Quality indicators

VET factsheet

Background

This factsheet is for Queensland school registered training organisations (RTOs). It provides an overview of quality indicators. Quality indicators form part of the Data Provision Requirements, which are a part of the VET Quality Framework.

Quality indicators

RTOs are required to collect and report their performance against the following quality indicators:

1. Learner engagement
2. Employer satisfaction
3. Competency completion.

Learner engagement

This quality indicator focuses on the extent to which learners engage in activities that are likely to promote high-quality skill outcomes. It includes learner perceptions of the quality of their competency development and the support they receive from their RTOs.

The source of data to measure this indicator is a survey called the Learner Questionnaire. RTOs must gather and analyse this data each year.

Employer satisfaction

This quality indicator focuses on employer evaluation of learner competency development and the relevance of learner competencies for work and further training, as well as employer evaluation of the overall quality of the training and assessment.

The source of data to measure this indicator is a survey called the Employer Questionnaire. RTOs must gather and analyse this data each year.

Competency completion

This quality indicator is provided via the Senior Learning Information Management System (SLIMS) or the Student Data Capture System (SDCS) for schools registered through the QCAA as delegate for the Australian Skills Quality Authority (ASQA). School RTOs registered with the QCAA **do not need** to submit this quality indicator again.

Reporting to QCAA

Survey Management, Analysis and Reporting Tool (SMART) users

If your RTO still has a working copy of the SMART system, you may still use it to produce a *Registering Body report*. You need to submit the Registering Body report to the QCAA instead of the *Quality Indicator Annual Summary Report — Learner Engagement and Employer Satisfaction* report that is emailed annually by the QCAA.

Note that the Australian Council for Educational Research (ACER) is no longer funded to provide support services for the SMART system. The help desk service may be available under a fee-for-service arrangement negotiated between ACER and individual RTOs.

All other RTO schools

If you do not use the SMART system, the QCAA will email the *Quality Indicator Annual Summary Report — Learner Engagement and Employer Satisfaction* form to school RTOs in April/May of each year.

How do we submit the quality indicator data to the QCAA?

Schools that are RTOs should send one email to vet@qcaa.qld.edu.au. In the subject line of the email, please include your school's name, QCAA number and the words 'Data Provision Requirements — Quality Indicator report'.

Attach either the *Quality Indicator Annual Summary Report — Learner Engagement and Employer Satisfaction* or the *Registering Body Report*. Check that the attachment opens correctly before sending the email.

The emailed report must be received by the QCAA VET unit on, or prior to, 30 June of each year.

How do we know the QCAA has received the report?

Your school will receive an automated acknowledgment email from the QCAA to advise that your email has been received.

Qualifications registered directly with ASQA — who do reports go to?

If you have registered directly with ASQA as well as with QCAA as delegate for ASQA, send either the *Quality Indicator Annual Summary Report — Learner Engagement and Employer Satisfaction* or the *Registering Body Report* to the QCAA.

How will the data be used?

RTOs are required to use the quality indicator data to inform their continuous improvement processes and assess their performance against the *Standards for Registered Training Organisations (RTOs) 2015*.

The QCAA, as delegate for ASQA, uses quality indicator data as one of the measures for determining an RTO's risk rating, which is considered when making decisions about the frequency and scope of audits. Non-submission by the due date, or an incomplete submission, will impact on an RTO's risk rating.

We didn’t deliver any training last year, what do we do?

If your RTO was not registered during the relevant reporting period, or did not provide any nationally recognised training within the reporting period, you do not need to report to the QCAA.

More information

For additional help completing the quality indicators reports, please see the following resources:

ASQA data obligations
www.asqa.gov.au/vet-registration/comply-with-your-obligations/quality-indicator-reporting.html

Learner questionnaire

https://docs.education.gov.au/system/files/doc/other/aqtflearnerquestionnaire.pdf

Employer questionnaire

https://docs.education.gov.au/system/files/doc/other/aqtfemployerquestionnaire.pdf

Quality Indicator Annual Summary Report — Learner Engagement and Employer Satisfaction

The QCAA will email this form to RTO schools in April/May of each year.

SMART support

www.acer.edu.au.

QCAA for general questions regarding VET

Visit the QCAA website www.qcaa.qld.edu.au, email vet@qcaa.qld.edu.au or phone 07 3864 0381.