



Coast Wide

Training Solutions

**RTO Compliance
Support Packages**

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.

Any queries can be directed to:

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Version Control

Version	Date	Details of Changes
1	18/06/2019	Initial Publication
2	24/09/2021	Price increase
3	04/07/2022	Review
4	10/11/2023	Product Revisions

About Us

Welcome to [Coast Wide Training Solutions](#), where our team of seasoned VET compliance and RTO administration experts brings 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 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:

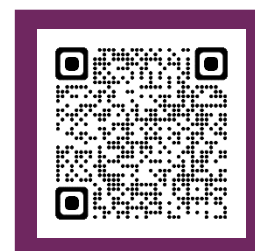
- i. **Compliance Basic Retainer** - Monthly retainer of **8 hours per month** for ongoing compliance Advice and Guidance: \$1,600 (*plus GST*)
- ii. **Compliance Standard Retainer** - Monthly retainer of **20 hours per month** for ongoing compliance support: \$4,000 (*plus GST*)
- iii. **Compliance Premium Retainer** - 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

Note: Services will be charged on a monthly basis.

- ★ Retainer will be paid in advance and then "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 \$250 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 Compliance Support Services

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

- ★ **Customised Consulting and Advice:** Providing tailored consulting services and advice to address specific compliance challenges and opportunities.
- ★ **Risk Assessment and Management:** Identifying potential compliance risks and developing strategies to mitigate them.
- ★ **Regulatory Updates and Advisories:** Keeping the RTO informed about changes in VET regulations and providing guidance on how to adapt and stay compliant.
- ★ **Compliance Plan Development:** Creating a customised compliance and self-assurance programme to help the RTO meet its compliance goals and objectives.
- ★ **Policy Development and Review:** Developing and revising policies and procedures to ensure compliance with vocational education and training (VET) standards, regulations and government funding contracts.
- ★ **Policy Implementation Support:** Assisting with the implementation of new policies and procedures to ensure they are effectively adopted by staff and students.
- ★ **Documentation Review:** Reviewing and updating educational and administrative documentation, including training and assessment materials, student records, and compliance records.
- ★ **Assessment Validation:** Assisting in the validation of assessment tools and processes to ensure they are valid, reliable, and compliant.
- ★ **Registration, Scope and Government Accreditation Assistance:** Assisting the RTO in the process of obtaining or renewing accreditation with relevant regulatory and other government bodies.
- ★ **External Audit Preparation:** Preparing the RTO for external audits by regulatory authorities, including documentation and staff training.
- ★ **Training and Professional Development:** Providing training and workshops for RTO staff and trainers on compliance, assessment practices, and quality assurance.

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



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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