



NSW Department of Education

11 December 2024

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Re: Smart and Skilled Performance Classification (FY24-25)

Dear Provider,

The Smart and Skilled program introduced performance-based contracting in mid-2021 to improve student outcomes. In accordance with your Smart and Skilled Contract, the Department has undertaken this year's performance assessment. The assessment has been completed and eligible providers are now being informed of their performance classification.

Your organisation's performance has been assessed relative to the performance of a peer group of your most similar providers.

Your organisation received a score of 74 and as a result your organisation's performance classification is:

Satisfactory

There is no change to your organisation's Smart and Skilled Contract as a result of your classification. By providing this classification to you, the Department does not waive any rights that it might have in respect of any breach by your organisation of its Smart and Skilled Contract.

The score cut-offs used to determine classifications are as follows:

Score cut-off	Provider classification
85 and above	High Scoring
60 to 84	Satisfactory
59 and below	Low Performing
Insufficient data to be scored	Deemed Satisfactory

Performance Assessment Details

As part of the Department's commitment to support providers to understand and improve their performance, additional information about your organisation's performance assessment is contained in the table below.

We have used the 2023 NSW Student Outcomes Survey (SOS) to assess your performance which has surveyed Smart and Skilled students who participated in training within your organisation in 2022.

An overall score (out of 100) is calculated by scoring and weighting each indicator. These are detailed in the table below. If there is insufficient data to score a student outcome indicator, the weighting for that indicator will be re-distributed to the remaining indicators to ensure proportional weighting. Please note contract compliance issues can potentially impact your classification.

Your organisation has been scored on each indicator against your peer group. Your peer group has been created through a data-driven exercise that factors in the following ten elements to determine providers that are most similar to your organisation:

1. Number of students
2. Program
3. Field of education
4. Geographical mix of training delivery
5. Proportion of disadvantaged students
6. Age group
7. Gender
8. Country of birth
9. LBOTE (language background other than English)
10. SEIFA (socio-economic indexes for areas)

To determine how well your organisation has performed in each indicator, we compare the average response from your students with the total average response from your peer group's students. Your performance in each indicator is solely dependent on how well you score in comparison to your peer group.

For example, if 85% of your Smart and Skilled students have said they received an Employment Benefit, while your peer group has an average of 95% in this indicator, your organisation will be considered below average.

Student Outcome Indicators	2023 NSW SOS Question / Description	Indicator Performance
<p>Achieved main reason (weighted 20%)</p>	<p>Question 2: Did the training help you achieve your main reason?</p> <ol style="list-style-type: none"> 1. Yes 2. No 3. Partly 4. Don't know yet <p><i>Note: This question is preceded by Question 1: What was your main reason for doing the training?</i></p>	<p>Above Average</p>
<p>Overall Satisfaction (weighted 10%)</p>	<p>Question 13: Overall, how satisfied are you with your training?</p> <ol style="list-style-type: none"> 1. Very satisfied 2. Satisfied 3. Neither satisfied nor dissatisfied 4. Dissatisfied 5. Very dissatisfied 	<p>Above Average</p>
<p>Employment benefit (weighted 20%)</p>	<p>Question 30: Which of the following job-related benefits have you received from undertaking the training? (Please select all options that apply)</p> <ol style="list-style-type: none"> 1. Got a job or changed my job 2. Was able to set up or expand my own business 3.. A promotion (or increased my status at work) 4. Gained extra skills for my job 5. An increase in earnings 6. Other (please specify) 7. None 	<p>Above Average</p>

Student Outcome Indicators	2023 NSW SOS Question / Description	Indicator Performance
Training relevance (weighted 5%)	<p>Question 31: How relevant is the training to your main job at 26th May 2023?</p> <ol style="list-style-type: none"> 1. Highly relevant 2. Some relevance 3. Very little relevance 4. Not at all relevant 	Average
Personal benefit (weighted 20%)	<p>Question 34: Which of the following personal benefits have you received due to undertaking the training? (Please select all options that apply)</p> <ol style="list-style-type: none"> 1. Got into further study 2. Advanced my skills generally 3. Gained confidence 4. Satisfaction of achievement 5. Improved communication skills 6. Made new friends 7. Seen as a role model for others in the community 8. Other (please specify) 9. None 	Above Average
Overall non-dropout rate score (weighted 25%)	<p>This indicator is scored using the overall non-dropout rate and disadvantaged non-dropout rate. These are derived from Smart and Skilled reported data from 2022.</p> <p>Non-dropout rates calculate the students who completed or were continuing in Smart and Skilled training in 2022 as a percentage of students that commenced in 2022.</p>	Average

Additionally, you will receive a VET Student Outcomes Snapshots. This Snapshot will contain your indicator scores, peer group average scores, and the Smart and Skilled market average scores.

You are encouraged to focus on improving student outcomes drawing on the NSW Quality Framework which identifies key areas that contribute to high performance and provides examples of best practice.

Please contact your organisation's Regional Provider Support Manager (RPSM) if you have any questions relating to this performance assessment.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M. Pearson'.

Mathew Pearson
A/ Executive Director, Training Services
Education and Skills Reform

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