

SURVEYS (VOCATIONAL)

[Procedure](#) | [Responsibilities](#) | [Definitions](#) | [Related Legislation and Documents](#)

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 CQUniversity Pre-qualified Supplier (PQS) Agreement
- Pre-qualified Supplier (PQS) Policy
- PQS Compliance Audit (Evidence Guide for Pre-qualified Suppliers)

Approval and Review	Details
Approval Authority	Academic Board
Advisory Committee to Approval Authority	Learning and Teaching Committee
Administrator	Quality, Manager
Next Review Date	30/03/2019

Approval and Amendment History	Details
Original Approval Authority and Date	Vice-Chancellor and President 12/06/2014
Amendment Authority and Date	Academic Board 30/03/2016.

Appendix 1: Internal and External Survey Strategy (Quality Unit – IVTAE)

Internal:

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

External:

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