Statement of Members' Expectations
National Centre for Vocational Education Research

This Statement outlines the expectations of the National Centre for Vocational Education Research (NCVER) from all Skills Ministers, in their roles as Company Members (Members).

With significant changes in progress in the Vocational Education and Training (VET) sector, including national reforms under the National Skills Agreement and a range of state-based reforms, Members expect NCVER to update its practice, and reposition itself as a more agile organisation that can address the changing needs of the sector. Members expect NCVER to support them in their role as stewards of the VET system and to be committed to improving the VET system ensuring it meets the needs of users.

Members expect NCVER to be independent of individual jurisdictional governments, and to act in the shared interests of its Members. However, the NCVER should ensure it informs itself of the priorities of governments and delivers its services in support of those priorities. NCVER is expected to support data sovereignty and security for each government.

NCVER is to act objectively. It is to provide high-quality and impartial information on the performance of the national VET system and provide trusted analysis and insights in a timely manner. NCVER must ensure that its infrastructure, governance, and systems are fit for purpose to enable the NCVER to provide robust, timely and impactful data analytics and insights.

NCVER must undertake its functions effectively and efficiently. It must be adaptive to new and emerging opportunities, and actively identify where efficiencies can be gained within current processes to support the provision of high quality and relevant services to the sector within its budget allocation. NCVER should also consider opportunities to diversify revenue streams, where aligned with the purpose of the Company.

NCVER should also seek timely feedback from end users on its products and services as part of a system of continual improvement to ensure its products meet the needs of Members and the sector

It is the expectation of Members that NCVER work effectively and efficiently to deliver on the below key areas. NCVER must work with Members, and their officials, ensure the work is undertaken in accordance with the views of Members.

Custodian of the National VET Data collection

NCVER has a valued role as custodian of the national VET data collection. Ensuring the timeliness, trustworthiness, and quality of data must be its highest priority. NCVER must have a leadership role in working with Members, VET regulators, and other relevant organisations, to ensure the effectiveness and efficiency of its data collection, and quality assurance, processes. This is especially important where data quality issues have a disproportionate impact such as collection of data on equity groups, including First Nations peoples. It is the expectation that NCVER work directly with First Nations peoples across Australia to improve the collection, governance, use, and disclosure of First Nations data to better serve Aboriginal and Torres Strait Islander priorities.

Members expect NCVER to collect and manage data consistent with policies agreed by Members, such as the National VET Data Policy. NCVER must collect national data which includes all VET activity delivered by registered training organisations (RTOs) (including RTOs operating offshore), VET delivered in Secondary Schools, Apprentices and Trainees, and Government funded RTOs. NCVER must maximise the amount of data which is publicly available to ensure governments, and the broader VET sector, have a clear understanding of the VET sector.

Beyond the provision of system performance data, NCVER has a valued role in providing analysis and insights related to system performance. As a company owned by all Skills Ministers, NCVER is to provide

a modern and world-class statistical, analytical and research service to support governments to improve the quality of the VET sector and to improve understanding of the sector in the broader community.

Under the new governance arrangements agreed for the VET Data Streamlining Program (VDS), NCVER is expected to impartially represent the interests of its Members in an agreed transition to VDS and the development and implementation of the VET Information Standard, to ensure these developments strengthen the quality and timeliness of data.

Insights from employers and students on the VET experience

Targeted insights on the outcomes and experiences of student and employer interactions with the VET sector are needed to inform policy and ensure the VET sector is delivering for its end users. NCVER is to continue, at a minimum, to administer national surveys to effectively capture the voice of students and employers. Outcomes of the surveys should clearly enable an understanding of how the VET sector is meeting the needs of the sector, including students and employers across different provider types, locations, and equity groups.

Given the importance of these insights NCVER should engage with Members, and/or their representatives, to ensure the focus of the collections is appropriate and meets the need of Members. Ongoing feedback should be sought from the sector, including cohorts disadvantaged by digital inclusion, to ensure surveys are fit for purpose and accessible.

A leader in analytical insights and research across the VET sector

Members expect NCVER to take a lead role in providing national VET data analytics and build its capabilities in this regard. NCVER should ensure its data assets and products, including research, focus on delivering relevant and impactful findings based on the analysis of data and information held by NCVER and other data institutions. These insights and findings should be timely, grounded in the current policy environment, reflect the needs of the sector, and contribute to the broader community's understanding of VET.

Members expect NCVER to work in alignment with other government and statutory bodies, such as Jobs and Skills Australia, including through sharing data and insights, to enable the sector to benefit from the intelligence and insights gathered by NCVER. NCVER should also work collaboratively with VET researchers across Australia to continue to build Australia's VET research knowledge, and may wish to offer specialised services, such as applied research and evaluation, to the sector more broadly.

Members' relationship with NCVER

NCVER is accountable to its Members for its performance. To support Members' visibility of the Company, NCVER is to provide accurate and timely advice on its progress in delivering on its core areas of business, including where issues may impact on meeting Members' expectations or delivering outcomes.

Under a joint stewardship model, Members will work together through the Skills and Workforce Ministerial Council to oversee and support the work of NCVER. Members will be supported by their departments in this work. Members expect their departments and NCVER to collaborate for the benefit of the broader VET sector. Members expect NCVER to ensure that the details of contracting arrangements, funding and outcomes are visible to departmental officials, and consequently to Members where necessary, to enable jurisdictions to collaborate to ensure NCVER is appropriately resourced.

Statement of Intent and informing NCVER's Strategic Plan

Members look forward to receiving a Statement of Intent from NCVER against these expectations within three months of the receipt of this Statement of Members' Expectations. The Statement of Intent

should clearly outline how NCVER intends to meet Members' expectations over the next two years. This Statement of Members' Expectations should also inform the development of NCVER's strategic plan to outline how NCVER will implement an ongoing process of continual improvement and modernisation to ensure it delivers high quality and trusted data and insights to the sector.