

vision for the future



MANAGEMENT

Making Micro Credentials Work in Your RTO

Matthew Dale



NATIONAL VET CONFERENCE
GOLD COAST 2021

#2021NVC



ABOUT: Matthew Dale

Matthew is the founder of Educonomy and also the Chief Operating Officer for Audit Express.

Matthew has worked in the VET Sector for more than a decade in a range of roles and contexts.

Matthew specialises in:

- Establishing micro-credential frameworks
- Supporting organisations to adopt ed-tech
- Compliance & Quality Assurance

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**Making
micro-credentials
work in your RTO.**



Topics to be covered...

1. Where is the VET sector currently at?
2. Do we need to see changes in policy, funding & regulation?
3. Unpacking micro-credentials
4. Defining & exploring use cases for digital badges
5. Opportunities for your organisation to offer micro-credentials & digital badges
6. What should your RTO do before it starts to offer micro-credentials & digital badging?



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**Where is the
VET sector
currently at?**



Post-COVID Recovery Mode

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Most training providers are now delivering some form of blended or online training

Many students have not returned to 'normal' pre-COVID study arrangements

The growth in online training across the globe has been massive! Users now have a world of choice.

A black and white photograph of a person's hand pointing at a laptop screen. A smartphone is in the foreground, and the background is blurred.

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A grayscale photograph of a person in a business suit, seen from the side, holding a pen over a document. The person's hand is in the foreground, and the document is on a desk. The background is bright and out of focus. A teal-colored rectangular box is overlaid on the right side of the image, containing white text.

**Are policy &
funding
changes the
solution?**

Numerous Reviews Calling for Micro-Credentials

AQF Review

Develop guidelines in the AQF Qualifications Pathways Policy to facilitate the recognition of shorter form credentials, including micro-credentials, for credit, that include the following:

- a. The characteristics to be included in shorter form credentials that would facilitate their recognition for credit transfer or articulation to AQF qualifications.
- b. The principles to be used by institutions that wish to align shorter form credentials to an AQF band.

The Heads of Agreement for Skills Reform

Developing and funding nationally accredited micro-credentials and individual skill sets, in addition to full qualifications, & supporting lifelong learning through an integrated tertiary education system.

National Agreement for Skills and Workforce Development Review

Box 13.1 What are micro-credentials?

Micro-credentials are a type of standalone, short-duration credential that allows students to obtain niche skills more quickly. While there is a process underway to develop an agreed definition of micro-credentials (SSON 2020a), there are several possible definitions in train, such as:

A micro-credential can take many forms. At its smallest, it is a single module, subject, skill or competency, but it can also be a suite of skills or knowledge, or a skill set. For example, if someone becomes a company secretary and does not know how to read a balance sheet, they could complete a training module that would teach them how to do it. (BCA, sub. IR145, p. 49)

A micro-credential is a certification of assessed learning that is additional, alternative, complementary to or a component part of a formal qualification. (Noonan et al. 2019, p. 56)

Participants to the Noonan Review (2019, p. 58) did not support making micro-credentials a type of Australian Qualifications Framework (AQF) qualification. There were several reasons for this, such as problems arising from variation in scope and level of complexity, regulatory burden, and the potential for rotting. Rather, the Review (2019, p. 9) recommended that the Australian Government broaden the AQF guidelines to recognise shorter-form credentials toward AQF qualifications. The Australian Government accepted this recommendation (Tehan and Cash 2019). Skills Ministers have since agreed to fast-track development of an operational framework for how micro-credentials will work in the VET system, to support development of the Draft VET Reform Roadmap (DESE 2020aa).

Like other forms of training, skills learned through short-form credentials can already be granted as credit or recognition of prior learning (RPL) to a qualification. For example:

... units from the Archive and Keep Records Skill Set can provide credit towards the Certificate III in Library and Information Services. (Noonan et al. 2019, p. 58)

The Noonan Review noted that recognising micro-credentials through RPL and credit transfer would build on current practice. Improving recognition of micro-credentials should enable a more standardised approach to receiving credit.

The Joyce Review also found that:

... on questioning, many industries and RTOs believed that around half of the enthusiasm for micro-credentials was due to the hope that new skills could find a quicker path through the qualification development system using micro-credentials. (Joyce 2019, p. 55)

The Macklin Review

FutureSkills Victoria should:

- Through FutureSkills Labs, provide priority industries with a forum for testing new models and innovative practices in education and training by:

- developing 'stackable' micro-credentials that are validated for quality and built into the Government's funding model for VET courses, and that employers would recognise as a step towards full qualifications

...This may involve accredited skill sets where suitable, or new micro-credentials in the following areas:

- Specialist micro-credentials
- Foundation skills micro-credentials
- General micro-credentials

FUNDING & REGULATION



Standout Opportunity - SA





**RTOs need
to work with
industry to
find their
own future**

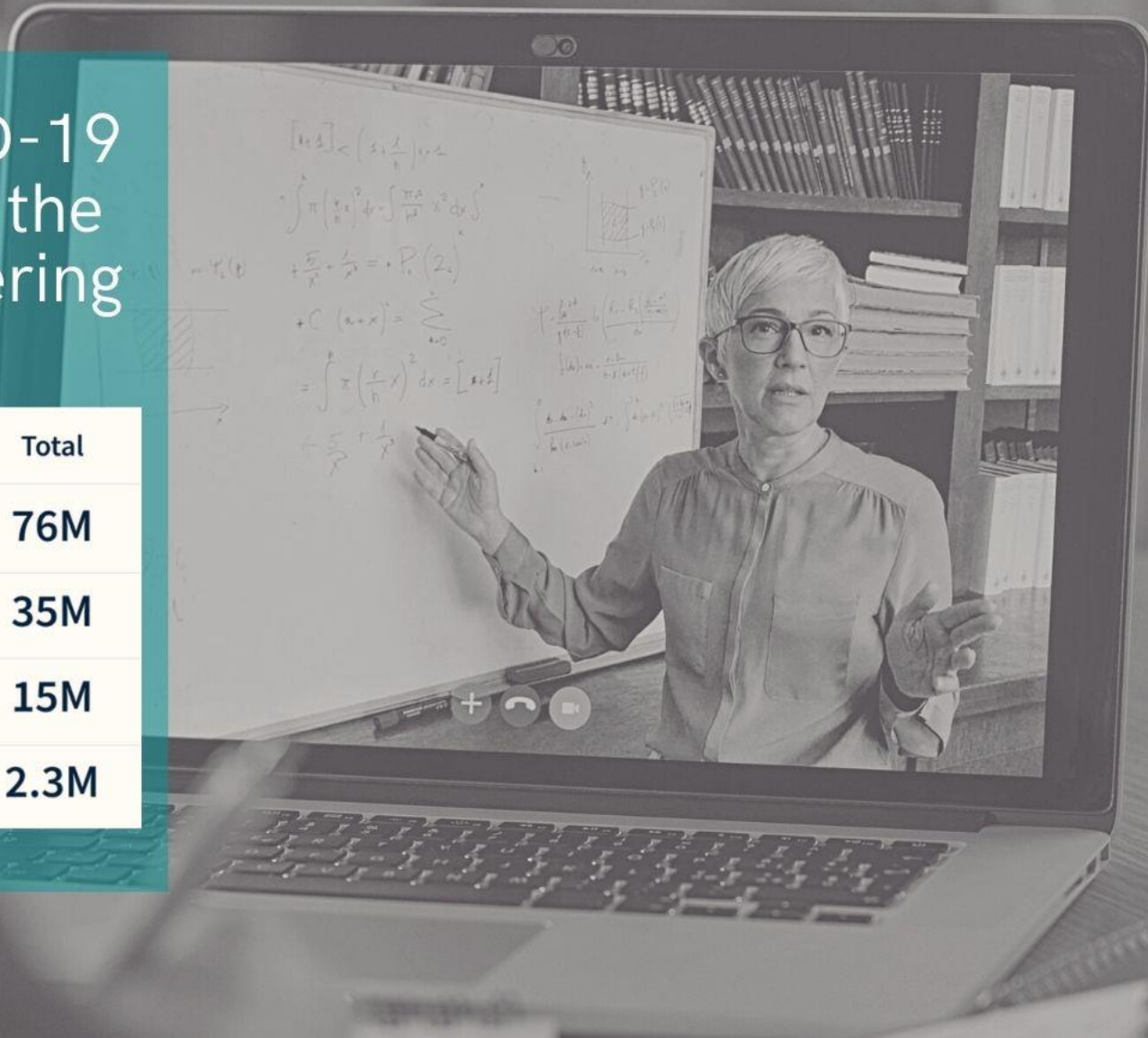


We are in the midst of a rise in the demand for micro-credentials & digital badging across the globe.

In 2020, we saw COVID-19 trigger rapid growth in the number of users registering to study online.

 New Registered Users	2019	2020	Total
	8M	31M	76M
	5M	10M	35M
	1.3M	5M	15M
 class central	350k	800k	2.3M

2020 MOOC enrolments
(Total Users excluding china)
(Shah 2020).



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WHAT ARE MICRO-CREDENTIALS ?



WHAT ARE MICRO-CREDENTIALS?

Micro-credentials are the certification of learning that is either:

ADDITIONAL TO A FORMAL QUALIFICATION

Examples of this may include:



A way of measuring, or demonstrating that a learner has applied their knowledge, or completed a certain project, work task or amount of work experience that is additional to the requirements of the qualification they are completing.

ALTERNATIVE TO A FORMAL QUALIFICATION

Examples of this may include:



OR



Instances where a qualification may exist for a job role that is not in a regulated industry, whereby either a formal, or non-formal qualification is acceptable to learners, employers and industry.

COMPLEMENTARY TO A FORMAL QUALIFICATION

Examples of this may include:



Instances where a qualification exists, but does not address all expectations of the related job role. For example, industry may expect students have completed 100 hours of work experience, yet this may not be a specific requirement of the relevant qualification.

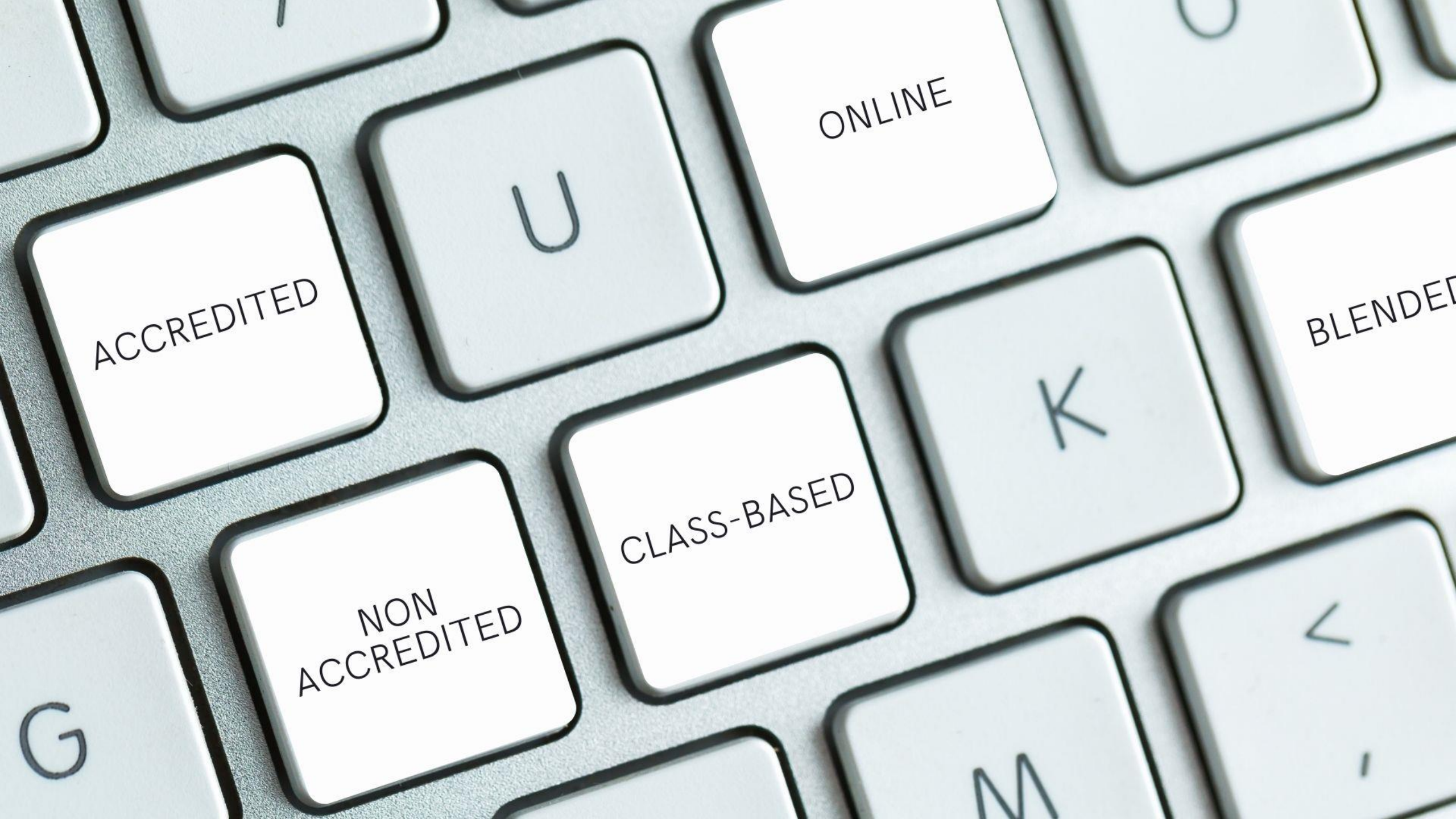
A COMPONENT OF A FORMAL QUALIFICATION

Examples of this may include:



Where an existing qualification has been built as a series of discrete and stackable credentials/subjects/modules that can stand alone and be delivered in their own right. These are then either awarded as badges or credentials that can be completed in their own right, or can count towards an overall course or qualification.





ACCREDITED

NON
ACCREDITED

CLASS-BASED

ONLINE

BLENDED

A black and white photograph of a person's hand pointing at a laptop screen. A tablet is resting on the desk in front of the laptop. The image is partially obscured by a teal overlay on the right side.

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WHAT ARE DIGITAL BADGES ?

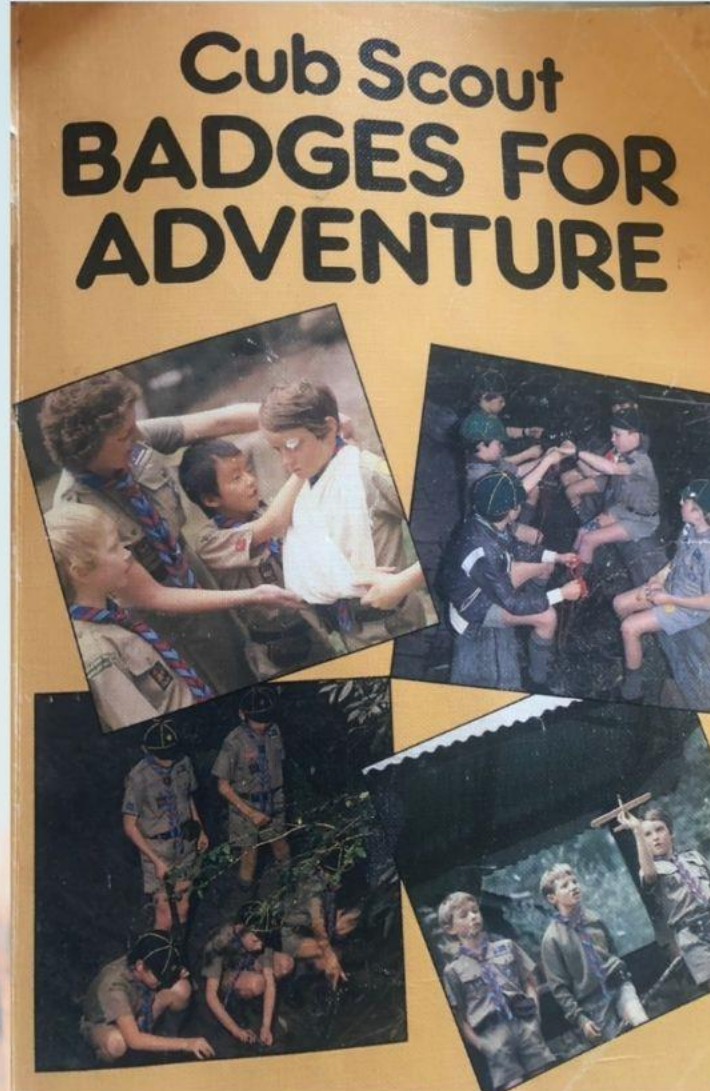


DIGITAL BADGES?

A digital badge is a validated indicator of accomplishment, skill, quality or interest that can be earned in a variety of learning environments.

Digital badges are typically digital image files that contain metadata that can be used to verify the origin and authenticity of the badge, and details of the attained skills and/or knowledge that the badge represents.

What's old is new again...



Case Study: Scouts

CONSTRUCTION



For many years wood has been used to make homes, boats, furniture and toys. In this badge you will be able to make wooden toys and useful things for your home. But you do not have to use just wood. You can use other materials to help you gain your badge. An important part of making things is to be careful of the tools you use. Remember your safety rules and always put your tools away after cleaning them.

Protection

- Safety Glasses
Safety glasses are good to wear when you are working with tools. Make sure they fit properly and that you can see clearly.
- Overalls
These will save tearing or dirtying your clothes. Your grandfather or dad might even have a leather apron that carpenters wear.




CONSTRUCTION-RED LEVEL



WHAT TO DO

1. Show that you know how to use and take care of any four of the following: screwdriver, wood plane, hammer, saw, pliers, vice or clamp, brace and bit, hand drill.
2. Use at least two of the above to make something.
3. Build something from a building kit, using at least 100 pieces.

NOTE: You must not use an article made for any other test or badge.

Toss Game
This is a good game for Cub Scouts. You have to see who is first to spell out the letters of a short word chosen before the game begins.

To make the game you will need a piece of board about 45cm x 60cm and thick enough to take cup hooks. You will need to plane the edges and use a drill to make starting holes for the cup hooks and eye screws to hang your board game. There are two blank hooks on the bottom line — these are penalty hooks.



CONSTRUCTION-GREEN LEVEL

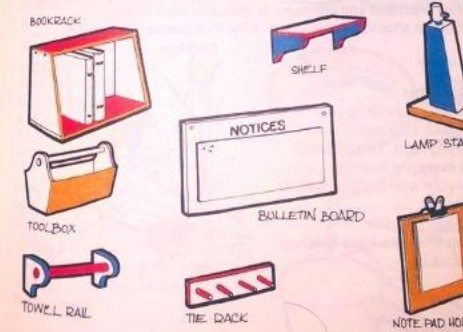


WHAT TO DO

1. Make two wooden toys using hand tools.
2. Make two items such as: bookrack, shelf, note pad holder, tool box, towel rack, bulletin board, magazine rack, tie rack, lamp stand, and finish the article by painting or staining.
3. Do one of the following:
 - (a) make a useful article from leather, metal, raffia or cane.
 - (b) build a model from a building kit.
 What you build is to consist of at least 200 pieces.

NOTE: You must not use an article made for any other test or badge.

Things you can make
You can choose any of the items below. Remember to finish the article by painting or staining it.



61

CONSTRUCTION-BLUE LEVEL

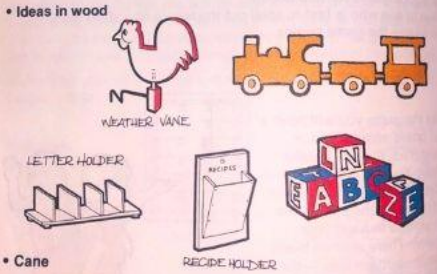


WHAT TO DO

1. Using hand tools make one wooden toy.
2. Using appropriate tools make one item such as: weather vane, recipe holder, letter holder, tray.
3. Do any one of the following:
 - (a) make an article from plastic (e.g. from a kit)
 - (b) make an article from cane
 - (c) build a structure from a building kit.
 What you build is to consist of at least 150 pieces.

NOTE: You must not use an article made for any other test or badge.

• Ideas in wood



• Cane



You will be able to think of many useful articles to make from cane. Before using cane, you must soak it first. To make a tray you will need a wooden base and cane cut to the correct size.

Case Study: Scouts



Leading the way with Digital Badging in Secondary Education.



HAILEYBURYX



Type: Experience

Level: Foundational

Time: Months

Beenleigh McDonald's Barista Co-Badge

Issued by [Beenleigh State High School](#)

Earners of the Beenleigh McDonald's Barista Co-Badge have successfully learnt calibration, coffee production and full cleaning of all coffee and grinder machines.

Skills

Barista Skills

Basic Hygiene

Calibrating Grinder

Cleaning And Shut Down Of Grinder And Coffee Machine

Milk Texturing

Weights And Pour Time

Earning Criteria

- ☞ Student has confidentially produced 10-15 quality coffees in 15 minutes.
- ☞ Participated in at least 5 Wednesday morning briefings at Beenleigh State High School using McDonald's coffee.
- ☞ Successfully completed 4 work experience sessions at Beenleigh McDonald's McCafe.
- ☞ Completed induction training at trade centre by a McDonald's coordinator.
- ☞ Demonstrated knowledge of cold and hot beverages.





Nathaniel Dean
Building manager at Simonds Homes
[View full profile](#)

Nathaniel Dean • 2nd
Building manager at Simonds Homes
1h • 🌐

View my verified achievement from Builders Academy.



Simonds Group

Advanced Leadership
Emotional
Intelligence

Advanced Leadership: Emotional Intelligence was issued by Builders Academy to Nathaniel Dean.

[youracclaim.com](#)

  5

youracclaim.com/badges/4c28725e-b224-4a6b-b9df-7e1810c33464/linked_in

Create Account Sign In

This badge was issued to [Nathaniel Dean](#) on 24 August 2020.

Advanced Leadership: Emotional Intelligence
Issued by [Builders Academy](#)

The owner of this badge has completed all learning and assessment requirements, and has demonstrated an advanced ability to: 1. Identify the impact of own emotions on others in the workplace 2. Recognise and address the emotional strengths and weaknesses of others 3. Promote the development of emotional intelligence in others 4. Utilise emotional intelligence to maximise team outcomes.

Skills

Communication Communication Skills Emotional Intelligence

Influential Leadership Leadership Listening Skills People Skills

Earning Criteria

- Completed theoretical assessment tasks that confirmed their knowledge in relation to:
 - Key features of emotional intelligence principles and strategies
 - Key elements of the relationship between emotionally effective people and the attainment of business objectives
 - Key strategies for communicating with a diverse workforce which has varying cultural expressions of emotion
 - Key features of emotional intelligence in the context of building workplace relationships.
- Awarded and actively participated in at least 10 hours of live and interactive workshop sessions on best practices in developing and using emotional intelligence.
 - Reviewed at least 10 hours of video based learning content on the topic of developing and using emotional intelligence and effectively completed formative assessment tasks in relation to this content.
- Through practical assessments and workplace based implementation, demonstrated an advanced ability to:
 - conduct an analysis to identify own emotional strengths, weaknesses, stressors, emotional states and triggers, incorporating feedback from others;
 - identify workplace situations and environments that may trigger an emotional response;
 - model behaviours that demonstrate management of emotions;
 - recognise the impact that cultural behaviours and beliefs may have on workplace interactions.

Standards

[BSB.DRS11 - Develop and use emotional intelligence \(Release 1\)](#)

Students who have completed this micro-credential have also completed all requirements as aligned with the Nationally Recognised Unit of Competency BSB.DRS11 - Develop and use emotional intelligence.

Type: Learning
Level: Intermediate
Time: Hours
Cost: Paid

youracclaim.com/badges/4c28725e-b224-4a6b-b9df-7e1810c33464/linked_in

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Verification

Verification	Issued
Issued on 24 August 2020	✓
Issued by Builders Academy	✓
Issued using Acclaim	✓
Issued to Nathaniel Dean	✓
Accepted on 24 August 2020	✓
Last updated 24 August 2020	✓
VERIFIED	✓

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**What are the opportunities
for your organisation?**



01. Micro-credentials as a taster course and marketing tool that can attract full course enrolments.



02. Designing courses to comprise a series of stackable & stand-alone micro-credentials.



03. Purpose-built micro-credentials designed to meet the needs of industry & target cohorts.



04. Implementing a digital badging framework to recognise learning outcomes and to reward excellence.



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01. Micro-credentials as a taster course and marketing tool that can attract full course enrolments.



 A screenshot of the TAFE Gippsland website's 'Free micro-credentials' page. The page features a red header with navigation links and a grid of six micro-credential cards. Each card has a red and white design with a specific title and a brief description. The cards are:

- Digital Literacy Essentials (MCC00010)**: As companies embrace digital transformation, the need for digital literacy is increasingly becoming a fundamental requirement for career success.
- Cyber Security Essentials (MCC00016)**: In today's increasingly digital world, cyber security is seen as one of the biggest risks to personal and organisational safety.
- Communication Technologies for Business Success (MCC00018)**: Being able to clearly and effectively communicate with colleagues over phone, internet and other digital communication tools and environments is more important than ever before.
- Digital Data Essentials (MCC00019)**: Digital data has the capacity to change the way we live and work.
- Data Security Essentials (MCC00020)**: The importance of ensuring that data is secure has never been more apparent to personal and business.
- Data Analytics Essentials (MCC00021)**: As the world around us continues to move at an ever faster pace, data analysis is becoming a key skill.

 Below the grid, a URL is provided: <https://tafeqld.edu.au/covid-19>

 Two screenshots of a Facebook post from TAFE Gippsland. The post is titled 'Online Microsoft Excel short courses' and includes the following text:

In light of the COVID-19 restrictions, brush up on your Microsoft Excel skills without having to leave home.

All you need is a computer an internet connection and a webcam or camera built into a laptop. Pants are optional.

Transform your lounge room into your classroom. Level 1, 2 and 3 courses available but hurry, places are limited.

 The post features a green banner with the TAFE Gippsland logo and a Microsoft Excel icon. Below the banner, there are engagement metrics showing 15 likes and 6 shares. A comment from Jack Horne is visible, along with a link to 'Excel for Windows training'.

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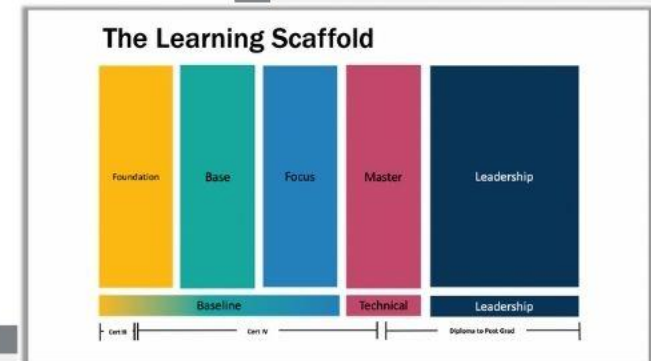
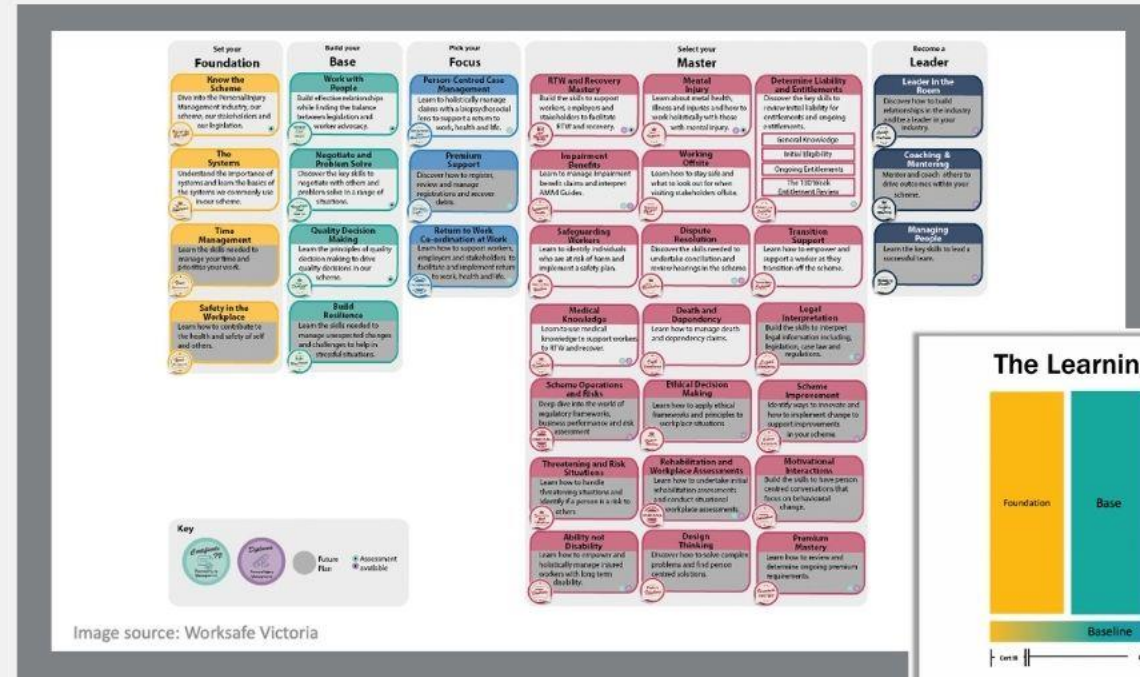


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STACKABLE & STAND-ALONE MICRO-CREDENTIALS

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CYBER SECURITY GOVERNANCE	CYBER SECURITY RISK MANAGEMENT	CYBER SECURITY BUSINESS RESILIENCE	CYBER SECURITY COMPLIANCE & ASSURANCE
GOVERNANCE The governance and compliance with information system and protection requirements, standards, policies and management processes. To identify and control non-compliance issues and mitigation.	RISK MANAGEMENT The planning and implementation of information security risk assessment and management activities in accordance with organisational processes for information security risk assessment and risk management, including the determination of security controls.	BUSINESS RESILIENCE Security related business resilience activities, to advise and implement security related business resilience activities, including disaster recovery and business continuity.	COMPLIANCE & ASSURANCE The conduct of security audit, compliance and assurance activities to verify information systems and processes meet security criteria. To conduct compliance monitoring and security control testing.
Bronze	Bronze	Bronze	Bronze
Silver	Silver	Silver	Silver
Gold	Gold	Gold	Gold
Platinum	Platinum	Platinum	Platinum
Diamond	Diamond	Diamond	Diamond

**CYBER SECURITY
GOVERNANCE**
 The governance and compliance with information system and protection requirements, standards, policies and management processes. To identify and control non-compliance issues and mitigation.

Bronze
Silver
Gold
Platinum
Diamond

Cyber Security - Risk Management (Gold)

The Cyber Security - Risk Management (Gold) package combines Information Security and Risk Management credentials, at a Gold level of recognition.

Level Of Recognition

GOLD
(Ensure & Advise / SPIA Level 5)

At this level, an individual is able to work under broad direction and self-initiated:

- influences organisation, customers and partners in own specialism;
- performs an extensive range of complex technical work;
- fully familiar with industry bodies of knowledge and own specialism; and
- demonstrates leadership and ensure and advise business skills.

Included Credentials

INFORMATION SECURITY
The design, implementation and operation of controls and management strategies to maintain the security, confidentiality, integrity, breaches, availability and relevant compliance of information systems including risk assessments, business impacts and vulnerability assessment.

RISK MANAGEMENT
The planning and implementation of information security risk assessment and management activities in accordance with organisational processes for information security risk assessment and risk management, including the determination of security controls.

You need to [log in](#) to apply for microCredentials. Don't have an account? Use the link below to register.

[REGISTER NOW](#)

**CYBER SECURITY
COMPLIANCE & ASSURANCE**
 The conduct of security audit, compliance and assurance activities to verify information systems and processes meet security criteria. To conduct compliance monitoring and security control testing.

Bronze
Silver
Gold
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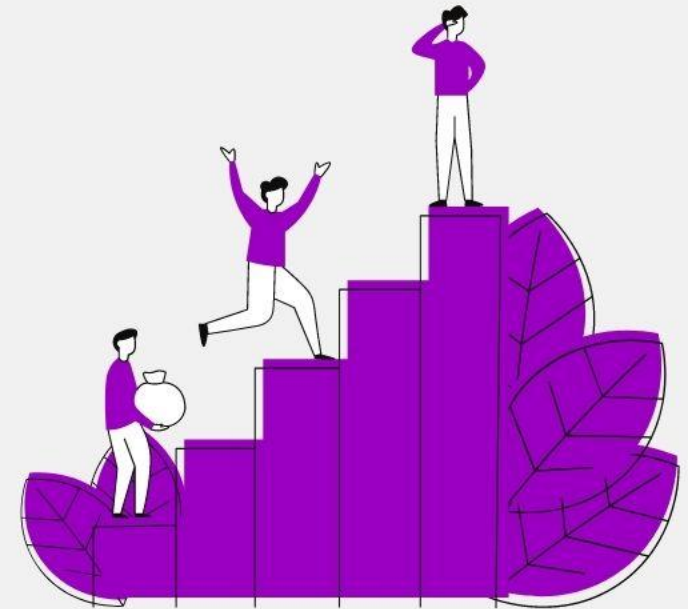
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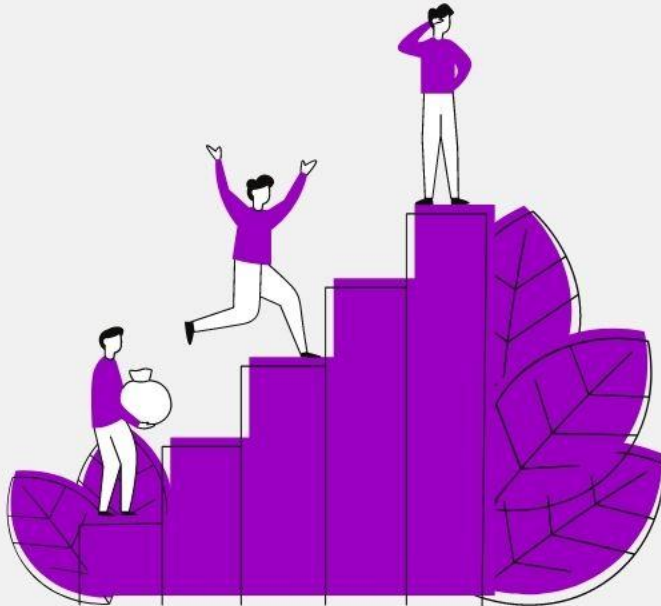
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THE DIGITAL FINANCE ECOSYSTEM
Digital Finance
PROFICIENT

ABOUT

The Digital Finance Ecosystem explores the knowledge finance professionals need to understand the current and future digital landscape and ecosystem as part of the finance and finance team.

TOPICS

- Digital finance landscape
- Digital finance ecosystem
- Digital innovation
- Digital transformation

ASSESSMENT

CPA Australia will assess your application of knowledge against the key learning objectives, allowing you to demonstrate the skills you have gained.

LEARNING OBJECTIVES

- Examine the impact the application of digital transformation and emerging technologies have on the finance ecosystem
- Evaluate and identify the needs of digital finance in various business structures
- Evaluate how finance information systems can improve the effectiveness of management decision making

Upon successful completion of the in-built formal assessment a micro-credential will be awarded in the form of a digital badge.

FUTURE OF MONEY
Digital Finance
PROFICIENT

ABOUT

What does the future of finance look like? Explore the fundamental knowledge necessary to understand the impact of digital currency and digital payments on the finance sector.

TOPICS

- Digital currency
- Digital payments
- Distributed ledger technology (DLT)
- Alternative finance providers
- Future of banking

ASSESSMENT

CPA Australia will assess your application of knowledge against the key learning objectives, allowing you to demonstrate the skills you have gained.

LEARNING OBJECTIVES

- Evaluate the benefits and risks of digital currency and payments in the context of achieving the organisation's strategic goals
- Evaluate the role of technology in creating efficiencies and effectiveness in the organisation
- Evaluate the benefits and risks of digital currency and payments in the context of achieving the organisation's strategic goals
- Evaluate the role of alternative finance providers in the context of achieving the organisation's strategic goals

Upon successful completion of the in-built formal assessment a micro-credential will be awarded in the form of a digital badge.

DATA ANALYTICS
Digital Finance
PROFICIENT

ABOUT

Learn how data analytics can support organisational goals. Explore the knowledge required to identify the use of big data, and the skills finance professionals need to develop, analyse and data strategy.

TOPICS

- Big data
- Data analysis
- Extension, consolidation and analysis of data strategy

ASSESSMENT

CPA Australia will assess your application of knowledge against the key learning objectives, allowing you to demonstrate the skills you have gained.

LEARNING OBJECTIVES

- Identify and evaluate big data from multiple sources and from business and business insights
- Develop data models to support management decision making
- Design a data strategy in the context of the organisation's strategic goals

Upon successful completion of the in-built formal assessment a micro-credential will be awarded in the form of a digital badge.

DATA INTERPRETATION AND VISUALISATION
Digital Finance
PROFICIENT

ABOUT

Data Interpretation and Visualisation explores the crucial skills a finance professional needs in interpreting complex sets of data, as well as how to effectively visualise and communicate their interpretation of that data. Learn about the use and benefits of data analytics, and why data governance is so important.

TOPICS

- Data literacy
- Data interpretation
- Data visualisation
- Data governance and security
- AI and data analytics

ASSESSMENT

CPA Australia will assess your application of knowledge against the key learning objectives, allowing you to demonstrate the skills you have gained.

LEARNING OBJECTIVES

- Evaluate and compare data visualisation tools and their use
- Develop appropriate data visualisation reports in the context of the organisation's strategic goals
- Evaluate data analysis results and apply to inform the organisation's decision making
- Identify best practice data security strategy

Upon successful completion of the in-built formal assessment a micro-credential will be awarded in the form of a digital badge.

A black and white photograph of a person's hand pointing at a laptop screen. A smartphone is in the foreground, and the background is blurred.

Topics to be covered...

1. Where is the VET sector currently at?

2. Do we need to see changes in policy, funding & regulation?

3. Unpacking micro-credentials

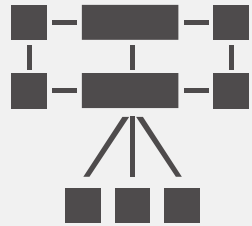
4. Defining & exploring use cases for digital badges

5. Opportunities for your organisation to offer micro-credentials & digital badges

6. What should your RTO do before it starts to offer micro-credentials & digital badging?

WHAT DOES YOUR RTO NEED TO PUT IN PLACE BEFORE IT STARTS TO OFFER MICRO-CREDENTIALS?

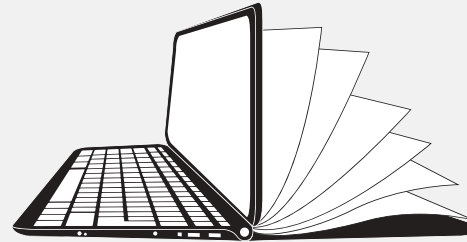
SYSTEMS & PROCESSES



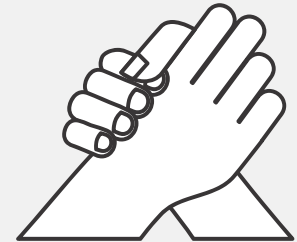
DIGITAL PLATFORMS



COURSE CONTENT



STUDENT SUPPORT

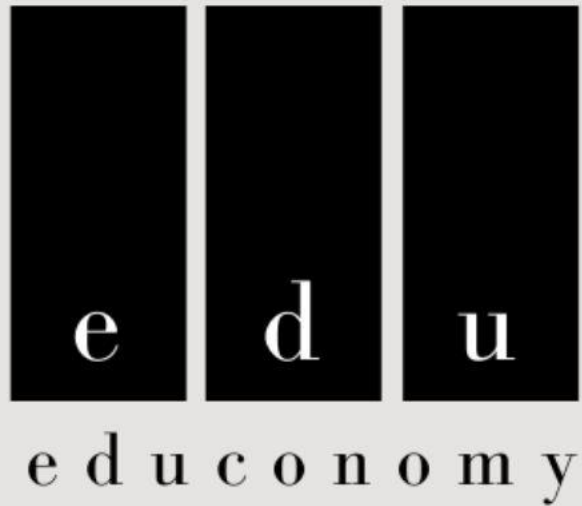




What we have covered...

1. Where is the VET sector currently at?
2. Do we need to see changes in policy, funding & regulation?
3. Unpacking micro-credentials
4. Defining & exploring use cases for digital badges
5. Opportunities for your organisation to offer micro-credentials & digital badges
6. What should your RTO do before it starts to offer micro-credentials & digital badging?

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THANK YOU FOR YOUR COMPANY

We really hope you enjoyed engaging with Matthew Dale today.

If you have any queries or feedback relating to today's topic, or any general questions regarding your role within the VET sector, do not hesitate to contact the team at Velg Training.

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Website: www.educonomy.com.au



Matthew Dale
Tertiary Education Professional,
Policy Advisor, Big Thinker, Netwo...



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#2021NVC

References included in this presentation

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- <https://www.hastac.org/initiatives/digital-badges>

COMING UP **NEXT:**

12.10 - 1.00PM



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COMPLIANCE

**Welcome to VET:
Intro to the Standards
Part 2 of 2**

Michelle Charlton

TRAINING & STUDENT ENGAGEMENT

**Learning Differently -
Addressing the
challenges faced by
students with
Dyslexia and other
learning differences**

Karen Dymke

ASSESSMENT

**Influences of AQF on
Assessment Questions**

Anni Yaringa

RTO ADMINISTRATION

**What Auditors are
Looking for in
Completed Student Files**

Kevin Ekendal

EXPLORATION

**Re-Defining
Competency: Time for
a new approach**

Michael Hartman