This version of SAN 2013-07 REVISES and REPLACES an earlier version dated 7 June 2013 and published on SVTS on 13 June 2013 which provided incomplete information. The earlier version has been removed from SVTS.

For all relevant RTO staff

Main Points

- The 2013 Service Agreement (the Agreement) includes a range of information provision and reporting requirements. Specifically clause 7.1(j) of the Agreement states:

  ‘The RTO must … in each calendar year into which the Term extends, submit data to the [Department] of the following three Quality Indicators for the preceding calendar year in a format to be notified by the [Department]: i) competency completion; ii) learner engagement; and iii) employer satisfaction.’

- This SAN provides notification of the format in which these indicators are to be submitted to the Department.

- As was the case in 2012 (see SAN 2012-01) and to meet the requirements of the 2013 Service Agreement, your RTO must provide to the Department a copy of the AQTF documents submitted to your registering body by June 30, 2013; either the Australian Skills Quality Authority (ASQA) or Victorian Registration and Qualifications Authority (VRQA).

Learner Engagement and Employer Satisfaction

- **RTOs that use SMART** (Survey Management, Analysis and Reporting Tool) to report against the Learner Engagement and Employer Satisfaction quality indicators must provide the “Registering Body Report” (pdf) which provides summary results of the Learner Engagement and Employer Satisfaction surveys and includes information regarding how the RTO utilises the survey data for continuous improvement.

- **RTOs that do not use SMART** must submit:
  - for ASQA registered RTOs, the “Quality Indicator Annual Summary Report” which reflects how survey outcomes will inform your RTO’s quality improvement program
  - for VRQA registered RTOs, the “Reporting of Learner Engagement And Employer Satisfaction Quality Indicators” form which reflects how survey outcomes will inform your RTO’s quality improvement program

Please refer to Attachment A, *Overview of data submission – Learner Engagement and Employer Satisfaction*, which assists in determining which reporting form/template your RTO should use.

Competency Completions

- With reference to the Competency Completion items, the Department is able to access the data supplied by RTOs centrally, and does not require this information to be separately supplied.

Relevant documents should be uploaded to SVTS using the enquiry type “Service Agreement – AQTF Quality Indicators”, by 30 June, 2013. If your RTO has already submitted these documents through an alternate enquiry this year, the Department requests that you resubmit using the above enquiry type.

You are reminded that submission, or provision of access to this information by the Department through linked databases, is a contractual requirement. Failure to submit this information in a timely fashion may be taken into consideration in future contracting years.
Actions Required:
- Note the detail of how to report this requirement and action the file submission.

Critical Dates
- This SAN is effective immediately.
- Files to be submitted by 30 June 2013.

Lee Watts
Executive Director
Training Market Operations
### Overview of data submission – Learner Engagement and Employer Satisfaction

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<thead>
<tr>
<th>ASQA-registered RTO</th>
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