



Compliance and Administration: Data Collection & Survey Analysis Policy and Procedure 2-1002

Purpose

The purpose of this Policy & Procedure is to ensure Migrant Resource Centre North West Region (MRCNWR) has an effective data collection and analysis system in place which meets all legislative and regulatory requirements.

Scope

This Policy and Procedure addresses the collection of student data which is compliant with the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS) as well as the data against a number of Quality Indicators.

Definitions

Quality Indicators – Under the regulatory requirements, RTOs are required to collect and use data on the following three Quality Indicators:

- Learner engagement,
- Employer satisfaction

Total VET Activity (TVA)

It is mandatory for all RTOs to participate in the Total VET Activity data collection and reporting in the form of AVETMISS compliant data.

AVETMISS

Australian Vocational Education and Training Management Information and Statistical Standard. The range of information required includes the courses and subjects in which students are enrolled, their age and gender, and where training is occurring.

Inputs

The operations of the RTO are quality assured.

To be compliant with Standard 1 AQTF the RTO must meet the following:

2.2. The RTO:

- a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
- b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected validation outcomes, client, trainer and assessor feedback and complaints and appeals.

Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

The RTO:

- b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

The RTO has effective governance and administration arrangements in place.

The RTO provides accurate and current information as required by the Data Provision Requirements as updated from time to time

Policy

Systematic monitoring of internal systems, strategies and practices allows an RTO to quickly respond to changes in the marketplace or to stakeholder expectations.



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The RTO is to conduct a regular review of their training and assessment, using a range of information, including:

- Quality indicator data
- Validation outcomes
- Training midterm evaluation feedback
- Trainer and assessor feedback, and
- Complaints and appeals

This data is to be used to decide whether changes to strategies and/or practice are needed. These reviews can be conducted in conjunction with industry engagement activities, which relate to the ongoing monitoring of training and assessment strategies and practices.

The RTO is to record all complaints and appeals received, and document outcomes. This information is to be used to review the RTO's processes and practices to ensure the issue doesn't happen again.

An RTO is required to gather the following information for submission to the regulator:

- AVETMISS data, and
- Quality Indicator data

AVETMISS

MRCNWR has an obligation to collect student data which is compliant with the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS). The range of information required includes the courses and subjects in which students are enrolled, their age and gender, and where training is occurring. This data is to be obtained from the students on completion of the Student Enrolment Form and will be recorded in the MRCNWR Records Management System, VETtrak.

Quality Indicators

MRCNWR is required to collect and use data against a number of Quality Indicators which have been designed to help RTOs conduct evidence-based and outcomes focused continuous quality improvement, and assist a registering body to assess the risk of an RTO's operations. Under the regulatory requirements, RTOs are required to collect and use data on the following three Quality Indicators:

- Learner engagement,
- Employer satisfaction

Data Collection

All students wishing to participate in courses run by MRCNWR are to be enrolled in accordance with the Enrolment Policy and Procedure. Each Student must complete a Pre-enrolment and a Student Enrolment Form, prior to commencing the course which:

- Captures the data required for AVETMISS reporting,
- Identifies any special language, literacy or numeracy requirements, and
- Any other special needs

This data is entered into VETtrak.



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Output

Completed student record on VETtrak.

Responsibility

RTO Training and Compliance Manager

Recording Student Competency Outcomes

MRCNWR records student competency outcomes on VETtrak. The Statement of Attainment for those students deemed competent is also generated from this software program.

Output

Student outcome recorded on VETtrak.

Responsibility

RTO Training and Compliance Manager

AVETMISS

MRCNWR collects the following student information using the Student Enrolment Form:

- Who they are- basic demographic like age, sex, indigenous and disability information, geographic location
- Where they study – location of training delivery
- What they study – enrolment in Units of Competency, the result obtained, how it was studied and how it was funded.

AVETMISS data is entered into VETtrak.

Output:

Completed student record on VETtrak. .

Responsibility

RTO Training and Compliance Manager

Accuracy and Integrity of Data

The accuracy of the data collected is ensured by:

- Student receives interim certificate which is double checked for accuracy
- Random checks of student data against forms and photo copies of valid ID.

The integrity of the data is secured through the use of VETtrak which is backed up regularly.

Output:

- Accurate Student Records on VETtrak which is backed up regularly

Responsibility

- RTO Training and Compliance Manager



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Learner Questionnaire

The Learner Questionnaire is to be given to each student upon completion of the training. This is to be completed as a hard copy or electronically via the internet.

Completed questionnaires are reviewed by the Training and Compliance Manager to identify any potential continuous improvement actions once entered into VETtrak. Copies of the surveys suggesting improvements are to be discussed with the EO and placed in the CI Folder if further action is required.

The quality indicator data is to be entered into the VETtrak and any hard copies are to be retained with the course documentation.

Output:

- Completed Learner Questionnaires
- Quality indicator data entered into
- Continuous improvement actions

Responsibility

- Training and Compliance Manager

Other Feedback from Students

Feedback from students is systematically collected using:

- MRCNWR Student Feedback Forms

The data captured is analysed to provide an overall picture of the outcomes being achieved by the RTO and how well the training and assessment is meeting student needs.

Corrective actions are to be investigated if required.

Suggested improvements are to be discussed with the EO and the feedback forms are placed in the CI Folder if further action is required.

Output:

- Copies of relevant completed forms
- Continuous Improvement Record completed

Responsibility

- Training and Compliance Manager
- Trainers & Assessors

Employer Questionnaires

A link to the Employer questionnaire is to be emailed to every employer that MRCNWR delivers training for requesting them to provide relevant feedback.

Completed questionnaires are reviewed by the Training and Compliance Manager to identify any potential continuous improvement actions once entered into VETtrak.

Copies of the surveys suggesting improvements are to be discussed with the EO and placed in the CI Folder if further action is required.

Output:

- Completed Employer Questionnaires



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- Quality indicator data entered into VETtrak
- Continuous improvement actions

Responsibility

- Training and Compliance Manager

Continuous Improvement Actions

Any survey which may require continuous improvement actions are to be reviewed and if a continuous improvement action is approved this is to be recorded on a Continuous Improvement Record and actioned in accordance with MRCNWR Continuous Improvement Policy and Procedure.

Output:

- Continuous Improvement Record

Responsibility

- RTO Training and Compliance Manager

Key Performance Indicator

The effectiveness of this Policy and Procedure be measured through:

The ability of the RTO to meet their reporting requirements for:

- AVETMISS
- Quality Indicators, and
- Competency completion

The number of continuous improvement actions triggered by the quality indicators measured

Reference Documentation

Other reference documentation which relates to this Policy and Procedure includes:

- VRQA and ASQA Publications:
 - General direction: Quality indicators
- NSSC Fact sheets – Quality Indicators for RTOs
 - Engaging the learner voice
 - Working with learner and employer expectations
 - Enhancing survey response rates
 - Monitoring quality data over time
 - Interpreting quality indicator data
 - Benchmarking for continuous improvement
 - Building confidence in your RTO's Services
- A guide to continuous improvement of assessment in VET



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