

Graduate Student Tracer Survey 2015



**Australian
Aid** 

APTC 
AUSTRALIA-PACIFIC
TECHNICAL COLLEGE
CREATING SKILLS FOR LIFE

Table of Contents

1. Introduction and Methods	2
2. Survey Administration and Feedback	3
3. General Graduate Information	4
3.1 Country of Citizenship by Gender	4
3.2 (a) Age Distribution by Citizenship	4
3.2 (b) Age Distribution by Gender	5
3.3 Employed by	5
3.4 Employment Type	6
3.5 Professional Trade	6
3.6 Same job/ Same Employer?	7
4. General Employer Information	8
4.1 Employer Size	8
4.2 Geographical Location of Company	8
5. General Information on Graduate APTC Experience	9
5.1 Course Attended	9
5.2 Degree of difficulties in finding a job/another job	9
5.3 Did the APTC training help you get your current job?	10
6. Impact of APTC	10
6.1 Professional Development	10
6.1.1 <i>Graduates have a full understanding of requirements as an employee in terms of industry standards after studying with APTC.</i>	10
6.1.2 <i>Graduates able to use current technology in workplace tasks after APTC training.</i>	10
6.1.3 <i>Graduates are fluent in relevant technical vocabulary after APTC training.</i>	11
6.1.4 <i>Graduates are able to complete all tasks required of them after APTC training.</i>	11
6.1.5 <i>Graduates are able to take increased responsibility after APTC training.</i>	11
6.1.6 <i>Graduates are able to communicate effectively with colleagues after APTC training.</i>	12
6.1.7 <i>The APTC course provides graduates with essential skills and knowledge required by employers in their industry.</i>	12
6.2 Personal Development	12
6.2.1 <i>Increased Motivation and Self-initiative</i>	12
6.2.2 <i>Improved Punctuality</i>	13
6.2.3 <i>Increased Self Responsibility</i>	13
6.2.4 <i>Improved Reliability</i>	13
6.2.5 <i>Improved Professional Appearance (Dress and Hygiene)</i>	14
6.2.6 <i>Increased Level of Self-Confidence</i>	14
6.2.7 <i>Did APTC give better understanding of the importance of good physical health?</i>	14

6.2.8	<i>Did APTC give better understanding of the risk of smoking, drinking kava, alcohol and taking drugs?</i>	14
6.2.9	<i>Did APTC give better understanding of issues such as depression and suicide?</i>	15
6.2.10	<i>Did APTC gives better understanding of the impact of poverty on society?</i>	15
6.2.11	<i>Did APTC gives better understanding of the impact of gender equality?</i>	15
6.2.12	<i>Did APTC gives better understanding of the effects of climate change?</i>	15
6.2.13	<i>Did APTC gives better understanding of child protection rights?</i>	16
6.2.14	<i>Did APTC gives better understanding of the effects of domestic violence?</i>	16
6.2.15	<i>Did APTC gives better understanding of the issue(s) above which led to changes in your life?</i>	16
6.3	Income and Employment.....	17
6.3.1	<i>Improve Employment Prospects</i>	17
6.3.2	<i>Significantly Improved Current Employment Position</i>	17
6.3.3	<i>Increased Job Ease and Satisfaction</i>	17
6.3.4	<i>Improved Sense of Job Security</i>	18
6.3.5	<i>Promotion during or after completing APTC studies?</i>	18
6.3.6	<i>Average weekly wage one year after studying with APTC</i>	18
6.3.7	<i>How often do you use the Leadership Skills learned at APTC in your current job?</i>	19
6.3.8	<i>How often do you use the Communication Skills learned at APTC in your current job?</i>	19
6.3.9	<i>Contact with other students met during APTC studies?</i>	19
6.3.10	<i>Contact with trainers and tutors met during APTC studies?</i>	20
7.	Comments and Suggestions	20
7.1	Overall level of satisfaction with APTC training	20
7.2	Would you undertake another APTC course in future?	20
7.3	Would you recommend APTC courses to other people?	21
7.4	After completing APTC studies, have you used what you learnt to teach and help others?	21
7.5	Have you moved to another location/country?.....	21
8.	Conclusion	22

1. Introduction and Methods

The APTC Graduate Tracer Survey report summarises feedback received from former students of APTC who have graduated from their respective programs six months to one year prior to the commencement of the survey. Data for the survey was collected through administration of the “APTC Past Student Tracer Questionnaire” (see Annex B). The previous tracer report was produced in November 2014 and included students who had graduated up to 31 December 2013.

Students were identified for this survey based on their graduation dates. Methods of gathering data included:

- ▶ E-mail
- ▶ Postal services
- ▶ Personal interviews by visit
- ▶ Personal interviews by phone
- ▶ Survey Monkey

The questionnaire used to gather data was divided into sections designed to collect information in the following areas:

- ▶ Current employment situation, including changes since graduating
- ▶ Students’ APTC experiences
- ▶ Impact of APTC training on professional development, personal development and levels of income and employment
- ▶ Suitability of APTC courses for their respective employment situations and industry in general

Detailed “Free Text” comments from the survey participants are presented as “Annex A” of the report.

2. Survey Administration and Feedback

The 2015 survey was administered between 09 October and 27 November 2015. The survey population consisted of 454 students who graduated in the 2014 calendar year (continuing from the cohort encompassed by the 2013 Graduate Student Tracer Survey).

The quantum of survey returns was diminished by the changed residential circumstances of many students. This was compounded by difficulties incurred in accessing students in remote locations.

The table below shows the survey population by citizenship and returns received as a percentage of those surveyed.

Survey Country	Survey Population	No. Returned	% Returns
Fiji	264	107	41%
Kiribati	69	32	48%
Marshall Islands	9	2	22%
Nauru	14	3	21%
PNG	228	92	41%
Samoa	98	48	49%
Solomon Islands	154	66	44%
Tonga	42	8	19%
Tuvalu	17	12	71%
Vanuatu	203	84	41%
Other	3	0	0%
Total	1101	454	41%

The 2015 Graduate Tracer Survey recorded a 41% return on the overall survey population.

3. General Graduate Information

3.1 Country of Citizenship by Gender

Citizenship	Gender		Total
	Female	Male	
Federate States of Micronesia		1	1
Fiji	48	57	105
Kiribati	5	29	34
Marshall Islands		2	2
Nauru	1	2	3
PNG	24	68	92
Samoa	14	34	48
Solomon Islands	13	54	67
Tonga	3	5	8
Tuvalu	7	5	12
Vanuatu	43	39	82
Grand Total	158	296	454

3.2 (a) Age Distribution by Citizenship

Citizenship	Age Range					Total
	18 - 24	25 - 34	35 - 44	45 - 54	55+	
Federate States of Micronesia				1		1
Fiji	4	50	29	15	7	105
Kiribati		9	19	5	1	34
Marshall Islands			1		1	2
Nauru		2	1			3
PNG	2	44	37	8	1	92
Samoa	6	21	11	10		48
Solomon Islands	8	23	23	10	3	67
Tonga	1	3	3		1	8
Tuvalu	1	4	2	4	1	12
Vanuatu	9	23	34	12	4	82
Grand Total	31	179	160	65	19	454

3.2 (b) Age Distribution by Gender

Age Range	Gender		Total
	Female	Male	
18 - 24	12	19	31
25 - 34	51	128	179
35 - 44	60	100	160
45 - 54	28	37	65
55+	7	12	19
Grand Total	158	296	454

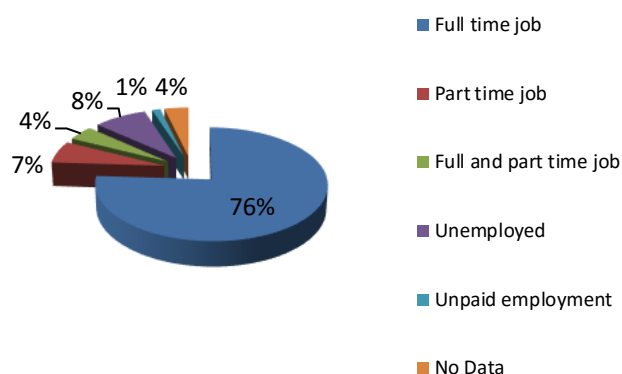
3.3 Employed by

Employed by	Response	%
Doing unpaid community or voluntary work	8	1.76
Looking for work/more work	23	5.07
Working for someone else for a wage or salary in a private company	175	38.55
Working for someone else for a wage or salary in a public/government organisation	154	33.92
Working for someone else for a wage or salary in an NGO	18	3.96
Working in your own business	41	9.03
No Data	35	7.71
Grand Total	454	100.00

Most of the graduates were employed/ worked for someone else for a wage or salary in a private company with 38.5% followed by those that work for public/government organisation with 33.92%.

3.4 Employment Type

Employment Type	Total
Full time job	345
Part time job	29
Full and part time job	19
Unemployed	38
Unpaid employment	6
No Data	17
Grand Total	454



76% of the employed graduates were employed full time, 7% were employed part time with 8% being unemployed.

3.5 Professional Trade

Professional Trade	Response
Accountant	1
Architectural Engineer	1
Assistant	8
Banquet Attendant	1
Carpenter	19
Cashier/Bar Tender	1
Chair Lady in Community	1
Chef	19
Chief	4
Childcare Reliever	1
Community Based Rehabilitation Field Worker	1
Constructor/ Builder	9
Coordinator	9
Counsellor	1
Decorator	1
Deputy Registrar	1
Director	3
Driver	2
ECE Advisor Eastern	1
Electrician	1
Electrician	1
Emergency Food Security and Livelihood Assistance	1
Executive Personal Assistant	1

Professional Trade	Response
Mechanic	18
Nurse	1
Nurse Mid Wife	1
OC Infantry	1
Officer	23
Painter	2
Pay Master	1
Personal Assistant (PA)	1
Police Superintendent	1
Power Engineering	1
Power Station Operator	1
Principal	13
Property Caretaker	1
Rating Engineer	1
Receptionist	1
Registered Nurse	1
Renovation	1
Room Attendant	1
Security Guard	1
Senior	8
Services/Sales	1
Shift Operator	1
Soldier	1

Field Worker	2
Fitter	10
Food & Beverage Attendant	3
Foreman	5
Hair Stylist	1
Hairdresser	5
Head of Department	2
Housekeeping	1
Inspector	3
Instructor	10
Labourer	1
Leading Hand	10
Learning Support Facilitator	3
Lecturer	2
Maintenance	1
Manager	29
Manager/Owner	12
Marine Instructor	5

Store Clerk	1
Storeman	1
Student	2
Supervisor	26
System Electrician	1
Teacher	33
Team Leader	6
Technical Assistant	1
Technician	11
Trainer	20
Transit and Quest Worker	1
Treasure	1
Tutor	4
TVET Trainer in Automotive	1
Waitress and Bartender	2
Ward Assistant	2
Welder & Fabricator	15
Workshop Superintendent	1
Youth Worker	3

3.6 Same job/ Same Employer?

Graduates were asked if they were in the same job and with the same employer after graduating from APTC, as they had been prior to undertaking training with APTC. The table below shows the results.

Current Employment Status	Total
Different company in a similar industry to the one I was employed by when I studied at APTC – higher position	35
Different company in a similar industry to the one I was employed by when I studied at APTC – similar job	59
Different industry to the I was employed by when I studied at APTC – higher position	7
Different industry to the I was employed by when I studied at APTC – similar job	10
Same company I was employed by when I studied with APTC – higher position	82
Same company I was employed by when I studied with APTC – same job	180
Self-employed different industry	3
Self-employed same industry	28
No Data	50
Grand Total	454

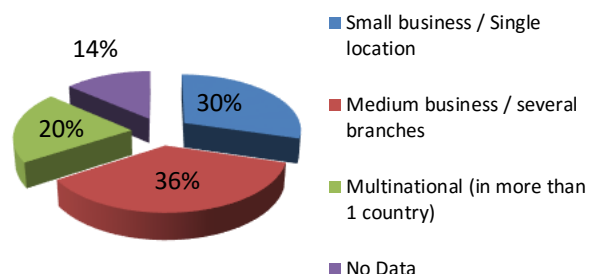
 **58% of the students were employed with the same company in either same or higher position. 31% of the students managed to secure a higher position after graduating from APTC which shows that APTC qualifications are very highly regarded in relevant industries.**

4. General Employer Information

4.1 Employer Size

Graduates who were employed at the time of the survey were asked to indicate the size of their company in terms of their business models and locations.

Company Size	Total
Small business / Single location	134
Medium business / several branches	165
Multinational (in more than 1 country)	93
No Data	62
Grand Total	454

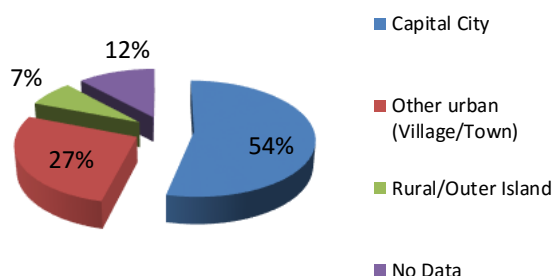


Most of the graduates (36%) worked for medium business that has several establishment; 30% work for small sized businesses with single location whilst 20% worked for multinationals.

4.2 Geographical Location of Company

The graduates who were in employment at the time of the survey were asked to indicate the geographical location of the organisations; city, town or rural.

Company Location	Response
Capital City	244
Other urban (Village/Town)	123
Rural/Outer Island	33
No Data	54
Grand Total	454



54% of the employers of the APTC graduates were based in the capital cities of their respective countries, 27% in other urban centres and 7% in rural areas or outer islands.

5. General Information on Graduate APTC Experience

5.1 Course Attended

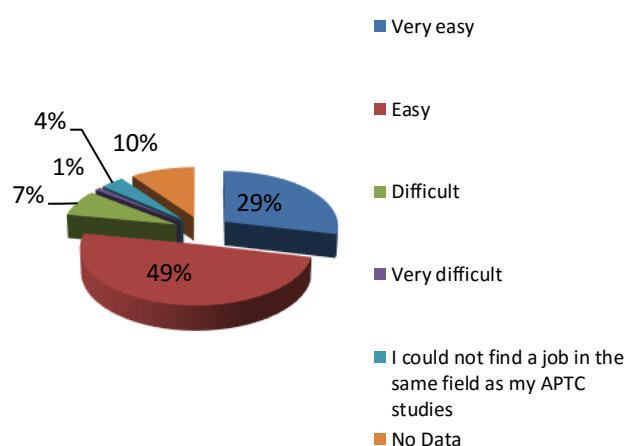
APTC courses successfully completed by the graduates.

Name of APTC Course	Total
Certificate II in Automotive Servicing Technology	5
Certificate II in Construction	13
Certificate III in Carpentry	48
Certificate III in Commercial Cookery	21
Certificate III in Community Services Work	5
Certificate III in Disability	8
Certificate III in Early Childhood Education and Care	20
Certificate III in Electrotechnology Electrician	16
Certificate III in Engineering - Fabrication Trade	24
Certificate III in Engineering - Mechanical Trade (Diesel Fitting)	18
Certificate III in Engineering - Mechanical Trade (Fitting & Machining)	26
Certificate III in Engineering - Mechanical Trade (Refrigeration & Air Conditioning)	9
Certificate III in Hairdressing	15
Certificate III in Home and Community Care/Certificate III in Aged Care	9

Name of APTC Course	Total
Certificate III in Hospitality	30
Certificate III in Light Vehicle Mechanical Technology	24
Certificate III in Painting and Decorating	7
Certificate III in Patisserie	10
Certificate III in Tourism	10
Certificate III in Wall and Floor Tiling	5
Certificate IV in Disability	1
Certificate IV in Hospitality	9
Certificate IV in Training and Assessment	74
Certificate IV in Youth Work	14
Diploma in Community Services	5
Diploma of Children's Services (Early Childhood Education and Care)	15
Diploma of Community Services Work	4
Diploma of Management	9

5.2 Degree of difficulties in finding a job/another job

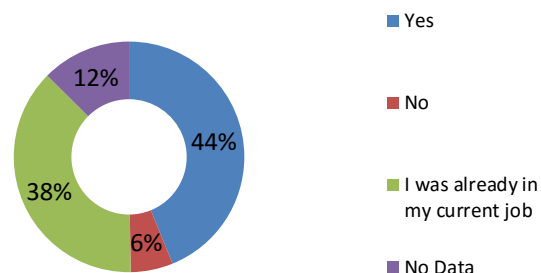
Degree of Difficulty	Total
Very easy	130
Easy	224
Difficult	34
Very difficult	4
I could not find a job in the same field as my APTC studies	17
No Data	45
Grand Total	454



8% APTC graduates said it was very difficult to difficult, while 4% said they could not find a job in the same field as their APTC studies with majority says otherwise.

5.3 Did the APTC training help you get your current job?

Did APTC training help?	Total
Yes	199
No	27
I was already in my current job	171
No Data	57
Grand Total	454



Here we can see that 44% of the APTC graduates found that the APTC training helped them find their current job, 38% was already in their current job whilst 6% says otherwise.

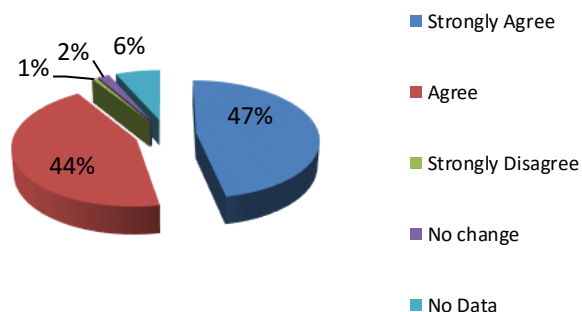
6. Impact of APTC

6.1 Professional Development

Graduates were asked to provide their assessment of the professional development they gained as a result of undergoing training with APTC. Graduates were given a scale: **Strongly Agree, Agree, Disagree, Strongly Disagree, No Change and No Data**, and asked to choose the option that best described their opinion on the five statements that were listed for this section. The summary of the responses received for each statement and the respective graphical representations are provided below.

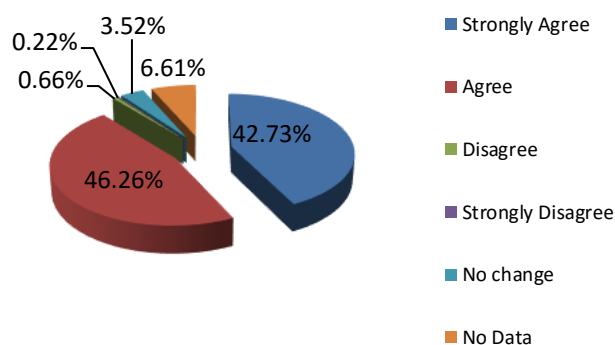
6.1.1 Graduates have a full understanding of requirements as an employee in terms of industry standards after studying with APTC.

Response	Frequency
Strongly Agree	213
Agree	200
Strongly Disagree	3
No change	8
No Data	30
Grand Total	454



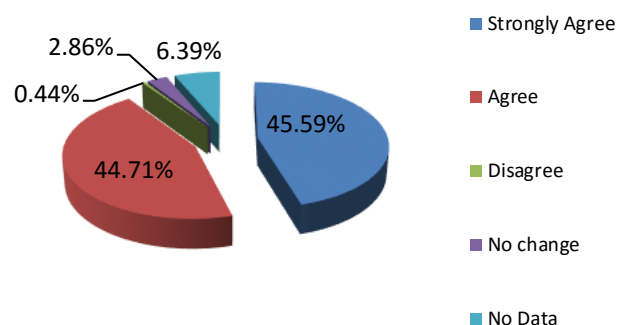
6.1.2 Graduates able to use current technology in workplace tasks after APTC training.

Response	Frequency
Strongly Agree	194
Agree	210
Disagree	3
Strongly Disagree	1
No change	16
No Data	30
Grand Total	454



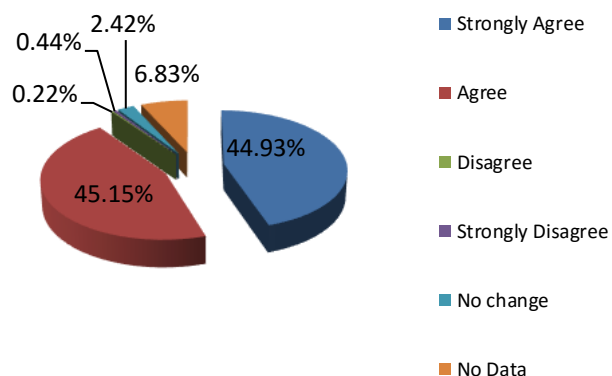
6.1.3 Graduates are fluent in relevant technical vocabulary after APTC training.

Response	Frequency
Strongly Agree	207
Agree	203
Disagree	2
No change	13
No Data	29
Grand Total	454



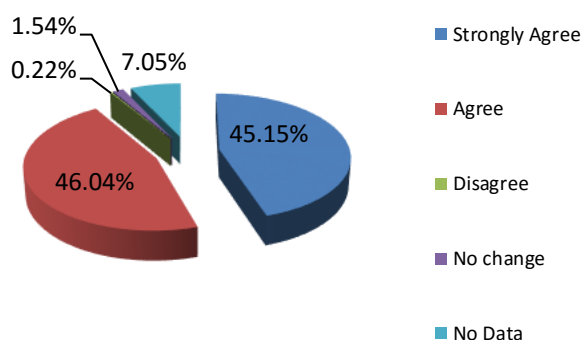
6.1.4 Graduates are able to complete all tasks required of them after APTC training.

Response	Frequency
Strongly Agree	204
Agree	205
Disagree	1
Strongly Disagree	2
No change	11
No Data	31
Grand Total	454



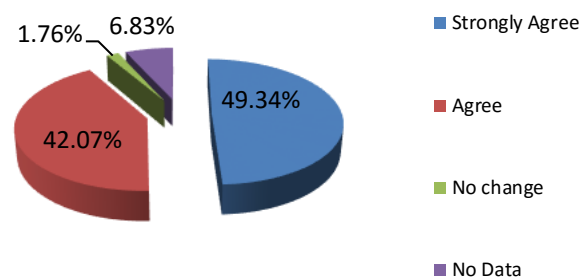
6.1.5 Graduates are able to take increased responsibility after APTC training.

Response	Frequency
Strongly Agree	205
Agree	209
Disagree	1
No change	7
No Data	32
Grand Total	454



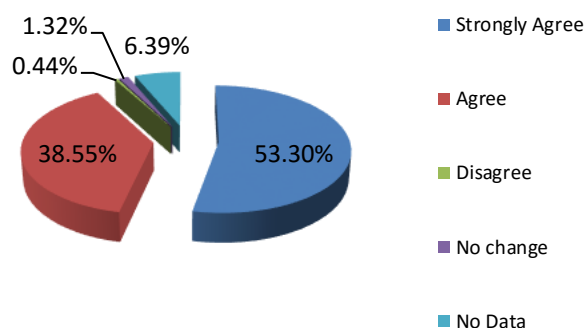
6.1.6 Graduates are able to communicate effectively with colleagues after APTC training.

Response	Frequency
Strongly Agree	224
Agree	191
No change	8
No Data	31
Grand Total	454



6.1.7 The APTC course provides graduates with essential skills and knowledge required by employers in their industry.

Response	Frequency
Strongly Agree	242
Agree	175
Disagree	2
No change	6
No Data	29
Grand Total	454

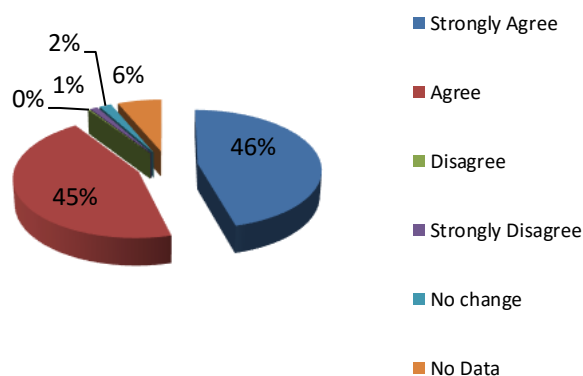


6.2 Personal Development

Graduates were asked to assess the degree of change in workplace attitude and work ethics since the completion of their courses. Graduates were given a scale: **Strongly Agree, Agree, Disagree, Strongly Disagree, No Change and No Data**, and asked to choose the option that best described their opinion. The summary of the responses received for each statement is provided below.

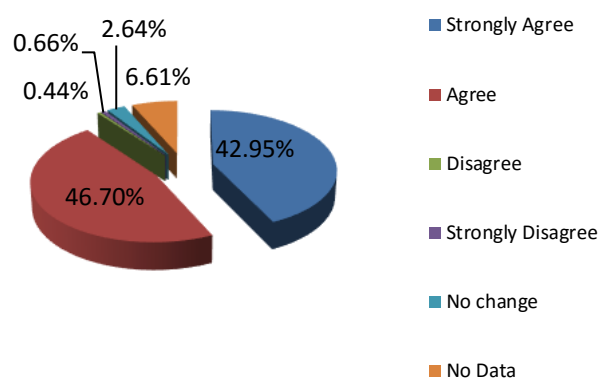
6.2.1 Increased Motivation and Self-initiative

Response	Frequency
Strongly Agree	208
Agree	203
Disagree	1
Strongly Disagree	5
No change	8
No Data	29
Grand Total	454



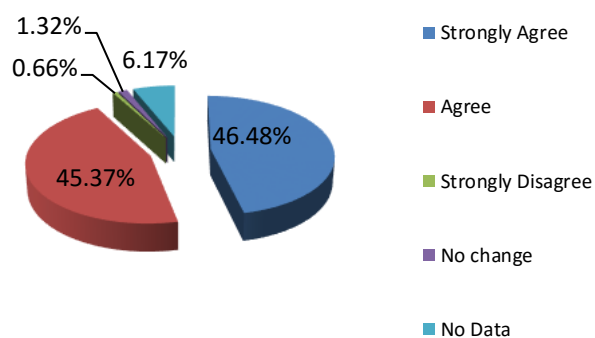
6.2.2 Improved Punctuality

Response	Frequency
Strongly Agree	195
Agree	212
Disagree	2
Strongly Disagree	3
No change	12
No Data	30
Grand Total	454



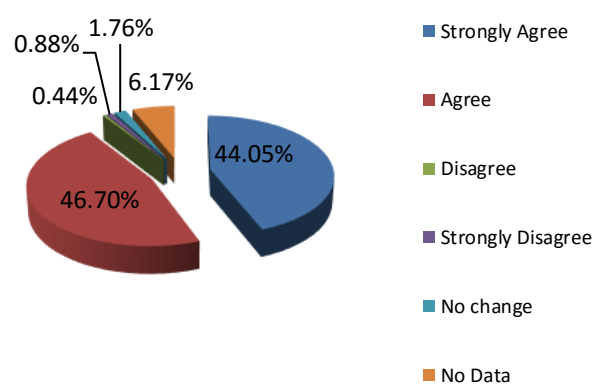
6.2.3 Increased Self Responsibility

Response	Frequency
Strongly Agree	211
Agree	206
Strongly Disagree	3
No change	6
No Data	28
Grand Total	454



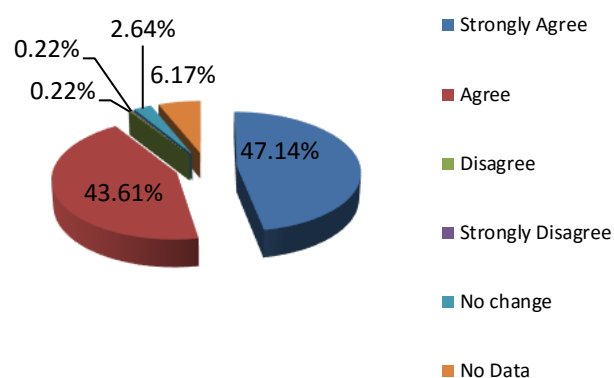
6.2.4 Improved Reliability

Response	Frequency
Strongly Agree	200
Agree	212
Disagree	2
Strongly Disagree	4
No change	8
No Data	28
Grand Total	454



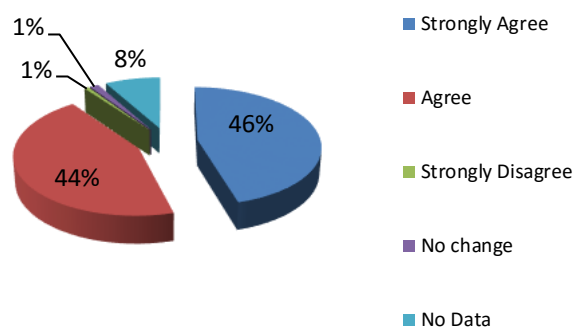
6.2.5 Improved Professional Appearance (Dress and Hygiene)

Response	Frequency
Strongly Agree	214
Agree	198
Disagree	1
Strongly Disagree	1
No change	12
No Data	28
Grand Total	454



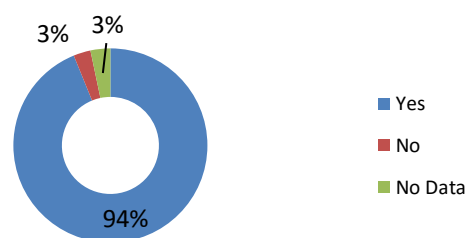
6.2.6 Increased Level of Self-Confidence

Response	Frequency
Strongly Agree	207
Agree	201
Strongly Disagree	3
No change	6
No Data	37
Grand Total	454



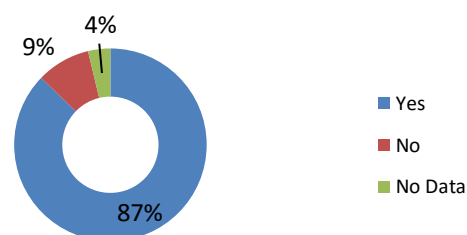
6.2.7 Did APTC give better understanding of the importance of good physical health?

Response	Frequency
Yes	426
No	13
No Data	15
Grand Total	454



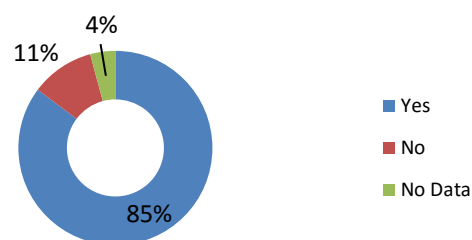
6.2.8 Did APTC give better understanding of the risk of smoking, drinking kava, alcohol and taking drugs?

Response	Frequency
Yes	396
No	41
No Data	17
Grand Total	454



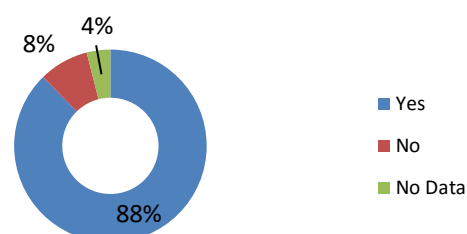
6.2.9 Did APTC give better understanding of issues such as depression and suicide?

Response	Frequency
Yes	387
No	48
No Data	19
Grand Total	454



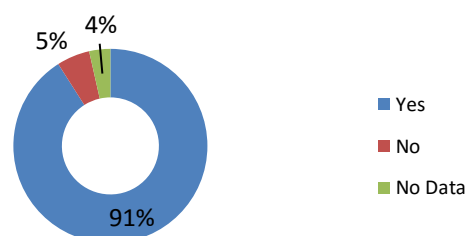
6.2.10 Did APTC gives better understanding of the impact of poverty on society?

Response	Frequency
Yes	398
No	38
No Data	18
Grand Total	454



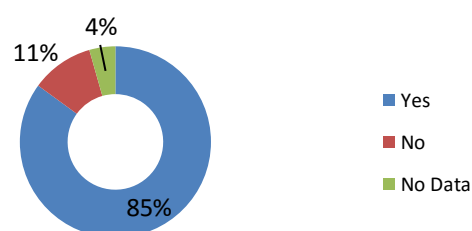
6.2.11 Did APTC gives better understanding of the impact of gender equality?

Response	Frequency
Yes	413
No	25
No Data	16
Grand Total	454



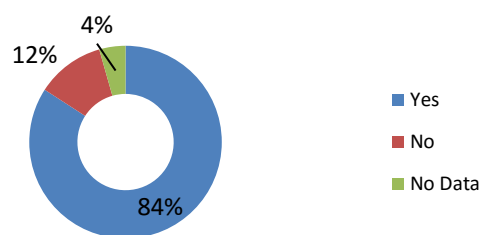
6.2.12 Did APTC gives better understanding of the effects of climate change?

Response	Frequency
Yes	386
No	48
No Data	20
Grand Total	454



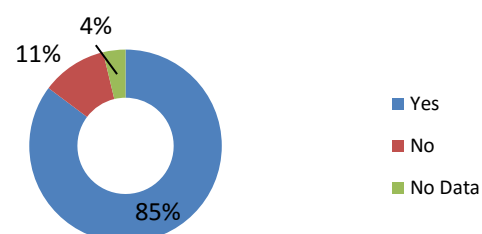
6.2.13 Did APTC gives better understanding of child protection rights?

Response	Frequency
Yes	382
No	52
No Data	20
Grand Total	454



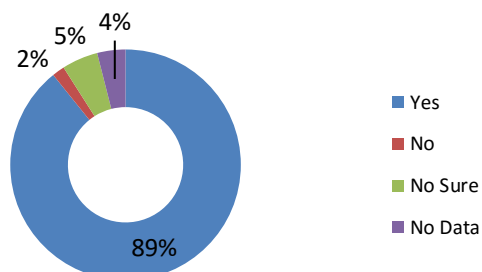
6.2.14 Did APTC gives better understanding of the effects of domestic violence?

Response	Frequency
Yes	387
No	50
No Data	17
Grand Total	454



6.2.15 Did APTC gives better understanding of the issue(s) above which led to changes in your life?

Response	Frequency
Yes	405
No	8
No Sure	23
No Data	18
Grand Total	454

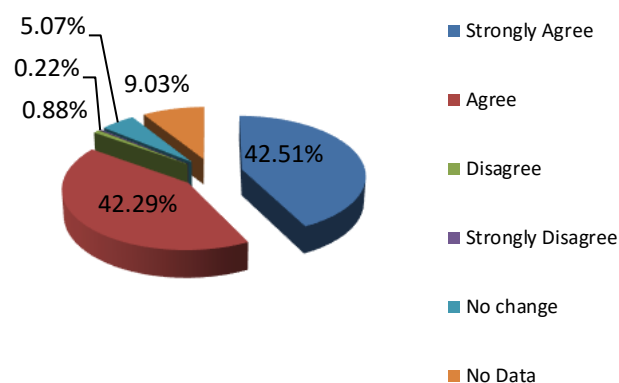


6.3 Income and Employment

Graduates were asked to assess the degree of change in their income and employment conditions since the completion of their course. They were provided with; **Strongly Agree, Agree, Disagree, Strongly Disagree, No Change and No Data**, and asked to choose the option that best described their opinion. The summary of the responses received for each statement and the respective graphical representations are provided below.

6.3.1 Improve Employment Prospects

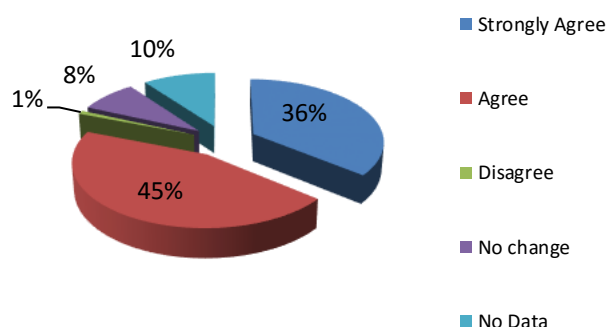
Response	Frequency
Strongly Agree	193
Agree	192
Disagree	4
Strongly Disagree	1
No change	23
No Data	41
Grand Total	454



APTC training improves employment prospects of its graduates. Vast majority of the students surveyed (93%) felt that there was an improvement in their employment prospects after completing the APTC studies.

6.3.2 Significantly Improved Current Employment Position

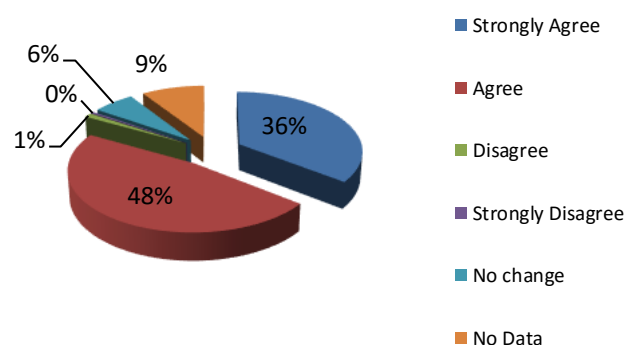
Response	Frequency
Strongly Agree	163
Agree	204
Disagree	4
No change	37
No Data	46
Grand Total	454



90% of the graduates reported a significantly improved current employment position as a result of the APTC studies.

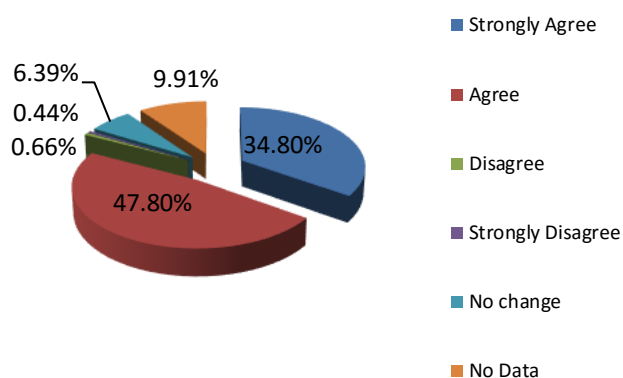
6.3.3 Increased Job Ease and Satisfaction

Response	Frequency
Strongly Agree	161
Agree	216
Disagree	5
Strongly Disagree	2
No change	28
No Data	42
Grand Total	454



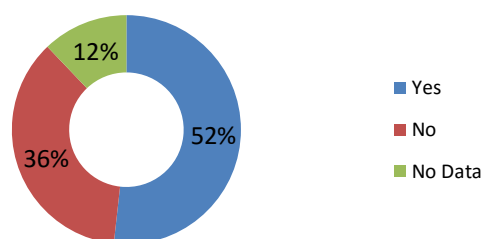
6.3.4 Improved Sense of Job Security

Response	Frequency
Strongly Agree	158
Agree	217
Disagree	3
Strongly Disagree	2
No change	29
No Data	45
Grand Total	454



6.3.5 Promotion during or after completing APTC studies?

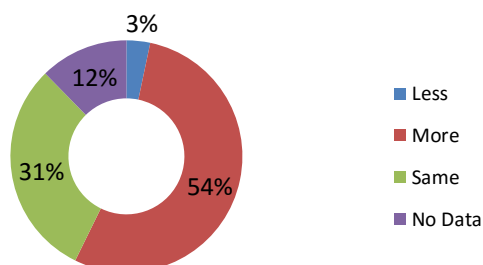
Response	Frequency
Yes	235
No	164
No Data	55
Grand Total	454



59% of the graduates reported that they gained a promotion after completing APTC studies. Not only does this indicate that APTC qualifications are highly regarded but it also shows that graduate performances have improved significantly resulting in promotions.

6.3.6 Average weekly wage one year after studying with APTC

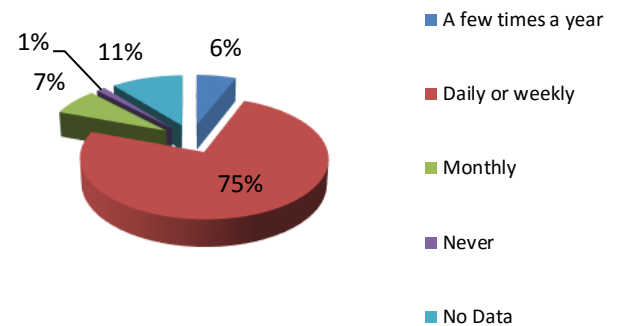
Response	Frequency
Less	15
More	245
Same	138
No Data	56
Grand Total	454



62% of the graduates reported that they are earning more average weekly wage than before attending the APTC training.

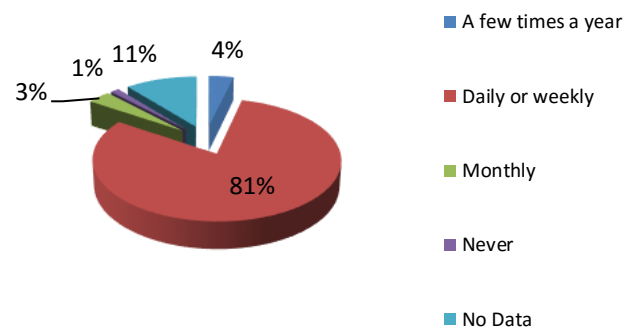
6.3.7 How often do you use the Leadership Skills learned at APTC in your current job?

Response	Frequency
A few times a year	27
Daily or weekly	339
Monthly	33
Never	6
No Data	49
Grand Total	454



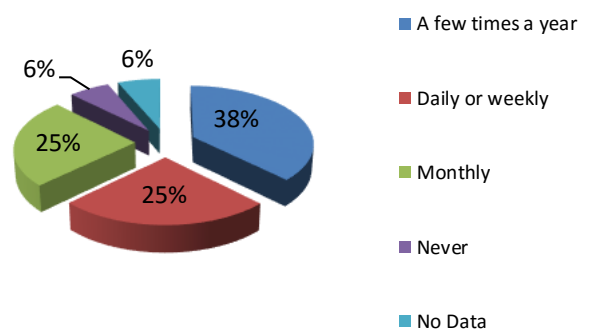
6.3.8 How often do you use the Communication Skills learned at APTC in your current job?

Response	Frequency
A few times a year	17
Daily or weekly	366
Monthly	16
Never	6
No Data	49
Grand Total	454



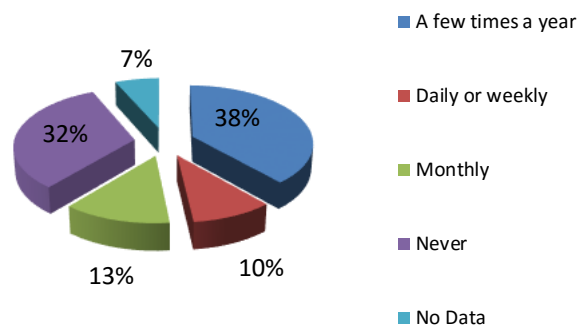
6.3.9 Contact with other students met during APTC studies?

Response	Frequency
A few times a year	170
Daily or weekly	115
Monthly	112
Never	28
No Data	29
Grand Total	454



6.3.10 Contact with trainers and tutors met during APTC studies?

Response	Frequency
A few times a year	175
Daily or weekly	44
Monthly	58
Never	147
No Data	30
Grand Total	454

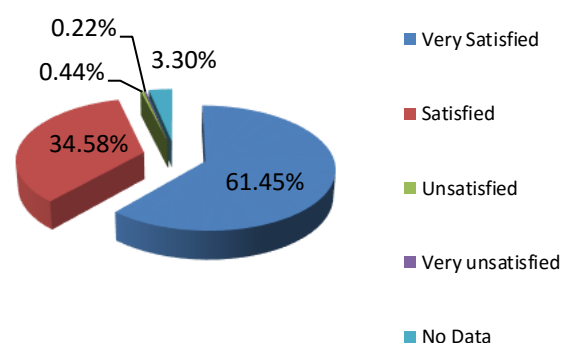


7. Comments and Suggestions

Graduates were asked to comment on various questions regarding the course they undertook such as their satisfaction with APTC training, etc. The results are summarised below.

7.1 Overall level of satisfaction with APTC training

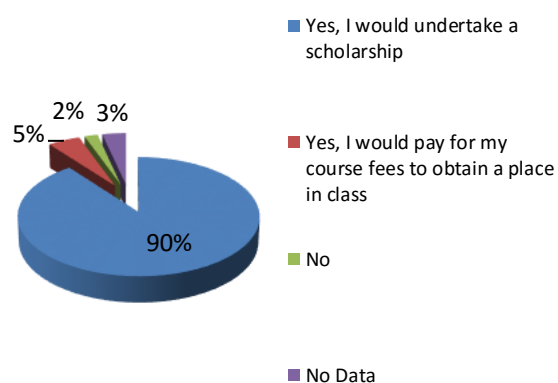
Response	Frequency
Very Satisfied	279
Satisfied	157
Unsatisfied	2
Very unsatisfied	1
No Data	15
Grand Total	454



APTC training is very highly regarded by former students. In this survey 99% of the graduates indicated that they were either very satisfied or satisfied with the training and outcome of their studies with APTC.

7.2 Would you undertake another APTC course in future?

Response	Frequency
Yes, I would undertake a scholarship	407
Yes, I would pay for my course fees to obtain a place in class	22
No	9
No Data	16
Grand Total	454



7.3 Would you recommend APTC courses to other people?

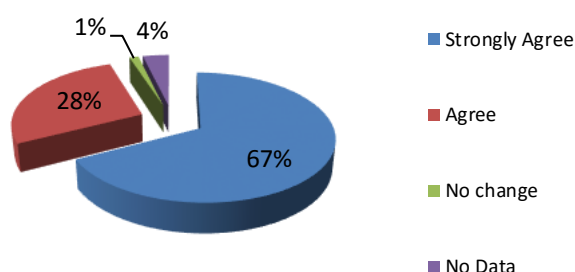
Response	Frequency
Yes	437
No Data	17
Grand Total	454



All graduates that responded to this question indicated that they would recommend APTC courses to other people.

7.4 After completing APTC studies, have you used what you learnt to teach and help others?

Response	Frequency
Strongly Agree	306
Agree	125
No change	6
No Data	17
Grand Total	454



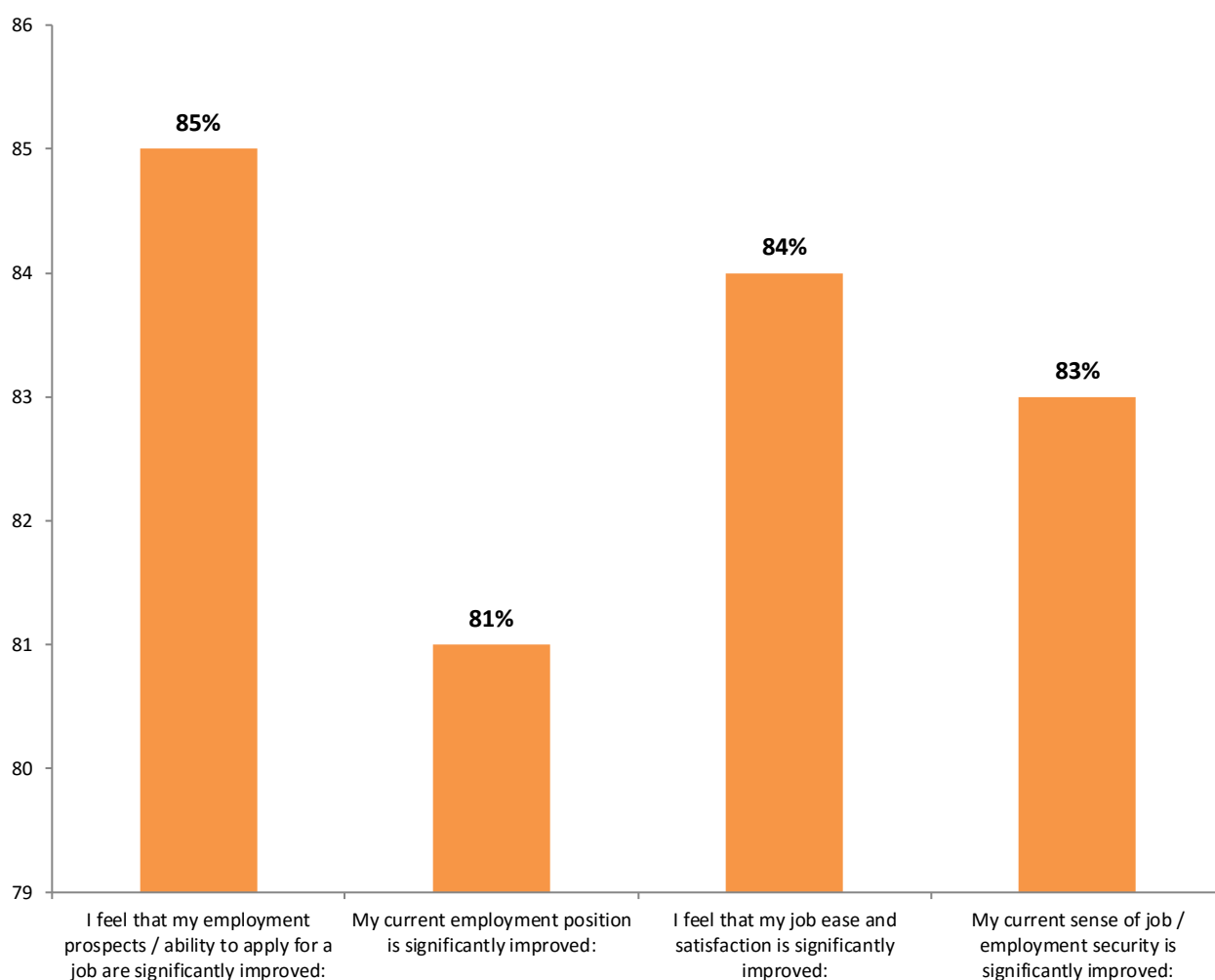
7.5 Have you moved to another location/country?

Response	Frequency
No, I have not moved	362
Yes, moved within the same country	61
Yes, to another country (write name of country you moved to below)	10
No Data	21
Grand Total	454

Yes, to another country (write name of country you moved to below)	Total
Australia	1
Fiji	3
New Zealand	5
USA	1
Grand Total	10

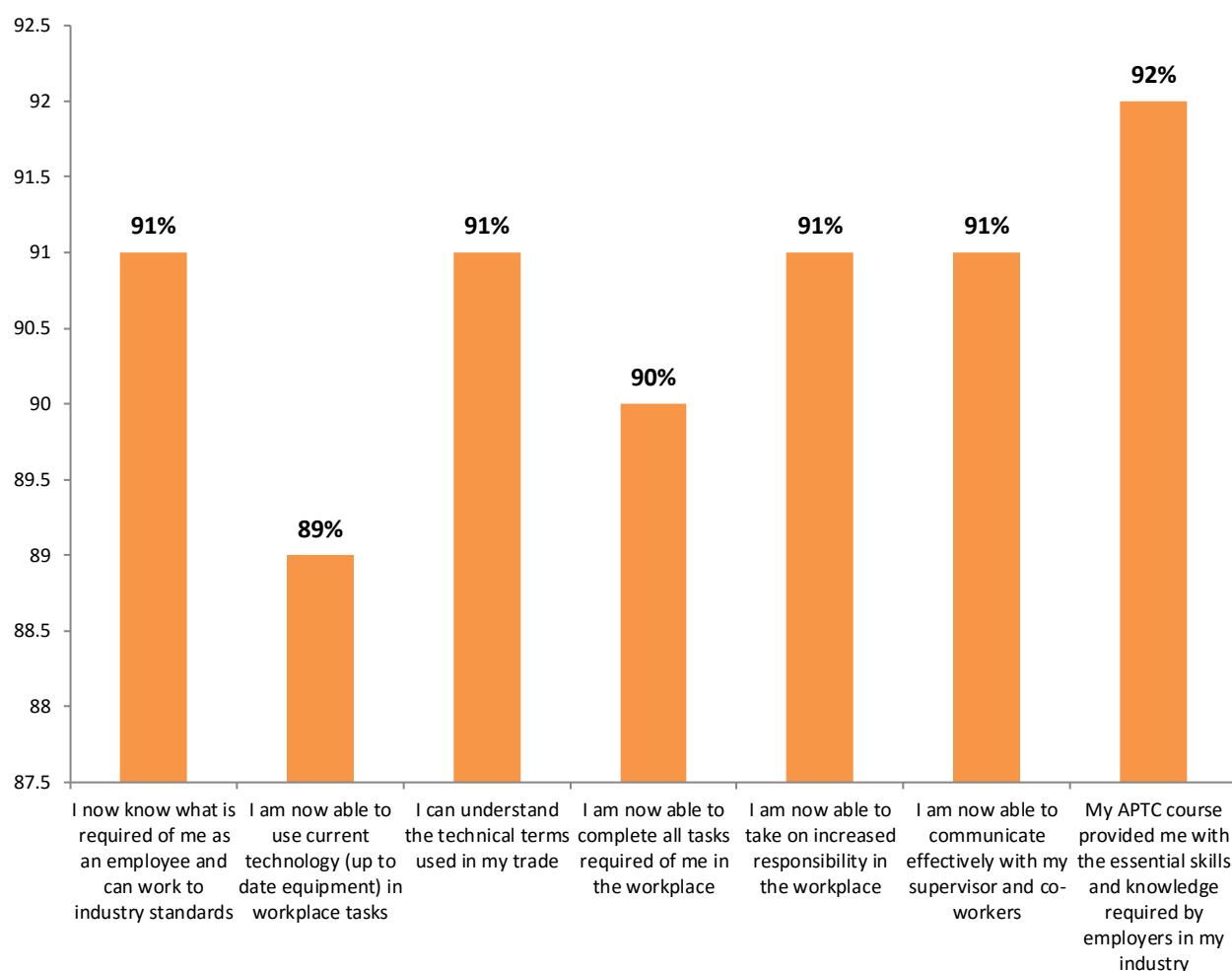
8. Conclusion

Employment Result



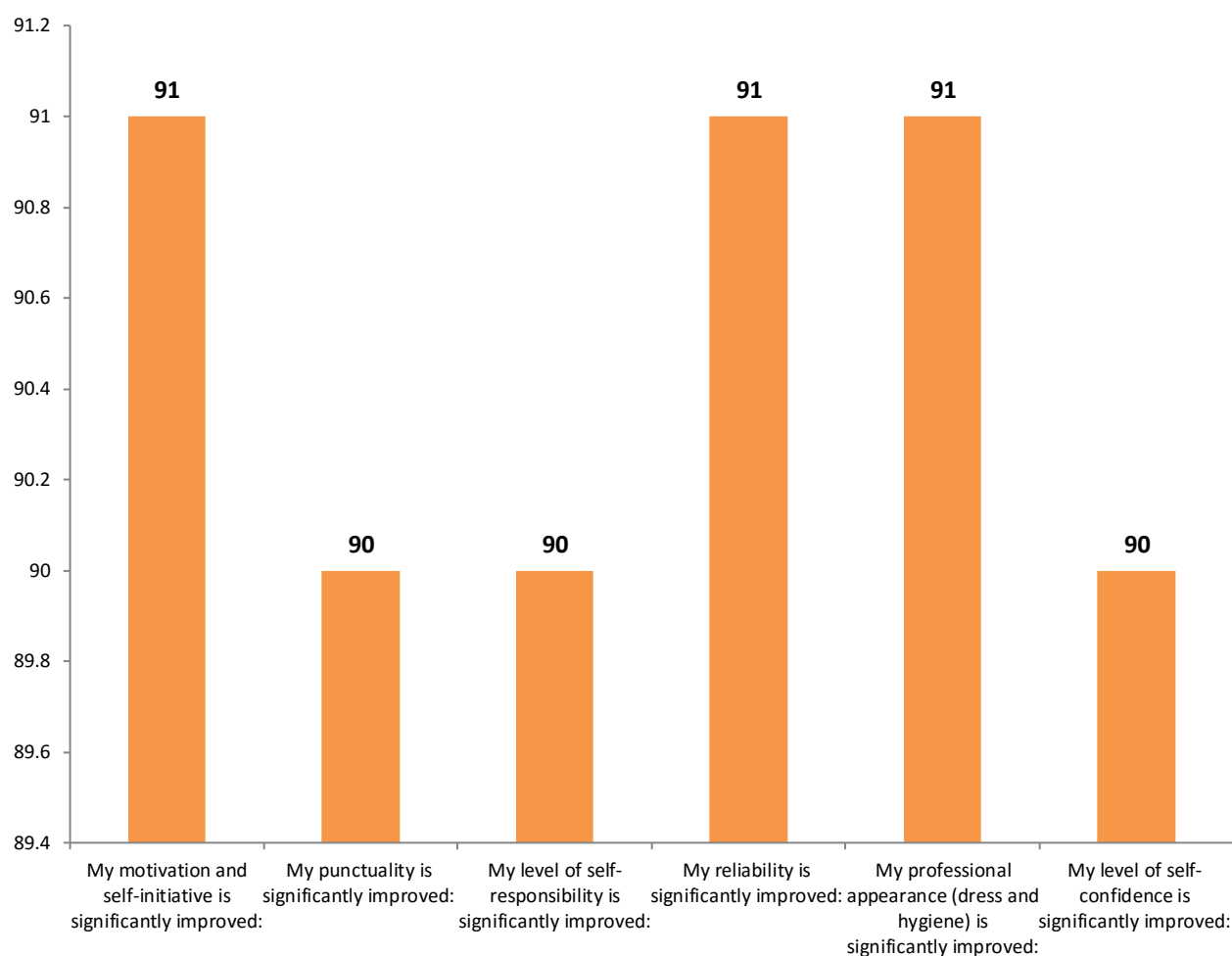
APTC graduates continue to have high employability as indicated by 86% of the graduates who were surveyed being in some form of employment at the time of their response. Finding new employment has also been made easier through APTC certification; 44% of the graduates surveyed had found new employment within a year of graduating from APTC. Furthermore, APTC has significantly enhanced graduates' income and employment prospects resulting in promotions, better job security and job satisfaction after graduation.

Professional Development Results



APTC training has enhanced graduates' professional development, evidenced by their confidence in the ability to meet industry standards, use the latest technologies and employ relevant technical vocabularies. The capacity to operate effectively under minimal supervision and take on additional responsibilities was also enhanced, along with communication skills in the workplace.

Personal Development Results



APTC training reflects in students' personal development with regard to levels of motivation, self-initiative, punctuality, self-responsibility, reliability, appearance, hygiene and self-confidence.

Overall, the consistent quality of APTC delivery is evidenced by the excellent 99% overall satisfaction rating given by graduates.