

Quality Indicator Reporting

Policy

This policy & procedure supports the ASQA directive to collect and report data against the Quality Indicators (as currently found in the AQTF). Data Provision Requirement (DPR) 7 of the Data Provision Requirements 2012 requires ASQA RTOs to provide an annual summary report to ASQA against the quality indicators. The ASQA '[General Direction Quality Indicators](#)' (Released 24/04/12) and the NSSC Website ([Quality Indicators for RTO's](#)) provide further guidance on these requirements.

This Policy and Procedure will ensure that ABC Licence Training is able to meet these reporting requirements and also assist their continuous improvement processes to strengthen training and business performance. It is also able to assist the RTO be able to act in a responsive manner to all identified issues and areas of concerns.

Procedure

Data Collection & Collation

ABC Licence Training is committed to ensuring it is able to provide quality training and assessment services and will engage in seeking learner and employer feedback regularly.

The RTO will ensure that all students are actively encouraged to provide feedback on their experience in undertaking a course with ABC Licence Training, and use the feedback to suggest improvements and identify areas of concern.

The following activities are undertaken to ensure that the Quality Indicators are being met and support the continuous improvement and quality process.

Learner Engagement

ABC Licence Training must gain feedback from student's using the '[Learner Questionnaire](#)' available from the Department of Industry (<http://industry.gov.au/skills/>).

The 'Learner Questionnaire' form is completed by all students upon completion of their course of study i.e. upon issuance of the SOA. The 'Learner Engagement Questionnaire' will



be provided to students at the completion of their studies. The Co-providers will issue a copy of the survey to each student when issuing a Statement of Attainment or Qualification.

All completed and returned surveys will be reviewed by the General Manager. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed by management at the RTO Meetings.

At the completion of each calendar year the CEO is required to collate all data for the year using the '[ASQA Quality Indicator Annual Summary](#)' form.

A copy of all completed Learner Engagement surveys will be maintained for a period of 12 months as evidence of the data collection process.

Employee Satisfaction

ABC Licence Training must gain feedback from employers using the '[Employer Questionnaire](#)' available from the Department of Industry (industry.gov.au/skills/).

The 'Employer Questionnaire' form is completed by all employers/ co-providers once per year. At a set date each year (currently the 1st September) all employers/ co-providers currently engaged with ABC Licence Training shall be sent the Employer Satisfaction Survey. These surveys will be collected and collated by the CEO.

All completed and returned surveys will be reviewed by the General Manager. The results of these surveys will be collated into reports with a summary of all responses. These reports are to be reviewed by management at the RTO Meetings.

At the completion of each calendar year the CEO is required to collate all data for the year using the '[ASQA Quality Indicator Annual Summary](#)' form.

A copy of all completed Employer Engagement surveys will be maintained for a period of 12 months as evidence of the data collection process.

Reporting Quality Indicators Data

All data must be reported to ASQA by the 30th of June of the following calendar year and the CEO will be responsible for this reporting process.

Data must be submitted using the required forms as listed on the ASQA website [Data Provision](#).

The CEO must submit their quality indicator data reports in full to qidata@asqa.gov.au, by close of business on 30 June 2021.



A copy of all reports and e-mails shall be maintained in the 'Quality Indicators Folder'.

Please refer to [FAQ section](#) on ASQA website.

