



Information on the Client Qualifications Register (CQR) for students and employers

What is the Client Qualifications Register?

The Client Qualifications Register (CQR) is a system for recording student achievements of nationally recognised training, achieved at Registered Training Organisations (RTOs) that are registered by the Training Accreditation Council (TAC) in Western Australia.

The data held on the CQR is used to provide records of achievement to students following the closure of an RTO. The CQR will also provide employers with an avenue to verify qualifications, with approval from the student.

When did the CQR start?

The CQR was introduced in the second half of 2009. It became mandatory for the WA registered RTOs to collect the required data from 1 January 2010.

RTOs are required to upload the student achievement data twice a year.

What information does the CQR hold?

- Student TRS number (if applicable) or Provider's own student Id
- Given name and surname
- Date of Birth & Gender
- Qualification code
- Type of certificate (Qualification or Statement of Attainment)
- Issued date of certificate and parchment/certificate number
- Language the training was delivered in
- Unit codes for units deemed competent

The data collected is for units of competency, qualifications or accredited courses that students have been assessed and deemed competent in. It may not reflect all of the nationally recognised training students were enrolled in.

Students and clients should be aware that the data collected on the CQR is only accessible by the student and cannot be provided to any other party or used for any other purpose.

Is the information in the CQR secure?

The CQR is part of a secure database, with access restricted to RTOs, TAC and the TAC Secretariat. An RTO can only access its own data, and only with secure log-ins assigned to authorised people in the organisation.

There are protocols in place to ensure that past students have access only to their own records. Employers require the student's permission before the records will be verified by TAC.

If an RTO is no longer operating, how can students access the CQR?

To request an extract of the CQR, past students will need to complete the [Student records request form](#) and submit it to the TAC Secretariat for processing.

Information is not provided to students when the RTO that provided the training is still operating. Students will need to contact the RTO directly. Current RTO contact details can be located on the national register, www.training.gov.au.

What can be provided to students from the CQR?

TAC can provide students with a certified extract of their results in the event that the RTO that they completed their training with is no longer operating. TAC is not able to issue Australian Qualifications Framework (AQF) qualifications or Statements of Attainment.



TAC cannot accept responsibility for any errors or omissions as the accuracy of the records is based on the information provided.

How can employers access the data on the CQR?

The CQR provides an avenue for employers to verify student qualifications with TAC. In line with privacy legislation, the student will need to provide their approval for TAC to verify the information.

For an employer to request verification of a student's qualification, the [Employer records verification request form](#) must be completed and submitted to the TAC Secretariat. A copy of the student's qualification or statement of attainment should be provided with the form, as TAC will not issue an extract of the records to an employer; it can verify whether the evidence provided matches the information on the CQR.

Limitations of the CQR

On notification that an RTO is ceasing its operations, TAC requests that all student achievement data for the duration of the RTO's registration period is uploaded to the CQR, and makes every attempt to gather records of all qualifications and/or statements of attainment issued by the provider. There will be circumstances where TAC has not been provided with student achievement data and is therefore not able to provide an extract.

The data TAC can provide is limited based on what the organisation provided to TAC.

Legislative basis for the CQR

The CQR has been established under the authority of the *Vocational Education and Training Regulations (General) 2009*.