

Department of Health, Recreation and Human Services

1. Certificate III in Community Services (Aged Care Work) (RCHC30199)

Sample size:	148		
Total responses:	46 (31.1%)		
Responses by year:	2002: 13	2003: 30	

Introduction:

This report provides information gathered through the Graduate Destination Survey conducted by SPS in June/July 2004. It includes summaries of the main reasons that respondents chose to do the Cert III course, their educational and work background, whether they felt they achieved their aims, their overall satisfaction with the course, and post-study work and educational outcomes.

For more than 75% of respondents, the main reason for doing the course was vocational. Of the remainder, most were in paid work already, and they cited reasons such as: "community support on a voluntary basis", "health issues with spouse", "looking after sick husband", "I enjoy working with elderly people", and "just wanted a change". Some 40% of respondents had not proceeded beyond year 10 in the secondary system prior to enrolling, although 30% had completed a TAFE course previously and three had completed a university qualification.

At the time of the survey, 91% of respondents were in paid employment (31 part time and 8 full time), with 83% working in areas related to aged care. Of the 31 working part time, only five indicated that they were looking for additional work. Fourteen respondents were enrolled in further study, including four at Swinburne. Of those not in further study or paid employment, two were in volunteer or unpaid work as a homemaker and volunteer advocate.

More than 90% of respondents indicated that they had achieved their main reason for doing the course, and satisfaction with the course was high. The main things that respondents felt that they had gained personally from the course were knowledge, skills and confidence. Many of the comments provided referred to the quality of the teaching, although there were a number of suggestions in regard to improving the course content (for example, in the area of dementia care).

Before the course:

Main reason for doing the course (n = 40)

	%
To get a job	17.5%
To develop an existing business	9.1%
To start a new business	0.0%
To get a different job	30.0%
To get a better job	7.5%
It was a requirement of my job	5.0%
To get extra skills for my job	15.0%
To get into further study	2.5%
Personal interest	5.0%
Other	15.0%

Respondents employed before the start of the course: 69.6% (32/46 respondents)

Educational background (n=12)

	Year 12	Year 11	Year 10	Year 9 or below
Highest level of secondary schooling	42.1%	18.4%	23.7%	15.8%

Qualifications prior to starting the course

Completed TAFE qualification 30.4% (n=46)

Completed Australian Higher Education qualification 6.5% (n=46)

Started but did not complete Australian Higher Education qualification 2.2% (n=46)

After the course:

Course satisfaction

n=45	Yes	Partly	No
Did you achieve your main aim for doing the course?	93.3%	2.2%	4.4%

How would you rank the quality of the course?

(1-2 = Poor, 3-4 Below Average, 5-6 Average, 7-8 Above Average, 9-10 Excellent)

Mean response for this course:	8.10 (n = 45)
Overall Swinburne mean all courses in this survey	7.84
NCVER mean for 2002 graduates	7.4

Current employment:

	Percentage	Responses (n)
Respondents in paid employment at June/July 2004	91.3%	42/46
Total respondents in unpaid work (inc. those with paid work or study)	17.4%	8/46

	Full Time	Part Time	Casual	Other
Current job status	8	31	2	1

	Related	Somewhat related	Not related
Current job related to the course?	73.8%	9.5%	16.7%

	Same as previous job	Similar to previous job	Promotion or other improvement	Not related to previous job	Not employed before course
Current job's relationship to job before the course	31.0%	2.4%	9.5%	28.6%	28.6%

	Yes	Responses (n)
Did your TAFE course assist you to get this job?	81.0%	34/42
Did the course help you with the skills that you need in this job?	93.0%	40/43
Are you looking for additional work	19.1%	8/42
Are you looking for alternative work	14.0 %	6/43

Further education

31.8% of respondents were enrolled in further study (14 of 46 respondents, including four at Swinburne).

Course details

n = 14	CII	CIII	CIV	Dip	ADip	Grad Cert	Degree	Masters	Other
Course level (Number)	0	0	10	1	0	0	0	0	3

n=13	Full Time	Part Time
Study mode	15.4%	84.6%

n=13	Related to course	Somewhat related	Not related
New course relationship to completed course	15.4%	84.6%	0%

Respondents not in work or study:

Only four of 46 respondents were not enrolled in further study or in paid work. Of these, two were engaged in unpaid or volunteer work (one a homemaker and one a volunteer advocate for a woman with an intellectual disability).

Additional qualitative information

List three things you gained personally from doing the course:

(NB Responses were grouped into 9 categories as indicated in the summary table below.)

Summary:

1. Qualifications	4	6. Career Path	10
2. Knowledge and Skills	17	7. Industry Understanding or experience	3
3. Connection with teachers & other students	4	8. Other	4
4. Satisfaction	5	9. No gain	0
5. Confidence	16	Total Comments (Up to 3 per respondent)	63

Category	Survey	Gained Personally from doing the course
1	296	Having the certificate gives me opportunities
1	297	Qualification
1	297	Traineeship
1	315	Qualification
2	276	Knowledge of age specific illness
2	276	Understanding
2	276	Legal requirements
2	277	knowledge
2	287	Deeper understanding of the aged
2	291	Technical aspects
2	296	Knowledge
2	298	Knowledge
2	304	Knowledge
2	306	educated me
2	310	Adult learning
2	310	Increase knowledge
2	312	Communication skills
2	312	Time management
2	312	Study skills
2	317	The ability to study
2	317	Knowing what I did was going to help others
3	277	friends
3	293	Meet people with common attributes
3	306	Made new friends
3	310	Meet people with similar interests
4	273	Satisfaction
4	283	I achieved what I wanted to achieve
4	284	Satisfaction
4	300	Personal satisfaction
4	315	Achievement
5	273	Confidence
5	277	confidence
5	281	Confidence to attempt something harder
5	281	Improved my self confidence overall
5	287	Personal growth
5	287	Confidence
5	288	Communication
5	291	Dealing with clients
5	293	Gain Confidence
5	297	Confidence
5	299	Confidence building - having been made redundant from my previous job @ age 57
5	299	Regained my self esteem: now working 34 hours P/W and earning my own living
5	300	Confidence
5	304	Confidence
5	315	Confidence
5	318	A great boost in self confidence

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

6	281	A new career
6	283	I found a job I wanted to do
6	284	While working I am learning more/attending seminars
6	293	To learn a new career
6	296	A change of duties within the facility where I work
6	299	Opened new doors and given me the chance of pursuing new options
6	300	A job!
6	317	A job in aged care
6	318	A job which I enjoy
6	318	Job security
7	273	Health ed
7	284	I enjoy my job
7	288	Understand others needs
8	288	Working in the community
8	291	Safety
8	304	Experience of Studying
8	306	Stimulated me

List three things that you felt Swinburne did well in your time here:

(NB Responses were grouped into 8 categories as indicated in the summary table below.)

Summary:

1. Course Structure	7	6. Practical Industry Experience	3
2. Course Content	5	7. Other	1
3. Course Administration	3	8. Negative Statement	1
4. Teaching Practice	12		
5. Facilities and Resources	8	Total Comments (Up to 3 per respondent)	40

Category	Survey	Things Swinburne did well
1	273	Timing is very good i.e. 4 Mos/120 days
1	276	Organised well
1	284	Size of class
1	304	Encouragement by staff
1	306	Provided well trained staff
1	310	Most lecturers great
1	310	It ran according to plan
2	273	Relative health education
2	283	Subjects covered in the course were excellent
2	287	Lots of interesting hand outs
2	287	Good introduction to computing course
2	318	Understanding the aging process and it's effects
3	288	Fees could be paid when had money, not up front
3	299	Finding another coordinator quickly when ours suddenly left
3	306	Provided a campus close to home.
4	276	Informed educators
4	276	Open communication with educators
4	277	had very good tutors
4	283	I had good teachers
4	284	Having great teachers
4	287	Friendly teaching staff
4	291	Helpful coordinator
4	291	Most teachers helpful
4	296	Provided excellent teaching staff
4	298	Provide good tutors
4	300	Staff support
4	318	I enjoyed the teachers
5	273	Medical equipment are real
5	297	Prac room for personal care
5	297	Info boards for specific courses

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

Category	Survey	Things Swinburne did well
5	298	Provide good class rooms
5	298	Provide a comfortable place to learn
5	300	Good lib facilities
5	300	Other facilities, canteen etc
5	306	Good facilities
6	284	Giving us the opportunity to choose the place for our work experience
6	291	Work Experience facilitation
6	318	Practical hands on with personal care
7	288	Class members working well together
8	281	Lengthy 1 page letter attachment from student: Dear Sir/Madam, In response to your survey I wanted to tell you of the problems I had at Swinburne. I enrolled in the Certificate 3 Nursing Aged Care. I had returned to study after an absence of more than 30

Suggest three things that you believe are the most important things that Swinburne should do to improve the course.

(NB Responses were grouped into 8 categories as indicated in the summary table below.)

Summary:

1. Course Structure	8	6. Practical Industry Experience	8
2. Course Content	17	7. Happy – No comment	10
3. Course Administration	8	8. Other	1
4. Teaching Practice	3		
5. Facilities and Resources	1	Total Comments (Up to 3 per respondent)	56

Category	Survey	Suggested Improvements
1	274	More modules like the Cert 4 nursing
1	278	Make the course in school hours because a lot of mums did the course.
1	281	At the end of my course I was not encouraged to do certificate IV in nursing so I swapped to Chisholm at Frankston to complete my studies
1	281	The course was reasonably well organised but Chisholm was much better
1	300	More hours should be allowed for clinicals
1	308	Numbers were limited
1	310	Some modules irrelevant
1	315	Shorter course
2	273	To understand health legislation run by homes
2	288	More homework
2	291	Not enough hand-out information
2	292	The course was fairly relevant to the challenges met in the workplace.
2	297	More info on dementia
2	298	Please note it would be an advantage to PCA cert III and Div 2 students to have someone from one of the funeral parlours to lecture on care of the deceased.
2	301	Take out of stuff that isn't relevant. For example, remove Business letters module and include Observations - almost a necessity - but the course didn't cover it at all - have learnt it on the job.
2	304	More caring techniques
2	304	Less office skills
2	305	More medical hands-on knowledge
2	307	More practical work. More info on dementia, communication skills
2	307	Basic nursing vocabulary and skills
2	309	talk about diseases and health problems that may occur, and medical terminology and treatment of diseases
2	310	Some areas of personal care not covered
2	318	Training in drugs and their administration
2	318	More training in RCS documentation and in finding information
2	318	Procedures for Pathology and dealing with doctors
3	293	Know what room classes will be in for the course
3	293	Give the student their cert at the end of the semester they complete course in
3	294	It was A bit disorganised - there was also a lot of repetition

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

Category	Survey	Suggested Improvements
3	296	Be more organised
3	296	Give students more notice of timetable
3	297	Sort out room allocations for classes
3	298	It was a time of turmoil with course coordinator, I don't know what the TAFE staff could have done to counteract the problems that arise unexpectedly.
3	300	Clinicals should be supervised by Swinburne staff
4	280	The course was a bit disorganised because the co-ordinator retired so that threw a spanner in the works
4	303	Teachers changed often - rattling
4	310	1 Lecturer very strange!!! Didn't understand the field of aged care
5	297	Area so that first aid prac doesn't have to be done in hallway
6	273	Hands on experience
6	273	Support or backup for employment
6	277	more practical work
6	288	Visit Nursing and Disability homes
6	300	Support to get into clinical placements
6	306	Ensure there are visits from staff during work experience.
6	306	Gain as much prac. Experience as possible.
6	315	More "hands on"
7	275	Very Happy with the Course
7	276	I felt the course was very good and I can't think of anything to improve it
7	282	Very Happy with course
7	289	Excellent Course
7	290	Very good - very happy
7	295	Very Happy - helped me a lot
7	302	Quite happy with the course. I think the teachers I had were great.
7	313	I was very pleased with the teachers/content. Good support with students who didn't speak English.
7	314	quite happy with course
7	316	No pretty happy
8	286	Have it more in the eastern suburb apart from travel it was excellent

Respondents who have indicated a willingness to be contacted again to help Swinburne improve its courses. (Graduate details are available on ASCOL.)

ID	Surname	Given Name	Year Graduated
0502987	Duazo-Osborne	Zenaida	2003
1406884	Morello	Marlene	2002
1579231	Hammond	Linda	2003
1910981	Vennix	Maureen	2002
1979299	Potter	Karen	2002
1990209	Ruston	Mary	2002
1990306	Mendis	Vindhya	
1990381	Mintoff	Mary Rose	2003
1990861	Levy	Janette	2003
1992287	Grumont	Sharon	2002
1992341	Khan	Rozia	2002
1992414	Thevasagayam	Remigia	2002
2012235	Stosegan	Izabela	2002
2203790	Kerr	Leanne	
2204967	Pennington	Maree	2003
2257939	Peck	Claire	2003
2333422	Mckay	Heather	2003
2333465	Muller	Julie	2003
2382962	Poon	Cathy	2003

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

		Before the Course				After the Course							
#	Reason for study	Unemp	Occupation	Tasks	Industry	Occupation	Tasks	Industry	FT/PT	Unpaid Work	Further Ed	Course	FT/PT
273	10	Yes	Office Admin/Account Clerk	Administration, bookkeeping	Research	Admin, Payroll A/C CSO; Payable/Receivable	Admin duties, accounts, customer service, reception	Research		Yes			
274	7	-	Personnel carer	Aged care	Aged care	Personnel carer	Aged care	Aged care	P/T				
275	7	-	PCA	Looking after the elderly	Hostel	PCA	Looking after the elderly	Hostel	P/T				
276	-	No				Personal Care Attendant	Personal Care	Aged Care Facility	P/T		Cert IV	Certificate IV in Community Services (Disability Work)	P/T
277	1	No	PCA/Home carer unemployed	PCA work Domestic duties in house	Nursing Home, Home carer	PCA	PCA Nursing home personal care domestic duties	Nursing home, home care	P/T		Other	Div 2 Nursing	F/T
278	7	-	Fibreglasser	Mostly customer service and dispatch	Making Race Car bodies	Aged care Worker	Attending to aged residents	Nursing Home	P/T		Cert IV	Nursing	P/T
279	10	-	Factory Worker	machine Operator	Steel Containers	Factory Worker	machine Operator	Steel Containers	F/T				
280	1	-	Self Occupation	Run Retail Store	retail and Manufacturing	Self Occupation	Run Retail Store	retail and Manufacturing	F/T				
281	4	No	Shop Assistant	Retail Sales	Retail	Nurse Div 2	Nursing	Aged Care, Nursing Home	P/T		Other	All courses available through my employer related to nursing	
282	5	-	Security Officer	Security control room operator	Security					Yes			
283	-	No	PCA	Personal hygiene and one to one activities	Aged Care	Diversional Therapist	1 to 1 activities, facilitate group activities, organise entertainers, keep up with documentation, organising and training volunteers	Aged Care	P/T				
284	-	No	Cleaner	Cleaning	Aged care hostel	PCA	PCA	Aged care hostel	F/T				
285	8	Yes				trainee div 2 nurse	nursing duties	aged care	P/T	Yes	Cert IV	Nursing	P/T
286	10	-	Self Employed	Cleaning	Cleaning Business	Trainee Division 2 Nurse	Assisting people with daily living activities	Aged care facility	P/T		Cert IV	Health Nursing	P/T
287	4	No	Cleaner	Self employed administration cleaning and sales	Domestic cleaning	PCA	Nursing,		P/T		Cert IV	CIV Health Nursing	P/T
288	7	No	Sewing Machinist	Sewing badges, screen cleaner	Screen printing	Home carer	Personal care, home help, respite shopping	Home care	F/T				
289	7	-	Aged care Worker	Looking after the elderly	Aged care Facility	Aged care Worker	Looking after the elderly	Aged care Facility	P/T		Cert IV	health and Nursing - Division 2	P/T
290	10	Yes											

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

		Before the Course				After the Course							
#	Reason for study	Unemp	Occupation	Tasks	Industry	Occupation	Tasks	Industry	FT/PT	Unpaid Work	Further Ed	Course	FT/PT
291	1	No				Carer	Caring for elderly people in a nursing home	Nursing home	P/T				
292	10	-	Personal care worker	Working in private homes looking after elderly people	Aged Care	Personal Care workers	Looking after elderly clients - a larger clientele than previously - require more responsibility and skills	aged care worker	P/T				
293	4	No	Childcare worker	Care for children	Childcare services	Diversional therapist	Care for the social, emotional, spiritual, intellectual, cultural enjoyment of the aged	Aged care facility	F/T		Cert IV	Cert 4 Diversional therapy	P/T
294	4	-	Console Operator	Operating console	Mobile Service Station	Personal care Assistant	Looking after aged residents	Old Age Home	P/T				
295	4	No				Aged care Nurse	Caring for the elderly	Nursing Home and Hostel	P/T				
296			Aged care worker, laundry kitchen assistant			PCA	Attending to personal care needs of elderly residents	Aged Care	P/T	Yes	Diploma	Community Welfare	F/T
297	1	No				PCA/Activity worker	Planning and implementing day program for day centre clients	Adult day centre	P/T				
298	4	No				PCA	Personal Care Aged Care	Aged Care	P/T				
299	1	Yes	Accounts Payable	Accounts Payable - Company Expenses	Engineering and Industrial Hardware Supplier	Personal Care Attendant	Aged Care Work	Aged Care Facility, High Care and Low Care	P/T				
300	1	Yes	Homemaker	Housekeeping	Aged care	PCA	Personal Care	Aged Care	P/T		Cert IV	Cert IV - Health nursing	P/T
301	4	No				Aged care worker	looking after clients - nursing	aged care industry	P/T				
302	4	-		Work Schedules for tradesmen Customer contact Office work Co-ordinating services	White goods industry	Direct care worker (home care) - actually lives with the clients	house-keeping nursing showering cooking schedule appointments/medical appointments	aged care worker	P/T				
303	5	-	cleaning	cleaning	personal care					Yes			
304	6	No	Carer	Personal care work	Aged care facility	Personal Carer	Personal care	Aged care facility	P/T				
305	9	No				personal CARER Assistant	working in aged care -	aged care	P/T				
306	2	No	Primary - CAS. Relief Teacher	Teaching	Teaching	Casual Relief Teaching	Teaching, caring - provide respite	Teaching, providing carers	Casual				
307	1	-	self employed music teacher	teaching	private school	self employed music teacher	teaching	private school	Casual	Yes			

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

		Before the Course				After the Course								
#	Reason for study	Unemp	Occupation	Tasks	Industry	Occupation	Tasks	Industry	FT/PT	Unpaid Work	Further Ed	Course	FT/PT	
308	5	-	nursing home	domestic duties	nursing home	nursing home	domestic duties	nursing home	P/T	Yes				
309	4	-	hairdressing	hairdressing	hairdressing	hairdressing	hairdressing	hairdressing	Self Empl	Yes				
310	6	No	Personal Carer	Personal Care	Agency (MECWA)	Personal Carer	Personal Care	Hostel - Aged Care	P/T		Cert IV	Cert IV Health (Nursing)	P/T	
311	4	Yes				Personal Carer	Looking after clients - small amount of nursing - elderly clients	aged care	P/T		Cert IV		P/T	
312	7	No	Personal Carer	Personal Hygiene	Personal Services	Nursing Assistant	Nursing Duties	Residential Care	F/T		Cert IV	Certificate IV in Health (Nursing)	P/T	
313	10	-	Domestic services in a hospital	Different areas - kitchen, cooking (assisting), laundry	Hospitals	Domestic services in a hospital	Different areas - kitchen, cooking (assisting), laundry	Hospitals	P/T					
314	9	-	Medical Scientist	research	Medical	Medical Scientist	research	Medical	F/T					
315	-	Yes				Housekeeper	Cleaning	Hotel	F/T					
316	4	Yes				Aged Care	Looking after the aged	Nursing Home	P/T					
317	-	No	Homemaker	Home and family maintenance		Personal Care Attendant	Personal Care/Nursing	Nursing Home	P/T					
318	4	No	Kitchen/Laundry - Aged Care Fac.	Food preparation/Serving, dish washing, laundry and cleaning	Aged Care	Personal Care Worker, aged care	Personal hygiene, serving meals, documentation	Aged Care Service	P/T					

2. Certificate IV in Community Services (Aged Care Work) (RCHC40199D)

Sample size:	29	
Total responses:	9 (31.0%)	
Responses by year:	2002: 0	2003: 9

Introduction:

This report provides information gathered through the Graduate Destination Survey conducted by SPS in June/July 2004. It includes summaries of the main reasons that respondents chose to do the Certificate IV course, their educational and work background, whether they felt they achieved their aims, their overall satisfaction with the course, and post-study work and educational outcomes.

All of the respondents were in paid employment before starting the course, and 7 of 8 indicated that their main reason for doing the course was to gain skills – either to change jobs or for their existing job. All of them indicated that they had achieved their study goal. All were in paid employment related to aged care after the course, and none had moved into further education.

In terms of satisfaction with the quality of the course, the mean rating was 6.1 – lower than the mean of 7.8 across the courses surveyed. The main improvements suggested related to the industry experience of teaching staff and the relationship between the course and specific industry needs and practices.

Before the course:

Main reason for doing the course (n = 8)

	%
To get a job	0.0%
To develop an existing business	0.0%
To start a new business	0.0%
To get a different job	37.5%
To get a better job	0.0%
It was a requirement of my job	37.5%
To get extra skills for my job	12.5%
To get into further study	0.0%
Personal interest	0.0%
Other	12.5%

Respondents employed before the start of the course: 88.9% (8/9 respondents)

Educational background

	Year 12	Year 11	Year 10	Year 9 or below
Highest Level of secondary schooling	62.5%	12.5%	0%	25%

Qualifications prior to starting the course	
Completed TAFE qualification	66.7% (n=9)
Completed Australian Higher Education qualification	11.1% (n=9)
Started but did not complete Australian Higher Education qualification	11.1% (n=9)

After the course:

Course satisfaction:

n=8	Yes	Partly	No
Did you achieve your main aim for doing the course?	87.5%	12.5%	0%

How would you rank the quality of the course?

(1-2 = Poor, 3-4 Below Average, 5-6 Average, 7-8 Above Average, 9-10 Excellent)

Mean response for this course:	6.13 (n = 8)
Overall Swinburne mean all courses in this survey	7.84
NCVER mean for 2002 Swinburne graduates	7.4

Current employment:

	Percentage	Responses (n)
Respondents in paid employment at June/July 2004	100%	8/9
Total respondents in unpaid work (inc. those with paid work or study)	-	0/9

	Full Time	Part Time	Casual	Other
Current job status	8	0	0	0

	Related	Somewhat related	Not related
Current job related to the course?	100%	0%	0%

	Same as previous job	Similar to previous job	Promotion or other improvement	Not related to previous job	Not employed before course
Current job's relationship to job before the course	62.5%	0%	0%	37.5%	0%

	Yes	Responses (n)
Did your TAFE course assist you to get this job?	100%	8/8
Did the course help you with the skills that you need in this job?	100%	5/5
Are you looking for additional work	0%	0/7
Are you looking for alternative work	0%	0/7

Further education

All respondents were in paid work at the time of the survey, but none were enrolled in further study.

Additional qualitative information

List three things you gained personally from doing the course:

(NB Responses were grouped into 9 categories as indicated in the summary table below.)

Summary:

1. Qualifications	0	6. Career Path	2
2. Knowledge and Skills	1	7. Industry Understanding or experience	1
3. Connection with teachers & other students	0	8. Other	0
4. Satisfaction	0	9. No gain	0
5. Confidence	0	Total Comments (Up to 3 per respondent)	4

Category	Survey	Gained Personally from doing the course	
2	358	Understanding the documentation side of the job	
6	358	A job working as a diversional therapist	
6	365	Confidence from the theory that this is what I wanted to do for a career	
7	358	Generally thought more about issues within aged care	

List three things that you felt Swinburne did well in your time here.

(NB Responses were grouped into 8 categories as indicated in the summary table below.)

Summary:

1. Course Structure	0	6. Practical Industry Experience	0
2. Course Content	0	7. Other	0
3. Course Administration	1	8. Negative Statement	0
4. Teaching Practice	2		
5. Facilities and Resources	0	Total Comments (Up to 3 per respondent)	3

Category	Survey	Things Swinburne did well
3	365	Assessment procedure was good, feedback was provided
4	365	Teachers used a wide variety of media to teach
4	365	Teachers used very partial teaching methods

Suggest three things that Swinburne should do to improve the course:

(NB Responses were grouped into 8 categories as indicated in the summary table below.)

Summary:

1. Course Structure	5	6. Practical Industry Experience	2
2. Course Content	5	7. Happy – No comment	1
3. Course Administration	1	8. Other	1
4. Teaching Practice	3		
5. Facilities and Resources	0	Total Comments (Up to 3 per respondent)	18

Category	Survey	Suggested Improvements
1	359	changed course half-way through changed in second year not happy with change classed as a cert IV in aged care - impact on work but has not benefited me
1	361	Lecturers had not worked in aged care as diversional therapists. Too many course changes
1	363	a lot of clarity in regard to title changed from cert in diversional therapy and title changes to cert in community services. Still not quite sure as to what title of cert was change. Not fair to change title of course midway
1	364	hours of attendance only afternoon and evening hours not good enough
1	364	Need a numerical result and I really wanted something to work towards. It is too easy to get a competency and employers want to see a numerical result. Not fair that I put in a lot of effort and others little effort and they passed.
2	357	repeated work about care plans - I did not enjoy it at all. I don't feel that I learnt anything. (The whole course)
2	360	documentation - therapy plans need more skills in this area and stronger staff with experience to teach these skills
2	362	a lot of the content was not relevant to work in my work place - too mainstream
2	362	assessments not relevant for some subjects in first year (leisure subject)
2	362	reading about Plato etc not relevant
3	357	supposed to be at Croydon and ran at Prahran and very unfair to have to travel to Prahran - heard that teachers would not travel to Croydon which is very disappointing
4	364	issues with lecturers not having aged care experience - had recreational background not specific to aged care. They could not understand what we needed in the course
4	365	Provide quality teacher with relevant teaching and experience in the field
6	360	course not skilling people for real industry requirements
6	365	Enforce placements
7	363	course good and relevant otherwise. met my needs
8	360	really fight to get every dollar and need to be highly skilled at documentation need skills to get these dollars. Most important and no skills to compete against others for govt funding.

Respondents who indicated a willingness to be contacted again to help Swinburne improve its courses. (Graduate details are available on ASCOL.)

ID	Surname	Given Name	Year Graduated
1988468	Tomanovits	Michelle	2003
1988948	Cook	Alison	2003

Graduate Destination Survey (Graduates from 2002 and 2003) Swinburne University of Technology – TAFE

#	Reason for study	Before the Course				After the Course								
		Unemp	Occupation	Tasks	Industry	Occupation	Tasks	Industry	FT/PT	Unpaid Work	Further Ed	Course	FT/PT	
357		-	PCA											
358	4	No	Chief cashier/Admin officer	Credit control/bookkeeping	Health care	Senior lifestyle coordinator - aged care	Meeting leisure and lifestyle needs of 30 nursing home residents	Health care services	F/T			0		
359	6	-	OT assistant	help people with their exercises activities with aged help with home duties to get back on track after a stroke	aged care	OT assistant	help people with their exercises activities with aged help with home duties to get back on track after a stroke	aged care	F/T					
360	7	-	lifestyle	coordinator		lifestyle	coordinator		F/T					
361	4	Yes	Volunteer work	0	Day care centre, MS Society	Diversional Therapist	Coord of Recreation/lifestyle dept	Aged care fac	F/T			0		
362	10	-	therapist	plan and implement programs for residents coordinate volunteers	aged care	therapist	plan and implement programs for residents coordinate volunteers	aged care	F/T					
363	6	-	activities assistant	running diversional therapy program	aged care	activities assistant	running diversional therapy program	aged care	F/T					
364	6	-	in activities	coordinated activities for 120 residents	Aged care	in activities	coordinated activities for 120 residents	Aged care	F/T					
365	4	No	Admin Officer	Admin tasks, payroll and resident accounts	Aged Care Hostel	Lifestyle Coordinator	Resident Lifestyle assessments, plan, implement and evaluate activity program	Aged care nursing home	F/T			0		