Longitudinal Study of Student Outcomes
Attracting and retaining individuals to the Aged Care and Hospitality sectors

Melinda Brown – General Manager
Session Overview

• Who we are
• Project drivers
• Research program and methodology
• Key findings
• Next steps
• Questions
• We are a not-for-profit, independent organisation, appointed by the Australian Government as a Skills Service Organisation (SSO)

• We support 19 Industry Reference Committees (IRCs) representing some 90 diverse service-related and ‘people-facing’ industry sectors

• Driven by the IRCs, we undertake Training Package development to ensure skills are relevant for industry’s jobs of today and the future

• Also undertake workforce development and research projects
Our Industry Reference Committees

- Aboriginal and Torres Strait Islander Health Worker
- Aged Services
- Ambulance and Paramedic
- Children’s Education and Care
- Client Services
- Community Sector and Development
- Complementary Health
- Dental
- Direct Client Care and Support
- Disability Support
- Enrolled Nursing
- First Aid
- Local Government
- Personal Services
- Public Sector
- Sport and Recreation
- Technicians Support Services
- Tourism, Travel and Hospitality
- Wholesale and Retail Services
# Why focus on Aged Care?

**Workforce** - 175,800 carers for the aged or people with a disability.

**Projections** - by 2023, this workforce will reach 245,000, equivalent to 35,800 job openings a year.

**Challenges**
- Staff turnover / low retention
- Skills gaps
- Royal Commission into Aged Care Quality and Safety
- National Disability and Insurance Scheme (NDIS)

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# Why focus on Commercial Cookery?

**Workforce** - 100,800 Chefs and 45,500 Cooks

**Projections** - by 2023, an additional 16,800 Chefs and 6,200 Cooks will be needed

**Challenges**
- Staff retention / turnover
- Skills gaps
- Lack of career progression

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Need to understand triggers for staff turnover and low retention to ensure sectors are supported in the future with a skilled workforce

*Source: Department of Jobs and Small Business (2018) JobsOutlook Profiles - Various occupation roles*
Longitudinal Research Program

**Key objective** – produce statistically robust data to measure **vocational outcomes** and **satisfaction** of Aged Care and Commercial Cookery graduates, and inform workforce policy and strategy for enhancing attraction and retention to sectors

Wave 1 – establish **benchmark data** to support tracking of **student experiences and outcomes** in subsequent waves

- Wave 1: 2018
- Wave 2: 2019
- Wave 3: 2020
Wave 1 Methodology

01 – Contact RTOs
- Contact RTOs with **Certificate III in Aged Care or Individual Support (Ageing)** and/or **Certificate III in Commercial Cookery** on scope
- Public and private RTOs
- Primary approach email (PAE) sent to RTOs about the project

02 – Contact students
- Participating RTOs invited their eligible students to register for the study
- **863** students were invited to participate in the study
  - **507** Aged Care students
  - **356** Commercial Cookery students

03 – Distribute survey
- Fieldwork from **August to November 2018**
- Multi-modal survey – online or **Computer Assisted Telephone Interview (CATI)**

04 – Final samples
- **Aged Care sample**: **344** (68% response rate)
- **Commercial Cookery sample**: **206** (58% response rate)
- Data weighted to reflect actual student population demographics
Some insights on training experience
Students commence their course primarily to find a job or move into a different career.

**Aged Care**
- To get a job: 49%
- To move into a different career: 37%
- I wanted extra skills for my job: 6%
- It was a requirement for my job: 4%
- To get a better job or promotion: 2%
- To learn new skills/knowledge: 1%
- Personal passion/interest: 1%

**Commercial Cookery**
- To get a job: 25%
- To move into a different career: 20%
- I wanted extra skills for my job: 18%
- To develop or start my own business: 16%
- It was a requirement for my job: 10%
- To get a better job or promotion: 6%
- To learn new skills/knowledge: 2%
- Personal passion/interest: 2%
- Certification/qualification: 1%

Qn: What was your main reason for commencing your course in Aged Care / Commercial Cookery?
Majority of students have a passion/interest for their industry of choice

Qn: What attracted you to the Aged Care / Commercial Cookery industry?

Aged Care

“I use to care for my grandma and I felt like I wanted to do it as a job.”

“I always wanted to do it, always wanted to be helping out with elderly people, I love elderly people.”

Commercial Cookery

“I grew up in a family that loved to make food and share it with others.”

“Just the whole side and feel of working in a kitchen, working under the pump with other people, I just found it enjoyable, doing service, working busy nights, just found it all great.”

CAPABLE PEOPLE MAKE CLEVER BUSINESS
91% of students are (net) satisfied with Certificate III in Aged Care or Individual Support (Ageing)
89% of students are (net) satisfied with Certificate III in Commercial Cookery

<table>
<thead>
<tr>
<th>Course</th>
<th>The course overall</th>
<th>The facilities and equipment</th>
<th>The amount of time provided to learn new skills and content was sufficient</th>
<th>The instructors had relevant industry experience</th>
<th>The instructors understood your learning needs</th>
<th>The subject matter was clearly taught</th>
<th>The course content was relevant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aged Care</td>
<td>57%</td>
<td>49%</td>
<td>45%</td>
<td>68%</td>
<td>56%</td>
<td>53%</td>
<td>57%</td>
</tr>
<tr>
<td>Commercial Cookery</td>
<td>41%</td>
<td>41%</td>
<td>30%</td>
<td>64%</td>
<td>44%</td>
<td>44%</td>
<td>41%</td>
</tr>
</tbody>
</table>

Qn: The following is a list of statements that relate to your course. Could you tell me your level of satisfaction with each starting with...?
92% of Aged Care students likely to recommend their course, 92% likely to recommend their industry
85% of Commercial Cookery students likely to recommend their course, 77% likely to recommend their industry

Qn: How likely are you to recommend this course/industry to other prospective students?

✔ Quality of the course / trainers
✔ Relevance of course content

SkillsIQ (2019) Longitudinal Study of Student Outcomes; base *n=344*
Some insights on employment experience
89% of Aged Care and 92% of Commercial Cookery respondents are employed or intend on working in their industry – employment outcome is still a strong driver while studying

**Aged Care**

- **57%** have a job or have secured a job (and have yet to start) in the industry
- **32%** are looking or plan to look in the future for a job in the industry
- **9%** do not have a job in the industry and are not currently interested in working in the industry

**Commercial Cookery**

- **84%** have a job or have secured a job (and have yet to start) in the industry
- **8%** are looking or plan to look in the future for a job in the industry
- **8%** do not have a job in the industry and are not currently interested in working in the industry

9 in 10 indicated that both the qualification and training were important in securing their job

Qn: Thinking about your work situation with regard to the industry, which of the following best describes your situation?
82% of Aged Care and more than half (58%) of Commercial Cookery respondents working in the industry considered their training to be highly relevant.

Qn: And in your actual work on the job, how relevant was your training to this job?

SkillsIQ (2019) Longitudinal Study of Student Outcomes; base n=201

Qn: And in your actual work on the job, how relevant was your training to this job?

SkillsIQ (2019) Longitudinal Study of Student Outcomes; base n=156
Work conditions

**Aged Care**

Hours worked per week:
- < 10 hours: 3%
- 10 to 19 hours: 19%
- 20 to 29 hours: 34%
- 30 to 39 hours: 30%
- 40 to 49 hours: 8%
- 50 to 59 hours: 2%
- 60+ hours: 4%

Gross Annual Salary:
- < $40,000: 67%
- $40,000 to $79,999: 33%
- $80,000+: 1%

**Commercial Cookery**

Hours worked per week:
- < 10 hours: 4%
- 10 to 19 hours: 22%
- 20 to 29 hours: 17%
- 30 to 39 hours: 21%
- 40 to 49 hours: 30%
- 50 to 59 hours: 5%
- 60+ hours: 2%

Gross Annual Salary:
- < $40,000: 72%
- $40,000 to $79,999: 26%
- $80,000+: 2%

SkillsIQ (2019) Longitudinal Study of Student Outcomes; base n=201

Qn: How many hours do you usually work [in your paid job / across all paid jobs] in an average week?; Qn: What is your gross (pre-tax, excluding Super) annual salary in Australian dollars?
95% of Aged Care and 85% of Commercial Cookery respondents were (net) satisfied with their job.

**Aged Care**
- **59%** Very satisfied
- **36%** Satisfied
- **2%** Neither satisfied nor dissatisfied
- **2%** Dissatisfied
- **1%** Highly dissatisfied
- **1%** Unsure

SkillsIQ (2019) Longitudinal Study of Student Outcomes; base n=201

**Commercial Cookery**
- **41%** Very satisfied
- **44%** Satisfied
- **9%** Neither satisfied nor dissatisfied
- **2%** Dissatisfied
- **2%** Highly dissatisfied
- **1%** Unsure

SkillsIQ (2019) Longitudinal Study of Student Outcomes; base n=156

Qn: How satisfied are you with your job?

**Mona**: "I love cooking and I love where I work - the rush of trying to get food out to customers and the feeling of getting everything done."

"The course gave me a good understanding of the job and I have implemented these skills in my job."

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Not everyone however is satisfied...

A small number of Aged Care and Commercial Cookery respondents had left their industries as they did not find the work stimulating enough.
Summary of Wave 1 insights:

✓ Industries are seen as providing an opportunity to combine a passion for helping people / cooking, with strong employment prospects.

✓ High rates of satisfaction with courses; in particular satisfaction with aspects related to the course instructors were very high.

✓ High rates of satisfaction with job; personally satisfying; building emotionally rewarding relationships with clients; building friendships with colleagues.
Next steps

Wave 1 2018

Wave 2 2019

Wave 3 2020

Wave 2

• Recontact graduates and focus on employment and experiences in the workplace

• Investigate degree of respondents who have left their industries and why
Questions?
Contact Us

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