

Evaluation Report

My Profiling in the ACT – Product Trial

*An outcome of the CIT Australian Apprenticeships
Quality Improvement and Sustainability Project*

Canberra Institute of Technology

cit.edu.au



ACT
Government

Chief Minister, Treasury and
Economic Development

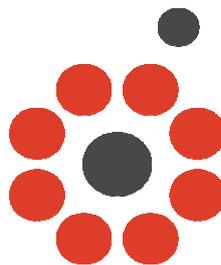


My Profiling

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+ Training Plan



+ Profiling

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ACRONYMS

AA	Australian Apprentices
ACTFA	ACT Funding Agreement
AVETARS	ACT VET Administration Records System
CIT	Canberra Institute of Technology
G.E.T.S.	Global Energy Training Solutions
NSW MTA	NSW Motor Traders Association
RTO	Registered Training Organisation
STA	State Training Authority
ToR	Terms of Reference
WPSA	Workplace Standard Achieved

EXECUTIVE SUMMARY

Introduction

Following a small pilot led By Skills Canberra at the Canberra Institute of Technology (CIT) in 2016, CIT and a small group of private registered training organisations (RTOs) were selected to trial the My Profiling tool across a range of apprenticeship and traineeship qualifications.

A My Profiling Evaluation Working Group was established to formally consult with RTOs involved in the My Profiling trial, throughout the evaluation process. A Terms of Reference (ToR) was developed for the working group, prior to formal commencement of a benchmarking evaluation. The ToR details the membership and role of the working group (see [Attachment A](#)).

Recommendations in this report have also been endorsed by the Skills Canberra internal My Profiling Evaluation Working Group.

Evaluation Purpose and Evaluation Questions

The evaluation was conducted to determine if benefits identified at the outset of the trial could be realised through practical implementation of this product. The evaluation also provided benchmark data that will be used in a more in-depth evaluation of the product anticipated to occur by the first quarter of 2019. This evaluation will inform policy and decision making relating to the regulation of work related training by the Australian Capital Territory from 2020 onwards.

A combination of informal discussions and survey question results informed the recommendations.

Recommendations

1. CIT to implement a staged roll-out of My Profiling over 2018 and 2019 for all Australian Apprenticeships training delivery funded through the ACT Funding Agreement (ACTFA).
2. CIT to implement a trial of My Profiling at the Community, Health and Science College in Semester 1, 2018 for training profile places that have a work placement component.
3. RTO trial participants to extend use of the My Profiling tool to qualifications other than those originally identified for the trial, on an opt in basis
4. CIT to contribute to development of My Profiling to better integrate the tool with business processes, increase engagement with employers and increase compliance across the Institute.
5. eLearning Australia to work with RTO Trial participants to streamline the process for RTOs to request additions/modifications to category and task icons in Multipic.
6. My Profiling Evaluation Working Group to revise its Terms of Reference to enable this group to provide ongoing input and feedback to Skills Canberra and eLearning Australia on the My Profiling tool.

EVALUATION PURPOSE

- Provide input on whether My Profiling provides value for;
 - streamlining the collection and monitoring of evidence for workplace training and learning
 - meeting ACT compliance obligations for recording workplace training and learning
 - improving communication between employers, Australian Apprentices and RTOs
 - implementing an electronic mechanism for negotiating training requirements for employers and Australian Apprentices
 - streamlining the RTO regulatory obligation to seek employer support regarding whether the Apprentice/Trainee is performing workplace tasks to industry & company standards, and
 - the Regulator to monitor and respond to high risk concerns impacting on Australian Apprentice or community safety.
- Contribute to identifying the benefits to employers, Australian Apprentices, RTOs and Regulatory bodies for using My Profiling.
- Contribute to preliminary recommendations to Skills Canberra, through the My Profiling Evaluation Report, regarding use of My Profiling in the ACT.
- Provide benchmark data that will be used in a more in-depth evaluation of the product anticipated to occur by the first quarter of 2019.

EVALUATION METHODS

There were two methods used to gather information for analysis.

1. Surveys distributed to RTO staff, employers and Australian Apprentices.
2. Workshops held with RTO Managers and their nominated staff, either face to face or via teleconference.

The number of survey responses from RTO staff was very low with only three responses received (this could be as a result of key staff already providing feedback via workshops). The number of survey responses from employers was also very low with only six responses received.

The number of survey responses from Australian Apprentices was significant with over 180 responses received.

Survey questions and a summary report of responses are attached.

Attachment B	Australian Apprentice survey
Attachment C	RTO Survey
Attachment D	Employer Survey

Workshops were held with each RTO that was actively participating in the trial during the evaluation period (see Evaluation Schedule at [Attachment E](#)). Each workshop involved informal discussion around the following:

- Challenges and observations experienced during the My Profiling trial
 - Customising My Profiling to suit the RTO – qualification/program structure/accounts/users
 - Implementation – trainers/employer/students/ others
 - Training support – user guides/videos/information sessions
 - Access to technology
 - Implementation lead time
 - Resourcing
- Suggested improvements for My Profiling
- Benefits (or drawbacks) of My Profiling for each stakeholder
 - Employer/student/RTO/regulator/state training authority
- Other information that could contribute to the evaluation process.

Timelines on the Evaluation Schedule were not strictly met due to resourcing issues within Skills Canberra. Recommendations were provided to the Director Skills Canberra on 12 October 2017, despite the original intended date being 26 September 2017.

PROJECT BACKGROUND

Skills Canberra has legislative responsibility to determine and regulate work related training and training contracts in the ACT (Part 3, Training and Tertiary Education Act 2003). However, Skills Canberra does not currently have any electronic tools to assist in monitoring of work training, or the ability to capture and track related data and trends.

My Profiling is a patented Education Profile tool (see [Attachment F](#)) which offers a suite of products across all ACT Australian Apprenticeship qualifications. The tool enables on-job and off-job activity to be tracked and includes live updates to a digital training plan that can be accessed by all relevant parties.

My Profiling complements Skills Canberra's ACT VET Administration Records System (AVETARS) through increasing the range of services and support available to RTOs to streamline their compliance activities. It will also assist in improving RTO engagement with employers, apprentices and trainees and will enable ACT Government to have improved oversight of work related training occurring in the Territory.

My Profiling provides Skills Canberra access to data and statistics through a purpose built dashboard. In addition, a purpose built dashboard has been developed for Access Canberra to support occupational licensing and regulatory activity in the ACT.

Following a small pilot led By Skills Canberra at the Canberra Institute of Technology (CIT) in 2016, CIT and a small group of private registered training organisations (RTOs) were

selected to trial use of the My Profiling tool across a range of apprenticeship and traineeship qualifications.

The following methodology was used to select private RTOs:

- RTO actively delivers the same AA qualifications CIT nominated to trial; and
- other than the CIT, the RTO with an active ACTFA agreement that has the highest number of average commencements in each qualification over the past three years.

This approach contained the trial, whilst providing a fair and transparent process for selecting private RTO trial participants. The below table outlines the qualifications identified and RTOs invited to participate.

Qualification	Qual Code/s	RTO
Certificate III in Light Vehicle Mechanical Technology	AUR30612/ AUR30616	<ul style="list-style-type: none"> • CIT • NSW MTA
Certificate III in Business	BSB30115/ BSB30112	<ul style="list-style-type: none"> • CIT • Australian Training Company
Certificate III in Early Childhood Education and Care	CHC30113	<ul style="list-style-type: none"> • CIT • Recognition First
Certificate III in Electrotechnology Electrician	UEE30811	<ul style="list-style-type: none"> • CIT • G.E.T.S.
Certificate III in Engineering – Fabrication Trade	MEM30305	<ul style="list-style-type: none"> • CIT (Sole Provider)
Certificate III in Hairdressing	SIH30111/SHB30416	<ul style="list-style-type: none"> • CIT • College of Transformation, Education and Training
Certificate III in Carpentry	CPC30211	<ul style="list-style-type: none"> • CIT • MBA Group Training Ltd
Certificate III in Commercial Cookery	SIT30813/SIT30816	<ul style="list-style-type: none"> • CIT • Access Recognised Training (declined to participate)

In December 2016 CIT advised it would like to extend the trial across a broader range of Australian Apprenticeships qualifications from January 2017, and include existing students across 1st to 3rd years in Electrotechnology and Hairdressing.

An extension of the trial during Semester 1, 2017 occurred for all new commencements (1st year) in the trial qualifications at CIT, with a small number of private RTOs also offered places in the extended trial during 2017. For the purposes of the evaluation private RTOs were restricted to the original trial qualifications only.

FINDINGS AND CONCLUSIONS

FINDINGS

Survey results were overwhelming positive amongst the key users of the tool, Australian Apprentices (AAs); however, the results did highlight opportunities for improvement.

A total of 89.5% of survey respondents are comfortable or very comfortable using technology such as a mobile device or tablet (with 60.22% of AAs being very comfortable).

96.72% had started using My Profiling.

90.38% were using My Profiling on their Mobile Phone with 89.53% stating they found the My Profiling App easier to use than the Internet Browser.

75.86% agreed or strongly agreed My Profiling was easy to use (with 58.62% of this strongly agreeing).

57.80% had not used the User Guides or Video Tutorials.

Only 43.68% had used the up-load function to submit photos or other documents.

55.17% agreed or strongly agreed that My Profiling made it easier to keep track of their training progress (with 7.47% of this strongly agreeing).

64.94% agreed or strongly agreed that My Profiling made it easier for them to gather and record workplace tasks to support evidence of workplace learning.

59.13% agreed or strongly agreed that the written information provided against a unit of competency provided enough detail for them to identify suitable workplace tasks to record.

68.21% agreed or strongly agreed that the pictures available under 'Add Task' provided enough detail for them to identify workplace tasks to record in My Profiling.

5.20% are entering tasks daily, 68.79% weekly and 26.01% monthly.

24.28% noted they spend 1-2 minutes on average entering a new task, 43.93% spend 3-5 minutes, 18.50% 6-8 minutes and 13.29% 10 minutes plus.

Only 35.06% were using the bar graphs to monitor their progress and determine what workplace tasks they needed to achieve next.

82.56% stated their employers supported them using of My Profiling

89.60 % were aware that recording accurate and regular workplace tasks in My Profiling would support them to complete the workplace components of their course sooner.

CONCLUSIONS

After analysis of the workshop summaries ([Attachment G](#)) and survey results the following conclusions were reached:

1. My Profiling improves engagement and communication with all parties; however, there are further opportunities to streamline communication (e.g. Bulk notifications for WPSA). Collaboration between each RTO and eLearning Australia, in relation to development of RTO specific communication plans and RTO staff training, would lead to improved outcomes for students and higher efficiencies for RTOs.

2. Trialling the My Profiling tool placed a spotlight on the importance of ongoing professional conversations around assessment and the types of evidence required at the both the Unit of Competency and Qualification level.
3. My Profiling reduces compliance and administration effort for RTOs, in particular through use of the electronic Training Plan. However, increased communication by eLearning Australia on the effort required by RTOs to ensure a smooth and successful implementation is needed prior to RTOs extending the number of their students and employers using the tool.
4. My Profiling provides opportunities to increase awareness in the community regarding employer, apprentice and trainee obligations and responsibilities. Further engagement between Skills Canberra, Access Canberra and eLearning Australia will maximise the opportunities to use the tool to raise awareness.
5. The majority of RTOs involved in the trial anticipate that My Profiling will lead to timelier unit/qualification completions as this tool provides opportunities to increase capture of on-job evidence. RTOs indicated further time is needed to use the tool across the breadth of qualifications each RTO delivers in order to measure the true benefits for each organisation.
6. To maximise use of the data captured by My Profiling, a one glance screen that details overall progress for each unit of competency for a class group would significantly reduce trainer/teacher time.
7. Additional support from eLearning Australia on how the tool's data can be used to inform assessment decisions would be of value.
8. Access Canberra has agreed to work with ELearning Australia to explore opportunities to improve work safety practices through proactive use of this tool in high risk trade areas. A staged roll-out at CIT would provide a clear commitment to the tool by the public provider, which will lead to improved engagement by employers in high risk trade areas.
9. Despite a very low response to the employer survey and RTO survey, feedback from the workshops with Working Group members indicated that My Profiling has enabled RTOs to work more closely with employers, apprentices and trainees to better understand the link between structured training and on-job activity.
10. Working Group members have committed to provide Skills Canberra any feedback received from employers and local industry regarding My Profiling. Further use of the product over a multi-year period will enable participating RTOs to gather feedback from a broad range of stakeholders across a diverse range of qualifications.
11. Improved communication about the types of User Support available is needed as survey results demonstrated:
 - a. User support available is not well known (noting apprentice survey responses indicate almost 60% of users may not have looked at the User Guides or Training Videos available)
 - b. Apprentices indicated the majority of employers have been supportive (82.56%), however, several of the remaining 17.44% indicated that their employers either don't know how to use the product, or don't understand the benefits and therefore think it is a waste of their time.

- c. An RTO trainer indicated that they had not been trained how to use the product, but also stated they were unsure if the User Guides or Training Videos would be useful (indicating they may not have known they existed).
 - d. Several individuals responses from one of the three RTO representatives that responded indicated they are not clear on an RTOs compliance requirements (e.g. employer support, needing to be aware of what apprentices are doing on-the-job) and therefore saw some of the functions as 'extra work'.
 - e. Where an existing profiling tool is in place additional effort is required by Skills Canberra, the RTO and eLearning Australia to enable the transfer to a new tool. A change in mindset is required when transitioning from a tool that provides benchmarks (which does not meet the needs of a competency based framework), to maximise implementation buy-in. Additional professional development is and has been required.
 - f. An employer indicated in their response that more information on the tool needed to be provided to users and that the survey was the first time they knew User Guides and Training Videos existed.
12. RTOs need more clear and concise support material to enable them to educate employers on use of the tool and its benefits to their business/organisation.
13. The current process to recommend modifications/additions to images for categories and tasks requires a lot of administrative effort and time from RTOs and needs to be streamlined. Providing an option in My Profiling for users to suggest an additional image/task may improve buy-in.
14. All parties would benefit from further development of the YouTube tutorial videos (see [Attachment H](#)) across all qualifications delivered in the ACT under an ACTFA.

ATTACHMENTS

Attachment A	Working Group Terms of Reference
Attachment B	Australian Apprentice survey report
Attachment C	RTO Survey report
Attachment D	Employer Survey report
Attachment E	Evaluation Schedule
Attachment F	My Profiling Patent – AU 2010101054
Attachment G	Summary of lessons learned at workshops
Attachment H	Links to YouTube videos