



Coast Wide

Training Solutions

**Products and Services
Guide**

V5.0

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 to understand 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 documentations stay 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

About Me

Hi, my name is Jodie Almond, and I would firstly like to thank you for your interest in Coast Wide Training Solutions. *Congratulations* on taking the step to improve your community-based RTO – you have come to the right place!

I have a passion for, and commitment to, improving Not-For-Profit RTO operations by empowering staff to improve internal processes, leading to high quality training providers supporting our growing communities and enhancing their student's learning journeys.

As a Vocational Education Compliance Specialist, I am experienced in the development, co-ordination and maintenance of all Registered Training Organisations (RTO) through the implementation of Quality Management Systems, documentation, records and systems in line with Australian Skills Quality Authority requirements.

I have over 12 years' experience in the learning and development space, having worked for a variety of organisations – from small community-based RTOs, to large government organisations and all in between. I have supported many organisations in a range of roles including facilitator, Resource Developer, Compliance Manager, Auditor and RTO Manager.

I have Diploma qualifications in Vocational Education and Training, VET Design and Development, Quality Auditing and Small Business - I even manage a few! I am an avid learner and I truly believe in life-long learning - I take any opportunity to further my skills and enhance my knowledge any way that I can.

My professional goal is to enhance the performance and reputation of community-based RTOs by developing the competency skills and knowledge of RTO staff to support their ongoing regulatory compliance in the vocational education sector. I will empower staff to competently and confidently lead your community-based organisation in supporting your learning community and providing opportunities for your students.

I will do this by:

- Providing regulatory compliance advice and guidance to improve RTO operations
- Implementing robust Quality Management Systems that align to the Standards for RTOs 2015
- Leading internal monitoring activities to support improved educational practices
- Providing your learning environment with exceptional learning and assessment resources that are contextualized to your offerings



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 standard learning experience, 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 2015 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 in Australia.

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 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 registration audits 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.

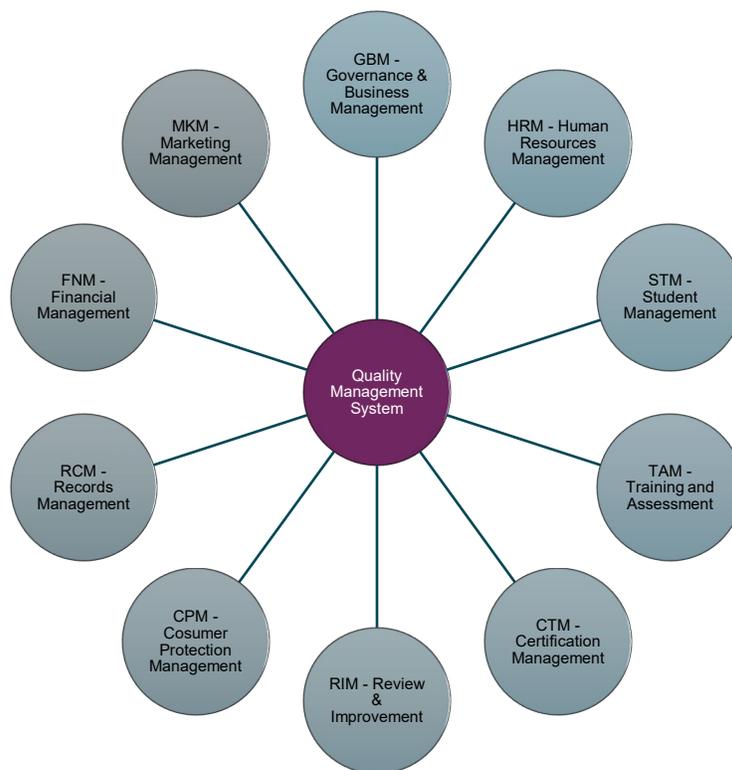
Key phases of the student journey	Examples of provider practice and behaviour	Primary standards/ clauses in the Standards for RTOs 2015	Primary standards/ clauses in the National Code 2018	Primary standards/ clauses in the ELICOS Standards 2018
Marketing and recruitment	The training provider’s marketing 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 I can support the improvement and growth of your community-based RTO!

Quality Management System

The Quality Management System (QMS) is a set of editable policies, procedures, forms, tools and templates that are essential for any Registered Training Organisation (RTO). The system is designed into ten (10) specific theme areas that not only meet the compliance requirements for an RTO, but also enhance the quality of products and services offered to students and the community. All documents include a two (2) year license giving you access to document updates and changes.

ASQA take a student-centred audit 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.



Mapping your Existing Management System

Your existing management system is validated and mapped to the Standards for RTOs 2015 and the student's learning journey. This service is conducted remotely and will provide you with:

- A review of the system (contact with key operational staff is required) and your existing system mapped to the Standards for RTOs 2015
- An outcome report outlining the findings and recommendations for improvement
- A matrix mapping your existing policies and procedures to the standards

Compliance Advice & Guidance

Compliance within the VET space can be arduous. It takes a specialised set of skills to support RTOs to maintain regulatory compliance that only comes with experience. You can engage Coast Wide Training Services for the provision of compliance advice and guidance by outsourcing your compliance tasks on an annual (or quarterly) subscription of services or by individual engagement whenever you need.

Reduce your operational costs and outsource your compliance work!

Compliance Retainer

By outsourcing your RTO compliance requirements on a monthly, quarterly or annual subscription, you will have access to regular compliance advice, guidance and remote development work for the amount of hours you need

Subscription is paid monthly in advance.

Additional services can be included. Contact me for a personalised quote!

I am also available for individual site visits, video conferences, phone and email support, and to conduct work remotely u of a subscription arrangement!

Ask me how!

NOTE: It is strongly suggested that you consider the full suite **Quality Management System** as a strategy to strengthen your RTOs overall compliance and to enhance the services offered by your RTO.

You can receive the entire QMS Suit fully customised to your brand for an additional fee.

Internal Compliance Audit

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 2015. These internal audits are conducted to reflect ASQA's student-centred approach to auditing and are a great way to prepare for the re-registration of your RTO.

Coast Wide Training Solutions will review two (2) qualifications and two (2) units of competency against the Standards for RTOs 2015.

The audit will provide you with:

- **Video conference** with key staff to discuss and prepare for the site visit
- a **checklist** of items required to be provided digitally
- **Reviewing of evidence** against the Standards for RTOs 2015 (conducted remotely)
- A **one (1) day site visit*** to review remaining evidence
- A **report** will be provided outlining the findings and recommendations for improvement
- **Video conference** with key staff to discuss the outcomes of the audit and include continuous improvement and rectification recommendations



RTO Registration Start-Up Proposal

The thought of managing your RTO through a registration process can be daunting, but you are not alone! This registration package, along with my 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 students with the opportunity to make a productive contribution to the national workforce through the acquisition of knowledge and 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 required standards.

The Application Process

When Coast Wide Training Solutions support your application to become an RTO, you will undergo a four (4) stage process, with as much or as little support as you require. Your staff will be involved and will undergo professional development and training to ensure that, once registered, you can continue to maintain a compliant RTO.

Stage 1 – Application Preparation

Stage 2 – Application Submission

Stage 3 – Audit Preparation

Stage 4 – Registration After Care

Together, we will devise a package that suits your individual needs, and you will be guided through the process from start to finish – or even longer!



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 Outsource Subscription for up to three months

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!

**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, Development and/or sourcing of learning, training and assessment tools, ASQA fees and charges*

These can be sourced at an additional cost and implementation supported

Assessment Validation Services

Validation is a quality review process that determines if your assessment system consistently confirms that each learner holds all the knowledge and skills described in the unit of competency.

Validation Service

Coast Wide Training Solution's **Validation Service** is aimed at reviewing and improving (or implementing) the validation processes of your RTO to meet the Standards for RTOs 2015.

Part 1 – a theoretical component which reviews assessment systems, policies, procedures, plans, tools and templates relating to systematic validation (conducted remotely); and

Part 2 – a practical workshop where your existing training and assessment staff are engaged in a validation activity. This workshop is designed to develop the capabilities required for you and your staff to conduct ongoing effective validation activities. It is also used to implement new, or changes to, RTO policies and procedures.

Remote Independent Validation

The Remote Validation program will independently review your existing assessment systems outside of your normal RTO operations, giving you the flexibility to continue your learning deliveries without the cost of losing your staff for the day.

The service consists of:

- A **review** of your existing validation processes (conducted remotely)
- **Independently validating** the assessment system, with industry experts being sourced for reference – includes **pre-assessment validation** of units of competency
- A **validation report** outlining the findings and recommendations for improvement.

Learning & Assessment Resources

High quality teaching, learning and assessment resources are key to providing good quality training to your students. Coast Wide Training Solutions 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.

The following training packages can be written to current industry standards:

- Business Services
- Construction
- Community services and health
- Agriculture and horticulture
- Financial services
- Information and communications technology
- Tourism, travel and hospitality
- Training and education
- Beauty services
- Retail services
- Foundation skills
- Non accredited training

You can purchase the resources and tools you need for individual units of competency:

Full Delivery and Assessment Kit – Training resources, Learning guide and assessments. Includes session plan, training delivery guide and presentation, learning guide, a maximum of three (3) bespoke assessment tools, mapped to the unit of competency requirements. Includes trainer marking guide, assessment recording tool and pre-assessment validation evidence.

Skills Recognition Kits – per qualification and units of competency of your choice. Includes candidate application kit, Assessor and Third-Party Supervisor kits.



Professional Development

Coast Wide can provide you with Professional Development learning programs in the following areas:

- Training and Assessment
- Customer Service
- Leadership
- Conflict Resolution
- Negotiation Skills
- Mental Health in the Workplace
- Life skills

Contact me for a quote!

I can help you!

These products and services provide you with the support you need to gain RTO registration, maintain ongoing compliance to the standards, and improve the overall services of your RTO.

Focusing on the student's learning journey, together, we can build a quality RTO so give me a call to discuss your needs, and let's grow!

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

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**Subject to conditions depending on the distance of travel required. Travel costs may incur an additional charge.*

Note: All documents purchased are supplied electronically to download and are fully customised to your brand for you to implement. Implementation support can be provided at an additional cost.