What are the quality indicators?

In accordance with the AQTF, registered training organisations (RTOs) are required to collect, use and report data on three quality indicators. The three indicators are:

- Learner Engagement
- Employer Satisfaction
- Competency Completion

This data is collected by collating the total number of enrolments and completions for the competency completion indicator, and by collating the results of the national survey tools RTOs must use to survey students, and employers of students, for the learner engagement and employer satisfaction indicators.

How often do RTOs submit this data to their registering body?

RTOs are required to provide reports against the three quality indicators to their registering body by 30 June each year. The data submitted will always relate to the previous calendar year e.g. the data submitted by 30 June 2011 will relate to training activity that occurred in the calendar year from 1 January 2010 to 31 December 2010.

What if my RTO did not conduct any training or assessment in the previous calendar year?

RTOs that were registered but did not enrol or complete any students in the previous calendar year are reminded that the legally responsible person for the RTO must provide a Quality Indicators Statutory Declaration to the department on or before 30 June, 2011 to ensure the RTO’s risk rating is not adversely affected. To request a template Statutory Declaration, email registrationservices@deta.qld.gov.au.

What if my RTO has only recently been granted Initial Registration?

RTOs granted initial registration on or after 1 January 2011 are not required to make a submission of any kind this year.

RTOs granted initial registration on or after 1 January 2011 must begin collecting data on the three quality indicators for training delivery during the calendar year 2011. This data will then be due for submission 30 June 2012.

How do RTOs submit the summary report to the department?

- The reports for the Competency Completion indicator are submitted through the Competency Completion Online System (CCOS) by entering the data into the system and using the ‘send reports direct to registering body’ link.

  **Note:** Data submitted to the department’s data management team via AVETMISS prior to mid February for the previous calendar year is routinely forwarded on to NCVER which will in turn pre-populate the CCOS with this data by the **end of April each year**

- The report for the Learner Engagement and Employer Satisfaction indicators is produced by the Survey Management, Analysis and Reporting Tool (SMART) software and this report needs to be emailed by the RTO to qidata@deta.qld.gov.au. This report may be lodged from January 2011.

  **Note:** Schools registered through Queensland Studies Authority (QSA), and those that hold dual registration through DET and QSA, should contact QSA for data submission requirements and methods: vet@qsa.qld.edu.au or 07 3864 0381.
How will the data be used?

- The National Quality Council has agreed that quality indicator data will be used by RTOs to undertake continuous improvement processes, and by state and territory Registering Bodies, to inform each RTO's risk assessment.
- The quality indicator data submitted by each RTO will contribute to the department's determination of a risk rating of the RTO.
- Non-submission by the due date (30 June), or an incomplete submission, will affect an RTO’s risk rating and may potentially impact an RTO’s continued registration.

What support is available for RTOs?


The website includes two ‘How to’ guides that have been prepared to assist RTOs in implementing and complying with these quality indicator requirements:

- ‘How to’ Guide – Competency Completion indicator
- ‘How to’ Guide – Employer Satisfaction and Learner Engagement indicators

These ‘How to’ guides contain step-by-step instructions on how to use the software associated with the indicators and summarise the various nationally developed information sources (nine guides and several website pages) which RTOs have previously been required to refer to when preparing their data submission. They can be accessed via this link: [http://www.training.qld.gov.au/training-organisations/registration-audit/aqtf/resources.html](http://www.training.qld.gov.au/training-organisations/registration-audit/aqtf/resources.html)

General enquiries about the quality indicators can also be directed to Registration Services by email registrationservices@deta.qld.gov.au or by phone on 1300 369 935, (07) 3237 1353 or (07) 3244 5148.