General direction: Quality indicators

Purpose
This is a general direction made under section 28(1) of the National Vocational Education and Training Regulator Act 2011 (the Act).

A general direction may be given by ASQA, as the National VET Regulator, on the way in which the VET Quality Framework and other conditions defined in the Act are to be complied with.

It is a condition of registration that an ASQA RTO must comply with any such general directions.

Terms and Definitions
- ASQA: Australian Skills Quality Authority
- CCOS: Competency Completion Online System
- Enterprise RTO: RTO which delivers training and assessment services only to its own organisation’s personnel
- NCVER: National Centre for Vocational Education Research
- NSSC: National Skills Standards Council
- QI: Quality indicator
- RTO: ASQA registered training organisation
- SMART: Survey Management, Analysis and Reporting Tool

Authority
Section 22(3) of the Act requires RTOs to comply with the Data Provision Requirements 2011.

Part 4 of the Data Provision Requirements legislative instrument requires that an RTO:
- 6.1: must collect data on the quality indicators agreed upon by the Ministerial Council, or its delegate
- 7.1: must provide an annual summary report to ASQA against the quality indicators.

At its meeting in December 2011, the NSSC released a Special Bulletin pertaining to Quality Indicator data gathering and reporting requirements.

Principles underpinning the general direction
Learner engagement and employer satisfaction
RTOs that do not use the SMART system are required to submit the ASQA Quality Indicator Annual Summary Report.

This report requires an RTO to report on its learner engagement and employer satisfaction QI survey response rates, survey information feedback and improvement actions. These RTOs are to complete the ASQA Quality Indicator Annual Summary Report template for the previous calendar year and email it, by 30 June, to Qidata@asqa.gov.au.
Note: From 2012, ASQA requires enterprise RTOs, like all other RTOs, to gather employer satisfaction data. Persons such as day-to-day supervisors of learners are best placed to respond to the survey.

An enterprise RTO’s annual quality indicator data submission, commencing from its 2013 data submission, is to include employer satisfaction survey data.

Competency completion

RTOs are to use the Competency Completion Online System (CCOS) to report competency completion data.

If your RTO does not have access to CCOS, go the login page and enter the email address of the of your RTO’s registration contact as shown on www.training.gov.au. Then click on ‘forgotten password’.

A password will be automatically generated and sent to that email address. If you still require assistance please contact the CCOS Help Desk on (08) 8230 8468 or aqtf2007@ncver.edu.au.

RTOs should consult the Competency Completion Online System Guide to assist the preparation of their competency completion reports. RTOs must confirm that each of the four reports is correct and a true record of all their training activity for the previous calendar year before submitting all four reports to Qidata@asqa.gov.au by 30 June.