

**Senate Standing Committee on Education Employment and Workplace
Relations**

**QUESTIONS ON NOTICE
Budget Estimates 2011-2012**

Outcome 3 - Higher Education

DEEWR Question No.EW0413_12

Senator Nash asked on 1/06/2011, Hansard page 49.

Question

Key Performance Indicators of Australian Apprenticeships Centres

Senator NASH: How do you actually measure the performance of the [Australian Apprenticeships] centres?

Answer

There are five Key Performance Indicators (KPIs) incorporating 16 measures that are used to monitor and assess Australian Apprenticeships Centres' (AACs) performance:

KPI 1 – Accuracy and Timeliness

KPI1.A – The sum of KPI measures 1.B to 1.E, and a review of Training Contract data from randomly selected client files per contract per year. (Benchmark 96%;Reported every six months).

KPI1.B – Percentage of Training Contracts which are processed within 10 working days. (Benchmark 90%; Reported every six months).

KPI1.C – Percentage of claims processed within 10 working days. (Benchmark 90%; Reported every six months).

KPI1.D – Percentage of accurate incentives eligibility advice letters to employers and Australian Apprentices which are dispatched within 10 working days of finalising the Training Contract. (Benchmark 90%; Reported every six months).

KPI1.E – Accuracy in assessment of incentives and personal benefits eligibility. (Benchmark 90%; Reported every six months).

KPI1.F – Administrative errors. (Errors are identified and corrected as they arise;Monitored biannually).

KPI 2 – Satisfaction Level

Australian Apprentice satisfaction surveys were undertaken in 2007 and 2008;the 2011 survey is currently underway. (Benchmark 85%).

Employer satisfaction surveys were undertaken in 2007 and 2008; the 2011 survey is currently underway. (Benchmark 85%).

KPI 3 – Marketing and Promotion

A comparison of annual marketing and promotion activities undertaken, against the AAC's Marketing and Promotion Business Plan submitted and agreed in the tender process. (Measured annually; Result is satisfactory or unsatisfactory).

KPI 4 – Key Priority Groups

KPI4.A – Participation rates of Indigenous Australians. (Measured six monthly).

KPI4.B – Participation rates of people with disability. (Measured six monthly).

KPI4.C – Participation rates of Australian School-based Apprenticeships. (Measured six monthly).

KPI4.D – Participation rates of mature aged workers. (Measured six monthly).

KPI4.E – Participation rates in skills needs occupations. (Measured six monthly).

KPI 5 – Retention and Completion Rates

KPI5.A – Retention rates of all Australian Apprenticeships. (Measured six monthly).

KPI5.B – Completion rates of all Australian Apprenticeships. (Measured six monthly).

The performance of each AAC operating in each business service area against a range of these measures is publicly reported on the Australian Apprenticeships website (http://www.australianapprenticeships.gov.au/Aus_App_Centres/AAC.asp).