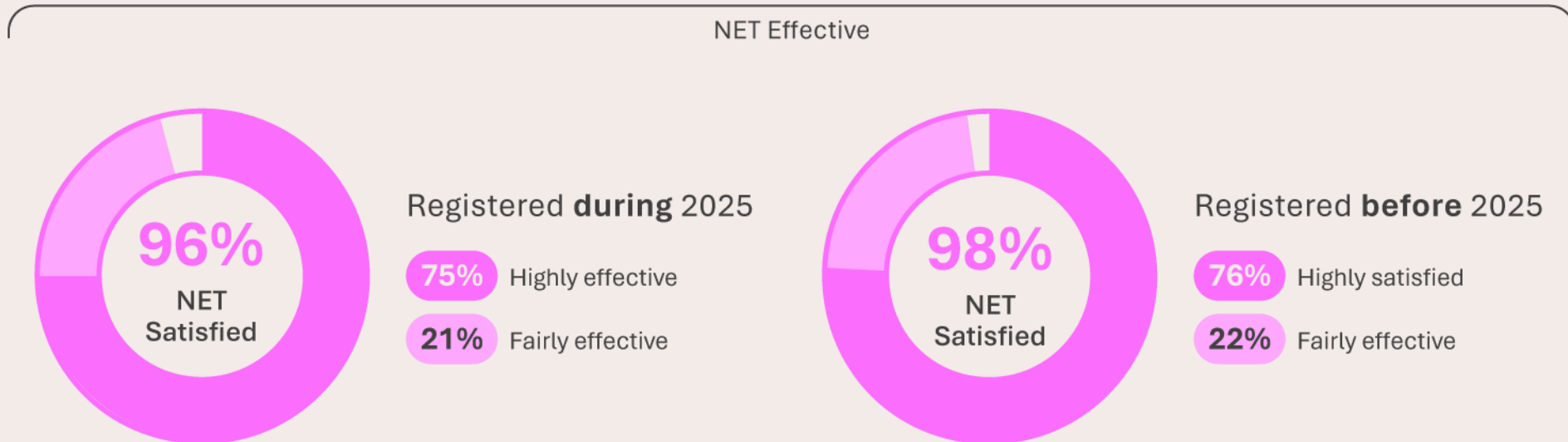
Nine in 10 home educators were satisfied, and over 7 in 10 were fully satisfied. Overall satisfaction with VRQA's performance was slightly higher for those who registered a child in 2025 compared to those who registered before 2025.





Home educators

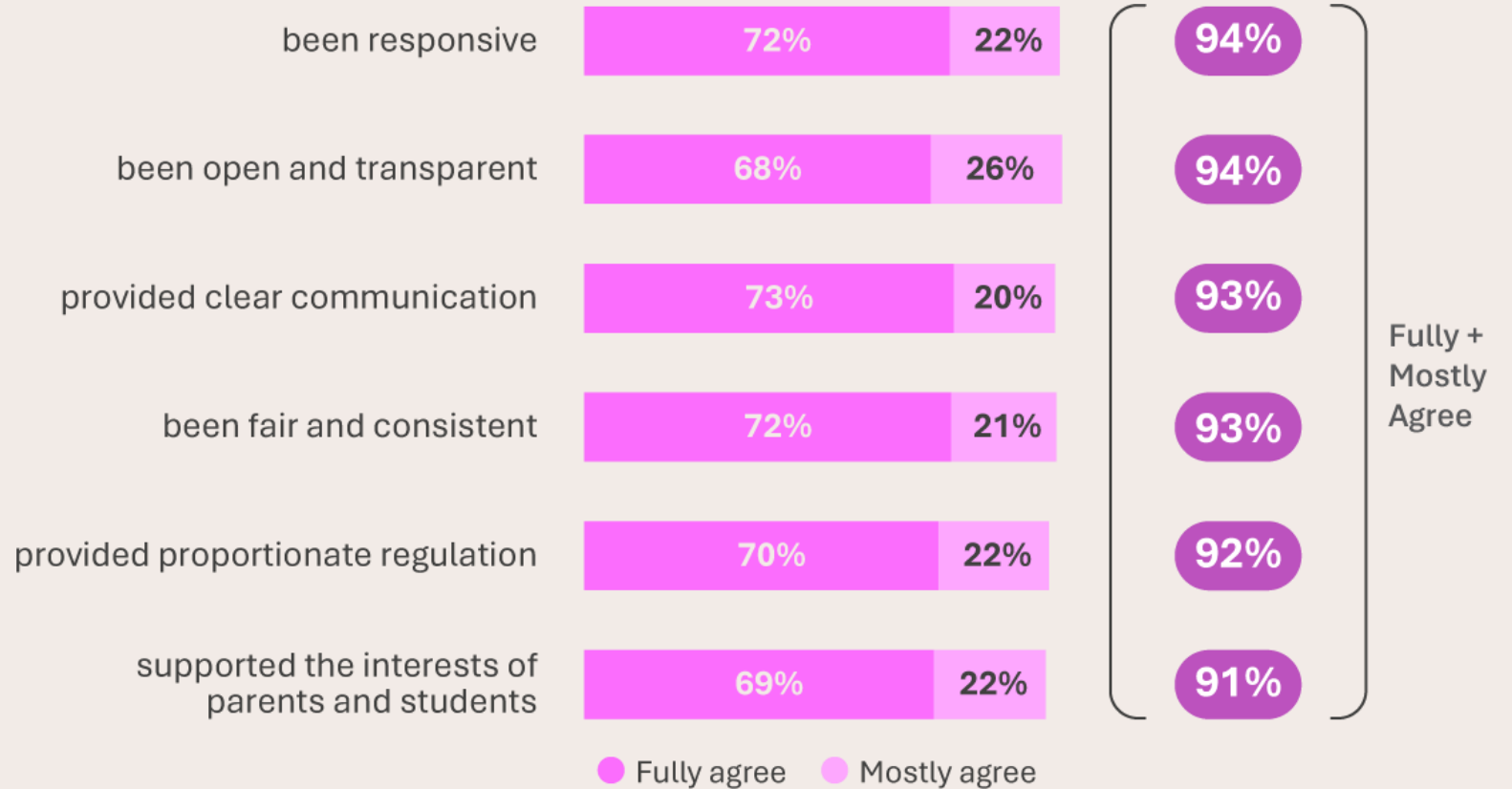
Almost all home educators consider the VRQA to be an effective regulator. Three-quarters of home educators consider the VRQA to be a highly effective regulator.





Home educators

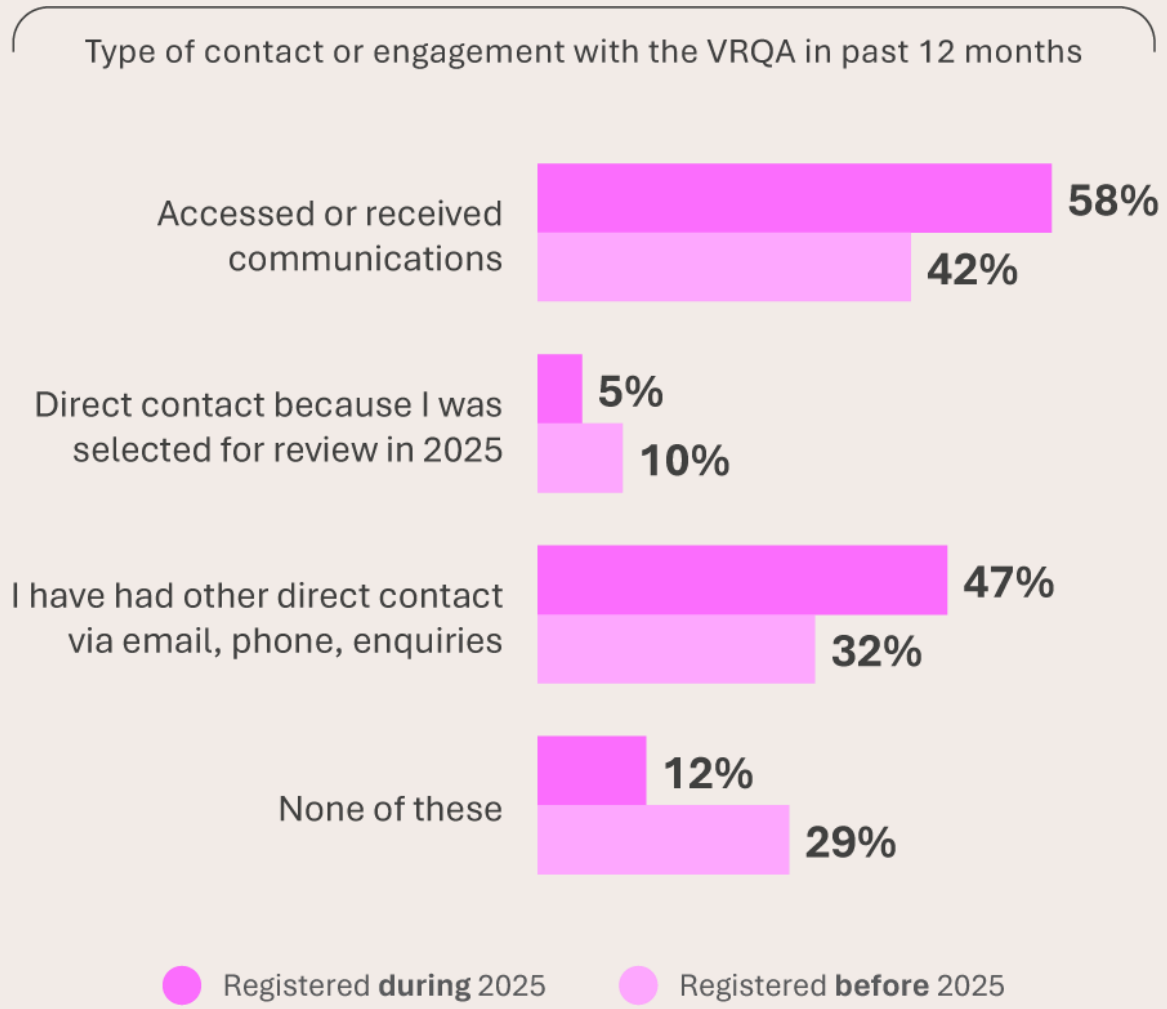
All items have an agreement level of at least 9 in 10, with around 7 in 10 fully agreeing with each item.





Home educators

Fewer than half of home educators who registered prior to 2025 had accessed communications from the VRQA in the past 12 months.



HE2: In the past 12 months, what type of contact or engagement have you had with the VRQA? | Base: n=457

thank *you!*

wallis

Accreditations

ISO 27001: The highest standard for information security management systems, providing you with assurance that Wallis systems, processes and people are keeping your data safe.

ISO 20252: The international standard for market, opinion and social research, and ensures all stages of the research project are delivered to a quality that can be relied upon.

The Research Society member: Australia's largest research and insights community. Members have access to the latest industry knowledge, tools, quality assurances and professional standards.

ADIA Trust Mark Research Organisation: The Australian Data and Insights Association (ADIA) is the peak industry body for data, insights and research organisations in Australia. ADIA Trust Mark research organisations are compliant with the highest ethical, quality and privacy standards.

Australian Achiever Awards: The Australian Achiever Awards recognises the customer service excellence of Australian companies. Wallis has been awarded a high commendation every year since their inception in 1999.

Cyber security: Wallis is an acknowledged leader in data protection and privacy. Our system is regularly subjected to external penetration testing and we are a Privacy Awareness Week supporter – committed to sharing our knowledge with others. Wallis is also active member of the Australian Cyber Security Centre (ACSC) Partnership Program.

B Corporation: Wallis has been certified by B Lab Australia and New Zealand having shown that we meet high standards of social and environmental performance, transparency, and accountability. At Wallis, our approach to corporate social responsibility reflects our mission – to have a positive impact on society.

