UTA01-01 – Quality Indicators Procedures

Title: UTA01-01 – Quality Indicators Procedures
Published Date: 20/10/2021
Version: 1.1

Contents

1. Policy

This policy is a part of UTP01 – Compliance with legislative and regulatory requirements Policy

2. Procedure

UTA Institute of Technology is committed to ensuring it is able to provide quality training and assessment services and will engage in seeking learner and employer feedback regularly.

The RTO will ensure that all students are actively encouraged to provide feedback on their experience in undertaking a course with UTA Institute of Technology, and use the feedback to suggest improvements and identify areas of concern.

The following activities are undertaken to ensure that the Quality Indicators are being met and support the continuous improvement and quality process.

3. Learner Engagement

The 'Learner Questionnaire' form is completed by the students once per year. The questionnaire is delivered to at least 40% of the student electronically or in paper, and once completed the information is submitted to the administration department.

The data is collated by the AQIS survey tool used and a report will be run for analysis.

The responsibility of the data collation and reporting shall rest with the Director - Compliance

As per ASQA requirements, the data will be reported annually. See ASQA website / Data Provision Requirements for current submission dates (currently by 30th June each year in the following calendar year).

4. Employer Feedback

The 'Employer Questionnaire' form is completed either on paper or electronically, depending on employer preference, by the employers and submitted to the administration department.

Once a year the RTO will: collect data from the employer population as determined by the.

The data is collated and reported for analysis.

As per ASQA requirements, the data will be reported annually. See ASQA website / Data Provision Requirements for current submission dates (currently by 30th June each year in the following calendar year).

5. Competency Completion

Information on the following information will be submitted online annually using the [Competency Completion Online System](#) to report competency completion data.

The competency completion data encompasses:

1. The number of enrolments for each qualification code
2. The number of enrolments completed for each qualification code
3. The number of enrolments for each unit of competency
4. The number of units completed for each unit of competency

This information will be used by UTA Institute of Technology to gauge how well client needs are being met and to identify areas for improvement on training and assessment services.

6. ASQA General Direction:

See the following link for the current "General Direction – Quality Indicators – 24th April 2012".

[http://www.asqa.gov.au/verve/_resources/General_direction_-_Quality_indicators_24_April_2012.pdf#xml=http://search.curriculum.edu.au/texis/search/pdfhi.txt?query=Quality+indicators&pr=www.asqa.gov.au&prox=page&rorder=500&rprox=500&rdfreq=500&rwfreq=500&rlead=500&rdepth=0&sufs=0&order=r&cq=&id=50680b4131](#)

Revision History

Version	Continuous Improvement Reason	Continuous Improvement Change
1.0	Original document	