

Evaluation criteria

Category 1

A Focus on the Needs of Enterprises and Learners

This category examines how the training organisation captures and uses information on enterprise and learner needs to design and deliver training and assessment programs.

Areas to address:

- 1.1 Identification of learner and enterprise needs through business diagnostics and training needs analysis
- 1.2 Development of client-driven customised programs
- 1.3 Use of nationally endorsed standards and qualifications and their adaptation to meet local needs
- 1.4 Formal recognition of existing skills through up-front assessment
- 1.5 Delivery of training at a time, place and pace to meet business and learner needs
- 1.6 Provision of structured support for the enterprise, workplace supervisors and assessors for on-the-job delivery and assessment
- 1.7 Arrangement of industry placement to underpin institutional delivery
- 1.8 Conduct of assessments in conjunction with the enterprise and learner to reflect holistic work activities
- 1.9 Provision of regular feedback on learner performance

Measures to reflect the effectiveness of the activities listed above include:

- Enterprise satisfaction with results from business diagnostics and training needs analyses
- Level of enterprise investment in customised training solutions
- Number of assessments of existing skills undertaken
- Feedback from workplace supervisors and learners on level of support, convenience of delivery and assessment and relevance of skills
- Trends in learner satisfaction with industry placements
- Learner completion rates
- Extent and nature of industry involvement in the strategic planning and direction of the faculty/school

- Speed to market of products that meet new and emerging industry skills needs

Category 2

Excellent Trainers and Assessors, and State-of-the-Art Resources

This category examines how the training organisation ensures that its trainers and assessors are of the highest calibre in terms of knowledge and industry experience and offers state-of-the-art equipment and facilities for delivery of training.

Areas to address:

- 2.1 Employment of trainers and assessors who have:
 - up-to-date knowledge
 - recent industry experience that mirrors industry best practice
 - a good understanding of the skill and workforce issues confronting local, regional and national industry
 - a leadership role amongst their peers
- 2.2 Maintenance of industry networks that include peak industry bodies, professional organisers, regulators and licensing bodies
- 2.3 Maintenance of training and education networks which include schools, universities and group training companies
- 2.4 Provision of state-of-the-art equipment, facilities and resources through partnering with suppliers, enterprises and other RTOs where necessary

Measures to reflect the effectiveness of the activities listed above include:

- Qualifications and industry experience of trainers and assessors
- Implementation of structured "return to industry" programs involving leading companies
- Contribution of RTO trainers and assessors to local, regional and national industry networks
- Quality and currency of equipment, facilities and resources
- Extent and impact of supplier, enterprise and RTO partnerships
- Level and nature of industry sponsorship

Category 3

Empowered Enterprises and Learners

This category examines how the training organisation provides advice and tailored support services to enterprises and learners and how it promotes innovative delivery and trade occupations.

Areas to address:

- 3.1 Provision of expert advice to enterprises and learners to enable them to make decisions on training, including factual and unbiased information on:
 - program content and delivery options
 - expected outcomes from training
 - fees and charges
 - support services available
- 3.2 Provision of a range of support services for learners including career counselling and learning support
- 3.3 Provision of prompt and seamless service by working with Australian Apprenticeship Centres, Regional Industry Careers Advisors, Local Community Partnerships and Groups training companies
- 3.4 Organisation of promotions and events to showcase innovative delivery models and promote trade occupations

Measures to reflect the effectiveness of the activities listed above could include:

- Enterprise and learner satisfaction rates
- Number of complaints recorded
- Feedback from brokers on strength and usefulness of relationship
- Profile within the community and awareness of outcomes of from training programs
- Growth of enterprise client base
- Amount of repeat business
- Formal industry recognition of high quality client service