Coast Wide

Training Solutions

Products and Services Guide

V6.1

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 stays that way.

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Version Control

Version	Date	Details of Changes
1	18/06/2019	Initial Publication
2	30/08/2019	Update to RTO Registration Start Up packages
3	03/09/2019	Update to QMS
3.1	09/09/2019	Update to product package
4.0	24/09/2021	Review
5.0	04/07/2021	Review
6.0	10/11/2023	Product Revisions

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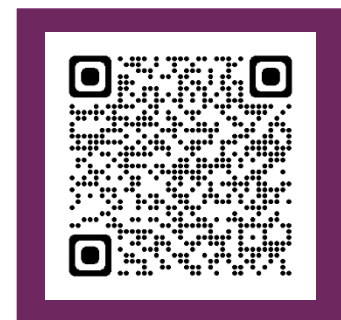
Our mission is to elevate the standards and outcomes of Registered Training Organisations through comprehensive compliance support, quality management, and innovative business solutions.

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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Introduction to the VET Sector

The Vocational Education Sector in Australia is a heavily regulated environment that is focused on quality and consistency and is aimed at ensuring that all learners receive a high standard of learning, regardless of the training organisation they chose to study with.

It is the Vocational Education and Training (VET) Quality Framework that aims to achieve improved consistency in the registration of training organisations and through the enforcement of quality standards. The VET Quality Framework is made up of:

- Standards for Registered Training Organisations (RTOs) 2015
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements
- Australian Qualifications Framework

The Standards for RTOs provide consistency, promote quality, protect students and aim to improve the VET sector in Australia by describing the requirements that training organisations must meet in order to provide accredited training.

ASQA and Risk-Based Regulation

In this regulated environment in which we have built our careers, the Australia Skills Quality Authority (ASQA) ensure the outcomes of applying these Standards are achieved by monitoring training organisations, their operations and the learning programs they provide. ASQA take a risk-based approach to regulation, focusing on the most significant operational and strategic risks they identify through a variety of data sources. Compliance and performance assessments take a student-centered approach which means the practices and behaviours of your RTO are examined throughout the key phases of your student's learning journey.

The Student Journey

ASQA take a student-centred audit approach which focuses on the student's experience with your RTO. Audits are structured around the practices and behaviours of your RTO in the key five (5) key phases of the student's learning journey.

Key phases of the student journey	Examples of provider practice and behaviour	Primary standards/ clauses in the Standards for RTOs 2015	Primary standards/ clauses in the National Code 2018	Primary standards/ clauses in the ELICOS Standards 2018
Marketing and recruitment	The training provider's marketing practices provide accurate and factual information to allow prospective students to make informed decisions.	4.1	1.1, 1.2. 1.3, 1.4	–
Enrolment	The training provider ensures students have the existing skills, knowledge and experience required to successfully undertake the course.	5.1, 5.2, 5.3, 7.3	2.1, 2.2, 3.1, 3.3, 3.4, 8.5	P1.2, P3.1
Support and progression	The training provider assesses student needs and provides appropriate support services to enable student progression.	1.7	5.2, 6.1, 6.2, 6.3, 6.4, 6.5, 6.6, 6.9, 8.1, 8.3, 8.4, 8.6, 8.7, 8.9	P6.9, P7.2
Training and assessment	Trainers assigned to deliver training are qualified. The training provider has sufficient and appropriate resources for training and assessment. The amount of training and mode of delivery is consistent with requirements.	1.1, 1.2, 1.3, 1.8, 1.13 to 1.18, 1.20	11.1, 11.2, 8.18, 8.19, 8.20, 8.21	P1.1, P4.1, P5.1, P5.2, P6.4, P6.7, P6.8, P7.3
Completion	Only students assessed as meeting course or training package requirements are issued with certification.	3.1		P4.2

Other requirements

Regulatory compliance and governance	The training provider has appropriate compliance and governance processes in place such as holding public liability insurance, managing its third parties and agents. The training provider meets additional obligations if delivering to under-18s.	2.3, 2.4, 8.2	2.4, 2.5, 3.6, 4.4, 4.5, 4.6, 5.4, 5.5, 5.6, 5.7, 6.7, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7	P2.1

Keep reading to find out how we can support the improvement and growth of your RTO.

RTO Compliance Support

Compliance within the VET sector takes a specialised set of skills which only comes with extensive experience in successfully applying and managing the Standards in an operational environment.

Learning these skills and keeping the level of staffing required to ensure you have everything "audit ready" at all times is difficult and at times overwhelming. However, by outsourcing your compliance tasks to CWTS, you can get back to doing what you love, which is giving your learners the most life-changing learning journey.

Reduce your operational costs and outsource your compliance work!

Compliance Package Retainers:

By outsourcing your RTO compliance requirements, you will have access to regular compliance advice, guidance and remote development work through one of our packages:

i. <u>Compliance Basic Retainer -</u> Monthly retainer of **8 hours per month** for ongoing compliance Advice and Guidance: $1,600 *(plus GST)*

ii. <u>Compliance Standard Retainer -</u> Monthly retainer of **20 hours per month** for ongoing compliance support: $4,000 *(plus GST)*

iii. <u>Compliance Premium Retainer -</u> Monthly retainer of **40 hours per month** for ongoing compliance support: $8,000 *(plus GST)*

Each package includes:

★ Allocated hours each month
★ Compliance advice and guidance
★ Regular consultation with designated personal consultant
★ Document review and rectification by compliance team
★ Phone and email support
★ Monthly progress meeting via Teams

Retainer will be paid in advance and be "topped up" each subsequent month for hours used.

Because maintaining compliance is closely aligned with an RTO's administration processes, we recommend you read on and consider our Administration Support Packages.

RTO Administration Support

Add our Administration Support Package to your retainer so you can keep your focus 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!

Admin Support Package Retainers

This service can be provided in addition to the RTO Compliance Support Package or as a stand-alone service.
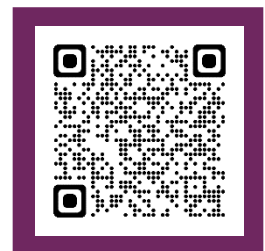
i. <u>Admin Standard Package -</u> Monthly retainer of **20 hours per month** for ongoing administrative support: $1,900 *(plus GST)*

ii. <u>Admin Premium Package -</u> 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

Retainer will be paid in advance and be "topped up" each subsequent month for hours used.

NOTE: 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.

Quality Assurance and Compliance Audits

Conducting an internal compliance audit on your RTO operations will give you a clear picture of your current state of compliance against the standards for RTOs. These internal audits are conducted to reflect ASQA's student-centred approach to performance assessment and are a great way to prepare for re-registration of your RTO.

Your assigned compliance consultant and team will conduct a comprehensive internal audit to assess the RTO's compliance with quality standards and regulatory requirements and provide you with a detailed report:

1. Small Institution (up to 100 students): $4,000
   ★ Time Required: Approximately 1 to 2 weeks
   ★ Simple RTO with single or online campus, small scope or UoCs only in single industry area, limited staff and standard compliance requirements to review.

2. Medium Institution (101-500 students): $8,000
   ★ Time Required: Approximately 2 to 4 weeks
   ★ Average sized RTO with single campus, medium scope across selected industries, limited staff and various compliance requirements to review.

3. Large Institution (501+ students): $16,000
   ★ Time Required: Approximately 4 to 8 weeks or more
   ★ Complex RTO with multiple campuses, large scope across multiple or specialised industries, numerous staff and various compliance requirements to review. Also includes Online RTO with 500+ students

Complete this service with the implementation of an RTO Compliance Support Package to allow for informed rectification works to support the RTO to address any issues identified in the audit.

Pre and Post Assessment Validation Services

Validation is the quality review process that determines whether the assessment decisions made are consistent and meet the specified outcomes of the qualification and/or units of competency.

Engaging CWTS to work through this process for or with you ensures transparency and eliminates any biases ensuring the outcomes are fair to all students.

These services can support your RTO to ensure the quality and accuracy of assessment processes and outcomes. Services include the validation of assessments before they are conducted (pre-assessment) and also to verify the fairness and reliability of assessment results afterward (post-assessment).

Validation Package

10 hours per month for as long as you need. This will allow us to get through a number of units each month with a selected sample of student assessment evidence.

i. <u>Validation Package -</u> Monthly retainer of 10 hours per month for ongoing validation activities. $2,000 *(plus GST)*

We will:

★ Review the RTOs Validation and Risk Register, update accordingly and select units for review.
★ Review approximately 5 units* of competency and a selection of 5-10 student samples per unit.
★ Record our review findings and provide the validation outcome report for you to retain and support your Validation and Risk schedule actions.

Number of units will vary depending on the complexity of the unit requirements.

Curriculum Development and Digital eLearning Conversions

High quality teaching, learning and assessment resources are key to providing good quality training to your students. Coast Wide Training Solutions will develop bespoke teaching, learning and assessment materials and tools to align with industry standards and compliance requirements, contextualised to your RTO, your industry, your students.

Bespoke Resource Development

Each pack will contain:

★ Student Learning Guide
★ Facilitator Slides
★ Delivery Plan
★ Student Assessment Kit
★ Assessor Marking Guide
★ Pre-Assessment Mapping evidence
★ Additional student documents, forms, tools and templates
★ Work verification reports for work-based practical assessment tasks

We will provide you with contextualised and branded resources and tools that are specifically written to meet the needs of your RTO, for the units of competency that make up the programs that you deliver.

Coast Wide Training Solutions specialise in the following training packages:
★ TLI Transport and Logistics (light vehicles, heavy vehicles, rail and petroleum fuels)
★ RII Resources and Infrastructure (mining and machinery)
★ CHC and HLT Community services and health (Ageing, disability and allied health care)
★ UET Electrotechnology
★ CPC Construction
★ AHC Agriculture and horticulture
★ BSB Business Services

Rates will vary. Contact us for a quote.
Expect approximately 4-6 weeks development time.

Digital eLearning Conversion

Converting your existing "paper-based" materials into digital eLearning modules directly into your LMS or providing SCORM files for integration.

★ Basic Digital = $3,600 per unit (Limit digitisation and engagement features.)
★ Fully Digital = $4,000 per unit (Includes videos, voice overs, animation and digital engagement features)

New RTO Establishment

The thought of managing your RTO through a registration process can be daunting, but you are not alone!

This registration package, along with our compliance support, will provide you with everything you need to gain and maintain training company registration.

Introduction

Vocational education and training in Australia is vital for our economy. It provides our community with the opportunity to make a productive contribution to the national workforce through the acquisition of knowledge and practical skills.

Every Registered Training Organisation (RTO) must comply with a set of mandatory requirements that aim to ensure training and assessment activities continue to be delivered to a high standard.

When you apply for registration, expect a rigorous assessment that aims to ensure your organisation is fully prepared to start operating as an RTO and that it meets the Standards for RTOs.

The Application Process

It's important to note that the establishment of a new RTO can be a complex and time-consuming process. At CWTS, our experienced consultants can guide and support your journey through the maze of regulatory requirements.

During your application to become a registered training organisation, CWTS supports your journey through a four (4) stage process.

The education CWTS provides through these stages will support your RTO's ability to maintain compliant processes moving forward.

Stage 1 – Application Preparation

Stage 2 – Application Submission

Stage 3 – Audit Preparation

Stage 4 – Registration After Care

Stage 1 – Application Preparation

- Regulatory Compliance Workshop
- Full Quality Management System
- Program Development of qualifications
- Staff competency and professional development for assessors

Stage 2 – Application Submission

- Evidence collation and application submission

Stage 3 – Preparation for Site Audit

- Audit preparation workshop
- Assessment Validation
- Internal Audit against standards
- ASQA registration and audit support – on your site for the duration of the audit
- Rectification assistance following outcomes of ASQA audit

Stage 4 – Registration After Care

- A Compliance and Administration Support package for up to three months.

The cost of establishing a new Registered Training Organisation (RTO) can vary significantly based on several factors, including the size and scope of the operation, the location, the type of training and assessment services offered, and the level of regulatory compliance required.

Registration Tips!

- ★ Know the qualifications and the units of competency you wish to offer – and keep it modest
- ★ Collect the necessary resources for each unit of competency
- ★ Source the facilities required to deliver the qualifications (training rooms and/or online learning platform)
- ★ Source the trainers and assessors who are prepared to deliver the qualifications. Prepare them by collecting their qualifications, licenses and resumes.
- ★ Obtain the services of an independent and qualified accountant to help you commence the development of the Financial Viability Assessment.
- ★ Follow the advice given and don't take short cuts!

To receive an individualised quote, contact CWTS so we can assess the goals you want to achieve and the requirements to make them happen. We will provide you with a detailed budget plan (no hidden surprises) based on the information you provide us.
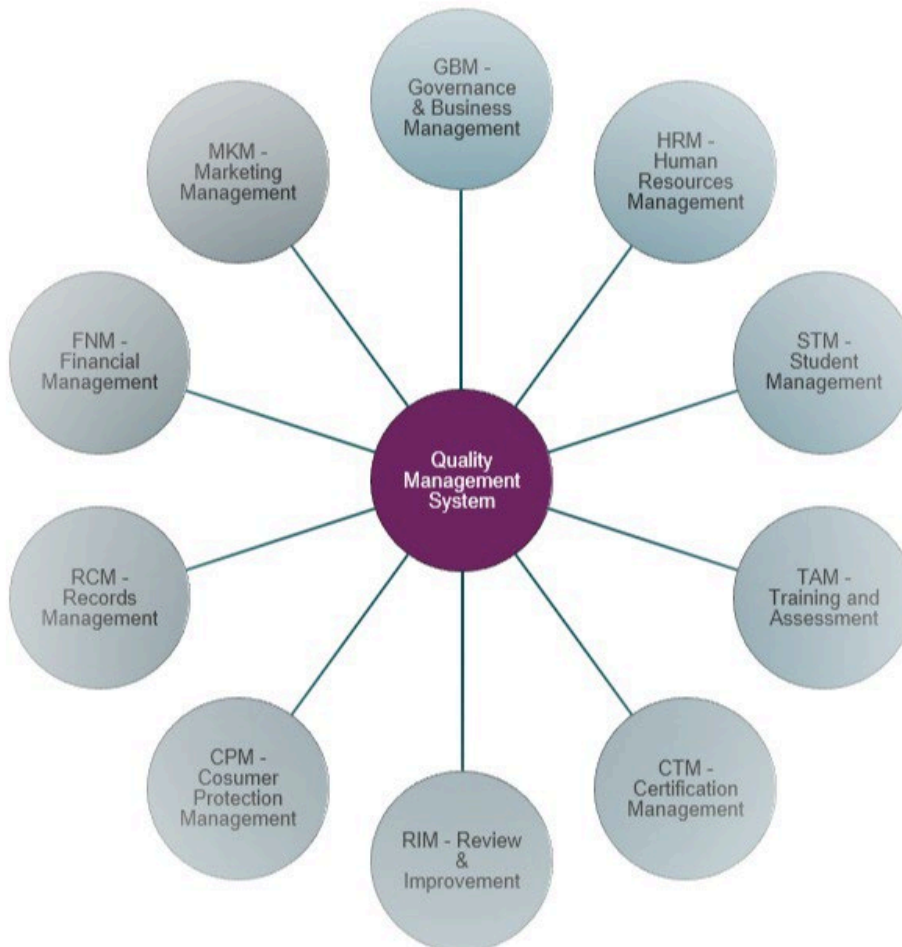
*Package excludes:

Business Registration, AVETMISS compliance Student Management System, Website development and associated hosting, Independent and qualified Financial Accountant and Business advisor, Relevant Insurance policies, ASQA fees and charges. These can be sourced at an additional cost and implementation supported.

Quality Management System

The Quality Management System (QMS) is a set of essential policies, procedures, forms, tools and templates that your RTO can edit and contextualise. Our QMS is structured not only to meet the compliance requirements of your RTO but to also enhance the quality of products and services offered to your students and the community.

ASQA take a student-centred performance assessment approach which focuses on the student's experience with your RTO. The Quality Management System is structured around the five (5) key phases of the student's learning journey.

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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