



LONGITUDINAL STUDY OF **Student Outcomes**

WAVE 3 REPORT

INCLUDING A SUMMARY OF THE LONGITUDINAL ANALYSIS

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1.0 Introduction

This report provides information on the methodology and results of Wave 3 of the Longitudinal Study of Student Outcomes conducted by Wallis Social Research (Wallis), on behalf of SkillsIQ. The report also provides a summary of the longitudinal analysis conducted across all three waves of research.

Wave 3 focused on understanding the satisfaction and experiences of students who had completed a qualification in Aged Care or Commercial Cookery, as well as their satisfaction and outcomes since finishing the course. However, Wave 3 also aimed to determine whether COVID-19 and the bushfires of late 2019 and early 2020 had had an impact on students during their course or into employment.

Wave 3 of the survey was launched on Friday, 20 November 2020 and closed on 25 January 2021.

As in previous years a multi-modal survey was employed, allowing respondents to complete the survey via their preferred response method, 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, which in turn allowed for maximum possible response rates.

A total of 550 respondents 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 respondents completed Wave 2 (comprising 255 Aged Care students and 143 Commercial Cookery students). This was a very healthy response rate of 72% overall, (74% among Aged Care students and 69% among Commercial Cookery students). In the final wave, Wave 3, 357 respondents completed the survey (comprising 231 Aged Care students and 126 Commercial Cookery students). This equates to a response rate of 65% overall (67% among Aged Care students and 61% among Commercial Cookery students).

A note on the impact of the bushfires of late 2019 and early 2020, and the COVID-19 pandemic

The devastating bushfires which affected many communities in Australia, as well as the global COVID-19 pandemic which had a significant impact on Australia's economy in 2020 (and which continues to do so), meant that a decision was made to incorporate a number of new questions into the Wave 3 survey. These events have had an enormous impact on the Australian community and economy, and in particular the two industries of focus for this study, Aged Care and Commercial Cookery. The Wave 3 survey therefore included lines of questioning to understand the impacts that these events may have had on the learning and employment outcomes of respondents.



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 in or had recently completed certificates in Aged Care or Commercial Cookery. The context for this was the need to better understand attrition in the Aged Care sector and Commercial Cookery industry, regarding the training and early career phase. The questionnaire was adapted across waves to better capture respondents' positions in their vocational and employment journey.

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

- The vocational status of students and whether they remain and/or intend to stay in the industry to which their course relates.

- The degree to which students were satisfied with their job.
- The impact of COVID-19 and the bushfires on course completion and job outcomes.
- Likelihood of recommending the industry.
- Reasons for leaving the industry.
- Short-term and long-term employment goals.

This document aims to provide an account of the fieldwork, a detailed outline of the methodology employed, a topline summary of the results from Wave 3 and the results of a longitudinal analysis conducted across the waves of research.

2.0 Overview of survey methodology

2.1 Overview of methodology

A multi-modal survey was again employed, allowing participants to complete the survey either online or with a CATI interviewer. This multi-modal approach provided participants with optimal opportunity to respond to the survey in the mode most convenient for them.

The approach used in Wave 3 was to send students who had completed Wave 1 or 2 a Primary Approach Email (PAE), inviting them to participate in the final survey. Reminders were also scheduled during the field period.

Sample members were also telephoned by the CATI team to either remind them to complete their online survey or to offer to help them complete their survey over the phone, either at that time or at a scheduled time of their choosing. An incentive in the form of a gift card was offered to complete the survey.

2.2 Recruitment

The survey covered two key populations:



Aged Care students

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



Commercial Cookery students

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

The recruitment process was as follows:

In 2018, SkillsIQ and/or Wallis contacted Registered Training Organisations (RTOs) across Australia that offered the relevant courses, as listed above. This included a mixture of public and private RTOs. During Wave 1, the RTOs were initially sent a primary approach letter or email informing them about the study. 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 completed Wave 1 were then invited to complete Wave 2 in 2019 and subsequently were invited to complete Wave 3 in 2020. As there was a need to maximise sample size, respondents who completed Wave 1 but not Wave 2 were also invited to complete Wave 3.

In total, 863 students were invited to participate in Wave 1 of the study. This comprised 507 Aged Care students and 356 Commercial Cookery students. In Wave 2, 344 Aged Care students and 206 Commercial Cookery students were invited (these students had completed Wave 1). In Wave 3, 548 students were invited to complete the survey (343 Aged Care students and 205 Commercial Cookery students). This is summarised in Table 1.

Table 1: Total number of invitees for each Wave, by course.

	Wave 1 invitees	Wave 2 invitees	Wave 3 invitees
Aged Care	507	344	343
Commercial Cookery	356	206	205
Total	863	550	548*

**One Aged Care and one Commercial Cookery respondent from Wave 2 opted not to be contacted for Wave 3. There are therefore two fewer invitees for Wave 3 compared to Wave 2.*

2.3 Survey instrument design

The Wave 3 survey instrument (i.e. the questionnaire) was designed by SkillsIQ with input from Wallis. The Wave 3 survey was designed to work equally as well online or as a CATI survey.

The average duration of a Wave 3 CATI-completed survey was 16 minutes, three minutes more than Wave 2. The average duration of a Wave 3 online survey was 11 minutes, three minutes more than Wave 2.

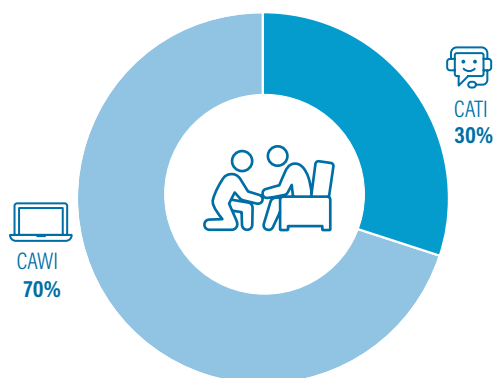
2.4 Survey materials

A primary approach email (PAE) was sent by Wallis on Friday, 20 November 2020 to 50 students who participated in Wave 1 and 2, providing them with a link to complete their Wave 3 survey for the soft launch. The full launch occurred three days later on Monday, 23 November 2020. Reminder emails and SMS communications were sent to those students who had not completed (or not opted out of) the Wave 3 survey. A list of the reminder activity can be seen in Table 2.

Table 2: Field activity listed chronologically

Field Activity (Sent)	Date
PAE (online soft launch)	20.11.20
PAE (online full launch)	23.11.20
CATI briefing / CATI field commencement	26.11.20
Email reminder 1	03.12.20
Email reminder 2	14.12.20
SMS reminder 1	18.12.20
Email reminder 3	05.01.21
Email reminder 4	13.01.21
SMS reminder 2	15.01.21
CATI fieldwork close	18.01.21
Email reminder 5	19.01.21
SMS reminder 3	22.01.21
Online fieldwork close	25.01.21

Figure 1 Mode of completion - Aged Care



Mode of completion - Commercial Cookery



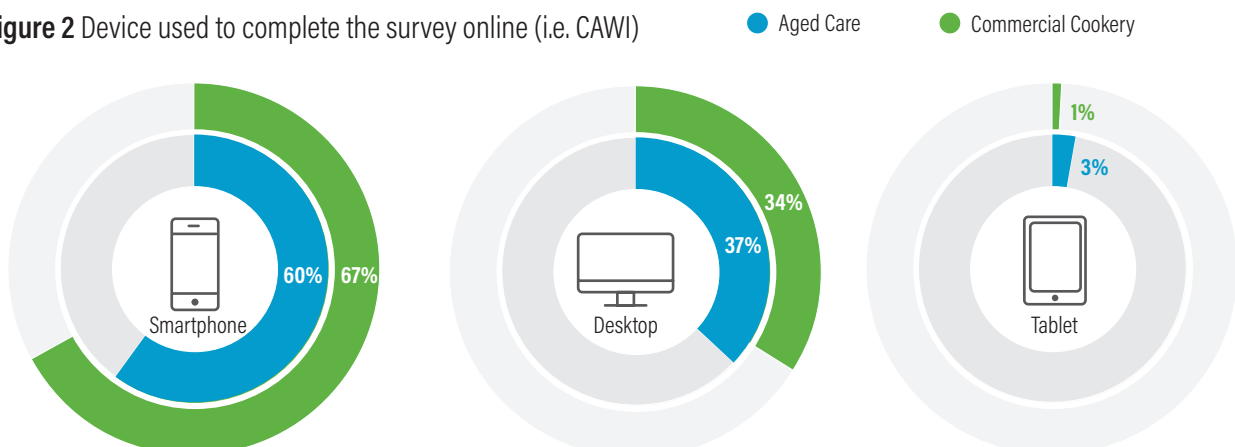
2.5 Mode of completion

The donut charts above show the percentages of completion via each mode. Online completion remained the preferred method of participation for respondents. However, offering participants a choice in how they completed the survey was important for maximising response rates. In total, over one quarter (29%) of surveys were conducted over the phone with the assistance of an interviewer, while the remaining 71% completed the survey online. The breakdown of Aged Care and

Commercial Cookery can be seen in Figure 1.

Among those who completed the survey online (Computer-assisted Web Interviewing, CAWI), over half (62%) completed the survey via smartphone, just over a third (36%) completed it via a desktop or laptop computer, and the remaining 2% used a tablet. The breakdown of Aged Care and Commercial Cookery can be seen in Figure 2.

Figure 2 Device used to complete the survey online (i.e. CAWI)



2.6 Response rates

In total, 548 students were invited to participate in Wave 3, with 357 completes, resulting in an overall response rate of 65%. This is considered a very healthy response rate, especially for a longitudinal study of this nature. The breakdown of Aged Care and Commercial Cookery response rates can be seen in Table 3.

Table 3: Response rate by course – Wave 3

	Invitees	Completes	Response rate
Aged Care	343	231	67%
Commercial Cookery	205	126	61%
Total	548	357	65%

Most respondents completed all three waves of the study, with a small number (39 respondents) completing only Wave 1 and Wave 3 as shown in the table below.

Table 4: Wave 3 completion cohorts

	Completed Wave 1 and Wave 3 only	Completed Wave 1, Wave 2 and Wave 3	Total completed Wave 3
Aged Care	21	210	231
Commercial Cookery	18	108	126
Total	39	318	357

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 in the Appendix.

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



3.0 Wave 3 Results - Aged Care

3.1 Status of training course

The vast majority (91%) of Aged Care respondents had completed their training before Wave 2, and only a small percentage (2%) completed their training since Wave 2 or were still in the process of completing their training as of Wave 3 (1%).

Table 5: Status of training course

Status of training course (as at Wave 3)	Count	Unweighted %	Weighted %
Completed qualification before Wave 2	212	92%	91%
Completed qualification since Wave 2	3	1%	2%
In process of completing qualification	2	1%	1%
Withdrawn from course/qualification before Wave 2	11	5%	4%
Withdrawn from course/qualification since Wave 2	3	1%	1%
Total	231	100%	100%

Q1 Could you please confirm the current status of your training course toward your Aged Care qualification? Base: n=231

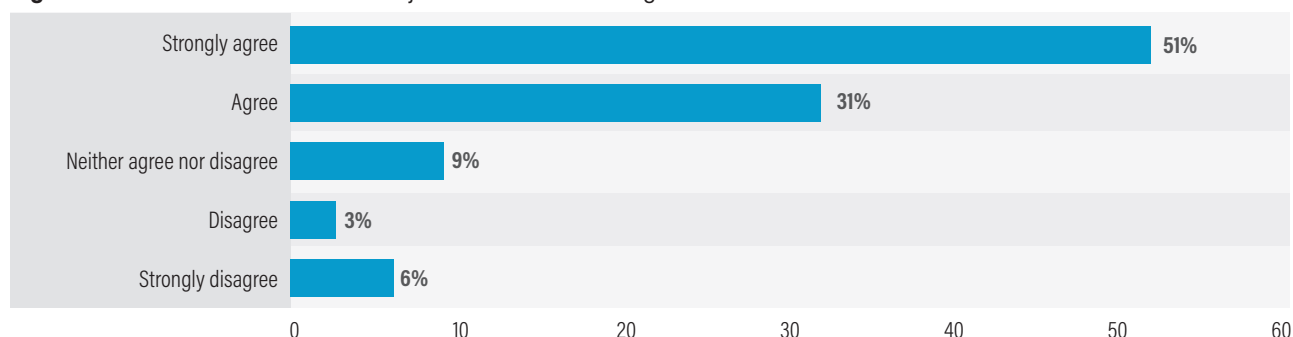
Only three respondents had withdrawn since Wave 2. One withdrew because they were unhappy with the training organisation; one changed jobs or started a new job; and the other withdrew because they believed they had already learnt the skills needed for their job.

3.2 Reasons for commencing course

In Wave 1, nearly half of Aged Care respondents stated that 'getting a job' was the main reason for commencing their course, while over a third commenced their course to move into Aged Care and into a different career from what they had been doing previously. In Wave 3, when reminded of their main reason for commencing their course (as indicated in Wave 1), about half of Aged Care respondents strongly agreed (51%) that they were on track or had already achieved that objective.

Respondents who did not agree to some extent were asked for what reasons they did not agree. The most common responses were 'I'm not working in the field I studied for/not able to utilise my education' (21%), 'I do not like the field/industry I studied for' (8%) and 'I did not finish my studies' (7%). It should be noted that these percentages are based on a small sample size (n=41), since only a small minority of respondents disagreed that they had achieved or were on track to achieve their goal.

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

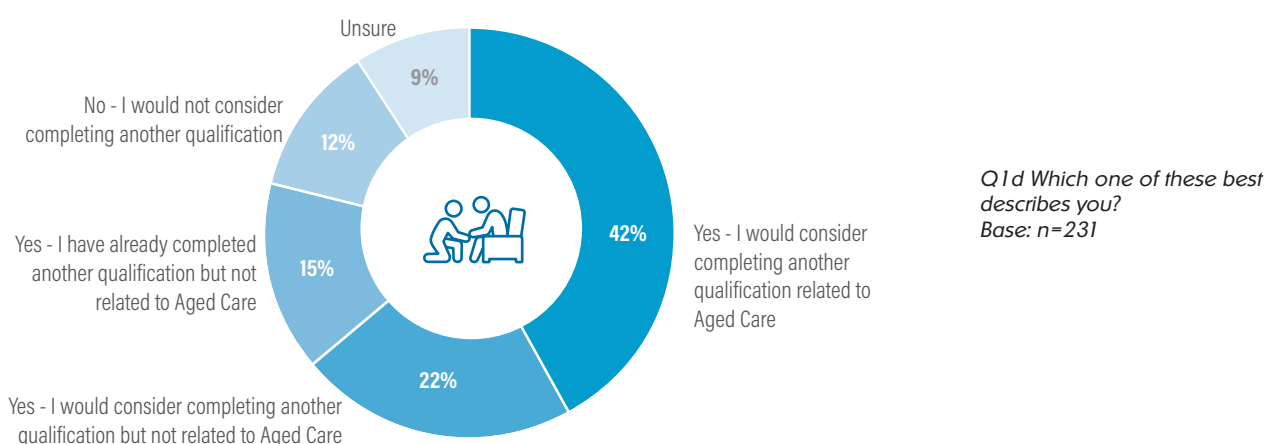


Q4. Previously, you told us that the main reason for commencing your course in Aged Care was ...
To what extent would you agree that you have either achieved or are on track to achieving that?
Base: n=231

3.3 Further study

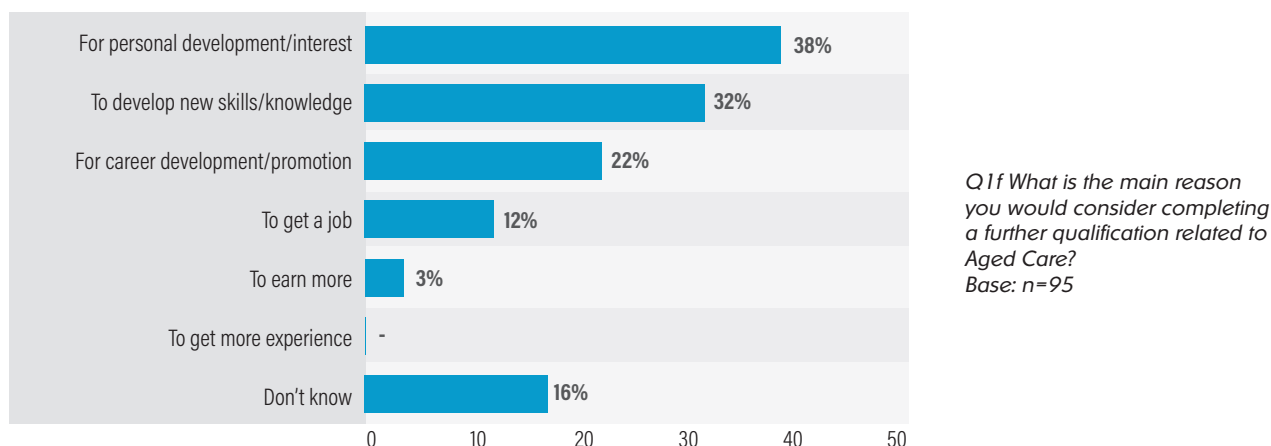
Four in ten (42%) respondents would consider completing a further qualification related to Aged Care, with a further two in ten (22%) willing to consider completing another qualification, but not related to Aged Care. A small percentage of respondents have already completed another qualification, but not related to Aged Care (15%), and a similar percentage would not consider completing a further qualification (12%). Please refer to Figure 4 below.

Figure 4 Consideration of completing a further qualification



The main reason for considering completing a further qualification in Aged Care was for personal development/interest (38%). Around a third of respondents (32%) would do so to develop their skills/knowledge, as shown in Figure 5.

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



3.4 Current work situation

Over half of Aged Care respondents (57%) currently have a job in the sector, with a further 4% having secured a job in the sector that they are yet to start, as shown in Figure 6. However, of those who are working or had a job in the sector in early 2020 (n=157), over half (60%) were employed on a part-time basis for their main job in Aged Care, as seen in Figure 7. More than half (58%) of these respondents described their job title as 'carer'. A further 12% described their job as 'assistant in nursing', while 8% described their job as 'nursing'.

It should also be noted that 16% of respondents are neither working in Aged Care nor interested in getting a job in the sector, indicating that they are disinterested in the sector and can be considered as having already exited it. This group is described as having 'left the industry' in this report.

Figure 6 Current work situation

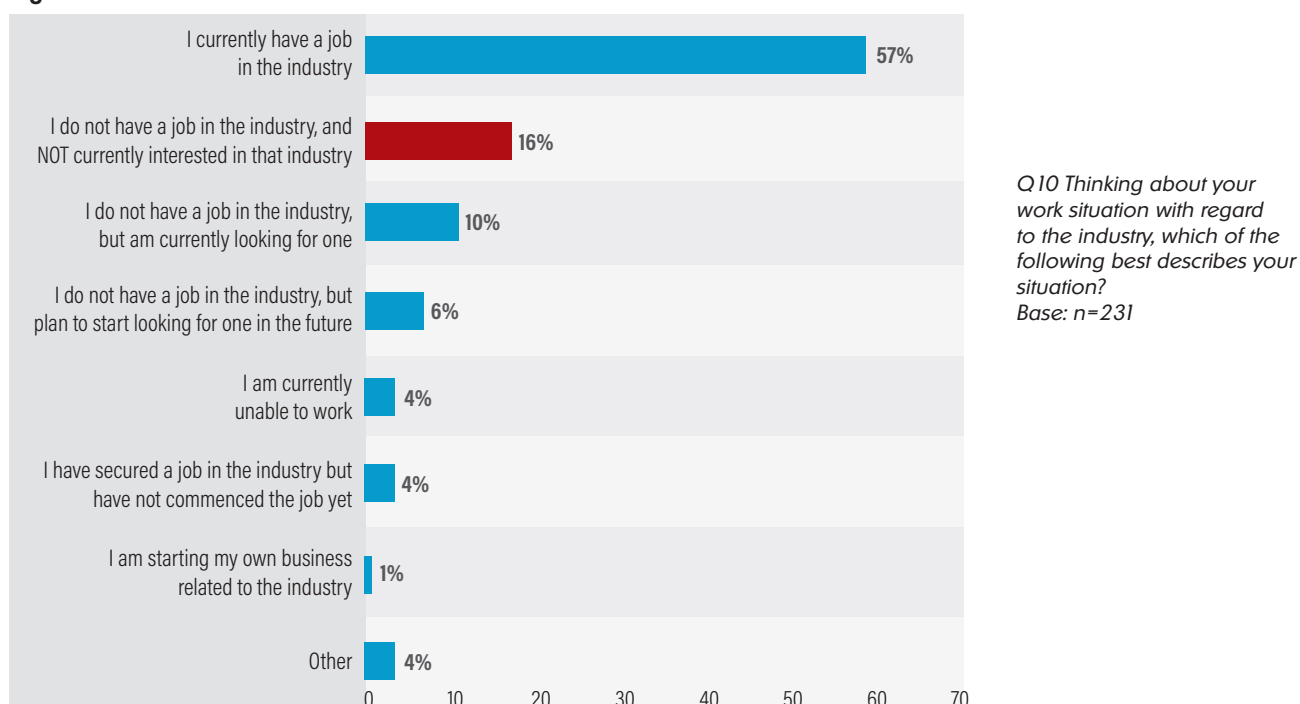
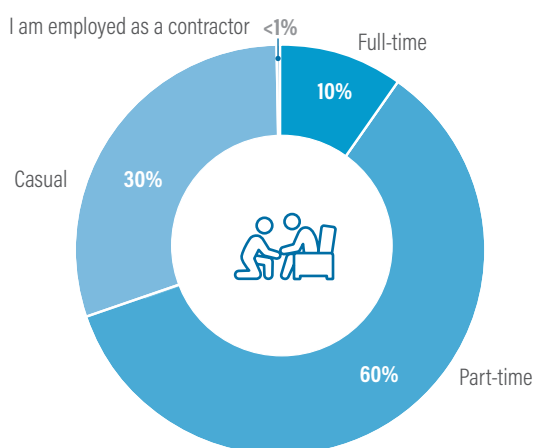


Figure 7 Job status



*Q10c Is your main job full-time, part-time, or casual?
Base n=157*

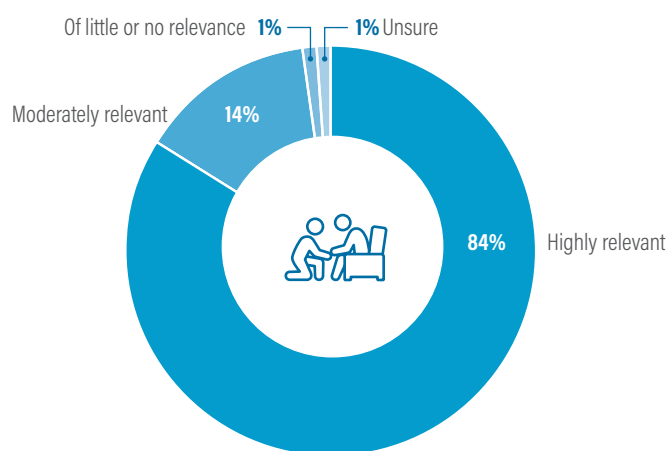
In Wave 3, of those who had secured a job (n= 157), 77% stated that they secured their job after completing their qualification, while 23% secured their job before completing their qualification.

In Wave 3, of those who had secured a job (n= 157), nine in ten (91%) stated that both the qualification and the training were important in securing their job, while 3% placed more importance on the qualification, and 3% placed more importance on the training.

Between Wave 2 and Wave 3, 11 students secured a job. In relation to whether it was the qualification or the training that played a more important role in securing the job, the majority (nine respondents) indicated it was both the qualification and training that were important to help them secure the job which is consistent with the main sample (n= 157) as reported above. One said the qualification was important but less so than the training, and the other respondent said the reverse.

Of those who were working or had a job in the industry in early 2020 (n= 157), the majority (84%) considered their training to be highly relevant, while only 1% considered their training to be of little or no relevance, as shown in Figure 8.

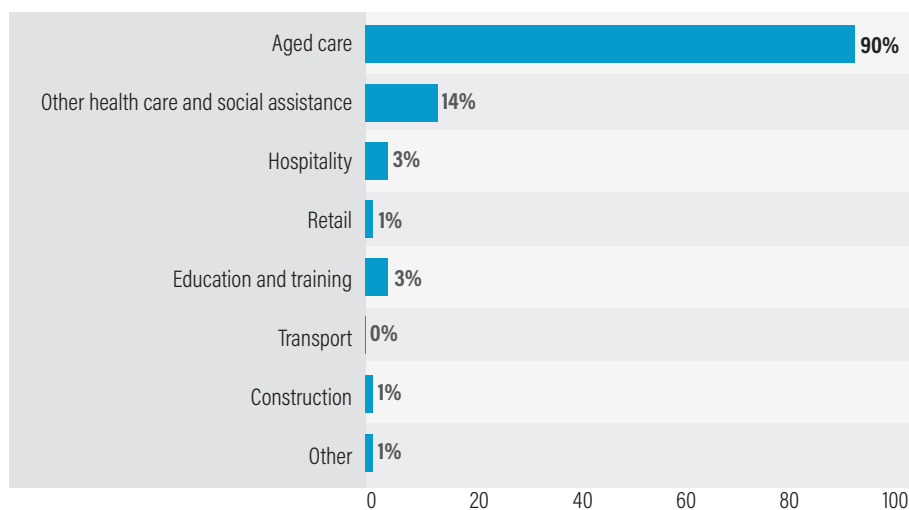
Figure 8 Relevance of training to work on the job



Q13 And in your actual work on the job, how relevant was your training to this job?
Base: n= 157

While the majority (75%) of respondents who work in the sector are currently working in one job, a small percentage (19%) have two jobs, with two percent working a third or fourth job. For those who are working in the sector, the majority worked within the Aged Care sector (90%), and 14% were working in other health care and social assistance sectors, as shown in Figure 9. A small proportion indicated they were working in industries unrelated to Aged Care, with 3% employed in hospitality, 3% in education and training, and 1% in retail and construction respectively.

Figure 9 Industry for those with multiple jobs



*Q10b What industries are your jobs in?
Base: n=145 - All respondents who are/were working in industry (Q10=1 or Q9d=1)*

In the last 12 months, 81% of respondents who work in the Aged Care sector have had only one main job in the sector, while 17% have had two or more main jobs in the Aged Care sector. Furthermore, 2% report not having any main jobs in the industry over the same period.

Of those who work in the Aged Care sector and had changed main jobs in the previous year (n=25), the reasons for changing included leaving for better work conditions (55%), leaving for better pay (25%), and leaving due to the impact of COVID-19 or the bushfires of 2019-2020 on the industry (10%).



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 distinguished between hygiene factors as distinct from the key drivers above those hygiene factors. The term hygiene factors was used by Herzberg because, like physical hygiene in public health, the presence of certain factors will not make people healthier, but an absence can cause health deterioration. Similarly, the presence of certain factors in the workplace or related to a job do not typically lead to greater job satisfaction, but an absence can lead to dissatisfaction. Aspects of the survey 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, 86% of Aged Care respondents (net¹) were satisfied (including

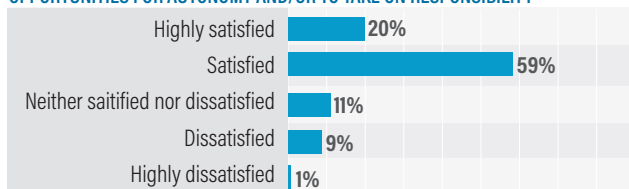
27% highly satisfied). The rate of net dissatisfaction for their main job overall was 6% (1% were highly dissatisfied).

With regard to particular aspects of the job, rates of satisfaction were slightly lower for most items when compared to the satisfaction level declared overall. High levels of satisfaction can be seen for **work schedule** (79% net satisfied, 28% highly satisfied), **opportunities for challenge or stimulation** (75% net satisfied, 18% highly satisfied) and **opportunities for autonomy and/or to take on responsibility** (79% net satisfied, 20% highly satisfied). The aspects with the highest rates of dissatisfaction were **recognition of work** achieved, which had a net dissatisfaction rate of 21% (7% highly dissatisfied) and dissatisfaction with **the pay** (20% net dissatisfied, 7% highly dissatisfied). The results for the job overall and the various aspects are charted in Figure 10.

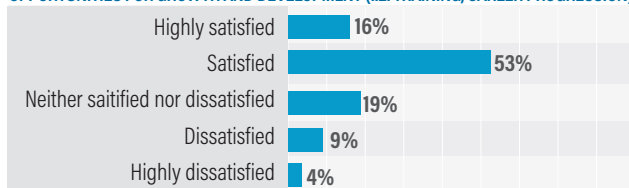
¹ Net satisfaction includes 'Highly satisfied' and 'Satisfied'. Net dissatisfaction includes 'Highly dissatisfied' and 'Dissatisfied'.

Figure 10 Job satisfaction

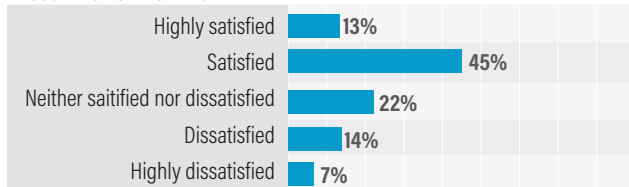
OPPORTUNITIES FOR AUTONOMY AND/OR TO TAKE ON RESPONSIBILITY



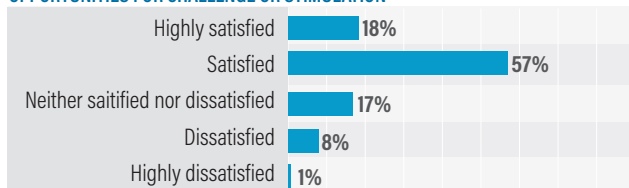
OPPORTUNITIES FOR GROWTH AND DEVELOPMENT (I.E. TRAINING, CAREER PROGRESSION)



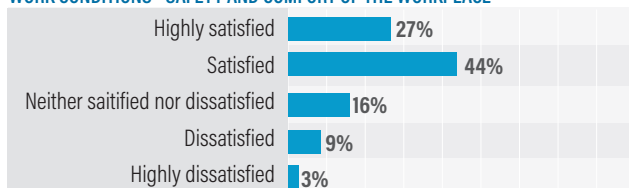
RECOGNITION OF WORK ACHIEVED



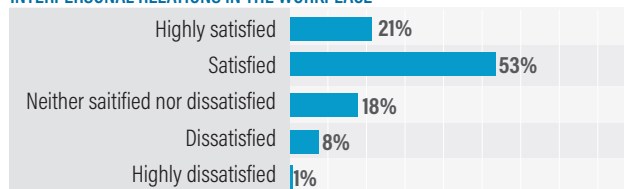
OPPORTUNITIES FOR CHALLENGE OR STIMULATION



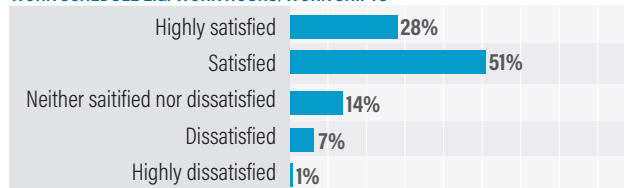
WORK CONDITIONS - SAFETY AND COMFORT OF THE WORKPLACE



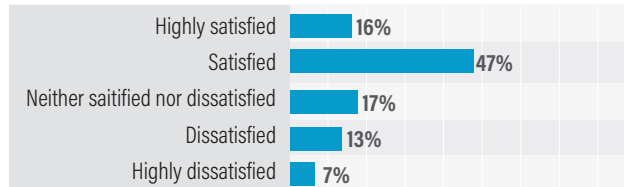
INTERPERSONAL RELATIONS IN THE WORKPLACE



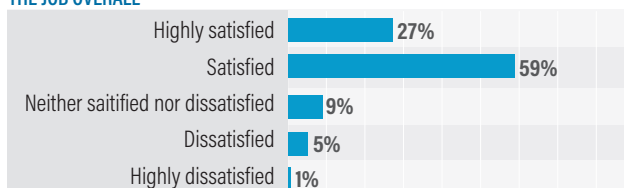
WORK SCHEDULE E.G. WORK HOURS/WORK SHIFTS



THE PAY



THE JOB OVERALL



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=157. Note: 'Unsure' responses excluded from the calculation of percentages

A total of 86% of Aged Care respondents (net) would be likely to recommend the sector to other prospective students, including 56% who are very likely to recommend it. Only 7% of students (net) would be unlikely to recommend the course as shown in Figure 11.

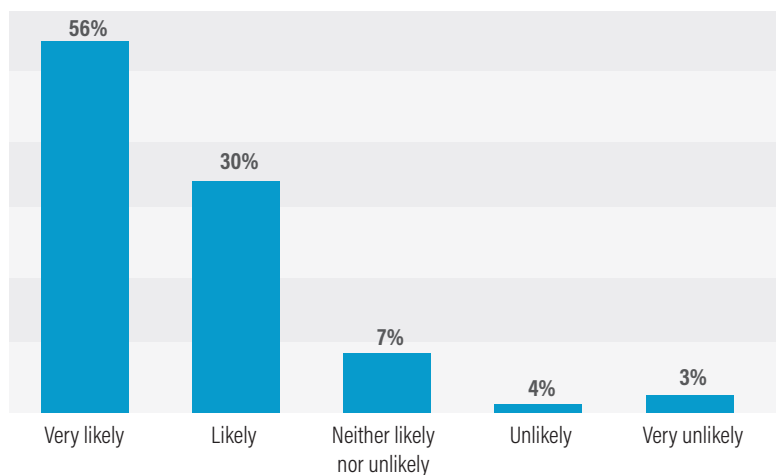
Examples from respondents about what they **liked the most** about the industry include:

- “ The smiles on the residents’ faces and the genuine appreciation that is felt.
- “ A good team to work with makes the job fun despite the amount of work.

Examples regarding what respondents **liked the least** about the industry include:

- “ Lack of support from corporate management.
- “ Low pay, stuck in one position and no opportunity for higher position.

Figure 11 Likelihood of recommending Aged Care sector to prospective students



Q8 How likely are you to recommend this industry to other prospective students?
Base: n=231

In terms of the main reason why Aged Care workers and students recommend the sector, half (55%) cited that it is a personally rewarding/satisfying sector. The next most popular reasons are good career/employment prospects (23%) and the fact that it is a growing sector (18%).

Examples of reasons provided by respondents for recommending the industry include:

- “ Gain an appreciation for the industry, we need younger people in that industry.
- “ Interesting and challenging and [you] get [the] satisfaction [of] helping people improve their quality of life.

Examples of reasons provided by respondents for not recommending the industry include:

- “ The time and hours needed to invest in this career choice is not equal to the pay we [are] getting.
- “ The industry itself is challenging and often [has] poor workplace conditions.

3.6 Left the industry

At the time of interviewing, 33 Aged Care respondents had decided to leave the Aged Care sector. The most common response for leaving was mistreatment by colleagues/employer (14%), followed by salary-based considerations (11%) and the nature of the work not being stimulating (10%). The other common response was that work hours were at times incompatible with lifestyle (9%). Of those that left the industry (n=28), 83% had secured a job in another industry. Eleven respondents were working in other health care and social assistance (including disability) sectors, while three respondents were working in education and training, and three respondents were working in hospitality.

Overall, 26 of the 28 respondents were satisfied with their new job in a different sector.

3.7 Hours and pay

Amongst Aged Care respondents currently employed in the sector (n=128), the median hours worked was 20 to 29 hours a week. An almost equal percentage of individuals worked between 20 to 29 hours a week and 30 to 39 worked hours a week (33% and 34% respectively). Eleven percent worked 40 or more hours per week.

Table 6 Average weekly hours worked in Aged Care sector

Hours per week	
Zero hours per week	1%
Less than ten hours per week	4%
10 to 19 hours per week	18%
20 to 29 hours per week	33%
30 to 39 hours per week	34%
40 to 49 hours per week	4%
50 to 59 hours per week	3%
60+ hours per week	4%

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

*Base: n=128 – All respondents currently working the sector
Due to rounding, the sum of the percentages may equal to more than 100%.*

Respondents were asked about their income pre-tax and excluding superannuation². The median income among Aged Care respondents was between \$30k and \$39k. Almost half (47%) reported earning \$40k or more.

Table 7 Gross (pre-tax, excluding Super) annual salary in Australian dollars

Gross (pre-tax, excluding Super) annual salary	
Less than \$10,000	5%
\$10,000 to \$19,999	10%
\$20,000 to \$29,999	16%
\$30,000 to \$39,999	23%
\$40,000 to \$49,999	25%
\$50,000 to \$59,999	13%
\$60,000 to \$79,999	7%
\$80,000 to \$99,999	2%
\$100,000 to \$124,999	0%

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

Base: n= 176 – All respondents currently working the sector

Among those Aged Care respondents currently employed in the sector who reported working at least 30 hours a week (n=54) i.e. full-time, the median reported income level was between \$40k and \$49k. Fifteen percent of these respondents reported earning \$60k or more.

3.8 Thinking ahead

When Aged Care respondents (n=231) were asked what sector or industry they planned to be working in 'one year from now', 85% responded that they planned to be working in either Aged Care (60%) or in some other health care and social assistance role (25%). The remaining 15% of respondents planned to instead work in industries unrelated to Aged Care, including retail, education and training, and construction. When these results were filtered to those Aged Care respondents who indicated they were either working in the sector or currently looking for work or starting a business in the sector (n= 196), 91% responded that they planned to be working in either Aged Care (70%) or in other health care and social assistance (21%).

Aged care respondents (n=231) were also asked what type of job they would like to have in the Aged Care sector in five years' time. Fifteen percent indicated they would like to work in nursing and 7% as carers. Over a quarter of respondents (27%), however, indicated that they did not plan to work in the sector in five years' time.

When filtered to respondents who were either working in the sector or currently looking for work or starting a business in the sector (n= 196), the most common response (18%) was still respondents noting that they did not plan to work in the sector in five years' time. A further 16% indicated they would like to be working in nursing and 9% as carers.

The results above demonstrate that while short-term retention in the sector is high, in the long-term (e.g. 'in five years' time') a considerable proportion of individuals do not intend to remain in the Aged Care sector. This is consistent with the large workforce supply issue the sector has been experiencing for at least the last decade.

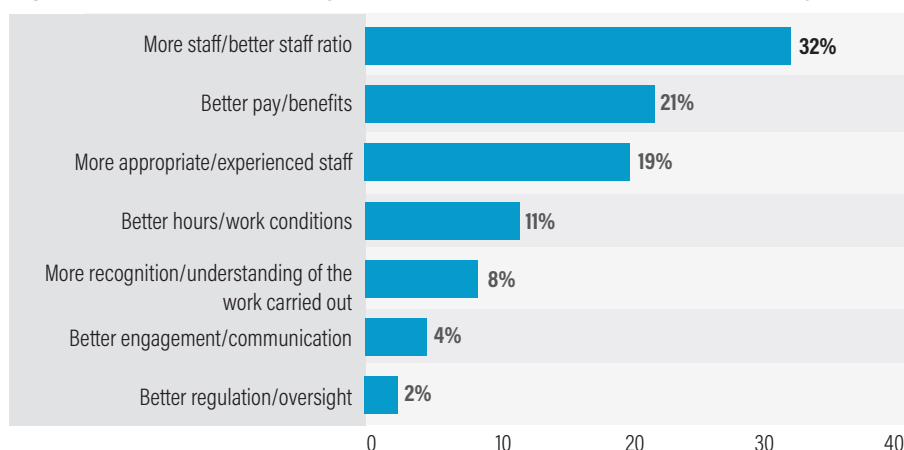
² It should be noted that 17 respondents were excluded as they answered that they preferred not to say what their income was. Salary data has been calculated excluding those who did not provide an income level.

3.9 Improving conditions

Figure 12 shows that around a third of Aged Care respondents said that the most important thing to help improve conditions for those working in the sector would be more staff or better staff ratios (32%).

Around a fifth (21%) also mentioned better pay/benefits, and an equivalent proportion also mentioned having more appropriate or experienced staff with whom to work alongside (19%). These are consistent with reasons why a noticeable proportion of Aged Care respondents had left the sector, which was also reported in an earlier section (e.g. salary-based considerations and staffing issues).

Figure 12 Most important thing to help improve conditions for those working in the Aged Care sector



Q21c What is the most important thing that you think would help improve conditions for those working in the Aged Care industry? Base: n= 158

3.10 The impact of COVID-19 and the 2019–20 bushfires

The summer of 2019–2020 saw a major bushfire crisis in Australia, and 2020 saw the outbreak of the COVID-19 pandemic. The bushfire crisis devastated many parts of regional Australia. Apart from the tragic loss of people's lives and homes, the crisis also resulted in a major adverse impact on many industries, particularly in the regions directly exposed to the bushfires. Even in some capital cities, where the fires did not directly reach, air pollution due to the smoke emanating from the bushfires affected people's lifestyles (the need to stay indoors)

and had adverse health outcomes (e.g. respiratory conditions). As it has all over the world to varying degrees, the COVID-19 pandemic has had a major effect on lifestyle and industry.

The COVID-19 pandemic had a very particular impact on the Aged Care sector, given the vulnerability of Aged Care residents to severe COVID-19 symptoms. In order to minimise the risk of infection to residents, staff have had to wear full personal protection equipment (PPE) and undertake very strict and frequent hygiene and testing procedures. In Victoria, the outbreak in the Aged Care sector was particularly pronounced, placing an enormous stress on many staff members.

Given the saliency of COVID-19 and the bushfire crisis in 2020, a decision was made to add some questions into the Wave 3 survey to specifically address some of the impacts these two crises might have had on respondents and their careers.

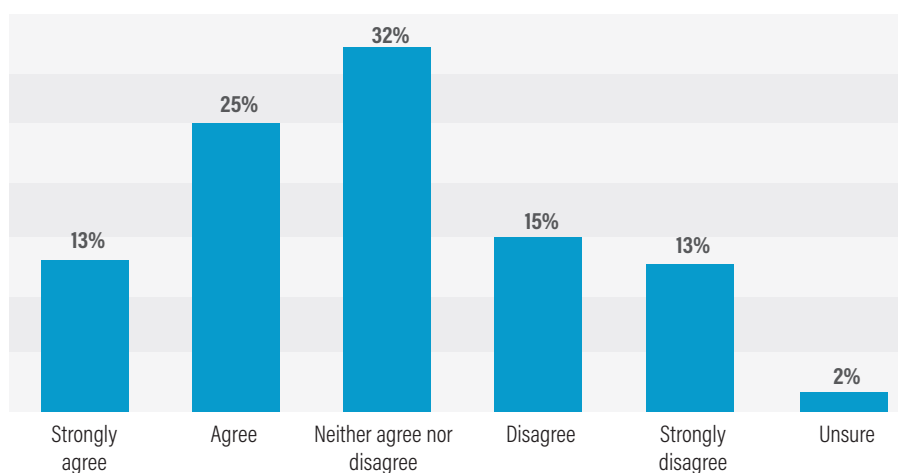
3.10.1 Impact on finishing the course

At the time of interviewing, only five Aged Care respondents were in the process of completing their qualification or had otherwise withdrawn since Wave 2. When asked (Q2a) whether COVID-19 or the bushfires of 2019–2020 prevented them continuing their course/qualification, none of those five said that it had.

3.10.2 Impact on career goals

When asked whether COVID-19 or the bushfires of 2019–2020 had slowed their progress towards achieving their career goals, a total of 38% agreed to some extent, as can be seen in Figure 13. Twenty-eight percent overall indicated that the events had not slowed progress towards achieving career goals (i.e. indicated 'disagree' or 'strongly disagree' options) and approximately one third (32%) were neutral in their response, stating that they neither agreed nor disagreed with the statement.

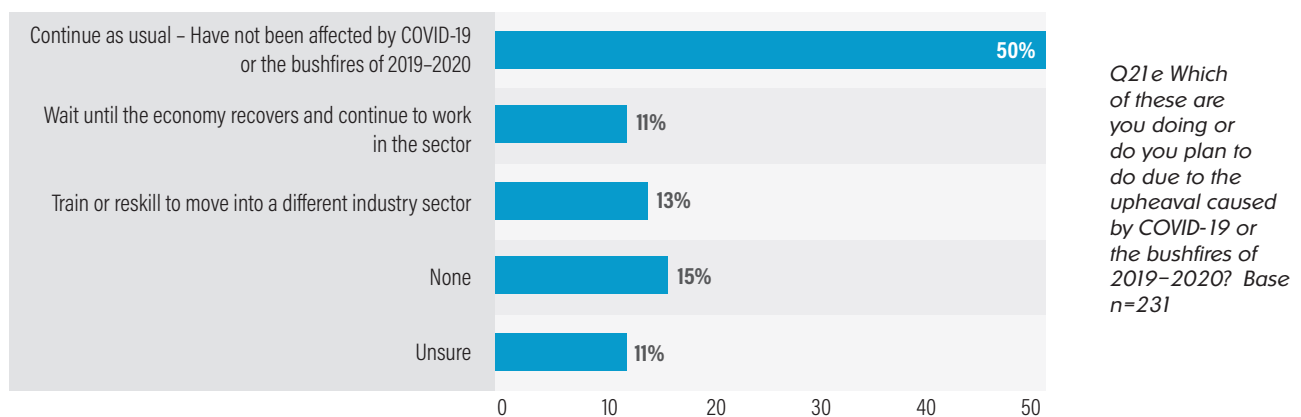
Figure 13 Agreement as to whether COVID-19/bushfires of 2019–2020 slowed progress towards achieving career goals



Q21 d To what extent would you agree that either COVID-19 or the bushfires of 2019-2020 slowed your progress towards achieving your career goals? Base n=231

Overall, 50% of Aged Care respondents felt that they hadn't been affected by COVID-19 or the 2019–20 bushfires. In response to the upheaval caused by COVID-19 and the bushfires, 13% of Aged Care respondents said that they were currently, or planning to, train or reskill to move into a different sector.

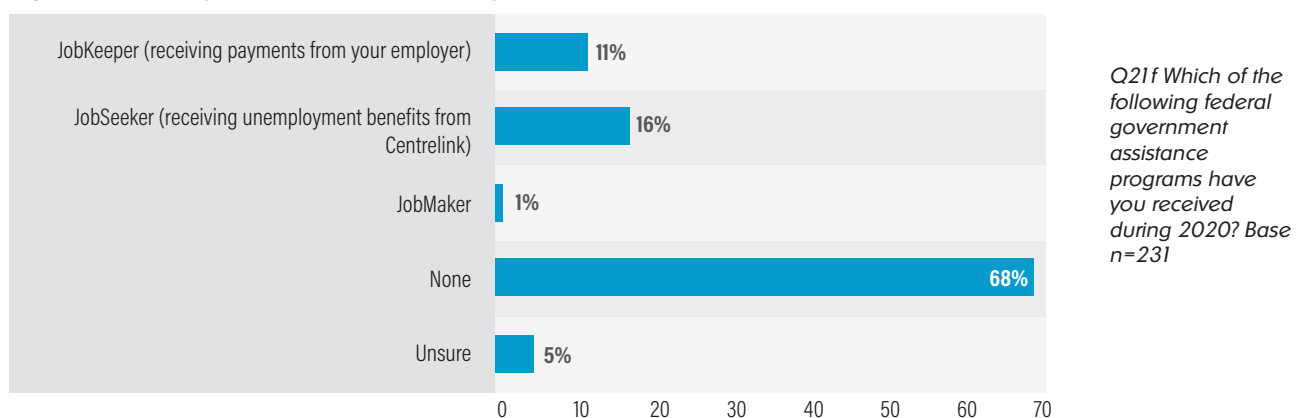
Figure 14 Doing/planning to do these due to the upheaval caused by COVID-19 or the bushfires of 2019–2020



3.10.3 Federal government assistance

Around one in ten (11%) of Aged Care respondents were or had been part of the JobKeeper program, while 16% were or had been part of JobSeeker. Over two-thirds of respondents (68%) indicated they had not received any federal government assistance during 2020.

Figure 15 Federal government assistance programs received





4.0 Wave 3 Results – Commercial Cookery

4.1 Status of training course

Over half of cookery respondents (52%) had completed their training course before Wave 2, with around a quarter (28%) completing it since Wave 2 and a small percentage (10%) being in the process of completing the qualification as of Wave 3. The proportion of Commercial Cookery respondents who had completed their course before Wave 2 is lower than that registered by Aged Care respondents (where 91% had completed their Aged Care qualification before Wave 2), and this will primarily be due to Commercial Cookery students undertaking apprenticeships which in general take three years to complete. Forty percent of respondents in Wave 1 indicated they were undertaking an apprenticeship.

Table 8: Status of training course

Status of training course	Count	Unweighted %	Weighted %
Completed qualification before Wave 2	74	59%	52%
Completed qualification since Wave 2	28	22%	28%
In process of completing qualification	11	9%	10%
Withdrawn from course/qualification before Wave 2	9	7%	8%
Withdrawn from course/qualification since Wave 2	4	3%	2%
Total	126	100%	100%

Q1 Could you please confirm the current status of your training course toward your Commercial Cookery qualification?
Base: n=126

Only four respondents had withdrawn since Wave 2. One withdrew because the training was not what they expected, one decided on a different career path, one withdrew due to illness, and one simply lost interest.

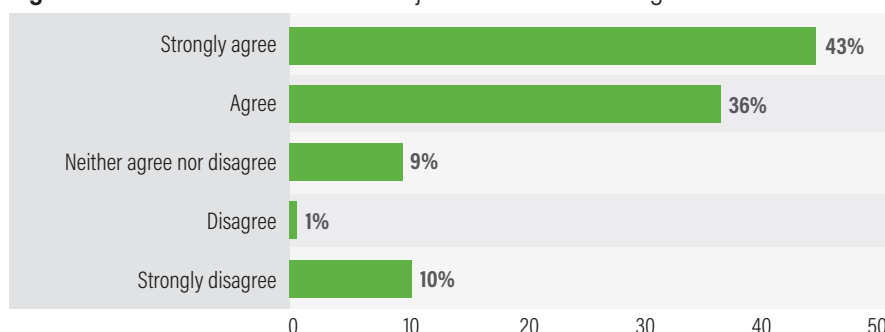
4.2 Reasons for commencing course

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 become 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), 43% of cookery respondents in Wave 3 strongly agreed (79% net agreed) that they were on track or had already achieved that objective.

Respondents who did not agree to some extent were asked for what reasons they did not agree. The most common responses were 'I'm not working in the field I studied for/not able to utilise my education' (17%) and 'I do not like the field/industry I studied for' (4%). It should be noted that these percentages are based on a small sample size (n=24), since only a small minority of respondents disagreed that they had achieved or were on track to achieve their goal.

Figure 16 On track to achieve main objective for commencing course

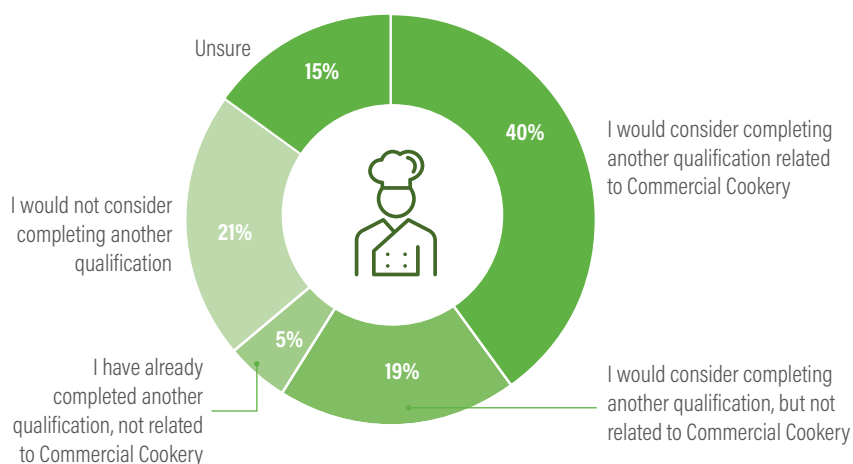


*Q4 Previously, you told us that the main reason for commencing your course in Commercial Cookery was...
To what extent would you agree that you have either achieved or are on track to achieving that?
Base: n=126*

4.3 Further study

Four in ten (40%) respondents would consider completing a further qualification related to Commercial Cookery, with a further 19% willing to consider completing another qualification but not related to Commercial Cookery. A small percentage (5%) have already completed another qualification, but not related to Commercial Cookery, and 21% would not consider completing another qualification, as seen in Figure 17.

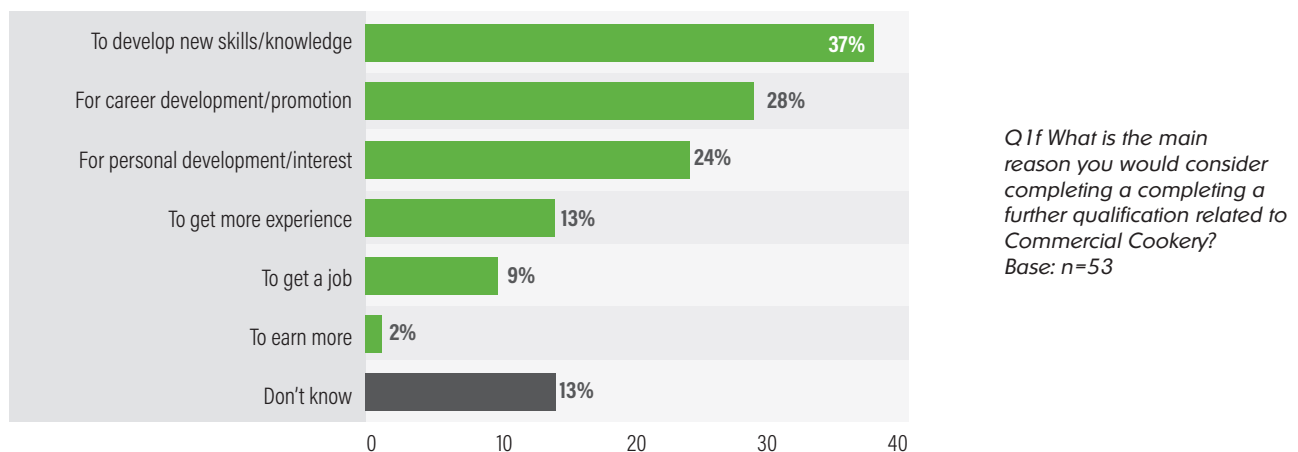
Figure 17 Consideration of completing a further qualification



Q1d Which one of these best describes you? Base: n=126

The main reason for considering completing a further qualification in Commercial Cookery was to develop skills/knowledge (37%), with 28% doing so with the aim of career development/promotion and a further quarter (24%) considering a further qualification for personal development/interest, as shown in Figure 18.

Figure 18 Reasons for considering completing a further qualification in Commercial Cookery



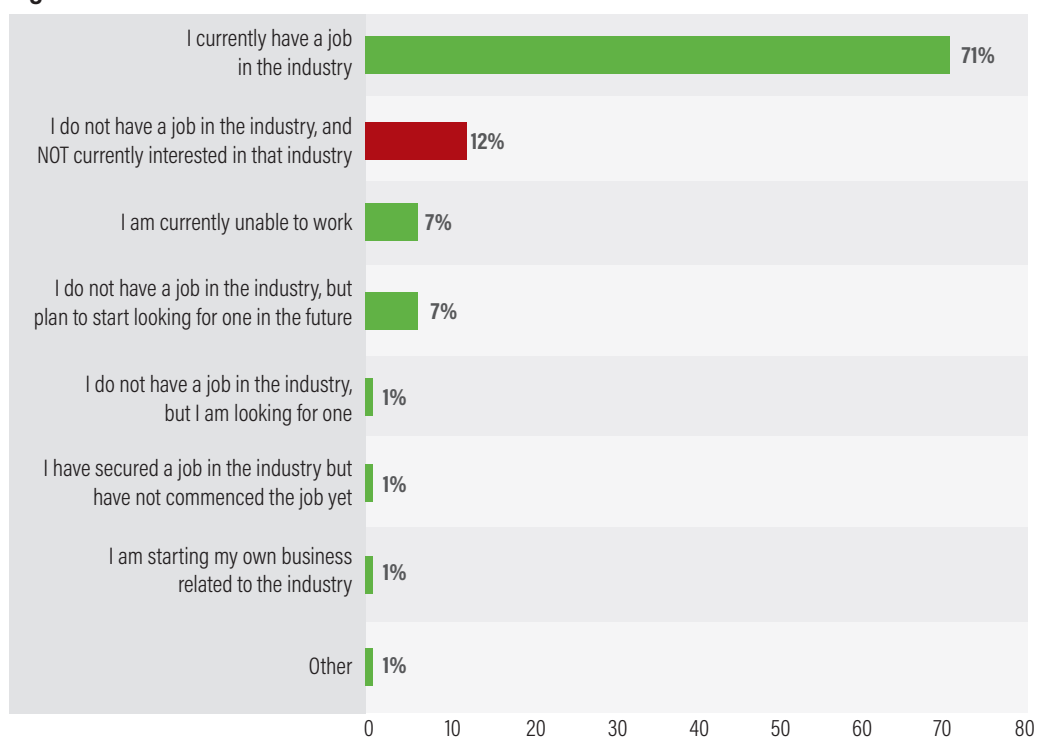
4.4 Current work situation

Almost three quarters (71%) of Commercial Cookery respondents currently have a job in the industry, as shown in Figure 19.

Of those who had commenced their job (n=95), almost half (47%) were employed full-time for their main job, as seen in Figure 20. Over three-quarters of respondents (78%) described their job title as cook/chef.

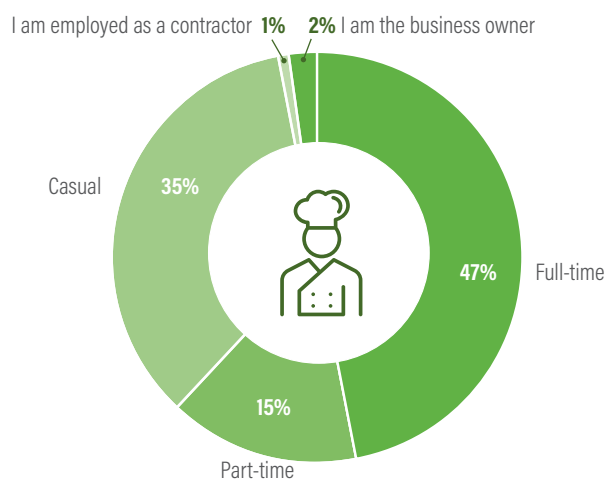
It should also be noted that 12% of respondents are neither working in Commercial Cookery nor interested in getting a job in the industry. This indicates that they are disinterested in the industry and can be considered as having already exited it. This group is referred to as having 'left the industry'.

Figure 19 Current work situation



Q10 Thinking about your work situation with regard to the industry, which of the following best describes your situation?
Base: n=126

Figure 20 Job status



Q10c Is your main job full-time, part-time, or casual?
Base n=96

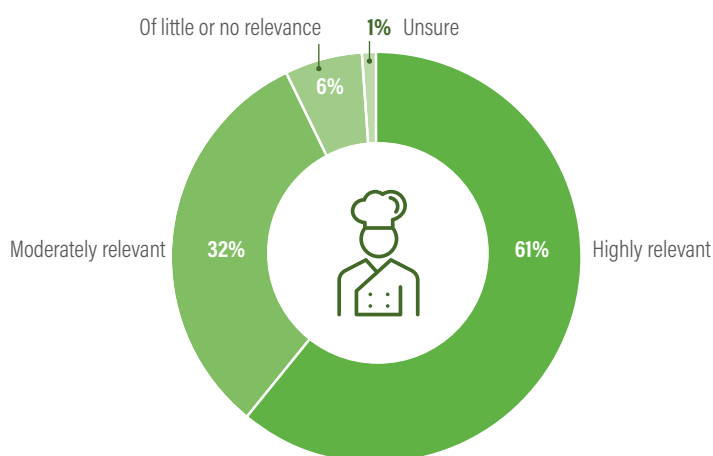
At Wave 3, of those who had secured a job (n=95), 64% stated that they secured their job after completing their qualification, while 32% secured their job before completing their qualification. Please note that many Commercial Cookery students do their training through apprenticeship pathways and so this may explain why the rate for securing employment before completing studies is slightly higher when compared to Aged Care students as many will be employed via an apprenticeship.

In Wave 3, of those who had secured a job (n=99), almost eight in ten (79%) stated that both the qualification and the training were important in securing their job, while 15% placed more importance on the training.

Between Wave 2 and Wave 3, two students secured a job. In relation to whether it was the qualification or the training that played a more important role in securing the job, one respondent indicated it was both the qualification and training that were important to help them secure the job, and the other said neither the qualification nor the training was important in securing the job.

Of those who were working or had a job in the industry in early 2020 (n=96), over half (61%) considered their training to be highly relevant, while only 6% considered their training to be of little or no relevance, as can be seen in Figure 21.

Figure 21 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=96

Of the very few people (n=6) who felt that their course was not relevant, respondents cited that the work they were doing now in the industry was either menial, simply not covered by the training, or otherwise they were doing something a bit different to general cookery (e.g. pastry chef work).

“ As a dishwasher, I am not currently working with food; however, the training has given me the knowledge needed to understand the running of the kitchen and how my role affects the chefs. As well as the ability to take note on what they are doing and understand why.

“ My training did not cover the type of work I am doing as in more the pastry chef side of things.

While the majority (80%) of respondents who work in the industry are currently working in one job, 18% have between two and three jobs. While most of those with a job are working in hospitality (94%), a small number are also working in other industries, including 8% in health care or social assistance, and 5% in retail.

In the last 12 months, 61% of all respondents have had only one main job in the Commercial Cookery industry, while over a third (36%) had two or more main jobs in the industry. Three percent report 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 (n=34), the reasons for changing include the impact of COVID-19 or the bushfires of 2019–2020 (48%), better work conditions (31%), and better pay (31%).

4.5 Satisfaction with main job and recommendation of industry

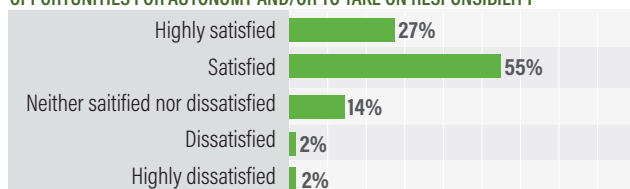
The measurement of satisfaction was influenced by Frederick Herzberg's two-factor theory of motivation, which distinguished between hygiene factors as distinct from the key drivers above those hygiene factors. The term hygiene factors was used by Herzberg because, like physical hygiene in public health, the presence of certain factors will not make people healthier, but an absence can cause health deterioration. Similarly, the presence of certain factors in the workplace or related to a job do not typically lead to greater job satisfaction, but an absence can lead to dissatisfaction. Aspects of the survey 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, 82% of Commercial Cookery respondents (net³) were satisfied (including 28% highly satisfied). The net rate of dissatisfaction for their main job was 7% (2% were highly dissatisfied). The aspect with the highest rate of satisfaction was opportunities for autonomy/and or to take on responsibility (82% net satisfied, 27% highly satisfied). The aspect with the highest rate of dissatisfaction was work schedule, which had a net dissatisfaction rate of 14% (3% highly dissatisfied). The results for the job overall and the various aspects are charted in Figure 22.

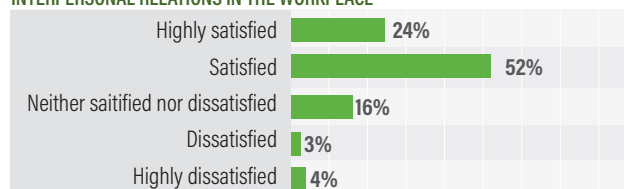
3 Net satisfaction includes 'Highly satisfied' and 'Satisfied'. Net dissatisfaction includes 'Highly dissatisfied' and 'Dissatisfied'.

Figure 22 Job satisfaction

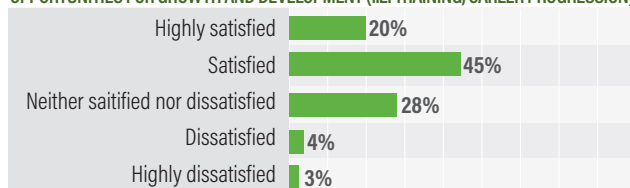
OPPORTUNITIES FOR AUTONOMY AND/OR TO TAKE ON RESPONSIBILITY



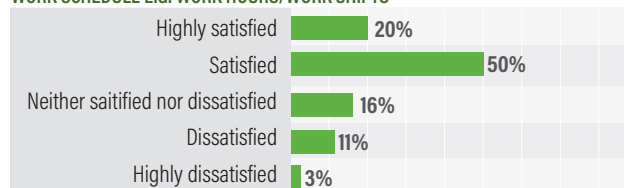
INTERPERSONAL RELATIONS IN THE WORKPLACE



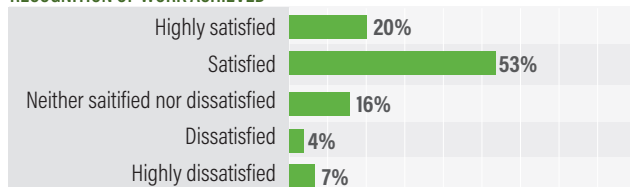
OPPORTUNITIES FOR GROWTH AND DEVELOPMENT (I.E. TRAINING, CAREER PROGRESSION)



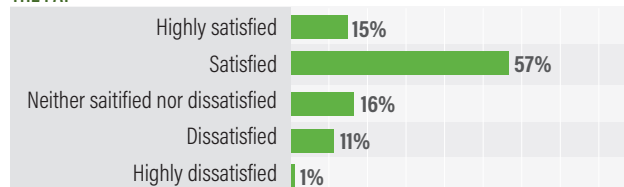
WORK SCHEDULE E.G. WORK HOURS/WORK SHIFTS



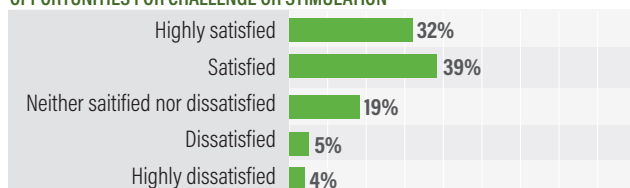
RECOGNITION OF WORK ACHIEVED



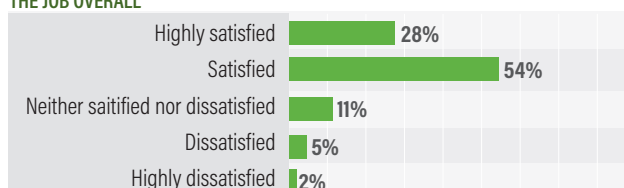
THE PAY



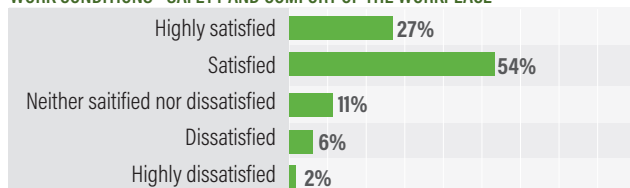
OPPORTUNITIES FOR CHALLENGE OR STIMULATION



THE JOB OVERALL



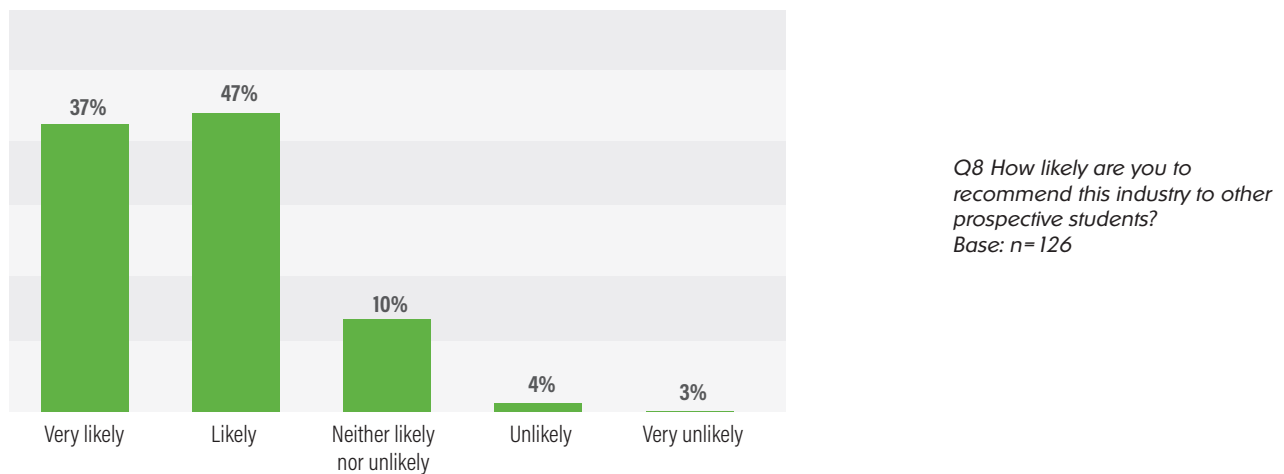
WORK CONDITIONS - SAFETY AND COMFORT OF THE WORKPLACE



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=96

A total of 84% of Commercial Cookery students (net) would be likely to recommend the industry to other prospective students, including 37% who are very likely to recommend it. Only 7% of students (net) would be unlikely to recommend the course (Figure 23).

Figure 23 Likelihood of recommending Commercial Cookery industry to prospective students



In terms of the main reason why Commercial Cookery students recommend their industry, 44% mentioned the **good career/job opportunities** available. After this, the next most popular reason relates to it being a **personally rewarding / satisfying industry** (30%) and then **it's a growing industry** (22%).

Examples of responses for recommending the industry include:

- “ Teaches you everything the proper way, so it is a good course and industry.
- “ The course and exposure [were] excellent.

A common example of why respondents were unlikely to recommend the industry is:

- “ People don't understand what is involved, the hard work.

4.6 Left the industry

At the time of interviewing, a small number of respondents had decided to leave the industry (n=15). The most common reason for leaving the industry was that the nature of the work was not stimulating (35%), followed by mistreatment by colleagues or employer (29%) and COVID-19 or the bushfires of 2019–2020 (3%). Four of the 15 did not have another job but were looking, while ten were working or had secured another job. Only a single Commercial Cookery respondent mentioned salary-based considerations for leaving the industry.

Of those who secured a job in another industry (n=10), one respondent reported working in aged care, one reported working in other health care or social assistance, one reported working in hospitality, one reported working in retail and another respondent reported working in transport. The remaining five respondents mentioned miscellaneous industries or did not disclose what industry they were working in.

4.7 Hours and pay

Amongst Commercial Cookery respondents who were employed in the industry (n=77), the median number of hours worked was 30 to 39 hours a week. Approximately one in three (34%) respondents were working 40–49 hours per week.

Table 9 Average weekly hours worked in Commercial Cookery industry

Hours per week	
Less than ten hours per week	1%
10 to 19 hours per week	8%
20 to 29 hours per week	13%
30 to 39 hours per week	30%
40 to 49 hours per week	34%
50 to 59 hours per week	10%
60+ hours per week	5%

*Q19 How many hours do you usually work in your main job in the Commercial Cookery industry in an average week? Base: n=77 – All respondents currently working the industry
Due to rounding, the sum of the percentages may equal more than 100%.*

Respondents were asked about their income pre-tax, excluding superannuation.⁴ The median income among those respondents was between \$50k to \$59k. Overall, 79% reported earning \$40k or more.

Table 10 Gross (pre-tax, excluding Super) annual salary in Australian dollars

Gross (pre-tax, excluding Super) annual salary	
Less than \$10,000	2%
\$10,000 to \$19,999	4%
\$20,000 to \$29,999	4%
\$30,000 to \$39,999	11%
\$40,000 to \$49,999	24%
\$50,000 to \$59,999	38%
\$60,000 to \$79,999	16%
\$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 in Australian dollars?

Base: n=77 – All respondents currently working the industry

Among those cookery respondents who reported working at least 30 hours a week (n=56), the median income level was between \$50k to \$59k. Around a fifth (21%) of these reported earning \$60k or more. Of the 19 respondents who reported earning \$60k or more, 9 reported working 30 to 39 hours, 4 reported working 40 to 49 hours, 2 reported working 50 to 59 hours, and 4 reported working at least 60 hours a week.

⁴ It should be noted that 19 respondents were excluded as they preferred not to say what their income was. Salary data has been calculated excluding those who did not provide their income level.

4.8 Thinking ahead

When cookery respondents (n= 126) were asked what industry they planned to be working in 'one year from now', 76% responded that they planned to be working in the Commercial Cookery industry. Around 6% mentioned that they planned to be working instead in health care and social assistance. When these results were filtered to those cookery respondents who indicated they were either working in the industry or currently looking for work or starting a business in the industry (n= 111), 85% responded that they planned to be working in Commercial Cookery. In addition to health care and social assistance, other industries cookery respondents planned to be working in included hospitality, retail, and education and training.

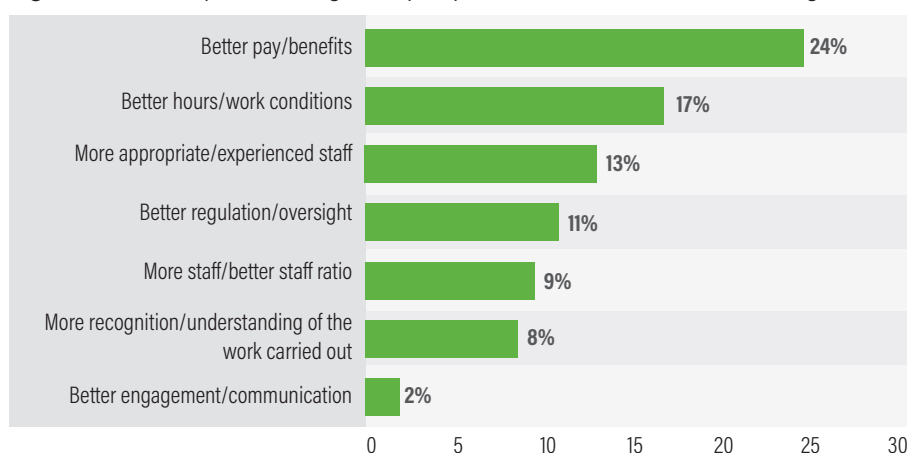
Commercial Cookery respondents (n= 126) were also asked what type of job they would like to have in the Commercial Cookery industry in five years' time. The most common response (27%) was cook/chef. It is noted that 31% of respondents indicated that they did not plan to work in the industry in five years' time. When these results were filtered to those cookery respondents who indicated they were either working in the industry or currently looking for work or starting a business in the industry (n= 111), the most common response (30%) was cook/chef followed by respondents noting that they did not plan to work in the industry in five years' time (24%).

The results above demonstrate that in the long term (e.g. in five years' time), a noticeable proportion of individuals do not intend on staying in the Commercial Cookery industry. This is consistent with the workforce supply issue the industry has been experiencing for at least the last decade.

4.9 Improving conditions

Figure 24 shows that around a quarter of Commercial Cookery respondents (24%) said that the most important thing to help improve conditions for those working in the industry would be better pay/benefits. Another 17% of respondents also mentioned better hours/work conditions.

Figure 24 Most important thing to help improve conditions for those working in the Commercial Cookery industry



*Q21c What is the most important thing that you think would help improve conditions for those working in the Commercial Cookery industry?
Base: n=97*

4.10 The impact of COVID-19 and the 2019–20 bushfires

The summer of 2019–2020 saw a major bushfire crisis in Australia, and 2020 saw the outbreak of the COVID-19 pandemic. The bushfire crisis devastated many parts of regional Australia. Apart from the tragic loss of people's lives and homes, the crisis also resulted in a major adverse impact on many industries, particularly in the regions directly exposed to the bushfires. Even in some capital cities, where the fires did not directly reach, air pollution due to the smoke emanating from the bushfires affected people's lifestyles (the need to stay indoors) and had adverse health outcomes (e.g. respiratory conditions). As it has all over the world to varying degrees, the COVID-19 pandemic has had a major effect on lifestyle and industry.

Both the bushfires and the pandemic had an enormous adverse impact on the tourism and hospitality industries, with many hospitality businesses having to either close or significantly limit their operations, resulting in reduced staff headcounts.

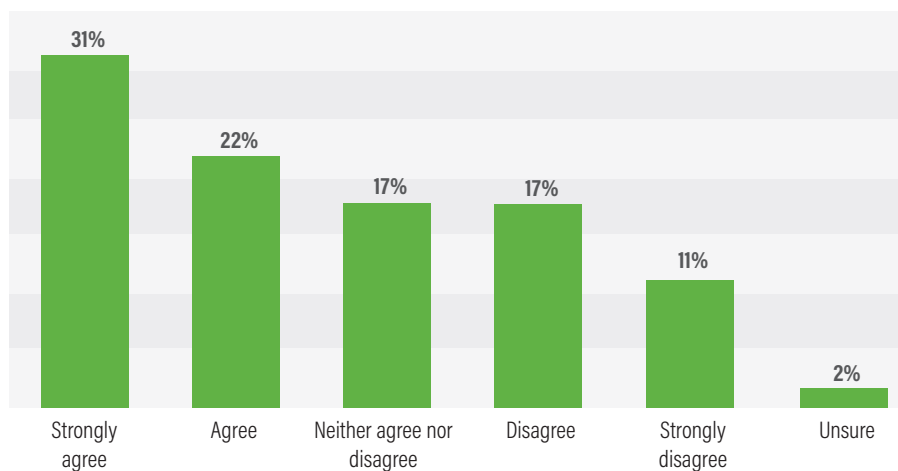
Given the saliency of COVID-19 and the bushfire crisis in 2019–2020, a decision was made to add some questions into Wave 3 to specifically address some of the impacts these two crises might have had on respondents and their careers.

4.10.1 Impact on finishing the course

At the time of interviewing, only 15 Commercial Cookery respondents were in the process of completing their qualification or had withdrawn from their course since Wave 2. When asked (Q2a) whether COVID-19 or the bushfires of 2019–2020 prevented them continuing their course/qualification, four of those 15 said that it had.

When asked whether COVID-19 or the bushfires of 2019–2020 had slowed their progress towards achieving their career goals, a total of 53% agreed to some extent, as can be seen in Figure 25.

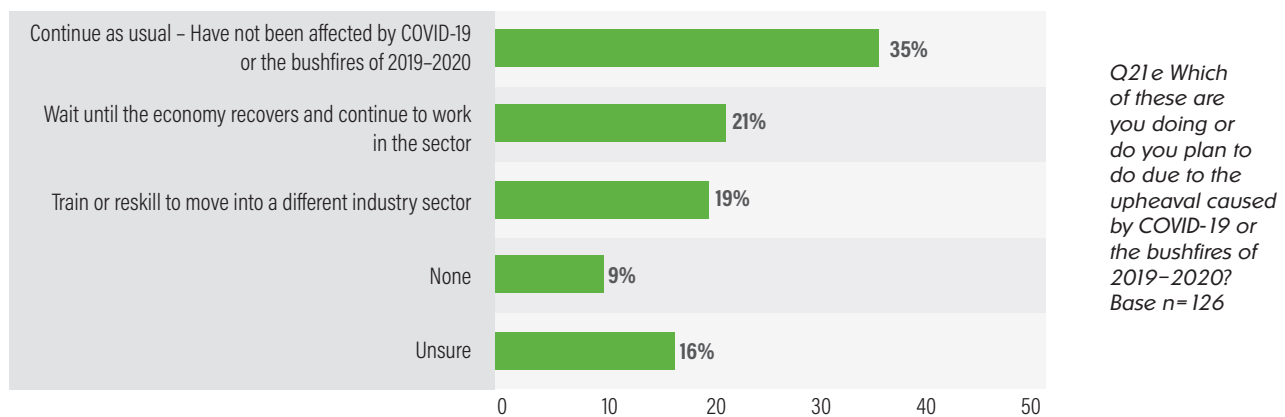
Figure 25 Agreement as to whether COVID-19/bushfires of 2019–2020 slowed progress towards achieving career goals



Q21d To what extent would you agree that either COVID-19 or the bushfires of 2019–2020 slowed your progress towards achieving your career goals?
Base n= 126

Just over one third (35%) of respondents reported that they had not been affected by the named events. Nineteen percent of Commercial Cookery respondents however indicated that they are currently, or are planning to, train or reskill to move into a different sector due to the upheaval caused by COVID-19 and the bushfires.

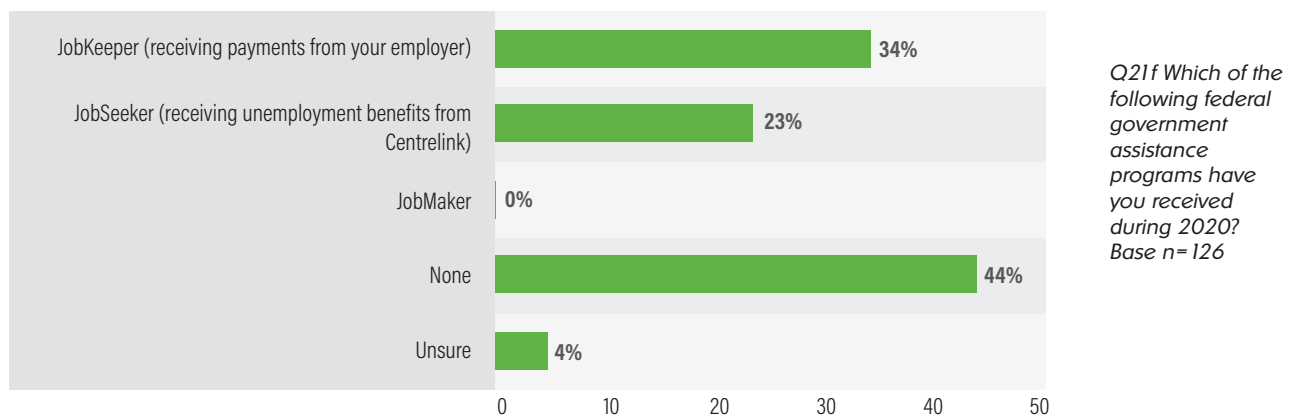
Figure 26 Doing/planning to do these due to the upheaval caused by COVID-19 or the bushfires of 2019–2020



4.10.2 Federal government assistance

Around a third of Commercial Cookery respondents (34%) were or had been part of the JobKeeper program, while nearly a quarter (23%) were or had been part of JobSeeker. Forty-four percent indicated that they had not received any federal government assistance during 2020.

Figure 27 Federal government assistance programs received



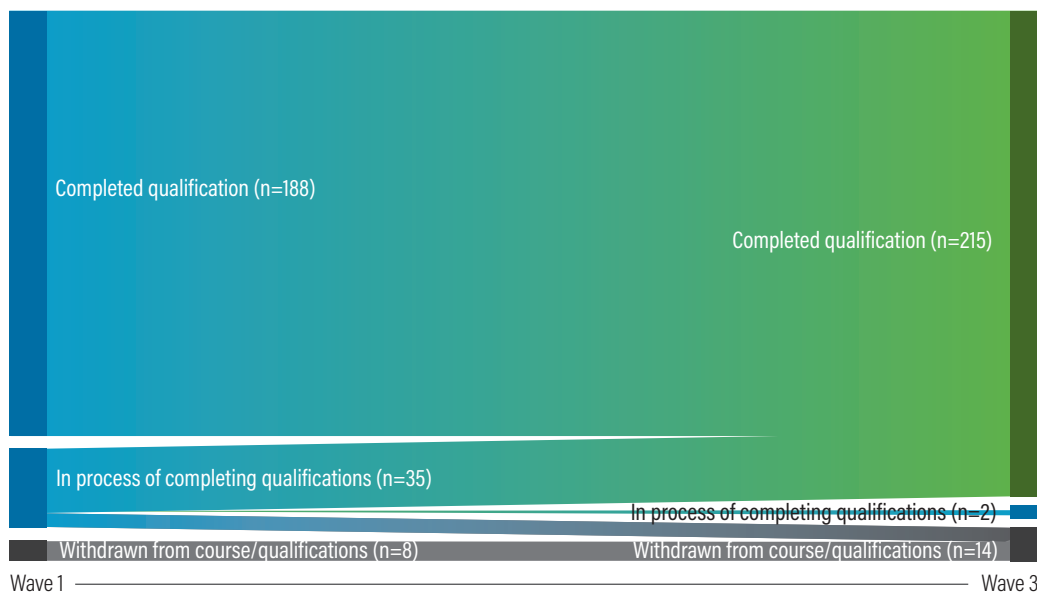


5.0 Longitudinal analysis: Aged Care

5.1 Status of training course

The following Sankey chart shows the longitudinal course status of all Aged Care respondents who completed Wave 3. While 188 of the Wave 3 completers had completed their course/qualification as of Wave 1, this number had risen to 215 as of Wave 3.

Figure 28 Longitudinal course status from Wave 1 to Wave 3 - Aged Care



Q1 Could you please confirm the current status of your training course toward your Aged Care qualification?
Base: n=231

Of the 14 respondents who had withdrawn from their course/qualification, their reason can be seen in the following table along with the unweighted count. Dissatisfaction with the training organisation was the most common reason given for withdrawing from the course.

Table 11 Reasons for withdrawing from course/qualification

Reason for withdrawing	
I was not happy with the training organisation	4
I changed jobs or started a new job	2
I decided on a different career path	2
I achieved my training goals	1
I had already learnt the skills I needed for my job	1
Illness or injury	1
Location or transport difficulties	1
Other	2
Total	14

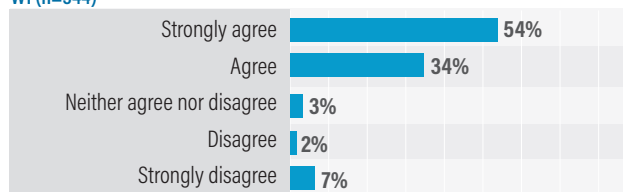
Q2 What was your main reason for withdrawing from your course/qualification?
Base n=14

5.2 Reasons for commencing course

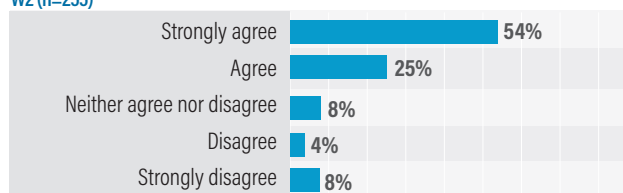
The vast majority commenced the course for work or employment reasons (98%). In terms of whether respondents felt on track to achieve their main objective for commencing their course, the proportion who strongly agreed remained stable throughout all three waves, but total agreement declined after Wave 1.⁵

Figure 29 On track to achieve main objective for commencing course

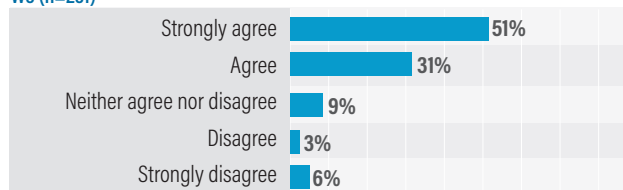
W1 (n=344)



W2 (n=255)



W3 (n=231)



Q4 Previously, you told us that the main reason for commencing your course in Aged Care was... To what extent would you agree that you have either achieved or are on track to achieving that?

⁵ Note: Agreement percentages have been re-percentage to exclude 'unsure' responses from the base. W1 percentages might therefore differ from Wave 1 report.

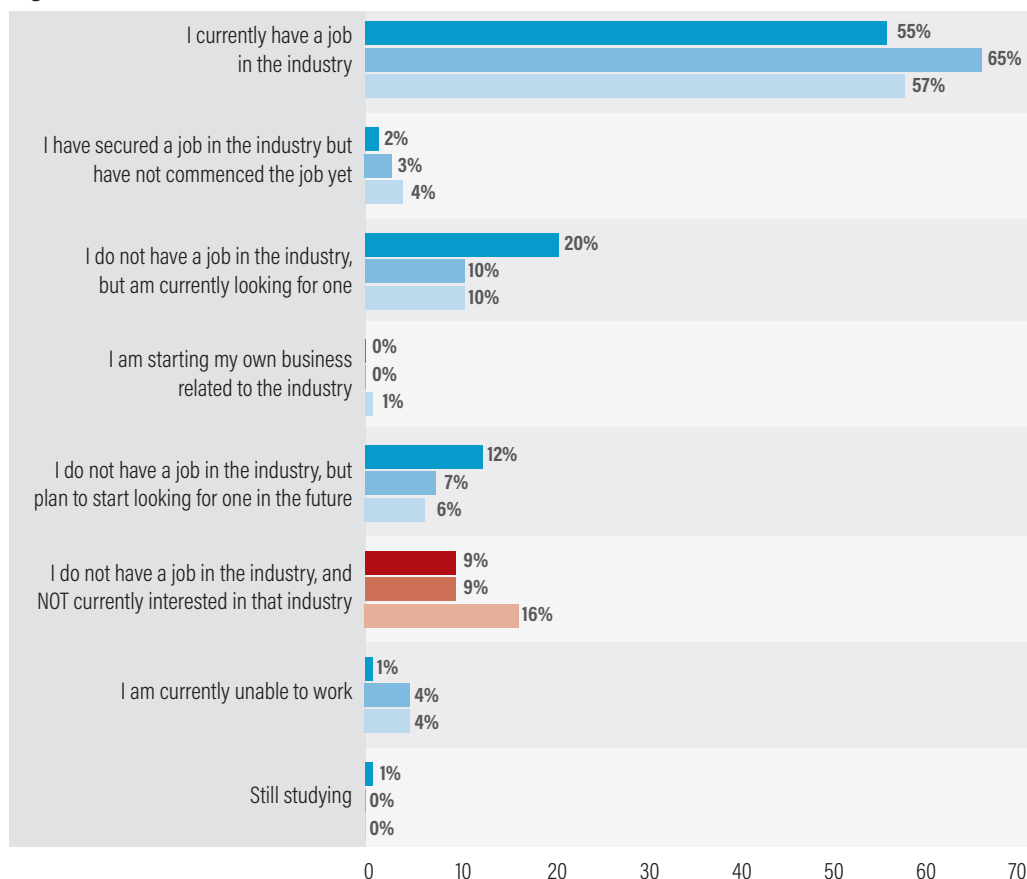
5.3 Further study

There was a slight decline in the proportion who would consider undertaking another qualification in aged care from 49% in Wave 2 to 42% in Wave 3. Reasons for being interested in another Aged Care qualification showed an increase in respondents who said they would do it for personal development (Wave 2 16%, Wave 3 38%). The proportion of respondents who indicated they would do further study to develop skills/knowledge declined slightly (Wave 2 41%, Wave 3 32%) whereas the other popular reason for doing further study for career development/progression stayed relatively unchanged across waves (Wave 2 24%, Wave 3 22%).

5.4 Current work situation

The proportion of respondents who had a job in the industry peaked at Wave 2 (65%) and was above 50% for each wave. The proportion looking for a job in the industry peaked at Wave 1, as did the proportion planning to look. There was also a noticeable increase in the proportion of respondents who ceased being interested in the industry, rising from 9% to 16% in Wave 3. (See Figure 30).

Figure 30 Current work situation



Q10 Thinking about your work situation with regard to the industry, which of the following best describes your situation? The option 'Other' is excluded from the chart.

■ W1 (n=344)
■ W2 (n=255)
■ W3 (n=231)

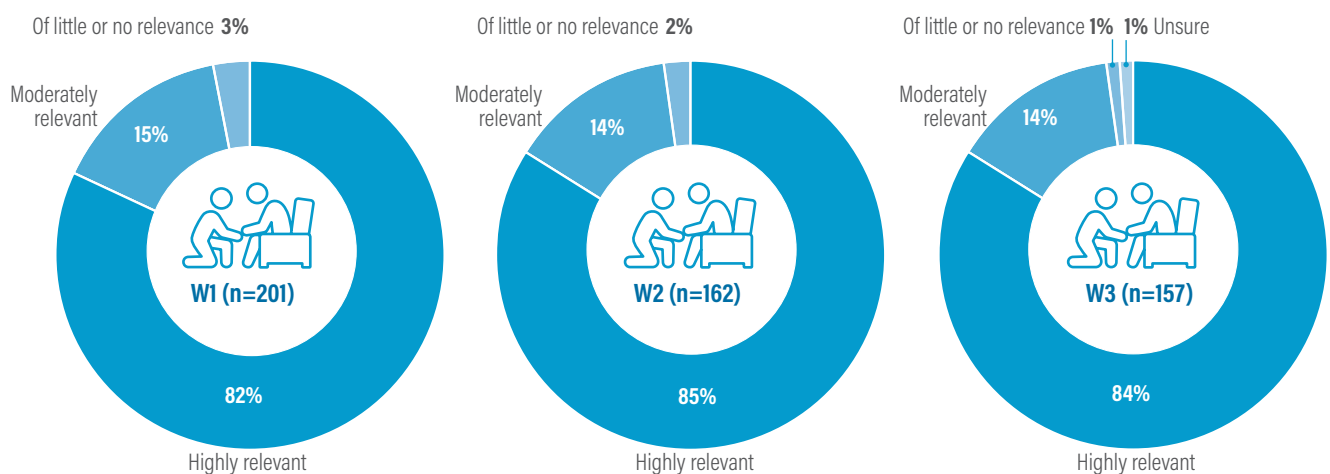
Of respondents that completed Wave 3 and had secured a job, more than three-quarters secured a job after completing their qualification, and under a quarter secured the job before completing their qualification.

Just over 90% who secured a job said that both the qualification and the training were important with regard to this. Among those who did not think the qualification and training were equally important, the reasons stated

for this included the fact that it was not required by the employer but they chose to undertake it 'for self-improvement' (stated by two respondents), and that the training was 'not relevant' to their role (as stated by another two respondents).

In terms of whether the training was relevant to the job, in each wave over 80% of respondents said the training was highly relevant.

Figure 31 Relevance of training to work on the job

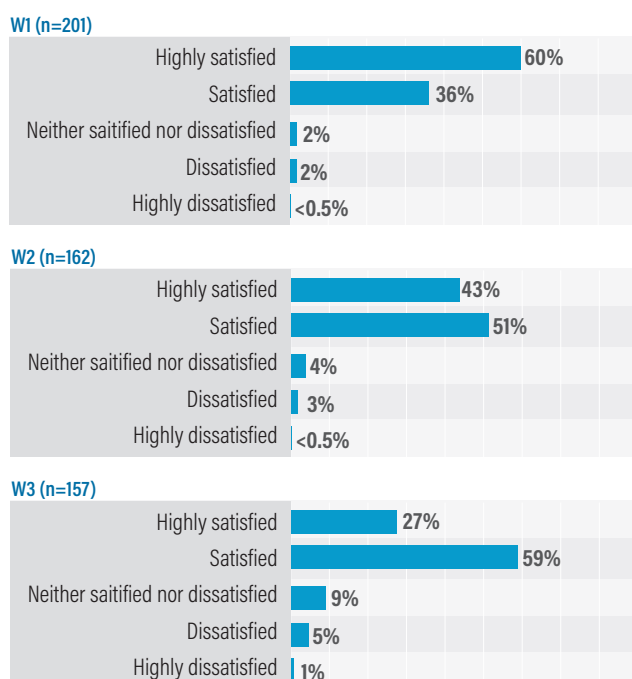


Q13 And in your actual work on the job, how relevant was your training to this job?

5.5 Satisfaction with main job and recommendation of industry

Job satisfaction declined somewhat with each successive wave. In fact, in terms of those highly satisfied with their job, the proportion in Wave 3 (27%) was under half of what it had been in Wave 1. On the other hand, dissatisfaction appears to have grown as the study progressed, with net dissatisfaction growing from 2% in Wave 1 to 6% by Wave 3.

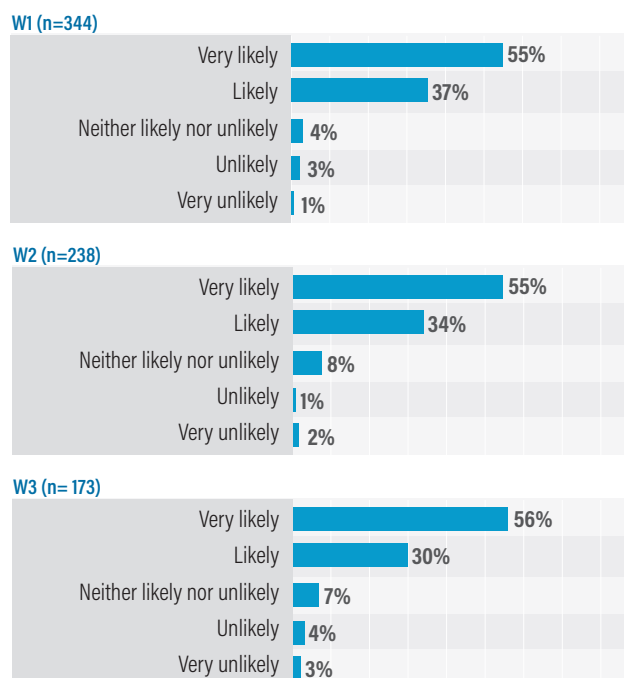
Figure 32 Job satisfaction



Q14 Overall, how satisfied are you with your (main) job...? 'Unsure' has been excluded and so W1 % may differ from the Wave 1 report.

Interestingly, likelihood to recommend the industry remained more stable, although it did appear to decline somewhat as the study progressed. This suggests that respondents do not always base industry recommendation purely on job satisfaction, but rather take into account other practical considerations. Alternatively, respondents might be optimistic about their job satisfaction with the industry improving in the future.

Figure 33 Likelihood of recommending Aged Care industry to prospective students

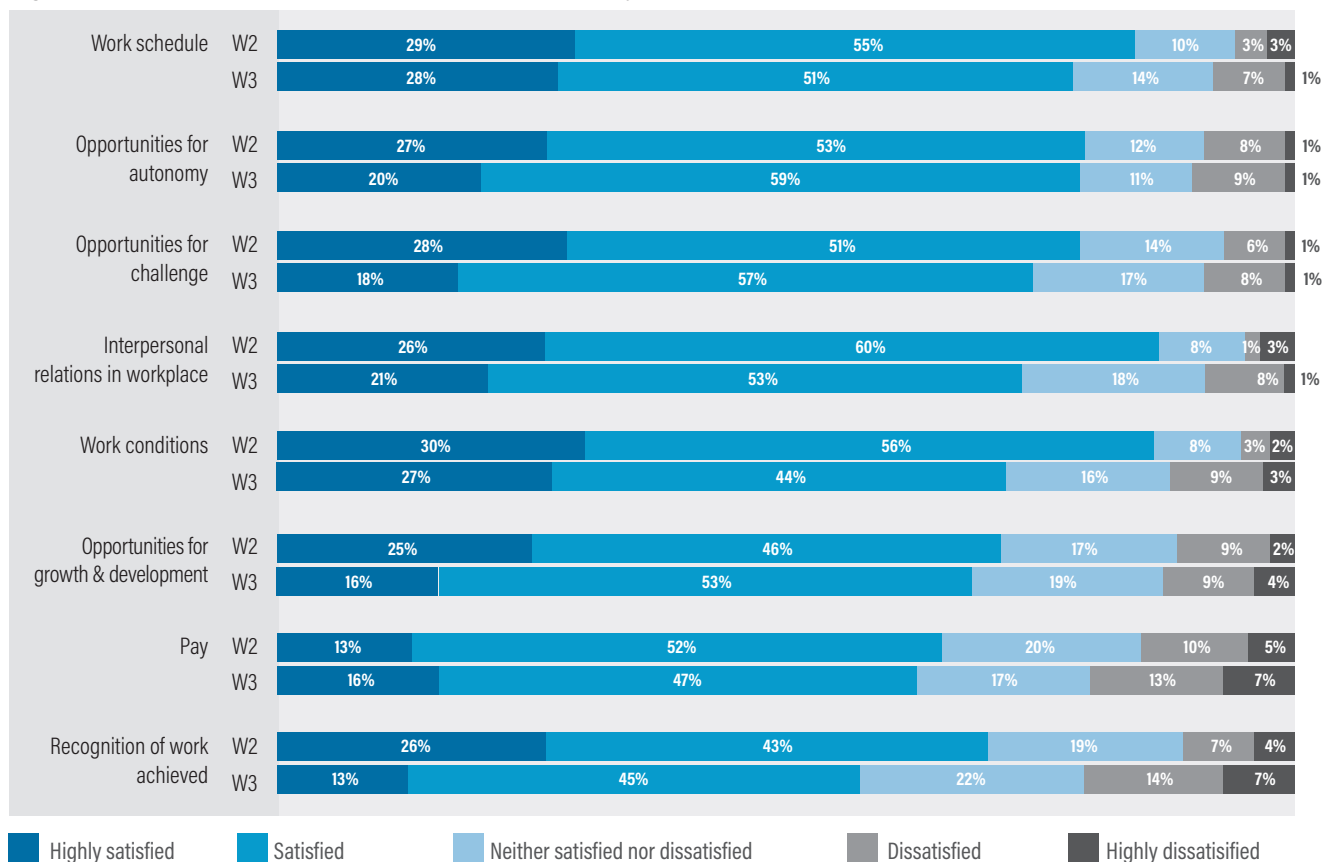


Q8 How likely are you to recommend this industry to other prospective students? 'Unsure' has been excluded and so W1 % may differ from the Wave 1 report.

In terms of satisfaction with the various aspects of a respondents' main job, this was measured in both Wave 2 and Wave 3. There appears to be a reduction in net satisfaction across most aspects in Wave 3 compared to Wave 2. The most notable reductions appear to be in **interpersonal relations in the workplace, work conditions, and recognition of work achieved**. The aspect of **recognition of work achieved** is also where net satisfaction appears to be the lowest as of Wave 3, suggesting this is the aspect most failing to meet respondents' expectations.

In terms of dissatisfaction, the most noticeable increases in dissatisfaction were in the aspects of **work conditions, pay and recognition of work achieved**. At the end of Wave 3, in terms of dissatisfaction with various job aspects, dissatisfaction was highest for **pay and recognition of work achieved**, suggesting these might be the most important aspects in driving job and industry attrition.

Figure 34 Job satisfaction across various aspects of main job (%) – Wave 2 (W2) and Wave 3 (W3)



Q26 How satisfied are you with the following aspects of your (main) job... ?

Base: W2 n= 162; W3 n=157. Note: 'Unsure' responses excluded from the calculation of percentages



5.6 Left the industry

Over time, the proportion who left the industry increased from 9% to 16%. Amongst all respondents who completed Wave 3, there were 40 respondents who left the Aged Care sector at some stage during the study. The primary reasons respondents gave for leaving the sector were mistreatment by colleagues/employer (n=5), finding the nature of the work to be non-stimulating (n=5), salary-based considerations (n=4), and finding the work hours to be incompatible with their lifestyle (n=4). There were two respondents who left the sector for reasons related to COVID-19 or the bushfires (it seems more likely that this was COVID-19).

Those who had left the industry at Wave 1 were more likely to cite that the nature of the work was not stimulating. Mistreatment by colleagues/employer was the reason that was more likely to be given at Wave 3.

5.7 Hours and pay

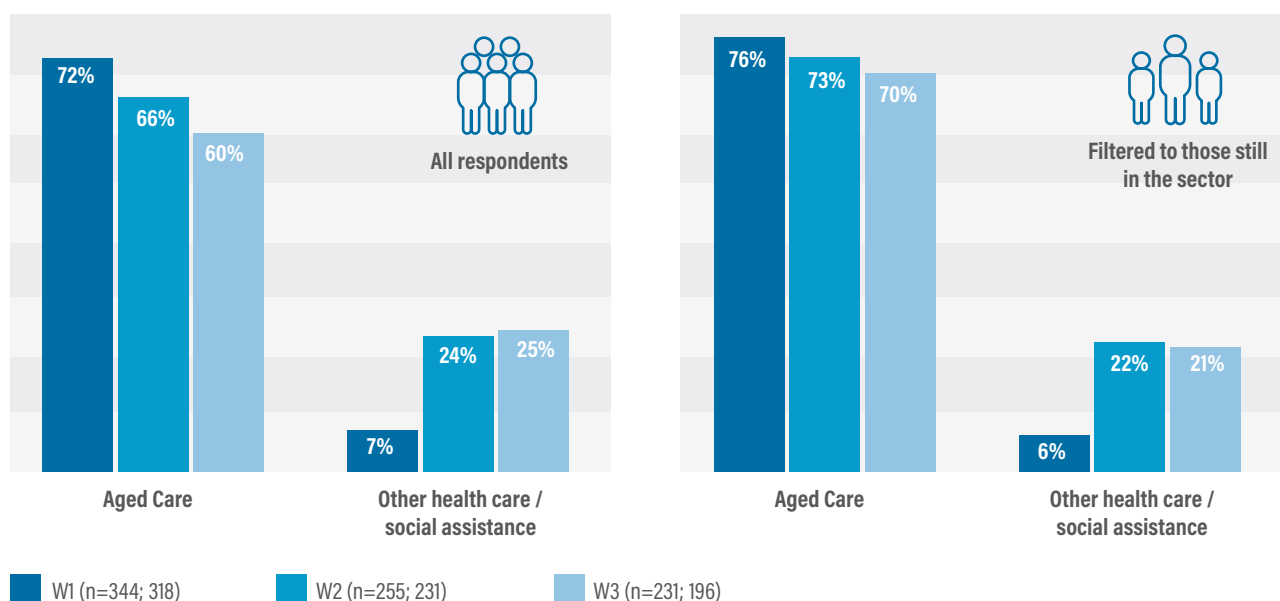
For Aged Care respondents, the median number of hours worked per week in their main job did not change much across the duration of the study. The median number of hours worked at the respondents' main job was between 20 and 29 hours for each of the three waves.

In terms of salary, the median salary from Aged Care respondents' main job also did not change much across the duration of the study. The median salary at Wave 1 and Wave 2 from respondents' main job was between \$30k to \$39k. By Wave 3, the median salary from respondents' main job was still between \$30k to \$39k. However, an increase was noted in the proportion of those earning \$40,000 or more (34% in Wave 1 to 47% in Wave 3)

5.8 Thinking ahead

When Aged Care respondents were asked what industry they planned to be working in 'one year from now', the proportion wanting to work in the Aged Care sector fell with each successive wave of the study. Since Wave 2, around a quarter of respondents stated that they planned to work in another health care or social assistance sub-sector. While Wave 1 had the highest proportion of respondents planning to work in the Aged Care sector, it also had the lowest proportion of respondents planning to work in the total wider health care or social assistance sector (net of 79%, compared to nets of 90% and 85% in Waves 2 and 3 respectively). This indicates that from Wave 2, respondents have gained an understanding of potential career paths outside of the Aged Care sector where their Aged Care training has given them a foundation.

Figure 35 Proportion of those planning to be working in Aged Care related sectors in one year's time



Note: In Wave 1, a small number of respondents working in the disability sector were categorised under 'Aged care'.

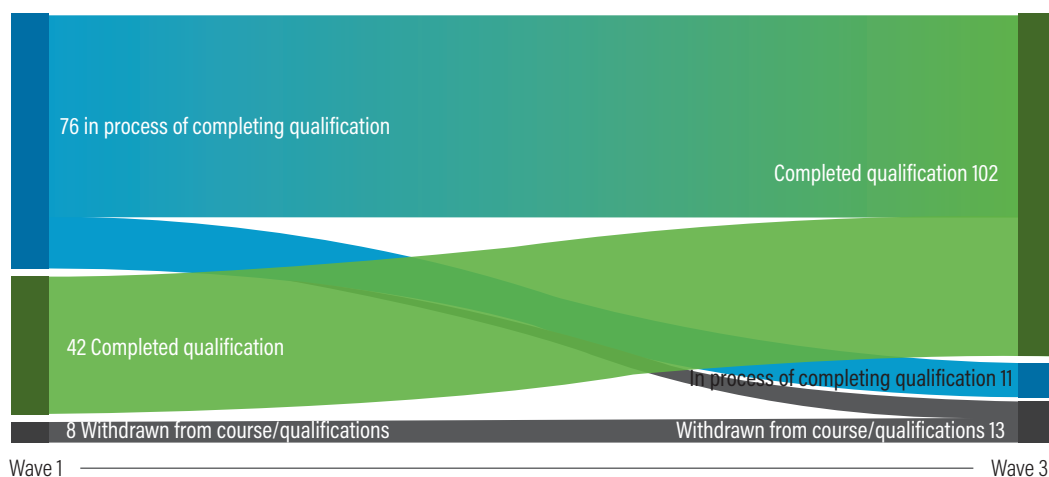


6.0 Longitudinal analysis: Commercial Cookery

6.1 Status of training course

The following Sankey chart shows the longitudinal course status of all cookery respondents who completed Wave 3. While 42 of the Wave 3 completers had completed their course/qualification as of Wave 1, this number had risen to 102 as of Wave 3.

Figure 36 Longitudinal course status from Wave 1 to Wave 3 - Commercial Cookery



Q1 Could you please confirm the current status of your training course toward your Commercial Cookery qualification?
Base: n= 126

Of the 13 respondents who had withdrawn from their course/qualification, their reason can be seen in the following table along with the unweighted count. Deciding on a different career path was the most common reason given for withdrawing from the course.

Table 12 Reasons for withdrawing from course/qualification

Reason for withdrawing	
I decided on a different career path	4
Illness or injury	2
I changed jobs or started a new job	1
Location or transport difficulties	1
The training timetable was not compatible with my requirements	1
The training was not what I expected	1
Other	3
Grand Total	13

Q2 What was your main reason for withdrawing from your course/qualification?

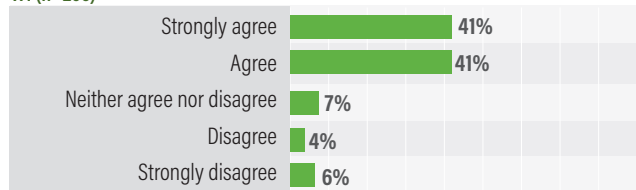
Base n= 14

6.2 Reasons for commencing course

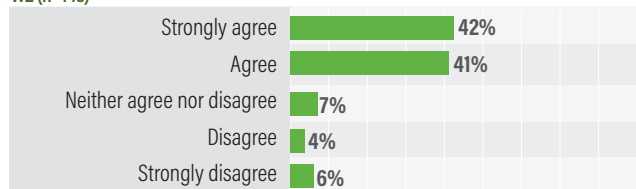
The vast majority commenced the course for work or employment reasons (96%). In terms of whether respondents felt on track to achieve their main objective for commencing their course, the proportion strongly agreeing remained stable throughout all three waves, but total agreement increased marginally after Wave 1.⁶

Figure 37 On track to achieve main objective for commencing course

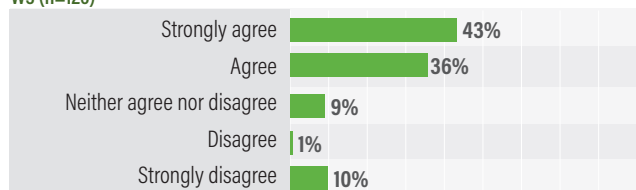
W1 (n=206)



W2 (n=143)



W3 (n=126)



Q4 Previously, you told us that the main reason for commencing your course in Commercial Cookery was... To what extent would you agree that you have either achieved or are on track to achieving that?

⁶ Note: Agreement percentages have been re-percentaged to exclude 'unsure' responses from the base. Hence W1 percentages might differ from Wave 1 report.

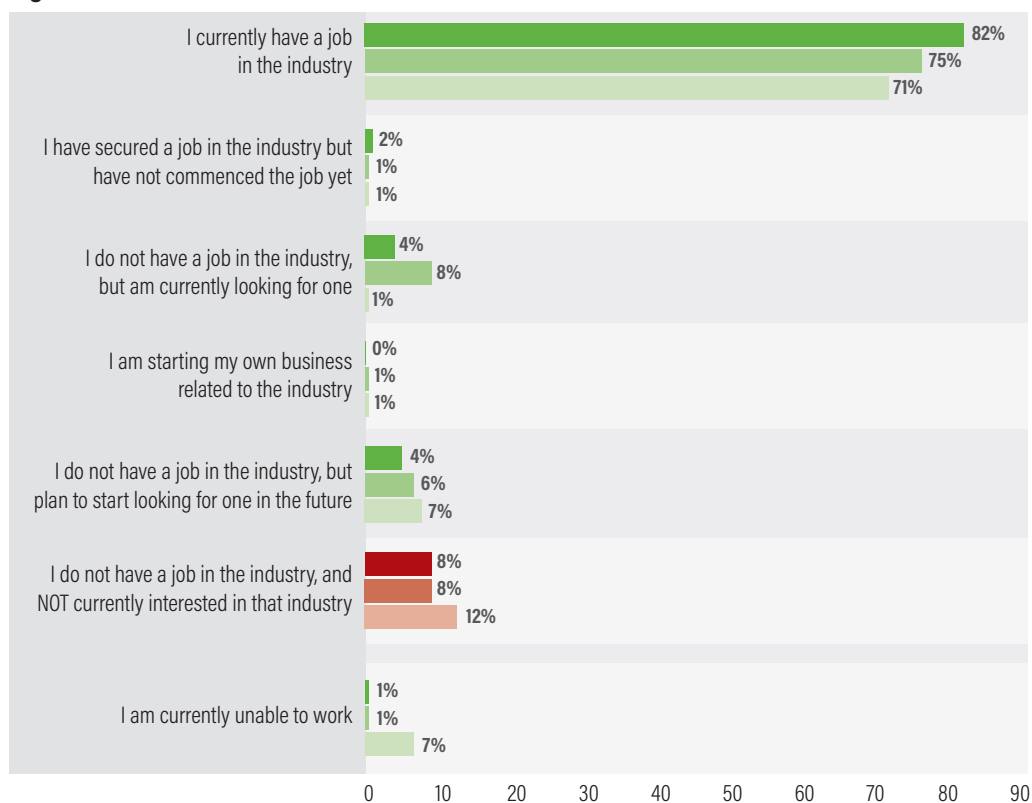
6.3 Further study

There was a slight decline in the proportion of respondents who would consider undertaking another qualification in commercial cookery from 49% in Wave 2 to 40% in Wave 3. Reasons for being interested in another commercial cookery qualification showed slight increases in the following reasons: to develop skills/knowledge (Wave 2 26%, Wave 3 36%), for career development/progression (Wave 2 18%, Wave 3 28%), and for personal development (Wave 2 12%, Wave 3 24%).

6.4 Current work situation

The proportion of respondents who had a job in the industry peaked at Wave 1 (82%) and was above 70% for each wave. Many Commercial Cookery respondents were undertaking their course through apprenticeship pathways which may explain the high proportion of respondents with a job in the industry during Wave 1. The proportion looking for a job in the industry peaked at Wave 2 (8%), while Wave 3 had the highest proportion that had left the industry (12%) as well as those unable to work (7%). 'Left the industry' describes those who do not have a job in the industry and are not looking to work in commercial cookery. (See Figure 37)

Figure 38 Current work situation



Q10 Thinking about your work situation with regard to the industry, which of the following best describes your situation?

W1 (n=206)
W2 (n=143)
W3 (n=126)

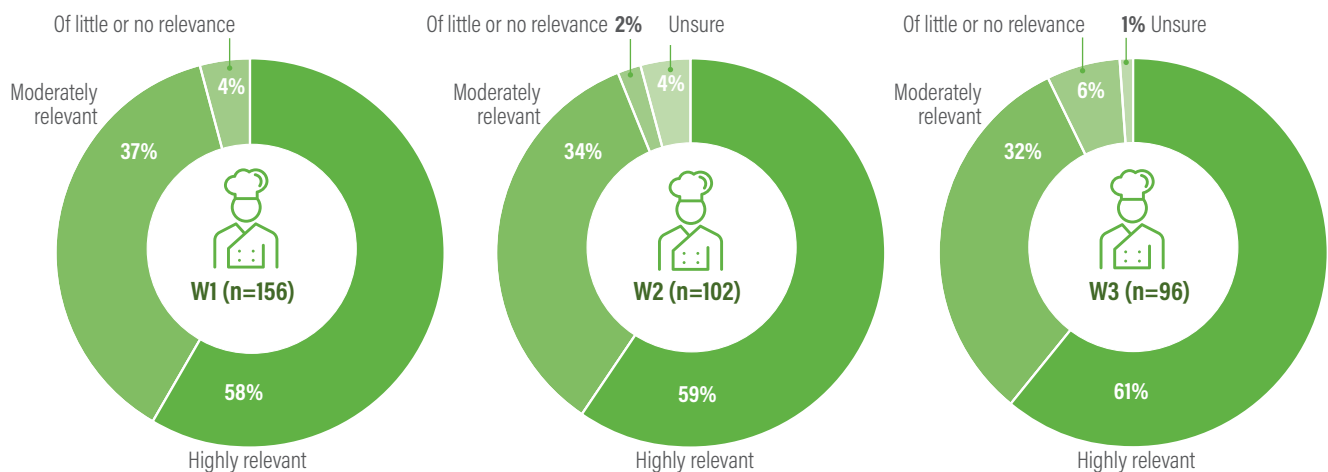
Of respondents who completed Wave 3 who did secure a job, over 32% secured a job before completing their qualification, while 64% secured the job after completing their qualification. Nearly 80% of those who secured a job said that both the qualification and the training were important with regard to this.

Among those who did not think the qualification and training were equally important, the reasons for thinking this included that it was not required by the employer but they chose to undertake it for self-improvement (four respondents). Three respondents indicated that the training was more important than the qualification

for securing their job; one respondent stated that the workplace ultimately trained them in what they needed to know, one respondent indicated that training was required in order to obtain the job, and one respondent reported that an apprenticeship was the better way to get skills for their job.

In terms of whether the training was relevant to the job, at each wave close to 60% said the training was highly relevant. The total proportion of respondents stating that the training was at least moderately relevant was also stable, at around 35% for each wave.

Figure 39 Relevance of training to work on the job

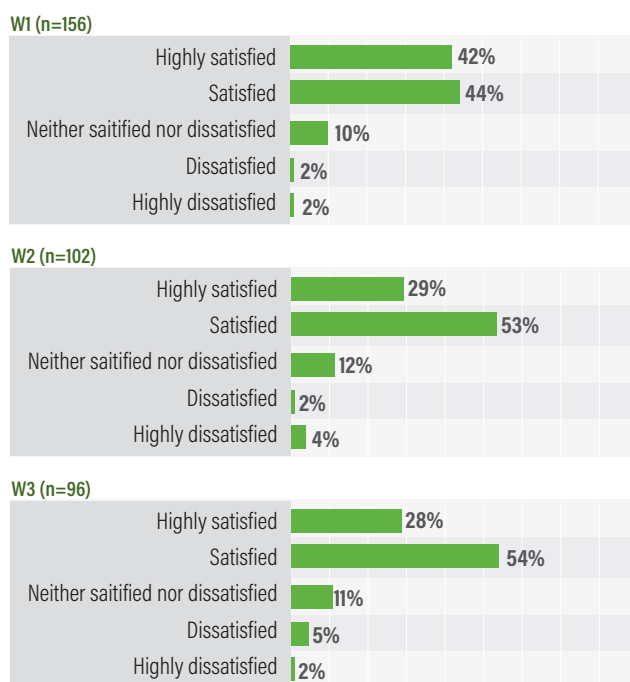


Q13 And in your actual work on the job, how relevant was your training to this job?

6.5 Satisfaction with main job and recommendation of industry

Job satisfaction declined somewhat after Wave 1, in terms of both the proportion of respondents stating that they were highly satisfied as well as net satisfied. Furthermore, dissatisfaction appeared to grow after Wave 1, with net dissatisfaction growing slightly from 4% (in Wave 1) to 6% in Wave 2, and finally to 7% in Wave 3.

Figure 40 Job satisfaction

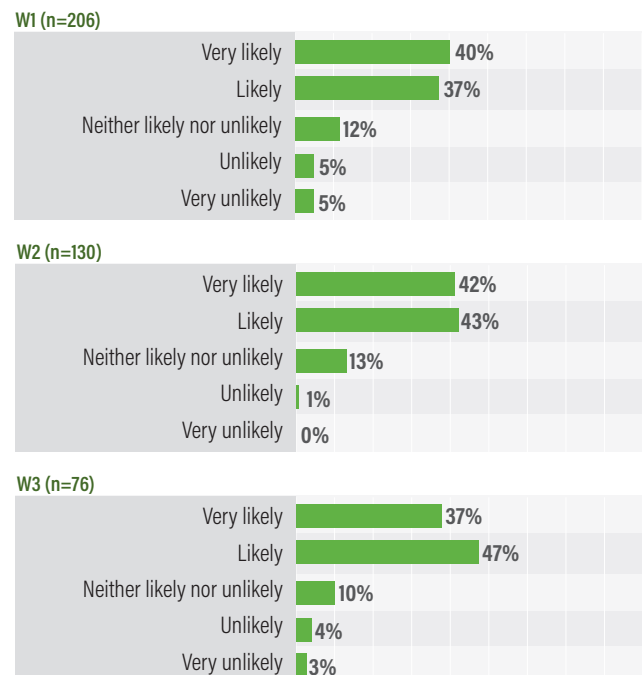


Q14 Overall, how satisfied are you with your (main) job...? 'Unsure' has been excluded and so W1 % may differ to the Wave 1 report.

The likelihood of recommending the industry is highest at Wave 2, both in terms of those very likely to recommend (42%) as well as net recommendation (85%). Net recommendation remained relatively high at 84% in Wave 3 although the proportion of respondents who indicated they were 'very likely' to recommend the industry fell to 37%.

It should be recognised that respondents did not always base industry recommendations purely on current job satisfaction, but rather on consideration of other practical considerations. In addition to this, respondents might be optimistic about their job satisfaction in the industry improving in the future.

Figure 41 Likelihood of recommending Commercial Cookery industry to prospective students



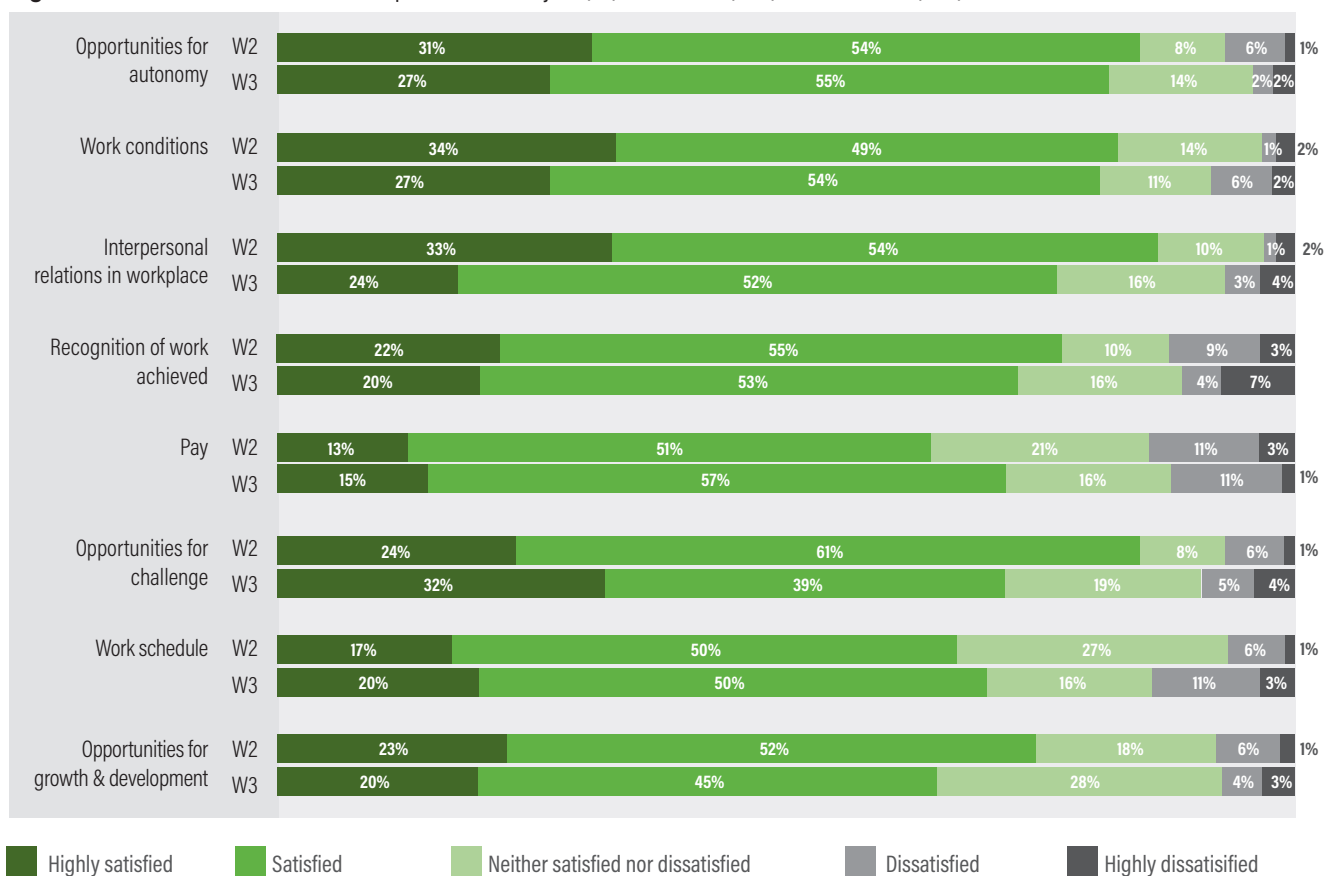
Q8 How likely are you to recommend this industry to other prospective students?

In terms of satisfaction with the various aspects of respondents' main jobs, this was measured in both Wave 2 and Wave 3. There appeared to be a reduction in net satisfaction across several aspects in Wave 3 compared to Wave 2. The most notable reductions appear to be in **interpersonal relations in the workplace**, **opportunities for challenge**, and **opportunities for growth and development**. The aspect of **opportunities for growth and development** is also where net satisfaction

appeared to be the lowest as of Wave 3, suggesting this was the aspect most failing to meet respondents' expectations.

In terms of dissatisfaction, apparent increases in dissatisfaction can be found in the aspects of **work conditions**, **interpersonal relations in the workplace**, and (most noticeably) **work schedule**. Dissatisfaction was highest for **work schedule**, suggesting this might be the most important aspect in driving job and industry attrition.

Figure 42 Job satisfaction across aspects of main job (%) – Wave 2 (W2) and Wave 3 (W3)



Q26 How satisfied are you with the following aspects of your (main) job...?

Base: W2 n= 102; W3 n= 96. Note: 'Unsure' responses excluded from the calculation of percentages.



6.6 Left the industry

Over time the proportion who left the industry increased from 8% to 12%. Amongst all respondents who completed Wave 3, there were 18 respondents who left the Commercial Cookery industry at some stage during the study. The most common primary reasons respondents gave for leaving the industry were finding the nature of the work to be non-stimulating (n=5), mistreatment by colleagues/trainers/employers (n=3), salary-based considerations (n=2), and finding the work hours to be too long (n=2). There was one respondent who left the industry for reasons related to COVID-19 or the bushfires.

Those who had left the industry at Wave 1 or 2 were more likely to cite that the nature of the work was not stimulating. Mistreatment by colleagues/employer was a reason that was more likely to be given at Wave 3 than at earlier waves.

6.7 Hours and pay

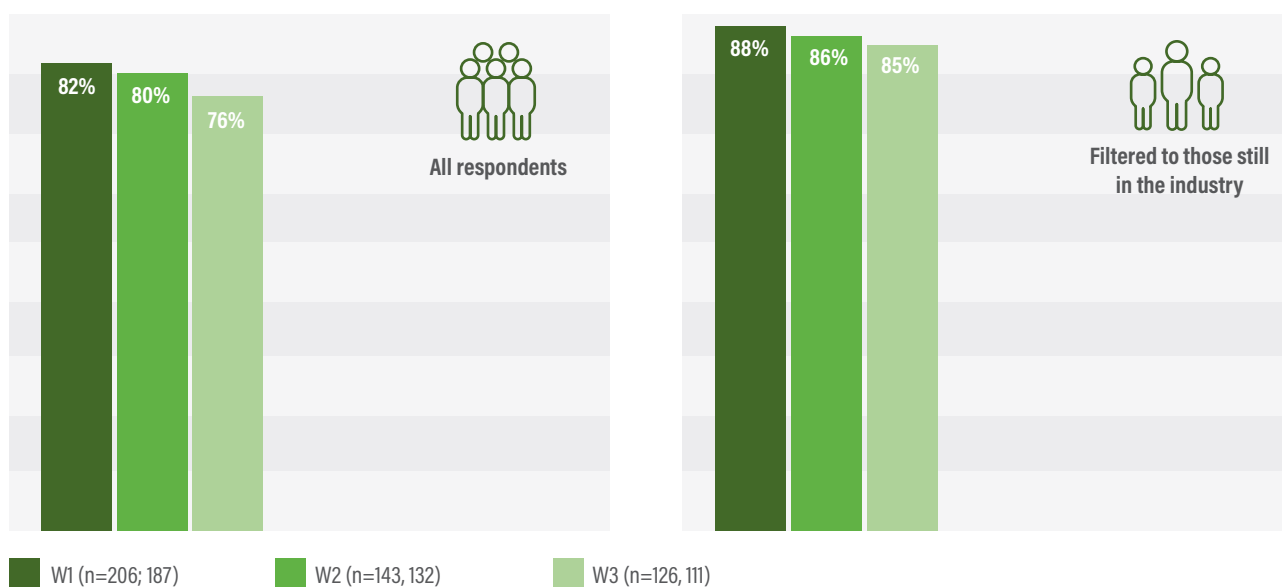
For Commercial Cookery respondents, the median number of hours worked per week in their main job did not change much across the time of the study. The median number of hours worked at Wave 1 and Wave 2 at respondents' main job was between 30 to 39 hours. At Wave 3, the median was unchanged at 30 to 39 hours.

In terms of salary, the median salary from cookery respondents' main job increased markedly at Wave 3. The median salary at Wave 1 and Wave 2 from respondents' main job was between \$30k and \$39k. By Wave 3, the median salary from respondents' main job had jumped to between \$50k and \$59k.

6.8 Thinking ahead

When Commercial Cookery respondents were asked what industry they planned to be working in 'one year from now', the proportion wanting to work in the Commercial Cookery industry fell somewhat with each successive wave of the study, with most of the fall occurring between Wave 2 and 3. It should be noted that at Wave 1, an additional 7% of respondents who were either working in the industry, looking for work or starting a business in the industry had stated that they planned to work in a patisserie.

Figure 43 Proportion of those planning to be working in the Commercial Cookery industry in one year's time



Q18 In one year from now, or otherwise for your next main job, what industry do you plan to be working in?



7.0 Conclusion: Aged Care

7.1 Survey methodology

In terms of methodology, the survey was conducted successfully, with a Wave 3 response rate of 67% for Aged Care students (68% in Wave 1; 74% in Wave 2). 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. Nearly a third 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 survey only.

7.2 Summary of 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. The proportion that strongly agreed they were on track remained fairly stable throughout all three waves, but the total proportion agreeing they were on track declined between Wave 1 and Wave 2.

Four in ten (42%) respondents who completed Wave 3 would consider undertaking a further qualification related to Aged Care, with a further two in ten (22%) willing

to consider completing another qualification, but not related to Aged Care. A small percentage of respondents had already completed another qualification, but not related to Aged Care (15%), while a similar percentage would not consider completing a further qualification (12%).

The proportion of respondents who had a job in the industry peaked at Wave 2, and was always above 50% for each wave. The proportion looking for a job in the industry peaked at Wave 1, as did the proportion planning to look.

In terms of whether the training was relevant to the job, at each wave over 80% said the training was highly relevant.

Job satisfaction declined somewhat with each successive wave. In fact, in terms of those highly satisfied with their job, the proportion in Wave 3 fell to under half of what it had been in Wave 1. On the other hand, dissatisfaction appears to have grown as the study progressed. The aspect with the highest rate of dissatisfaction was recognition of work achieved, which had a net dissatisfaction rate of 20% (with 7% highly dissatisfied). The rate of dissatisfaction with the pay was also essentially equivalent to this.

Interestingly, the likelihood of recommending the industry remained more stable, although it did appear

to decline somewhat as the study progressed. This suggests that respondents do not always base industry recommendation purely on job satisfaction, but rather take into account other practical considerations. Alternatively, respondents might be optimistic about their job satisfaction with the industry improving in the future.

When Aged Care respondents were asked what industry they planned to be working in 'one year from now', the proportion wanting to work in the Aged Care sector fell with each successive wave of the study. Since Wave 2, around a quarter of respondents stated that they planned to work in another health care or social assistance sub-sector. While Wave 1 had the highest proportion of respondents planning to work in the Aged Care sector, it also had the lowest proportion of respondents planning to work in the total wider health care or social assistance sector (79%, compared to 90% and 85% in Waves 2 and 3 respectively). This indicates that from Wave 2, respondents have gained an understanding of potential career paths outside of the Aged Care sector where their Aged Care training has given them a foundation.

Aged Care respondents who completed Wave 3 were also asked what type of job they would like to have in the Aged Care sector in five years' time. The most common response (27%) was respondents noting that they did not plan to work in the sector in five years' time, followed by nursing (15%) and carers (7%). When filtered to respondents who were working in the sector or currently looking for work or starting a business in the sector/industry, the most common response (18%) was still respondents noting that they did not plan to work in the sector in five years' time, followed by nursing (16%) and carers (9%).



7.3 Conclusions

Most respondents who enrolled in the Aged Care course reported that they completed the course. Of the 231 respondents who completed the Wave 3 survey, 93% had completed the course. It is therefore reasonable to conclude that course attrition is not problematic. Furthermore, almost all respondents working in the sector found the training to be at least moderately relevant to the job, with over 80% finding it to be highly relevant. Not only is attrition low, therefore, but there is also no evidence of a problem with the relevancy of the course content.

Individuals who start working in the sector are enthusiastic and positive about their experiences (high satisfaction). However, over time, enthusiasm and satisfaction decline. In fact, in Wave 1, 60% of respondents working in the industry were highly satisfied with their main job, but by Wave 3 this proportion had fallen drastically to 27%.

At the end of Wave 3, in terms of dissatisfaction with various job aspects, dissatisfaction was highest for pay as well as recognition of work achieved, suggesting these might be the most important aspects in driving job and industry attrition.

The results of the survey demonstrate that while current and short-term retention (gauging from intention in a year's time) in the sector is high, in the long term (gauging from intention in five years' time) a considerable proportion of individuals do not intend to stay in the Aged Care sector. This is consistent with the large workforce supply issue the sector has been experiencing for at least the last decade.

Of those who plan to leave the sector, most appear to intend to use their training and experience in Aged Care to pivot to a career in another health care or social assistance role outside the Aged Care sector.



8.0 Conclusion: Commercial Cookery

8.1 Survey methodology

In terms of methodology, the survey was conducted successfully, with a Wave 3 response rate of 61% for Commercial Cookery students (69% in Wave 2, 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. Over 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 survey only.

8.2 Summary of survey results

When reminded of their main objective for commencing their course (as indicated in Wave 1), the majority of Cookery respondents agreed that they were on track or had already achieved that objective. The proportion strongly agreeing remained stable throughout all three waves, but total agreement increased marginally after Wave 1.

Four in ten (40%) respondents who completed Wave 3 would consider undertaking a further qualification related to Commercial Cookery with a further 19% willing to consider completing another qualification, but not

related to Commercial Cookery. A small percentage (5%) had already completed another qualification, but not related to Commercial Cookery, and 21% would not consider completing another qualification.

The proportion of respondents who had a job in the industry peaked at Wave 1 and this may be due to many Commercial Cookery respondents undertaking an apprenticeship and engaging with an employer early on in their course. The proportion looking for a job in the industry peaked at Wave 2, while Wave 3 had the highest proportion who had left the industry as well as those unable to work.

In terms of whether the training was relevant to the job, at each wave close to 60% said the training was highly relevant. The total proportion of respondents stating that the training was at least moderately relevant was also stable, at around 95% or just under for each wave.

Job satisfaction declined somewhat after Wave 1, in terms of both the proportion of respondents stating that they were highly satisfied as well as net satisfied. Furthermore, dissatisfaction appeared to grow after Wave 1. The aspect with the highest rate of dissatisfaction was work schedule, which had a net dissatisfaction of 14% (with 3% highly dissatisfied).

Interestingly, the likelihood of recommending the industry appeared to peak at Wave 2, both in terms of those very likely to recommend as well as net recommendation.

Net recommendation remained relatively high in Wave 3, even though the proportion of respondents who were very likely to recommend it decreased. It should be acknowledged that respondents do not always base industry recommendation purely on current job satisfaction, but rather take into account other practical considerations. In addition to this, respondents might be optimistic about their job satisfaction with the industry improving in the future.

When Commercial Cookery respondents were asked what industry they planned to be working in 'one year from now', the proportion wanting to work in the Commercial Cookery industry fell somewhat with each successive wave of the study, with most of the fall occurring between Waves 2 and 3.

Commercial cookery respondents who completed Wave 3 were also asked what type of job they would like to have in the Commercial Cookery industry in five years' time. The most common response (27%) was cook/chef apart from respondents noting that they did not plan to work in the industry in five years' time (31%). When these results were filtered to those who were working in the industry or currently looking for work or starting a business in the industry, then the most common response (30%) was cook/chef followed by respondents noting that they did not plan to work in the industry in five years' time (24%).

8.3 Conclusions

Most respondents who enrolled in the Commercial Cookery course reported that they completed the course. Of the 126 respondents who completed the Wave 3 survey, 81% had completed the course. Ten percent of respondents were still in the process of completing, and only 10% had withdrawn from the course. It is therefore reasonable to conclude that course attrition is not overly problematic. Furthermore, over 90% of respondents

working in the industry found the training to be at least moderately relevant to the job, with around 60% finding it to be highly relevant. Not only is attrition fairly low, therefore, but there is also not much evidence of a problem with the relevancy of the course content.

Over time, individuals are less likely to be enthusiastic about the industry, and satisfaction was seen to somewhat decline. In Wave 1, 42% of respondents working in the industry were highly satisfied with their main job, but by Wave 3 this proportion had fallen noticeably to 28%.



At the end of Wave 3, in terms of dissatisfaction with various job aspects, apparent increases in dissatisfaction could be found in the aspects of work conditions, interpersonal relations in the workplace, and (most noticeably) work schedule. Indeed, dissatisfaction was highest for work schedule, suggesting this might be the most important aspect in driving job and industry attrition. The Commercial

Cookery and hospitality industry not only have hours often well outside standard 'office' type hours, but often the busiest days (where labour is most in demand) are on occasions that many people traditionally spend with friends or family (e.g. public holidays or celebratory days such as Father's Day / Mother's Day, etc.).

The results of the survey demonstrate that while current and short-term retention (gauging from intention in a year's time) in the industry is high, in the long term (gauging from intention in five years' time) a noticeable proportion of individuals do not intend to stay in the Commercial Cookery industry. This is consistent with the workforce supply issue the industry has been experiencing for at least the last decade.

APPENDIX 1 SURVEY DATA WEIGHTING

Appendix: 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 the National Centre for Vocational Education Research VOCSTATS (November 2018).

All percentages and proportions reported in the Results and Longitudinal Analysis sections are weighted unless otherwise indicated.

Weighting tables for Aged Care

The table below shows the population data for Aged Care.

Table 13 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	0	7
Total	12,742	48,723

Table 14 and 15 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, although in some instances due to zero or low cell counts, cells are merged in the weighting matrix.

Table 14 Number of completes for Aged Care by age group and gender

	Male	Female
25 and under	0	32
26-39	14	38
40-59	16	91
60+	5	28
Unknown	0	7
Total	35	196

Table 15 Weighting matrix for Aged Care

	Male	Female
25 and under	547.7	454.8
26-39	547.7	413.0
40-59	281.3	187.5
60+	114.8	50.3
Unknown	-	1.0

Weighting tables for Commercial Cookery

Table 16 shows the population data for Commercial Cookery

Table 16 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	1
Total	11,750	6,634

Table 17 and 18 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, although in some instances due to zero or low cell counts, cells are merged in the weighting matrix.

Table 17 Number of completes for Commercial Cookery by age group and gender

	Male	Female
25 and under	19	23
26-39	28	23
40-59	9	18
60+	1	2
Unknown	2	1
Total	59	67

Table 18 Weighting matrix for Commercial Cookery

	Male	Female
25 and under	411.3	158.6
26-39	118.9	91.3
40-59	60.3	47.0
60+	60.3	19.5
Unknown	1.0	1.0



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