

#### **Policy Aims**

- Ensure CCAE **AQTF Quality Indicators** in relation to Learner Engagement, Employer Satisfaction and Competency Completion are compliant with **AQTF Standard 1 - The RTO provides quality training and assessment across all its operations.**
- Ensure CCAE **AQTF Quality Indicators** in relation to Learner Engagement, Employer Satisfaction and Competency Completion are compliant with the following **elements** of Standard 1:
  - 1:1 – The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment
  - 1:2 – Strategies for training and assessment meet the requirements of the relevant training package or accredited course and are developed in consultation with industry.
  - 1:3 – Staff, facilities, equipment, training and assessment materials used by the RTO are consistent with the requirements of the training package or accredited course and the RTO’s own training and assessment strategies.
  - 1:4 – Training and assessment is delivered by trainers and assessors who:
    - a. have the necessary training and assessment competencies as determined by the NQC or its successors
    - b. have the relevant vocational competencies at least to the level being delivered or assessed
    - c. can demonstrate current industry skills directly relevant to the training/assessment being undertaken
    - d. continue to develop their VET knowledge/skills as well as their industry currency and trainer/assessor competence
  - 1:5 – Assessment including Recognition of Prior Learning (RPL)
    - a. meets the requirements of the relevant training package or accredited course
    - b. is conducted in accordance with the principles of assessment and the rules of evidence
    - c. meets workplace and, where relevant, regulatory requirements
    - d. is systematically validated

#### **Policy Outline**

Refer to Client Feedback Policy/Procedure

#### **Procedure**

- ✚ Reviews at the 50% and 90% completion stage of programs will be conducted with using the Learner Engagement Questionnaire developed by the AQTF.
- ✚ Reviews with industry and community sectors will use the Employer Satisfaction Questionnaire developed by AQTF.
- ✚ The aforementioned surveys will be processed by the Australian Council for Educational Research Ltd using the SMART system who will also do an analysis of the outcomes together with recommendations for change within CCAE.
- ✚ Should changes be required, the TAS [Training & Assessment Strategy] Documentation policy and procedure must be followed.
- ✚ CCAE will produce reports for **AQTF Quality Indicators** in relation to Learner Engagement, Employer Satisfaction and Competency Completion using software specifically designed for this purpose and submit two reports on Competency Completion to the VRQA:
  - a. Number of enrolments and completions per qualification
  - b. Number of enrolments and completions per unit of competency/module
- ✚ The results of the CCAE **AQTF Quality Indicators** in relation to Learner Engagement, Employer Satisfaction and Competency Completion will be posted on CCAE’s web site.

#### **Evaluation**

This policy will be reviewed bi-annually.