1  PURPOSE

This procedure is to ensure data of the quality of training, assessment and client services is collected and analysed systematically, and that the data collected and analysed is relevant and sufficient to support continuous improvement of training, assessment and client services across the University’s VET scope of registration and operations.

2  SCOPE

This procedure applies to CQUniversity (IVTAE) operations and staff undertaking CQUniversity (IVTAE) operations.

3  EFFECTIVE DATE

1 June 2016

4  LEGISLATIVE AUTHORITY

National Vocational Education and Training Regulator Act 2011
- Data Provisions Requirements 2012
- VET Quality Framework

5  PARENT POLICY

Continuous Improvement Policy (Vocational)

6  PROCEDURE

6.1 This procedure relates to and must be read in conjunction with the Training Product Review Meeting

7  RESPONSIBILITIES

Compliance, Monitoring and Review

7.1.1 The Deputy Vice-Chancellor (IVTAE) is responsible for ensuring CQUniversity (IVTAE) has the culture and capability to continuously improve its operations.

7.1.2 The Survey Officer is responsible for:
- coordination of the internal and external survey strategies
- design of ad hoc surveys in consultation with internal stakeholders
- distribution of surveys via email and internet when appropriate
- collation of data and generation of survey reports
- posting survey results to and maintaining the IVTAE Survey intranet page

7.1.3 Deans are responsible for ensuring feedback is used to improve training, assessment and client services.

7.1.4 Managers of Vocational Training are responsible for using feedback to improve training and assessment services provided by the delivery teams.

7.1.5 Delivery Teams are responsible for using feedback to improve training and assessment services provided.
7.1.6 Customer Services are responsible for ensuring feedback is used to improve client services.

7.1.7 Internal and External Survey Strategy, refer to Appendix 1.

**Reporting**

7.2 The Survey Officer is responsible for reporting on survey results and posting results on the IVTAE Survey intranet page.

**Records Management**

7.3 The Survey Officer will maintain the necessary records of all surveys conducted.

7.4 All records relevant to this document are to be maintained in a recognised University recordkeeping system.

**8 DEFINITIONS**

8.1 Internal ad hoc surveys: surveys as approved by the Quality Manager (IVTAE)

Refer to the University [glossary](#) for the definition of terms used in this policy and procedure.

**9 RELATED LEGISLATION AND DOCUMENTS**

**Related Policy Document Suite**

*Training Product Review Meeting Procedure (Vocational)*

**Related Legislation and Supporting Documents**

- National Vocational Education and Training Regulator Act 2011
- Data Provisions Requirements 2012
- Certificate 3 Guarantee (Department of Education Training and Employment):
  - Current CQUlversity Pre-qualified Supplier (PQS) Agreement
  - Pre-qualified Supplier (PQS) Policy
  - PQS Compliance Audit (Evidence Guide for Pre-qualified Suppliers)

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**Approval and Review**

<table>
<thead>
<tr>
<th>Details</th>
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<tbody>
<tr>
<td>Approval Authority</td>
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<td>Advisory Committee to Approval Authority</td>
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<td>Administrator</td>
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<tr>
<td>Next Review Date</td>
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</table>

**Approval and Amendment History**

<table>
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<tr>
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<tbody>
<tr>
<td>Original Approval Authority and Date</td>
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<tr>
<td>Amendment Authority and Date</td>
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Appendix 1: Internal and External Survey Strategy (Quality Unit – IVTAE)

### Internal:

<table>
<thead>
<tr>
<th>Survey</th>
<th>Mode of Training Delivery</th>
<th>Responsible Officer for Distribution</th>
<th>Target Group</th>
<th>When</th>
<th>Method</th>
<th>Results Collation and Analysis Timeframe</th>
<th>Data Results Distribution</th>
<th>Committee to Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Quality Indicator Survey – Student and Employer Satisfaction</td>
<td>All delivery modes</td>
<td>Survey Officer</td>
<td>Students that have undertaken training and employers whose employees have undertaken training through CQUntiversity during the calendar year.</td>
<td>Annually post close of the calendar year for submission to ASQA by 30 June annually.</td>
<td>Email from CQUntiversity</td>
<td>Results collated and presented to management within four weeks of data availability. Results are posted on IVTAE Survey site.</td>
<td>Notification to all managers for distribution to teams for actions to occur.</td>
<td>VETQC and VCAC</td>
</tr>
<tr>
<td>Certificate III Entitlement Funded Client Survey</td>
<td>All delivery modes</td>
<td>Survey Officer</td>
<td>Certificate III Entitlement and funded students</td>
<td>Students to complete survey within three months of discontinuing or completing qualification.</td>
<td>Email from CQUntiversity</td>
<td>Results collated by the Survey Officer quarterly on the DETE form and emailed to <a href="mailto:Supplier.Management@dete.qld.gov.au">Supplier.Management@dete.qld.gov.au</a> as per the current DETE quarterly schedule. Results are posted on IVTAE Survey site.</td>
<td>Notification to all managers for distribution to teams for actions to occur.</td>
<td>VETQC</td>
</tr>
<tr>
<td>Ad-hoc Surveys</td>
<td>Target as determined</td>
<td>Survey Officer</td>
<td>Target as determined</td>
<td>As required in negotiation with Quality Manager (IVTAE)</td>
<td>Email from CQUntiversity</td>
<td>Results are collated by Market Research Coordinator and reported as agreed.</td>
<td>Notification to all managers for distribution to teams for actions to occur.</td>
<td>Relevant party to apply results as relevant for continuous improvement</td>
</tr>
</tbody>
</table>

### External:

<table>
<thead>
<tr>
<th>Survey</th>
<th>Mode of Training Delivery</th>
<th>Responsible Officer for Distribution</th>
<th>Target Group</th>
<th>When</th>
<th>Method</th>
<th>Results Collation and Analysis Timeframe</th>
<th>Data Results Distribution</th>
<th>Continuous Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>NCVER (National Centre for Vocational Education Research) Student Outcomes Survey</td>
<td>As determined by NCVER</td>
<td>Conducted by NCVER Biennially – results to Survey Officer to provide report</td>
<td>Graduates and module completers at CQUntiversity</td>
<td>Biennially in June</td>
<td>Directly by NCVER</td>
<td>Results collated and presented to management within four weeks of data availability from NCVER. Results are posted on IVTAE Survey site.</td>
<td>Notification to all managers for distribution to teams for actions to occur.</td>
<td>VETQC and VCAC</td>
</tr>
</tbody>
</table>