

EDUCATION SCIENCE AND TRAINING

SENATE LEGISLATION COMMITTEE – QUESTIONS ON NOTICE 2005-2006 BUDGET ESTIMATES HEARING

Outcome: 2
Output Group: 2.2 – New Apprenticeships

DEST Question Nos. E142_06, E143_06, E439_06 & E444_06

Senator Carr asked on 1 June 2005, a number of questions on surveys relating to New Apprenticeships, EWRE Hansard pages 28 – 31.

Questions:

E142_06 EWRE Hansard page 28

(i) What was the value of the third contract on the NACs? (A satisfaction survey on New Apprenticeship Centres)

E142_06 EWRE Hansard page 29

(ii) But when I ask a question about the surveys conducted by the Social Research Centre and I am told there were two and then discovered there are three, I wonder why that is. Can you explain to me why it is that this additional information was not provided in the answer?

E143_06 EWRE Hansard page 30

How much is that contract worth? (The contract to DSI Consulting)

E439_06 EWRE Hansard page 31

How many satisfaction surveys have been undertaken on the New Apprenticeships Scheme in the last three years?

E444_06 EWRE Hansard page 29

Will we have a copy by Friday? (Of a report on further survey data analysis by DSI Consulting)

Answer:

Surveys relating to New Apprenticeships.

In response to a question in the February hearings on contracts for two surveys on student outcomes conducted by the Social Research Centre, the Department reported:

- Contract no 2789 (PRN 3521) – *survey of short term New Apprenticeship outcomes*, with a contract period from 2 December 2003 to 28 February 2005; and
- Contract no 75104 (PRN 5454) – *survey of long term New Apprenticeship outcomes*, with a contract period from 28 April 2004 to 30 June 2004.

The third contract with the Social Research Centre identified by the Senator is for satisfaction surveys specifically of New Apprentice and employer satisfaction with New Apprenticeships Centres (NAC):

- Contract no 75113 (PRN 5309) - *Employer and New Apprentice Satisfaction with New Apprenticeships Centres*, with a period from 18 May 2004 to 30 September 2005, contract value including GST \$660,286.

The report from the 2004 survey (*2004 Survey of New Apprentice and Employer Satisfaction with New Apprenticeships Centres*) has previously been provided to the Senate Committee on Employment, Workplace Relations and Education.

Under Contract no 75113, surveys of employers and New Apprentices for the 2005 report are currently being conducted.

The 2004 and 2005 satisfaction surveys do not monitor student outcomes. Their purpose is to evaluate New Apprentice and employer levels of satisfaction with the quality and effectiveness of the services provided by NACs against the Key Performance Indicator 2 in the New Apprenticeships Support Services contract 2003 – 2006.

Earlier contracts to assess the levels of New Apprentice and employer satisfaction were let for the same purpose in 2002:

- Contract 2056 (PRN 2462) - *survey of New Apprentices regarding their satisfaction with the performance of New Apprenticeship Centres*, contract period 10 October 2002 to 28 March 2003, contract value including GST \$149,973 with Market Solutions Pty Ltd.
- Contract 2057 (PRN 2463) - *survey of employers regarding their satisfaction with New Apprenticeship Centres*, contract period 10 October 2002 to 28 March 2003, contract value including GST \$174,027 with Market Solutions Pty Ltd.

No surveys were conducted in 2003, as new contracts for the provision of New Apprenticeships Support Services only commenced from 1 July 2003. Similar surveys were conducted in 2002 by Market Solutions and in 2001 by the Wallis Consulting Group (employers) and the Social Research Centre (New Apprentices).

The two outcomes survey contracts noted above address amongst other matters the satisfaction of New Apprentices with their training and outcomes. Analysis of this is in the report of the evaluation of the New Apprenticeship *Skills at Work*, released in March 2005 and available on the New Apprenticeships website at http://www.newapprenticeships.gov.au/whats_new/default.asp. The long term contract was for one survey, and the short term contract was for four quarterly surveys.

Further detail on the outcome survey results is available in the report by DSI consulting. This report was made available on the DEST Web site on Tuesday 14 June 2005 and can be found at

http://www.dest.gov.au/sectors/research_sector/publications_resources/profiles/analysis_survey_data_new_apps.htm. or by following the “publications and resources” link from the DEST website home page. The report was produced by ANU based consultants:

- Contract 75777 (PRN 7642) – *data analysis of New Apprenticeship outcomes surveys (short-term and long-term surveys)*, contract period 4 May 2002 to 31 May 2005, contract value including GST \$49,500 with Data Statistics Information (DSI) Consulting Pty Ltd.

In its Student Outcome Surveys, the National Centre for Vocational Education and Training reports on the satisfaction of apprentices and trainees generally with their training and other matters. However, this information is not specific to participants in the New Apprenticeships programme.

The Department is not aware of any other surveys of satisfaction with New Apprenticeships.