

RTO Reporting Requirements

This flyer provides an overview of the reporting obligations of Registered Training Organisations (RTOs).

Quality Indicators

The Quality Indicators 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 Australian Quality Training Framework (AQTF), RTOs are required to collect and use data on the following three Quality Indicators; Learner engagement, Employer satisfaction and Competency completion.

Client Qualifications Register

The Client Qualification Register (CQR) has been developed by the Training Accreditation Council (TAC) to record Australian Qualification Framework (AQF) student achievements from RTOs. The CQR will ensure continued access to student records and ongoing verification of achievement from all providers.

Overview

Report/System	What?	Frequency	Reporting Period	Due Date
Competency Completion Online System (CCOS)	Numbers of commencements and completions for the reporting period	Annually	Previous calendar year January – December	30 June
Learner and Employer Survey Data (via SMART)	Survey responses from students and employers	Annually	Previous calendar year January – December	30 June
Client Qualification Register (CQR)	Qualifications and Statements issued to students along with their personal details	Biannually (minimum)	January – June	31 July
			July – December	31 January
AVETMISS	Statistical information captured for national reporting	Frequency of reporting TBA	Reporting period TBA	TBA

CLIENT QUALIFICATION REGISTER (CQR)

Client Qualification Register (CQR)	Biannually	January – June	Due: 31 July
		July – December	Due: 31 January


Background information:

The CQR is the tool used to establish a permanent system for records of student achievement data from RTOs. In the event that an RTO ceases to trade, students will have access to records of their achievement of Qualifications and Statements of Attainment.

The CQR allows RTOs to meet the requirements under the AQTF of holding records of student achievements for a period of 30 years.

The CQR system is accessible through RTONet <http://stars.det.wa.edu.au/>. Further information including Tutorials, User Guides and an Excel spreadsheet template can be found at http://www.tac.wa.gov.au/Toolbox_Client%20Qualification%20Register.htm.

Instructions for reporting:

1. Log onto RTO-net via <https://stars.det.wa.edu.au/>. If you do not have access to RTONet access forms are also located at this website.
2. Click on Registration -> CQR Batches
3. Click on the plus button 
4. Data can either be entered manually or imported via the 'Import' button
5. Once all data has been entered click the 'Submit' button.

If you haven't had any students complete in the reporting period and therefore no survey data please complete the following steps:

1. Log onto RTO-net via <https://stars.det.wa.edu.au/>. If you do not have access to RTONet access forms are also located at this website.
2. Click on Registration -> CQR Batches.
3. Tick the box for "No enrolments or completions for this reporting period".
4. Press submit.

Troubleshooting:

RTONet help, general queries	TAC	(08) 9441 1910
Forgotten RTONet password	Helpdesk	(08) 9264 5555
Users Guides	www.tac.wa.gov.au	



COMPETENCY COMPLETION

Competency Completion Online System (CCOS)	Annually	Previous calendar year January – December	Due: 30 June
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Background information:

The Competency Completion data forms part of the Quality Indicators. The report details the number of enrolments and completions in a year. It is submitted via the online system located at <http://rto.ncver.edu.au/>. Further information on the Competency Completion data and Online System can be found at www.acer.edu.au/aqtf/.

Instructions for reporting:

1. Log into the Competency Completion Online System (CCOS) <http://rto.ncver.edu.au/>. The NTIS contact person has access to the system through their email address.
2. Enter data relating to nationally recognised training.
3. RTOs that have reported publicly funded delivery (collected via AVETMIS) will have the data pre-populated into the CCOS, however are still required to:
 - add any other fee for service delivery;
 - ensure that all information produced in the report/s is correct; and
 - submit the report/s to TAC.
4. Click on the reports tab (left hand side) and select relevant reports.
5. Click on the "Send to Registering Body" button for each of the reports you need to submit to TAC.

For technical assistance for the CCOS please contact NCVER directly on (08) 8230 8468 or AQTF2007@ncver.edu.au.

If you have no data to report for the reporting period please complete the following steps:

1. Log onto RTO-net <https://stars.det.wa.edu.au/>. If you do not have access to RTONet access forms are also located at this website.
2. Click on My Details -> Competency Completion
3. Click on the Pencil symbol (on left hand side)
4. Tick the box "No enrolments or completions for this reporting period"
5. Press submit

Troubleshooting:

Logon for CCOS	ACER	aqtf2007@ncver.edu.au (08) 8230 8468
Forgotten RTONet password	Helpdesk	(08) 9264 5555
Users Guides		http://www.acer.edu.au/aqtf/ .
RTONet help, general queries	TAC	(08) 9441 1910

LEARNER AND EMPLOYER SURVEY RESULTS

Learner and Employer Surveys Data	Annually	Previous calendar year January – December	Due: 30 June
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Background Information:

The Learner Engagement and Employer Satisfaction survey data forms part of the Quality Indicators. The RTO administers surveys (either electronically or in hard copy) to students and employers then collect and report on the data.

The surveys and the system used to collect the data (the SMART software) as well as the user guide please visit: www.acer.edu.au/aqtf/. A "Learner Engagement and Employer Satisfaction Quality Indicators 'How to' Guide", is also available from the TAC website www.tac.wa.gov.au/Documents/.

Instructions for reporting:

1. Download the SMART software from www.acer.edu.au/aqtf/.
2. Enter the survey results into the SMART system (surveys administered electronically through the SMART System will reduce data entry).
3. The SMART software and user guide can be found at www.acer.edu.au/aqtf/ and www.tac.wa.gov.au/Documents/.
4. Produce the 'Registering body report' (pdf) and email to tacqi@des.wa.gov.au.

If you haven't had any students complete in the reporting period and therefore no survey data please complete the following steps:

1. Log onto RTO-net via <https://stars.det.wa.edu.au/>. If you do not have access to RTONet access forms are also located at this website.
2. Click on My Details -> Competency Completion
3. Click on the Pencil symbol (on left hand side) next to Learner and Employer Surveys.
4. Tick the box for "No enrolments or completions for this reporting period".
5. Press submit.

Troubleshooting:

Forgotten RTONet password	Helpdesk	(08) 9264 5555
SMART System Help	NCVER	aqtf2007@ncver.edu.au (03) 8508 5538
Users Guides		http://www.acer.edu.au/aqtf/ http://www.tac.wa.gov.au/Documents/
RTONet help, general queries	TAC	(08) 9441 1910

Australian Vocational Education Training Management Information Statistical Standard (AVETMISS)

AVETMISS	Frequency of reporting TBA	Reporting period TBA	Due Date: TBA
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Background information:

The Australian Vocational Education Training Management Information Statistical Standard (AVETMISS) for VET Providers is a national data standard that ensures the consistent and accurate capture of VET information about students, their courses, units of activity, and qualifications completed. It provides the mechanism for national reporting of VET activity.

It is now a requirement of the AQTF under Condition 6 that RTOs have a student records management system in place that has the capacity to provide AVETMISS compliant data.

What does AVETMISS compliance mean for RTOs?

To be AVETMISS compliant, RTOs must have a student record management system which is capable of storing and exporting the data outlined in the AVETMISS Standard.

To test your AVETMISS compliance you will need to export the AVETMISS data files from your student record management system and validate it using the free software provided by NCVET. To download a copy of the validation software go to <http://www.ncver.edu.au/avetmiss/21058.html>. If your data passes the validation process your student record management system will be deemed to be AVETMISS compliant.

RTOs are encouraged to begin collecting AVETMISS compliant data for 2011, however it is not a requirement of registration.

How do RTOs become AVETMISS compliant?

RTOs may adopt one or more of these options for a student record management system to collect information in regard to training activity:

- Commercial software
- In-house developed software

The system chosen should be based upon local needs and the reporting requirements of the state/territory training authorities, where relevant. Some jurisdictions have additional publicly funded reporting requirements and their own arrangements regarding validation and acceptance of data where the RTO receives government funding.

When selecting software, it is important to consider on-going maintenance and upgrade arrangements as changes are made to AVETMISS from time to time.

What information do I need to collect?

You will need to collect information about who your students are, where they study and what they study, for example:

- Who they are – basic demographics like age, sex, indigenous and disability information, geographic location
- Where they study – type of provider (for example, government or private), location of training delivery
- What they study – enrolments in Units of Competency, as part of a qualification, the result obtained for unit (outcome), how it was studied (for example, classroom, workplace or online) and how it was funded

An example enrolment form which contains suggested questions in AVETMISS format to include on your student enrolment forms (to be used in conjunction with your own local needs) is available from www.ncver.edu.au by selecting Statistical Standards – AVETMISS Support.

When do I need to submit data?

Implementation of data submission will be phased in over the next few years. Further advice on collection dates will be provided as they are confirmed.

Troubleshooting:

Latest AVETMISS Standard for VET Providers	www.ncver.edu.au/avetmiss/21055.html
FAQ	www.ncver.edu.au/content/compliancefaq.htm#whatdoes
Example enrolment form	www.ncver.edu.au/content/Standard_Enrolment_Questions.pdf
Validation Software and user guide	www.ncver.edu.au/avetmiss/21058.html
Validation Software and AVETMISS support	NCVER: - Email: support@ncver.edu.au Phone: 1800 649 452 Web: www.ncver.edu.au
Subscribe to AVETMISS emails	www.ncver.edu.au/subscribe.html