



Coast Wide

Training Solutions

**RTO Administration
Support Package**

Disclaimer

This guide contains information that is correct at the time of printing. Changes to legislation and/or products and services may impact on the currency of information included.

Coast Wide Training Solutions reserves the right to vary and update information without notice. Readers are advised to seek any changed information and/or updates.

This guide has been prepared as a resource to assist clients in understanding the products and services offered by Coast Wide Training Solutions.

In taking up any of these products or services, your privacy and intellectual property is taken seriously. You will be asked to sign a confidentiality agreement that will ensure your internal documentation stay that way.

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Version Control

Version	Date	Details of Changes
1	10/11/2023	Initial Publication

About Us

Welcome to [Coast Wide Training Solutions](#), where our team of seasoned VET compliance and RTO administration experts bring over 70 years of collective experience to the forefront of educational excellence.

Our mission is to elevate the standards and outcomes of Registered Training Organisations through comprehensive compliance support, quality management, and innovative business solutions.

Our diverse team consists of dedicated professionals, each bringing a wealth of knowledge from various sectors within the learning and development landscape. From spearheading small community initiatives to steering large governmental projects, our roles have spanned facilitators, resource developers, compliance managers, auditors, and RTO managers.

We are not only defined by our experience but also by our dedication to lifelong learning and our unwavering commitment to the core values that drive our service:

- **Excellence:** We strive for superior outcomes, ensuring our clients receive nothing but the highest quality support.
- **Integrity:** Our actions are guided by the principle of doing what's right, maintaining ethical standards at all times.
- **Teamwork:** Collaboration is at our core, fostering strong partnerships with our clients to achieve common goals.
- **Communication:** We believe in open and clear communication, building trust and understanding to form lasting relationships.

At [CWTS](#), we are not just consultants; we are partners in your journey towards regulatory excellence and educational success.



Coast Wide Training Solutions

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RTO Administration Support

Our Administration Support Package allows you to remain focused on your core operations and reduce the costs associated with administration tasks that are not directly linked to producing profits.

Reduce your administrative burden and outsource your RTO admin and student management work!

Administration Package Retainers

This service can be provided as an add-on feature to the RTO Compliance Support Package or as a stand-alone service.

- i. Admin Standard Package - Monthly retainer of 20 hours per month for ongoing administrative support: \$1,900 (*plus GST*)
- ii. Admin Premium Package - Monthly retainer of 40 hours per month for ongoing administrative support: \$3,800 (*plus GST*)

Each package includes:

- ★ Allocated hours each month
- ★ Administrative advice and guidance
- ★ Regular consultation with designated administration support team
- ★ Data management, review and support as required
- ★ Access to our aXcelerate and CloudAssess experts
- ★ Professional Development to help grow your internal staff.
- ★ Phone and email support
- ★ Monthly progress meeting via Teams

Note: Services will be charged on a monthly basis.

- ★ Retainer will be paid in advance and be “topped up” each subsequent month for hours used.
- ★ Unused hours will not roll over to the following month.
- ★ Additional hours over the retainer will be charged at \$120 per hour (*plus GST*)
- ★ *At cancellation or expiry of contract, any unused retainer will be forfeited.*

You will only pay for the hours you use.



RTO / VET Administrative Support Services

Coast Wide is equipped to provide the following services upon our client's request:

- ★ **Data Management and Reporting:** Managing and analysing Student Management Systems and associated data related to student outcomes, compliance records, and reporting to regulatory authorities.
- ★ **Document Management:** Organising and maintaining electronic and physical records, including student files, compliance documentation, and administrative records.
- ★ **Enrolment and Registration Support:** Assisting with student enrolment and registration processes, including verifying eligibility, processing applications, and managing enrolment records.
- ★ **Scheduling and Calendar Management:** Managing training schedules, class calendars, and instructor availability to ensure smooth operations.
- ★ **Student Progress Tracking:** Monitoring student progress, including attendance, performance, and compliance with assessment requirements.
- ★ **Learner Support Services:** Providing student support in relation to their course enrolment, schedules and other administrative matters.
- ★ **Resource Procurement:** Sourcing and managing educational materials, textbooks, and other resources required for training programs.
- ★ **Assessment and Exam Management:** Managing assessment processes, including exam scheduling, invigilating, and result tracking.
- ★ **Staff Training and Development:** Coordinating and tracking professional development activities for trainers and administrative staff to enhance skills and compliance awareness.
- ★ **Quality Assurance Audits:** Conducting internal audits to assess the quality and effectiveness of training programs and administrative processes.
- ★ **Grant and Funding Applications:** Assisting in the preparation and submission of grant applications and funding proposals. *(These may be charged at a higher rate where the compliance team are required for support).*
- ★ **Technology Integration:** Facilitating and maintaining software systems and tools for better administrative efficiency, such as Student Management Systems (SMS) and Learning Management Systems (LMS).

Any compliance issues found will be reported to the client and a separate quote will be provided to rectify the issue by our compliance team.



Flexible and Transparent Billing

At [CWTS](#), we believe in transparent and flexible billing to ensure you get the best value for your money. This is how we accomplish it:

Tracking Time

We employ a timesheet booking system. This means after your initial retainer is paid, you are billed only for the actual work we complete, within the contracted hours you specify. No hidden fees, no overcharges.

Only Pay for What You Use

For instance, if your retainer provides for 20 hours of work per month, but you only utilise 15 hours of our services during a particular month, you will only be invoiced for the 15 hours used. You pay for the work done, nothing more, nothing less.

Service Flexibility

Our team is flexible and available to accommodate your workload. Whether it's a peak season with high workload or a slow period, we are ready to adjust according to your needs.

No Surprises

If we see the operational needs of your RTO may take you over your budgeted hours, we will discuss this with you before actioning them as additional hours may incur further costs. In this situation we work with you, so that together we can determine your priorities and work accordingly.

Coast Wide can help you!

These products and services provide you with the support you need to achieve and maintain RTO registration and compliance with the Standards, as well as to improve the overall services of your organisation.

Let's grow your RTO together!

To discuss one or more of these products and services, or to obtain a quote, please contact:

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