



Quality Indicators Policy and Procedure

1. Policy

SCAA Shearer Woolhandler Training Inc. is committed to ensuring it is able to provide quality training and assessment services and as a result engages in seeking learner and employer feedback regularly.

SCAA SWTI ensures that all students are actively encouraged to provide feedback on their experience in training undertaking with SCAA Shearer Woolhandler Training Inc., and as a result use the feedback obtained to implement suggested improvements and potentially identify areas of concern.

The following procedure outlines the activities undertaken to ensure that Quality Indicator requirements are being met in order to support the continuous improvement and quality process.

2. Procedure

The following activities are undertaken to ensure that Quality Indicator requirements are being met and support the continuous improvement and quality process:

1. Competency completion
2. Learner engagement
3. Employer satisfaction
4. Additional requirements

1. Competency Completion

Information on the following information will be submitted annually to NCVER (National Centre for Vocational Education Research at <http://rto.ncver.edu.au>) via VETtrak (OzSoft).

For the previous year:

- The number of enrolments for each qualification code
- The number of enrolments completed for each qualification code
- The number of enrolments for each unit of competency
- The number of units completed for each unit of competency

This information will be used by SCAA Shearer Woolhandler Training Inc. to gauge how well client needs are being met and to identify areas for improvement on training and assessment services. This information submitted will be published on the organisation's website within the required timeframe and will be discussed and reviewed at the 'RTO Annual Meeting'.

2. Learner Engagement

The 'Learner Questionnaire' form is completed by the students upon completion of their course of study. This information is submitted to Administration either directly or via a Trainer/Assessor or via mail.

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SCAA Shearer Woolhandler Training Inc.

The data is entered into the online Survey Management, Analysis and Reporting Tool (SMART) in accordance with Quality Indicators requirements.



From the data entry of the results of the 'Learner Questionnaires' reports will be run for analysis and evaluation in the Quarterly Review Meetings, which is conducted as part of this Quality Management Policy and Procedure.

As per ASQA requirements, the data will be reported annually to qidata@asqa.gov.au.

3. Employer satisfaction Feedback

The 'Employer Questionnaire' form is completed by the employers and submitted to Administration staff either directly or via a Trainer/ Assessor or via mail. Once a year the RTO will collect data from a sample of the employer population

The data is entered into the online Survey Management, Analysis and Reporting Tool (SMART) in accordance with Quality Indicators requirements.

From the data entry of the results of the 'Employer Questionnaires' reports will be run for analysis and evaluation in the Quarterly Review Meetings, which is conducted as part of this Quality Management Policy and Procedure.

As per ASQA requirements, the data will be reported annually to qidata@asqa.gov.au.

4. Additional Reporting Requirements

In accordance with guidelines and regulations, SCAA SWTI shall at times be required to ensure that other additional reporting requirements are met.

The EO, in conjunction with staff, shall ensure that all Contract Notifications, memos, updates, advices and additional notifications throughout the year are adhered to and followed to ensure continued compliance.

These may include, but are not limited to:

- Contract Notifications
- SVTS memos
- SVTS guides
- Registering Body requests.

All Trainer and Assessor staff are advised of the importance of obtaining student feedback and are integral to the successful completion of feedback forms that provide an evaluation of the training on offer. The Trainer checklist requires students to be advised of evaluation to be undertaken.

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