

## Quality Indicators

The Australian Quality Training Framework (AQTF) Quality Indicators are designed to assist Registered Training Organisations (RTOs) enhance continuous improvement to strengthen training and business performance.

The three quality indicators are:

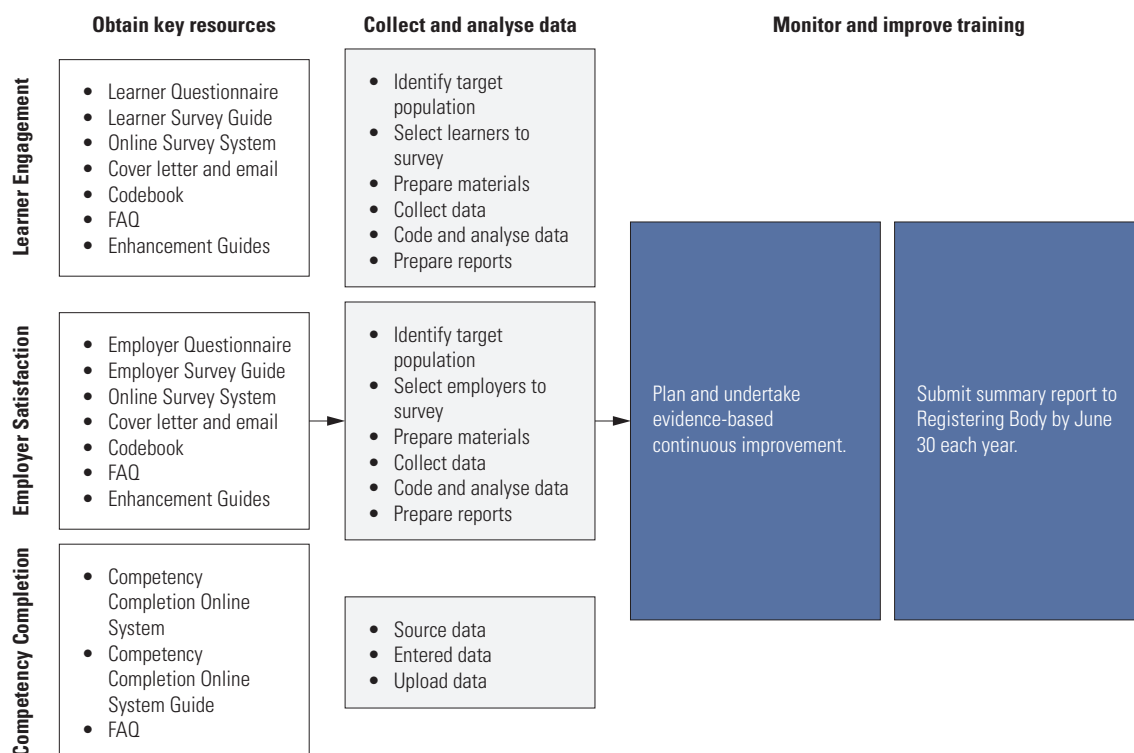
- **Learner engagement** – This indicator focuses on the extent to which learners are engaging in activities likely to promote high-quality skill outcomes and includes learner perceptions of the quality of their competency development and the support they receive or have received from RTOs.
- **Employer satisfaction** – This indicator focuses on employer evaluation of learner competency development and the relevance of learner competencies for work and further training, as well as employer evaluation of the overall quality of the training and assessment.
- **Competency completion** – This indicator shows the number of enrolments and qualifications completed and units of competency awarded in the previous calendar year by each RTO.

## Reporting

To measure their performance against the indicators, RTOs are required to use the nationally endorsed Learner Questionnaire, Employer Questionnaire and Competency Completion Online System. Reports of Quality Indicator data, along with other information such as audit history and substantiated complaints, contributes to a Registering Body's risk assessment of an RTO's quality, and informs decisions concerning the frequency and targeting of audits.

## Implementation

The Quality Indicators Resources Package (accessed via: [www.training.com.au](http://www.training.com.au)) contains a number of resources designed to help RTOs manage data collections and analyses, and to prepare reports for quality assurance and improvement.



## About this guide

This Continuous Improvement Guide forms part of the AQTF 2007 Quality Indicators Resources Package. This package contains information and materials for Registered Training Organisations (RTOs) to use to collect, analyse and act on data about their training and assessment.

The Australian Quality Training Framework 2007 (AQTF 2007) Quality Indicators are part of the AQTF 2007 Essential Standards for Registration for training organisations that wish to deliver nationally recognised vocational qualifications and competencies. Three Quality Indicators have been endorsed by the National Quality Council (NQC): Learner Engagement, Employer Satisfaction and Competency Completion. These are designed to help RTOs conduct evidence-based and outcomes-focused continuous quality improvement, and assist Registering Bodies assess the risk of an RTO's operations.

Visit [www.training.com.au](http://www.training.com.au) for further information on AQTF 2007 or the Quality Indicators Resources Package.