

*administration support alongside your team*

# RTO Administration Support Package

Monthly administration and student management support from a designated CWTS team, within an hours budget agreed with you.

ABOUT THIS GUIDE

# Experienced administration support alongside your team

Administration is where much of your compliance evidence is created: enrolment records, student files, assessment outcomes, certificates and data submissions. An Administration Support Package gives your team regular access to a designated CWTS administration support team, working within an hours budget agreed with you.

This guide explains what the retainer covers, how a month works, what you receive, the packages and how billing works.

## At a glance

| | |
|---|---|
| **Supports** | RTO administration, records, data and student management |
| **Packages** | Standard 20 hours or Premium 40 hours each month |
| **Your team** | A designated CWTS administration support team, with access to student management system specialists |
| **Each month** | Phone and email support, data and records support, and a progress meeting via Teams |
| **Hourly rate** | $120 + GST an hour |
| **Billing** | Fortnightly or monthly, for the hours actually used |
| **Minimum term** | 6 months |

CONTENTS


Why administration support 3

What the retainer covers 4

How a month works 6

What you receive 7

Packages and billing 8

Getting started 9

Related services 9

Frequently asked questions 10

Request a quote 11




WHY ADMINISTRATION SUPPORT

# Steady hands on the day-to-day

Administration is an ongoing workload that rises and falls with enrolments, reporting dates and staffing. When it falls behind, the records your RTO relies on as evidence fall behind with it.

A retainer gives your team a designated administration support team that knows your RTO, your student management system (SMS) and your priorities. Work is agreed each month, carried out remotely, and recorded on a timesheet, so you can see where the hours went.

Your staff stay focused on learners and on the work only your team can do, with experienced people handling data, records, scheduling and reporting alongside them.

> **CWTS works alongside your RTO. Compliance remains the responsibility of your RTO and its governing persons, and any compliance issue we find is reported to you.**

## About CWTS

Our team brings over 70 years of collective experience across VET compliance and RTO administration, including facilitation, resource development, compliance management, auditing and RTO management.

In 2026 CWTS received two Australian VET Conference Awards, for Instructional Design Excellence and for Outstanding Contribution to Vocational Education and Training. CWTS was also a finalist in three Australian Institute of Training and Development (AITD) Excellence Award categories.

**Quiet excellence. Clear communication. Strong team. Absolute integrity.**

## When a retainer is worth considering

- ✓ Your administration team is stretched, or key knowledge sits with one or two people
- ✓ Records, data entry or reporting have built up into a backlog
- ✓ You have a new or recently changed student management system
- ✓ Enrolments, sites or delivery modes are growing
- ✓ Regular data submissions need steady attention
- ✓ You want your staff to focus on learners and core operations



© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

WHAT THE RETAINER COVERS

# Twelve services, drawn on as you need them

Your hours can be used across any of the services below. You and your administration support team agree the priorities each month, and the work follows what your RTO needs most.

### Data Management and Reporting

Managing and analysing your SMS data on student outcomes and compliance records, and reporting to your regulator and funding bodies, including Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) or VET Information Standard submissions.

### Document and Records 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, including verifying eligibility, processing applications and maintaining enrolment records.

### Scheduling and Calendar Management

Managing training schedules, class calendars and trainer availability, so delivery runs to plan.

### Student Progress Tracking

Monitoring student progress, including attendance, performance and progress against assessment requirements.

### Learner Support Services

Supporting students with their enrolment, schedules and other administrative matters.



### Compliance and administration

Administration records are the evidence behind compliance. Any compliance issue found during the work is reported to your RTO, and a separate quote is provided if you would like our compliance team to support rectification.

© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

WHAT THE RETAINER COVERS, CONTINUED

### Resource Procurement

Sourcing and managing learning materials, textbooks and other resources needed for your training programs.

### Assessment and Exam Management

Managing assessment administration, including exam scheduling, invigilation and result tracking.

### Staff Training and Development

Coordinating and tracking professional development for trainers and administration staff, to build skills and compliance awareness.

### Quality Assurance Reviews

Conducting internal checks of your administration processes and training programs, and reporting findings to your RTO.

### Grant and Funding Applications

Assisting with the preparation and submission of grant applications and funding proposals. Work that needs our compliance team may be charged at a higher rate, confirmed before it begins.

### Technology Integration

Setting up and maintaining the software your RTO relies on, such as your SMS and learning management system (LMS), for better administrative efficiency.



### Student management systems

Our team works with aXcelerate, eSkilled, Vasto, RTO Data, RTO Pilot, VETtrak and other systems. Tell us which system your RTO uses at scoping, and we will confirm who supports you.

### Compliance and administration

Many RTOs pair administration support with compliance support. Our Compliance Support Packages are described at coastwidetraining.com.au/services/compliance-support, and can be taken alongside the Administration Support Package or on their own.

© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

HOW A MONTH WORKS

# A regular rhythm with a designated team

You know who is supporting your RTO, how to reach them and what happens each month.

### 1 Scoping and agreement

We confirm your package, hours budget, start date and priorities. You receive a written quote and our engagement agreement, and sign a confidentiality agreement before work begins.

### 2 Priorities for the month

Your administration support team and your key contact agree what to work on first, so the hours go to the work that matters most to your RTO.

### 3 Administration support

Work is carried out remotely, with phone and email support for your team and data, records and system work by our administration team.

### 4 Progress meeting via Teams

Each month you review the work completed, the hours used and the priorities for the month ahead.

### 5 Invoice for hours used

Every hour is recorded on a timesheet, and you are invoiced for the hours actually used.

### A month in your retainer

- **Designated team** who know your RTO
- **Timesheet tracking** of every hour worked
- **Monthly progress meeting** via Teams
- **Phone and email support** between meetings

### No surprises

If your RTO's needs look likely to take you over your hours budget, we discuss priorities with you before any additional hours are worked.



© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

WHAT YOU RECEIVE

# Support you can see and evidence

Each package includes the same support. The package you choose sets the hours available each month.

- **Allocated hours each month** to use across the twelve services
- **Administrative advice and guidance** for your team
- **Regular consultation** with your designated administration support team
- **Data management, review and support** as required
- **Access to student management system specialists** across aXcelerate, eSkilled, Vasto, RTO Data, RTO Pilot, VETtrak and others
- **Professional development** to help grow your internal staff
- **Phone and email support** for your team
- **Monthly progress meeting** via Teams
- **Timesheet record** of the hours used each month

### Where responsibility sits

Our team carries out the administration work you agree and reports any compliance issue it finds. Decisions, and the actions that follow, remain with your RTO. CWTS does not make decisions for your RTO or act on its behalf.




### Using the support as evidence

Keep your timesheets, meeting notes and updated records with your continuous improvement register and management meeting records. Together they show how your RTO monitors its administration and records, and acts on what it finds.

© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

PACKAGES AND BILLING

# Two packages, one clear billing method

Choose the package that matches your RTO's workload. Either can be taken as a stand-alone service or alongside an RTO Compliance Support Package.

STANDARD

## 20 hours a month

**$2,400** + GST

**Monthly retainer, $120 + GST an hour**

Regular administration support alongside your team, covering day-to-day records, data and student management work.

PREMIUM

## 40 hours a month

**$4,800** + GST

**Monthly retainer, $120 + GST an hour**

Extended support for larger or busier RTOs, or while system change, reporting peaks or a backlog need sustained attention.

### How billing works

- Your first billing period (one month, or one fortnight where agreed) is invoiced in advance.
- You are then invoiced for the hours actually used from your agreed monthly hours budget. If 20 hours are budgeted and 15 are used, 15 hours are invoiced.
- Hours do not roll over and cannot be accumulated.
- The advance payment covers the final period, so there is no final invoice at completion. If the arrangement is cancelled, the advance payment is not refunded.

### Additional hours and terms

- Hourly rate: $120 + GST an hour.
- Additional hours above your budget, and urgent hours, are charged at a higher rate than the standard hourly rate. The rate is set out in your agreement.
- Minimum term: 6 months.
- Other terms are set out in your agreement.

Prices exclude GST, which is added to your invoice. Package, hours budget and start date are confirmed in writing at quotation.



GETTING STARTED

# What we will need from you

- A key contact for your RTO
- Your main administration priorities for the first months
- Your preferred start date and package
- Access to your student management system and the records relevant to the work
- Availability for a monthly progress meeting via Teams

We confirm the detail at scoping, so your team only gathers what is relevant.



RELATED SERVICES

# Other ways we can help

### RTO Compliance Support Package

Monthly compliance advice, document review and rectification support from a designated CWTS consultant.
coastwidetraining.com.au/services/compliance-support

### AVETMISS Data Support: One-on-One Support Session (1 Hour)

One hour of dedicated, real-time support to identify, understand and resolve AVETMISS reporting errors, focused on your own data.
coastwidetraining.com.au/product-page/avetmiss-data-support-one-on-one-support-session-plan-1-hour

### aXcelerate Admin Support: One-on-One Assistance Session (1 Hour)

One hour of tailored, hands-on support with aXcelerate from an experienced RTO Administration Consultant.
coastwidetraining.com.au/product-page/axcelerate-admin-support-one-on-one-assistance-session-1-hour

### RTO Administration Coaching: One-on-One Support Session (1 Hour)

One hour of tailored support from an experienced RTO Administration Consultant, focused on your administration challenges, processes and responsibilities.
coastwidetraining.com.au/product-page/admin-coaching

### Important note

Coast Wide Training Solutions (CWTS) is not considered a High Managerial Agent. CWTS is engaged as an independent adviser only, acting under instruction, providing guidance, options, and risk-based recommendations. CWTS does not oversee, direct, or exercise control or influence over the management or operations of the Client's business, holds no delegated authority, and does not represent the Client's organisation. CWTS does not form part of the Client's organisational structure. During regulatory activity, CWTS may attend as an adviser/observer only.

© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

FREQUENTLY ASKED QUESTIONS

# Common questions

### Does CWTS take over our compliance?

No. Compliance is the legal obligation of your RTO and its governing persons. Our team carries out administration work alongside yours and reports any compliance issue it finds, and compliance support is available separately.

### Who will we work with?

A designated administration support team, with access to student management system specialists, so you deal with people who know your RTO.

### Which systems do you work with?

aXcelerate, eSkilled, Vasto, RTO Data, RTO Pilot, VETtrak and others. Tell us which system your RTO uses at scoping.

### How is the hours budget set?

You choose a package, and we confirm the monthly hours budget at scoping.

### Can it be added to a Compliance Support Package?

Yes. It can be taken alongside an RTO Compliance Support Package or as a stand-alone service.

### What if we use fewer hours in a month?

You are invoiced for the hours actually used. If 20 hours are budgeted and 15 are used, 15 hours are invoiced. Hours do not roll over and cannot be accumulated.

### What if we need more hours?

We discuss priorities with you before any additional hours are worked. The standard hourly rate is $120 + GST. Additional hours above your budget, and urgent hours, are charged at a higher rate, as set out in your agreement.

### Is there a minimum term?

Yes, 6 months.

### Will CWTS speak to our regulator for us?

No. CWTS is an independent adviser and does not represent your RTO. During regulatory activity, CWTS may attend as an adviser or observer only.

### Is our information kept confidential?

Yes. You sign a confidentiality agreement before work begins, and your internal documentation stays protected.



© 2026 Coast Wide Training Solutions Pty Ltd | CWTS RTO Administration Support Package Guide V4.0-26

*let's talk*

# Request a quote for your RTO

Tell us about your RTO, the support you are looking for and your preferred start date. We will confirm the package, the hours budget and what we need from you before any work begins.

**E: admin@coastwidetraining.com.au**

**W: www.coastwidetraining.com.au**

**ABN: 71 674 767 447**

---

**Related services:** RTO Compliance Support Package, the AVETMISS Data Support, aXcelerate Admin Support and RTO Administration Coaching one-on-one support sessions, and Quality Management System products, at coastwidetraining.com.au.

**Disclaimer.** This guide is correct at the time of publication. Changes to legislation, the Standards for RTOs and CWTS products and services may affect the currency of this information, and Coast Wide Training Solutions may update it without notice. Prices exclude GST, which is added to your invoice, and are confirmed in writing at quotation. Clients are asked to sign a confidentiality agreement before work begins, so your internal documentation stays protected.

**Version control.** V1 10/11/2023 initial publication. V2 04/11/2025 price updates. V3 28/01/2026 updated clause relating to performance of services. V4 27/10/2026 full revision for the Standards for RTOs 2025, billing and new guide design.

Coast Wide Training Solutions Pty Ltd, PO Box 65, Old Bar NSW 2430. © 2026 Coast Wide Training Solutions Pty Ltd.