

## QUALITY INDICATORS – IMPORTANT INFORMATION FOR ALL REGISTERED TRAINING ORGANISATIONS (RTOS)

This Bulletin provides important information to RTOs regarding their requirements to collect, analyse and report against the Quality Indicators (QIs) for RTOs - the Learner Engagement, Employer Satisfaction and Competency Completion quality indicators.

### Key Messages

- NSSC strongly supports the collection of data by RTOs to support the continuous improvement of the delivery of VET training and assessment.
- RTOs are required to continue to collect, analyse and report against the three Quality Indicators for RTOs. RTOs are required to report to their regulator against the three quality indicators for the 2011 calendar year by 30 June 2012.
- RTOs are required to continue to use the Learner Questionnaire and the Employer Questionnaire to collect the data for the Learner Engagement and Employer Satisfaction quality indicators.
- RTOs are **not** required to use the SMART system to report to their regulators against the Learner Engagement and Employer Satisfaction quality indicators.
  - The Australian Centre for Educational Research (ACER) is no longer funded to provide help desk support services to RTOs that wish to continue to use the SMART system. This service may be available under a fee for service arrangement, as negotiated between ACER and individual RTOs.
  - This does not limit the ability for regulators to prescribe the manner in which RTOs are required to report against the Learner Engagement and Employer Satisfaction quality indicators.
- The NSSC is working with relevant bodies to refine the existing Quality Indicators for RTOs into a set of indicators that:
  - Improve the efficiency of the collection and the utility of the data for RTOs and registering bodies for both continuous improvement and regulatory purposes; and
  - Inform data on total VET effort and activity.
- Further information will be made available in early 2012.

### Background

RTOS are required, under both the *AQTF Essential Conditions and Standards for Initial / Continuing Registration* and the *VET Quality Framework*, to collect and report their performance against the following three QIs to their Registering Body:

- Learner engagement (learner engagement and competency development) – the source of data to measure this indicator is a survey of students undertaken by an RTO using the Learner Questionnaire;
- Employer satisfaction (competency development, and training and assessment quality) – the source of data to measure this indicator is a survey of employers undertaken by an RTO using the Employer Questionnaire; and
- Competency completion – the source of data to measure this indicator is an RTO's student enrolment and completion record.

The QI results for the previous financial year are due to Registering Bodies on 30 June of the following year, meaning RTOs are currently collecting and analysing their 2011 calendar year data, for reporting to Registering Bodies by 30 June 2012.