

What RTOs need to know about the Client Qualifications Register

What is the Client Qualifications Register (CQR)?

The Client Qualifications Register (CQR) will establish a permanent system for the recording of Australian Qualifications Framework (AQF) student achievements from Registered Training Organisations (RTOs).

What is the purpose of the CQR?

Similar to systems that operate in some other States and Territories, the purpose of the CQR system is to allow the Training Accreditation Council (TAC) to keep a permanent record of student achievements. In the event that an RTO ceases to trade, students will have access to records of their achievements of Qualifications and Statements of Attainment, and employers will have an avenue to verify qualifications.

What are the benefits of the CQR?

For RTOs

- ✓ It allows RTOs to meet their requirements of holding records of student achievements for a period of 30 years under Australian Quality Training Framework (AQTF) Condition of Registration 6.
- ✓ It provides a mechanism for RTOs to store their student records without the associated costs of storage.

For students

- ✓ It enables the TAC to verify and provide past students with a certified extract of their results in the event that the RTO that they completed their training with is no longer operating.

For employers

- ✓ It provides employers with an opportunity to verify student qualifications with the TAC (with approval from the student).



What do RTOs need to submit to the TAC?

These are the required student achievement data fields:

- ✓ Student TRS Number
- ✓ Provider Student Id
- ✓ Given Name
- ✓ Surname
- ✓ Date of Birth
- ✓ Gender
- ✓ Qualification Code
- ✓ Issued Type
- ✓ Issued Date
- ✓ Parchment Number
- ✓ Language (the training was delivered in)
- ✓ Unit Code(s)

How do RTOs submit their student achievement data?

The CQR system will be accessible to the RTO's Legally Responsible Person and the Registration Contact via logon to RTONet.

All RTOs will be required to access the RTONet system application for RTOs. If you are not currently registered to use RTONet, please apply for application using the following form – [‘RTONet Application Form’](#).

RTOs will be able to lodge student achievement data in two ways – manually, or the data may be uploaded to the CQR system from the RTO's existing data collection system.

The TAC has contacted a range of commercial software suppliers who specialise in Student Management Information Systems. The software suppliers will be working to provide a reporting facility to RTOs to allow them to extract the data required by the TAC. Your software supplier will advise you when this facility becomes available.

If the software supplier you are using has not advised that they will be providing the reporting facility, you may wish to provide your supplier with the [‘TAC Client Qualifications Register Data File Format’](#) document to allow these changes to be accommodated. Alternatively you can get your supplier to contact TAC and we will work with them directly.

When do RTOs need to submit their student achievement data?

The TAC has adopted a staged approach to the submission of student achievement data with the first stage being conducted from **1 June–31 December 2009**.

From 1 June until 31 December 2009, RTOs will be able to upload existing student achievement data at the discretion of the RTO. The TAC understands that some RTOs may not currently be collecting all of the required fields and validation of the data will accommodate the omission of certain data. RTOs may choose to upload only their most recent student achievement data or may upload recent and archived student achievement data. All RTOs must have reported at least once by 31 December 2009.

How often do RTOs need to submit their student achievement data?

After the initial submission of student achievement data, RTOs will be required to submit updated records of student achievements twice a year. From 1 January 2010, RTOs will be required to collect all of the data outlined in the text specification document. Information on student achievements for the six month period to 30 June 2010 must be reported by 31 July 2010. Information must then be submitted on a six monthly cycle on an ongoing basis.

When will I have access to the CQR?

RTOs will be provided with access the Client Qualifications Register system from 1 June 2009. RTOs will be required to ensure that they have access to RTONet to be able to log on to the CQR.

Can I upload my old student achievement data?

Yes.

Up until 31 December 2009, RTOs will be able to upload or enter old student achievement data to the CQR. This will include the ability to upload data that does not contain all of the fields required by TAC. From 1 January 2010, only the full set of data required by the TAC will be able to be uploaded to the system.

Who will have access to my student achievement data?

The data held on the CQR will be used for its intended purpose only, being to provide access to records of achievements to students following the closure of an RTO. An RTO will be able to access their own data at any time and students will be provided with records of their achievement on application to the TAC.

Details of student achievements may be verified by employers once permission from the student has been obtained by the TAC.

RTOs should be aware that data collected on the CQR will not be used for research or statistical collection purposes.

How can RTOs learn more about the CQR?

RTOs can register for information sessions/workshops that will be organised in May/June. These sessions will provide RTOs with a better understanding of the CQR system, and equip users with the necessary knowledge and skills. A demonstration and hands-on activities will be included in the information session.

What kind of resources will be made available to RTOs?

- ✓ Information sessions/workshops
- ✓ Technical support
- ✓ CQR User Guide