

support alongside your team

RTO Compliance Support Package

Monthly compliance advice, document review and rectification support from a designated CWTS consultant, working alongside your RTO against the Standards for RTOs 2025.

ABOUT THIS GUIDE

An experienced compliance consultant alongside your team

Compliance is your RTO's legal obligation, and your governing persons are accountable for it. A Compliance Support Package gives your team regular access to a designated CWTS consultant, who provides advice, reviews your documents and supports rectification, 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

Aligned to	Standards for RTOs 2025: Outcome Standards, Compliance Requirements and Credential Policy
Packages	Basic 8 hours, Standard 20 hours or Premium 40 hours each month
Your consultant	A designated CWTS compliance consultant, supported by our compliance team
Each month	Phone and email support, document review, and a progress meeting via Teams
Hourly rate	$200 + GST an hour
Billing	Fortnightly or monthly, for the hours actually used
Minimum term	6 months

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WHY A COMPLIANCE RETAINER

Steady support between the big events

The Standards for RTOs 2025 describe outcomes rather than prescribe methods, so each RTO needs the skills to interpret them and to show how it knows its practices are working. Those skills develop through experience applying the Standards in an operating RTO.

A retainer gives your team a consultant who knows your RTO, so questions are answered with context and improvements are planned, tracked and evidenced through your continuous improvement register. Your staff stay focused on learners, with an adviser to check decisions and documents as they go.

> **CWTS works alongside your RTO. Compliance remains the responsibility of your RTO and its governing persons.**

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 team needs a consultant to call on for advice as questions arise
- ✓ You are working through a backlog of documents, registers or rectification
- ✓ Your RTO is going through change, such as new leadership, new training products, new delivery sites or new third-party arrangements
- ✓ A registration renewal, scope change or regulator audit is approaching
- ✓ Your governing persons want regular, evidenced oversight of compliance
- ✓ You are building self-assurance practices and want guidance to embed them



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WHAT THE RETAINER COVERS

Eleven services, drawn on as you need them

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

Customised Consulting and Advice

Tailored advice on the compliance questions and decisions your RTO faces, from day-to-day queries to planned change.

Outcome Standards 4.1 to 4.4

Risk Assessment and Management

Identifying compliance risks to students, staff and your organisation, and developing practical strategies to manage them.

Outcome Standards 4.1 to 4.4

Regulatory Updates and Advisories

Keeping your RTO informed of changes to VET regulation, with guidance on how to adapt.

Outcome Standard 4.4

Compliance Requirements

Compliance Plan Development

Creating a customised compliance and self-assurance program, so monitoring and evaluation is planned, scheduled and evidenced.

Outcome Standard 4.4

Policy Development and Review

Developing and revising policies and procedures to meet the Standards for RTOs 2025 and any government funding contract requirements.

Outcome Standards 4.1 to 4.4

Policy Implementation Support

Helping staff adopt new policies and procedures, so they are understood and applied in practice.

Outcome Standards 4.1 to 4.4



Clause references

Clause references follow the Standards for RTOs 2025 instruments. Where your RTO delivers under state funding contracts, ELICOS or CRICOS arrangements, let us know at scoping so we can agree how those obligations are supported.

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WHAT THE RETAINER COVERS, CONTINUED

Documentation Review

Reviewing and updating training and assessment materials, student records and compliance records.

Outcome Standards 1.1 to 1.5
Compliance Requirements

Assessment Validation

Supporting the validation of your assessment tools and processes, so they are valid, reliable and compliant.

Outcome Standards 1.1 to 1.5

Registration and Scope Assistance

Assisting with initial registration, renewal and changes to scope, working with the relevant regulator and other government bodies.

Compliance Requirements
Fit and Proper Person Requirements

External Audit Preparation

Preparing your RTO for external audits by your regulator, including documentation and staff preparation.

Outcome Standard 4.4

Training and Professional Development

Workshops and training for your staff and trainers on compliance, assessment practice and quality assurance.

Outcome Standards 3.1 to 3.3



Compliance and administration

Compliance is closely linked to your administration processes. Our Administration Support Packages are described at coastwidetraining.com.au/services/admin-support, and can be taken alongside the Compliance Support Package or on their own.

HOW A MONTH WORKS

A regular rhythm with one designated consultant

You know who your consultant is, 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 consultant and your key contact agree what to work on first, so the hours go to the work that matters most to your RTO.

3

Advice, review and rectification

Work is carried out remotely, with phone and email support for your team and document review and rectification by our compliance 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 consultant** who knows 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, your consultant discusses priorities with you before any additional hours are worked.



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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 eleven services
- ✓ **Compliance advice and guidance** against the Standards for RTOs 2025
- ✓ **Regular consultation** with your designated personal consultant
- ✓ **Document review and rectification** by our compliance team
- ✓ **Phone and email support** for your team
- ✓ **Monthly progress meeting** via Teams
- ✓ **Timesheet record** of the hours used each month

Where responsibility sits

Your consultant provides guidance, options and risk-based recommendations. 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 meeting notes, advice records and updated documents with your continuous improvement register and management meeting records. Together they show how your RTO monitors, evaluates and improves its practices, and support your governing persons when they sign the annual declaration on compliance.

PACKAGES AND BILLING

Three packages, one clear billing method

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

BASIC
8 hours a month

$1,600 + GST

Monthly retainer, $200 + GST an hour

Regular advice and guidance, with a consultant to check documents and decisions as they arise.

STANDARD
20 hours a month

$4,000 + GST

Monthly retainer, $200 + GST an hour

Advice alongside document review and rectification work, running through day-to-day operations.

PREMIUM
40 hours a month

$8,000 + GST

Monthly retainer, $200 + GST an hour

Extended support for larger or more complex RTOs, or while significant change, registration or scope work is under way.

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 10 hours are budgeted and 9.5 are used, 9.5 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: $200 + 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.



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GETTING STARTED

What we will need from you

- A key contact for your RTO
- Your main compliance concerns and priorities for the first months
- Your preferred start date and package
- Access to the documents and registers 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

Internal Compliance Audit

An independent review of your RTO against the Standards for RTOs 2025, with a findings report and action plan. coastwidetraining.com.au/services/internal-compliance-audit

RTO Administration Support Package

Monthly administration and student management support from a designated CWTS team. coastwidetraining.com.au/services/admin-support

Quality Management System products

Policies, forms, templates and registers, available individually or as the full QMS Suite. coastwidetraining.com.au/shop

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

One-on-one coaching with expert guidance tailored to your RTO's specific compliance challenges. coastwidetraining.com.au/product-page/compliance-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.

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FREQUENTLY ASKED QUESTIONS

Common questions

Does CWTS take over our compliance?

No. Compliance is the legal obligation of your RTO and its governing persons. CWTS works alongside your team with advice, document review and rectification support.

Who will we work with?

A designated personal consultant, supported by our compliance team, so you deal with someone who knows your RTO.

How is the hours budget set?

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

What if we use fewer hours in a month?

You are invoiced for the hours actually used. If 10 hours are budgeted and 9.5 are used, 9.5 hours are invoiced. Hours do not roll over and cannot be accumulated.

What if we need more hours?

Your consultant discusses priorities with you before any additional hours are worked. The standard hourly rate is $200 + 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.

Can it be added to an Administration Support Package?

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



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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: Internal Compliance Audit, Administration Support, Quality Management System products and the RTO Compliance Coaching one-on-one support session, 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.

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