

Data Collection Policy and Procedures

Policy

The RTO will collect and report student data, learner feedback and employer feedback in accordance with the current data reporting requirements.

The RTO must collect and report AVETMISS compliant data for all students, the units they enrol in and outcomes achieved and report these as required by ASQA and in accordance with funding contract obligations.

Learner feedback and employer feedback are collected, reviewed and acted on. A report is submitted to ASQA annually.

The RTO is committed to:

- Obtaining full AVETMISS data according to the requirements
- Submitting data compliant with AVETMISS according to the requirements and subject to any applicable exemption
- Complying with any other data provision requirements set out in the National VET Provider Collection Data Requirements Policy
- Complying with funding reporting requirements to meet any contractual obligations

Failure to comply with the data reporting requirements, including submission by the due date can negatively impact the RTO's risk rating and funding agreements.

Procedures

1. Student Data

The RTO is required to submit data under the National VET Provider Collection Data Requirements Policy to either the National Centre for Vocational Education Research by the end of February each year.

The National Skills Training Institute will submit data more frequently to reduce errors prior to the due date.

Qualifications

For clients undertaking a full qualification the RTO will collect the following data using AVETMISS compliant software:

- Name
- Date of Birth
- Sex
- Residential address
- Postal address
- Highest school level completed
- Year highest school level completed
- Language identifier
- Labour force status identifier
- Country identifier
- Disability flag
- Prior educational achievement flag
- At school flag
- Proficiency in spoken English identifier
- Study reason
- Indigenous status

Short stand-alone units/modules

For clients undertaking units of competence the RTO will collect, at minimum the following data using AVETMISS compliant software:

- Highest school level completed
- Year highest school level completed
- Language identifier
- Labour force status identifier
- Country identifier
- Disability flag
- Prior educational achievement flag
- At school flag
- Proficiency in spoken English identifier

Reporting of School Students VET Activity

RTOs delivering VET activity to school students have an obligation to report additional data items that assist the Queensland Curriculum and Assessment Authority (QCAA) to manage and maintain a full and accurate record of school students participation and achievements.

The additional elements are:

- **Learner Unique Identifier (LUI):** Under the Education (QCAA) Act 2014, RTOs are required to submit training activity data, irrespective of funding, for all students registered for their Queensland Certificate of Education (QCE). A LUI must be issued to students during Year 10 or in the 12 months before the student turns 16, whichever comes first.

- Where a LUI is included for a client in training activity data submitted to QLD DET, all valid training activity data related to that client will be forwarded to QCAA for possible inclusion in the clients QCE.

Supporting documents

https://desbt.qld.gov.au/__data/assets/pdf_file/0018/8415/qld-det-avet8.0-data-reporting-requirements.pdf

2. Quality Indicator Data (QI)

Employer satisfaction – This indicator focuses on Employer evaluations 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.

Learner feedback – This indicator focuses on the extent to which Learners are engaging in the types of activities likely to promote high-quality skill outcomes and includes Learner perceptions of the quality of their competency development and the support they received or have received from The National Skills Training Institute.

Learner feedback

1. The National Skills Training Institute will issue the AQTF Learner Questionnaire in hard copy midway through the course and again at the end of the course to everyone who undertakes training with the RTO.
2. The Learner Questionnaires are to be collected by the Trainer and returned to the Training Manager for review.
3. The Training Manager is to review the feedback and wherever possible identify opportunities for improvement within five (5) working days of receipt.
4. All opportunities for improvement identified will be discussed with the CEO and any relevant Training and Administration staff to identify a suitable solution that will be accepted and implement by all parties within two (2) weeks after the Training Manager's review. Minutes of these discussions are to be taken.
5. Continuous improvement actions as a result of Learner feedback are to be recorded in the Continuous Improvement register within five (5) working days of the improvement being implemented.
6. See point 1 – 3 regarding submitting Quality Indicator Data.

Employer Satisfaction

The National Skills Training Institute use the Employer Satisfaction Questionnaires to collect Employer feedback following training conducted for their staff.

1. The form is issued via email by student support with a template email explaining the importance of their feedback to the RTO's quality of service and requesting the complete the questionnaire and return it within five (5) working days.
2. If not received after six (6) working days an administration staff member is to ring the Employer, explain the importance and value of their feedback and request if possible, they complete the form and return it or if they are willing to provide the feedback orally over the phone (the Administrator is to ask questions and record responses if this is the Employers preference).
3. The Training Manager is to review all feedback collected within 5 working days and wherever possible identify opportunities for improvement.
4. All opportunities for improvement identified will be discussed with the CEO and any relevant training and administration staff to identify a suitable solution that will be accepted and implement by all parties within two (2) weeks after the Training Manager's review. Minutes of these discussions are to be taken.
5. Continuous improvement actions as a result of Employer feedback are to be recorded in the Continuous Improvement register within five (5) working days of the improvement being implemented.
6. See point 1 – 3 regarding submitting Learner and Employer feedback

Submitting Learner and Employer feedback

1. The Learner and Employer satisfaction data is to be submitted to the ASQA no later than the 30th June for feedback collected during the previous calendar year (January – December).
2. The information is to be submitted directly to ASQA using the Summary Report available at the following link:

http://www.asqa.gov.au/verve/_resources/Quality_Indicator_annual_summary_report.doc
3. The Summary Report must be email to the ASQA before or on the 30th June at qidata@asqa.gov.au.

Summary of reporting requirements

Report/System	What?	Frequency	Reporting Period	Due Date
Learner and Employer Survey Data	Survey responses from students and Employers	Annually	Previous calendar year January – December	30 June
Student Data	Statistical information captured for national reporting	Annually	Previous calendar year January – December	28 February

Supporting documents

- Learner and Employer Feedback Forms available at <http://www.asqa.gov.au/vet-registration/comply-with-your-obligations/quality-indicator-reporting.html>
- Summary Report available at http://www.asqa.gov.au/verve/_resources/Quality_Indicator_annual_summary_report.doc