

SELF EVALUATION REPORT TEMPLATE

The Self Evaluation Report

All applicants are required to submit a self evaluation report that provides a profile of the organisation's performance and improvement plans.

The criteria have been developed through consultation with industry and other stakeholder groups and reflect those attributes and performance measures that are considered important for employers to make a more informed decision in selecting a training provider.

The criteria are the same for all industry sectors and trades but industry-specific examples, terminology and emphasis are included in the self-evaluation report template for each trade to help place the generic criteria into a more specific context.

The criteria are grouped under three broad categories. Within each category, there are a number of more specific areas to address and a list of possible measures of success. The evaluation criteria are set out on the following pages.

A template that will help you to collect and report information on your organisation against the criteria is begins at page 6. You are requested to complete this template with your application. The information you provide will form the basis the evaluation process.

The report contains the following sections:

1. *Examples of good practice*

The first page of each of the three categories lists some examples of good practice which have been identified through consultations with your industry sector. This is not a comprehensive list, but is provided as a trigger to help you understand the industry-specific context of the categories. You may wish to consider these examples when preparing your response to each category.

2. *Approach and Deployment*

Under each category, there is one page for each *area to address*. In each case you are asked to indicate your organisation's current performance on a simple rating scale in two ways:

- ✚ Your approach, that is, how do you do this?
- ✚ Your deployment of the approach, that is, how well do you do it and how do you know?

You are also asked to provide a brief commentary to support your rating in each case.

3. Indicators of Success

At the end of each category, there is a page that provides a list of possible measures as indicators of success. You are asked to provide a brief description of the most important measures that you use to monitor and demonstrate your achievements and provide a brief a commentary on actual performance and improvement trends.

While you are not required to provide actual results and evidence of achievements in this report, you may be required to if requested during the evaluation.

In this section, you are also invited to briefly describe your improvement plans for this category. You are not expected have an improvement plan for each individual area to address and you should restrict your comments to planned improvements that are of high priority and importance.

4. Summary

Finally, you invited to provide a brief overall summary to support you application.

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

Evaluation criteria

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

Evaluation criteria

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



**PROVIDER EXCELLENCE SCHEME
SELF-EVALUATION REPORT**

..... INDUSTRY

Category 1 – A focus on the needs of enterprises and learners

In responding to the areas to address under category 1, you may wish to consider the following examples which have been identified as good practice by the industry:

✚ aaaa

✚ bbbbb

✚ ccccc

✚ ddddd

✚ eeeee

1.1 Identification of learner and enterprise needs through business diagnostics and training needs analysis

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.2 *Development of client-driven, customised programs*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.3 *Use of nationally endorsed standards and qualifications and their adaptation to meet local needs*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.4 *Formal recognition of existing skills through up front assessment*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.5 Delivery of training at a time, place and pace to meet the business and learner needs

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.6 Provision of structured support for the enterprise, workplace supervisors and assessors for on the job delivery and assessment

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.7 Arrangement of industry placement to underpin institutional delivery

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.8 Conduct of assessments in conjunction with the enterprise and learner to reflect holistic work activities

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

1.9 Provision of regular feedback on learner performance

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

What are you achieving? (Results)

Measures of success could 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
- ✚ Structured feedback from workplace supervisors and learners on the level of support, convenience of delivery and assessment and relevance of skills
- ✚ Learner satisfaction with industry placements
- ✚ Learner completion rates
- ✚ Extent and nature of industry involvement in the strategic planning and direction of the school
- ✚ Speed to market of products that meet new and emerging industry skills needs

Brief description and comments

Indicate the measures you are using and provide a brief commentary on the actual results being achieved. Evidence of results and achievements must be available if requested.

Improvement Plans

Briefly describe the plans that are in place to improve your current performance

Category 2 – Excellent trainers and assessors and state-of-the-art resources

In responding to the areas to address under category 2, you may wish to consider the following examples which have been identified as good practice by the industry:

✚ aaaaaaa

✚ bbbbb

✚ cccccc

✚ ddddddd

✚ eeeeeee.

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*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

2.2 *Maintenance of industry networks that include peak industry bodies, professional organisations, regulators and licensing bodies*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

2.3 *Maintenance of training and education networks which include schools, universities and group training companies*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

2.4 Provision of state-of-the-art equipment, facilities and resources through partnering with suppliers, enterprises and other RTOs where necessary

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

What are you achieving? (Results)

Measures of success could 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

Brief description and comments

Indicate the measures you are using and provide a brief commentary on the actual results being achieved. Evidence of results and achievements must be available if requested.

Improvement Plans

Briefly describe the plans that are in place to improve your current performance

Category 3 – Empowered enterprises and learners

In responding to the areas to address under category 3, you may wish to consider the following examples which have been identified as good practice by the industry:





✚ aaaaaa

✚ bbbbbb

✚ cccccc

✚ ddddddd

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*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

3.2 *Provision of a range of support services for learners including career counselling and learning support*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

3.3 *Provision of prompt and seamless service by working with the Australian Apprenticeship Centres, Regional Industry Careers Advisors, local community partnerships and group training companies*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

3.4 *Organisation of promotions and events to showcase innovative delivery models and promote trade occupations*

How do you do this in your organisation? (your approach)

- No defined approach
- Beginning of an approach
- Evidence of evaluation and improvement
- Systematic and well integrated
- Fully developed

Description and comments to support your rating

How well do you do this and how do you know? (your deployment)

- Not implemented
- Early stages
- Well-developed in many areas
- Integrated with all relevant operations
- Full developed in all areas

Description and comment to support your rating

What are you achieving? (Results)

Measures of success 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

Brief description and comments

Indicate the measures you are using and provide a brief commentary on the actual results being achieved. Evidence of results and achievements must be available if requested.

Improvement Plans

Briefly describe the plans that are in place to improve your current performance

Overall Summary

In this section you are invited to provide a brief overall summary to support your application.