

vision for the future



COMPLIANCE

**Future Proofing
Your RTO!**

Maciek Fibrich



NATIONAL VET CONFERENCE
GOLD COAST 2021

#2021NVC

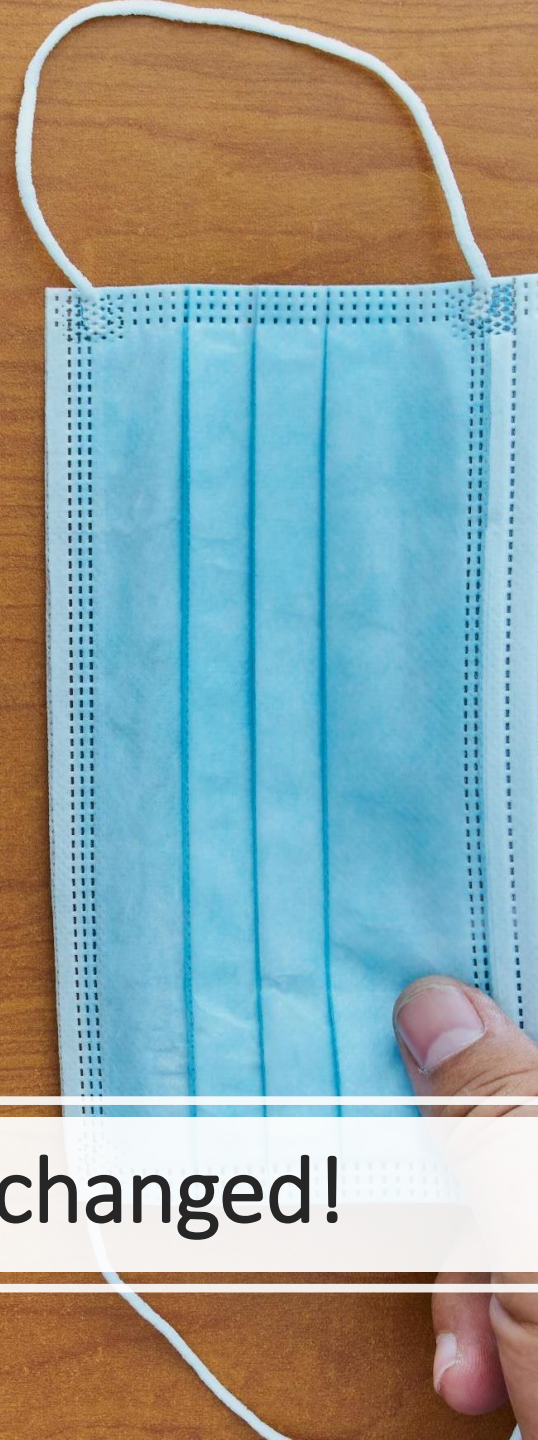
Future Proof your RTO!



Maciek Fibrich
Director
RTO Coach



#2021NVC



Things have changed!



The too HARD
became POSSIBLE



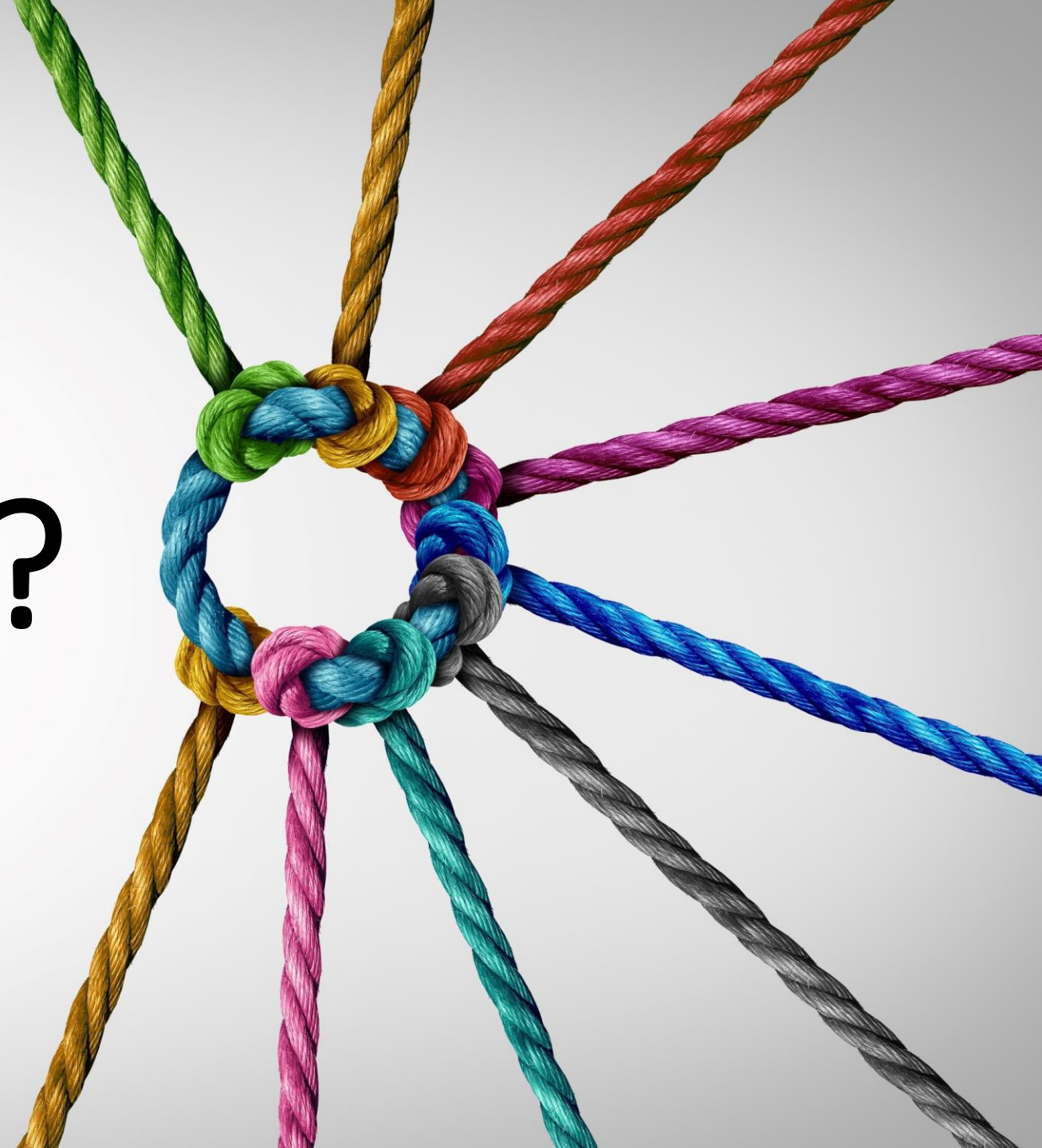
A NEW normal appeared



**POSSIBLE
became NORMAL**



What about?



Continually improving our approach to regulation



ASQA's purpose is to deliver on the Government's vision for quality VET by ensuring quality training outcomes for students.

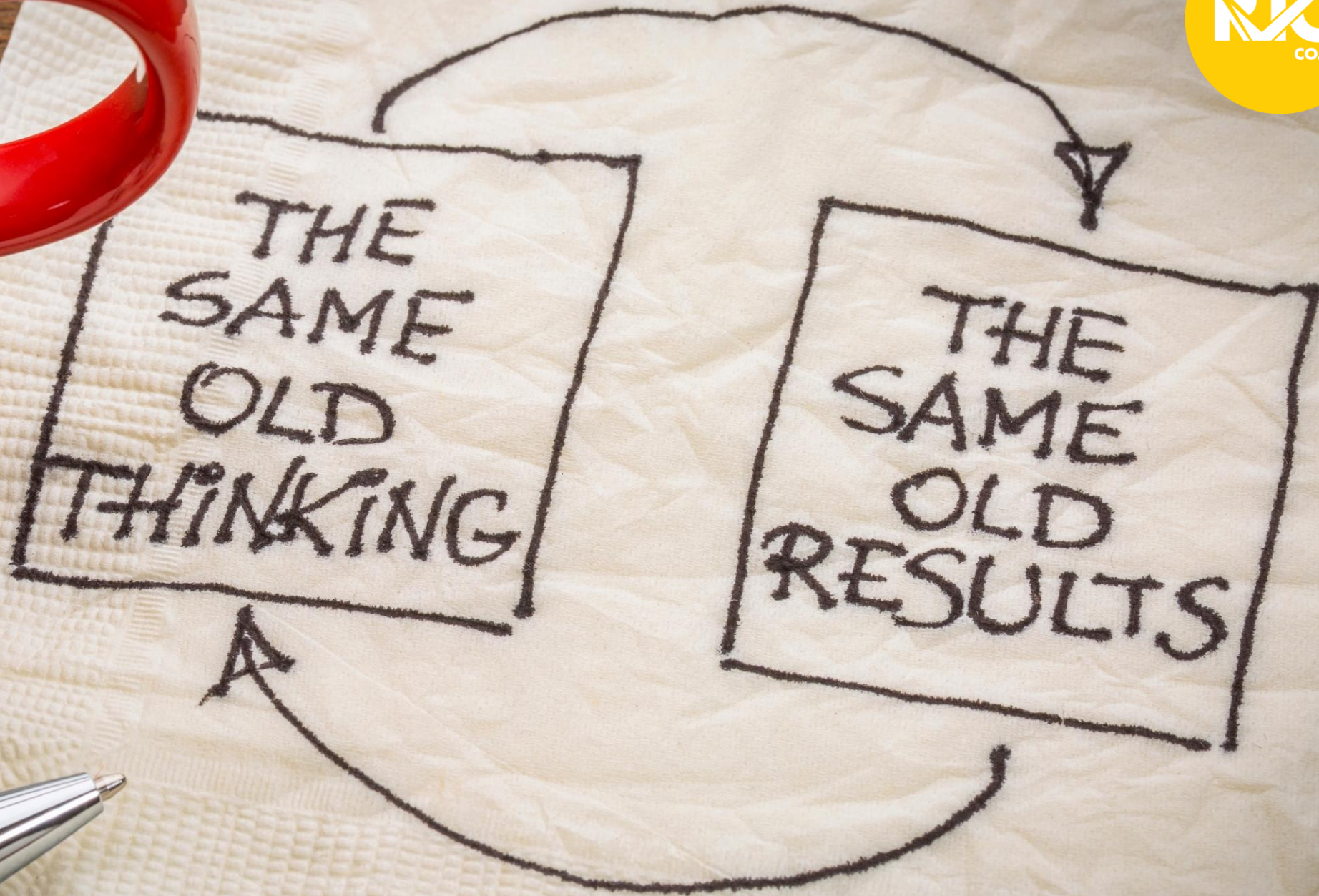
[Read more](#)

ASQA



This will fix it! Right?





For RTOs to be efficient, compliance must be embedded within the culture, and not a side project or afterthought





My approach to business

Autonomy
Accountability
Transparency





Autonomy

Giving your team the power, within limits, to become an asset for your business.



Accountability

WHO DID THAT?





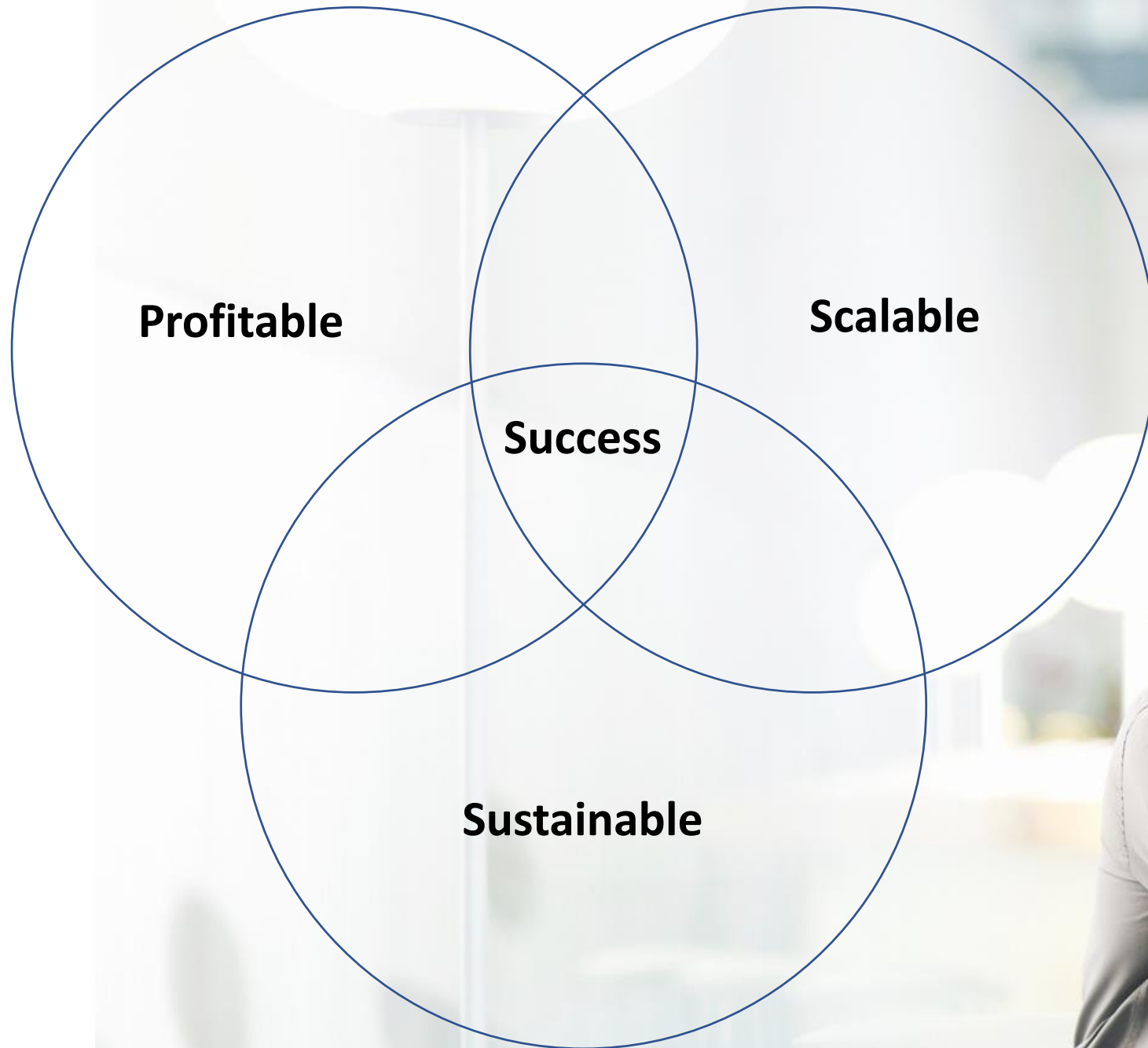
**Hi Ross,
Where are you
at with...?**



Transparency

Our aim is to develop RTOs into profitable, sustainable and scalable businesses where compliance becomes embedded within the culture, and not a side project or afterthought.





Any questions?



KN
H O W

3.1.2 Provider self-assurance and continuous improvement

Self-assurance describes the measures a provider puts in place to make sure it continues to meet obligations and deliver quality outcomes for students and industry.

Self-assurance enables providers to identify and address any deficiencies in their compliance early to limit or prevent harm to students, or the sector. The types and frequency of the measures implemented will vary from provider to provider based on their characteristics and the risk of non-compliance.

Systematic monitoring and evaluation by a provider of its training and assessment strategies and practices is required under the Standards. Providers are expected to take action when an issue is detected to make sure it is not systemic and that it does not recur. In our treatment of non-compliance and when we decide what regulatory actions to take, we will consider the provider's commitment to compliance and capability to address the non-compliance.

We actively promote and support a provider's culture and systems for self-assurance and continuous improvement.



The logo for ASQA, consisting of the letters 'ASQA' in a white, sans-serif font, positioned on a solid blue rectangular background.

Over the past six months, we have been working with the sector to develop a shared understanding of self-assurance.

We know that if providers can effectively self-assure, they will have systems and processes in place to critically examine their performance and student outcomes on an ongoing basis. This helps ensure ongoing compliance with the Standards and continuous improvement.

Self-assurance also forms an important part of managing risk in your organisation. If you effectively self-assure you can:

- identify and fix issues as they arise
- manage risks to quality outcomes and, in doing so, ensure quality student outcomes
- have confidence that you meet your regulatory obligations on a sustained basis.

From April 2021, we will increasingly focus on provider systems of self-assurance when assessing provider performance against the relevant standards.

Our assessors will focus more strongly on your understanding of your obligations and systems.

We will review how practice aligns with systems and how you monitor, review and improve your practices.

Our assessors will be considering three key questions when assessing your performance:

- Does your practice align with the requirements of the relevant standard?

- Do you have a system for ensuring ongoing compliance with the relevant standard?
- Do you monitor, review and continuously improve (self-assure) in order to ensure compliance with the requirements of the relevant standard on an ongoing basis?

By answering these three questions, we will better understand your commitment and capability to address issues as they arise and to remain compliant in the future.

Our assessors will also focus more closely on clause 2.2 of the Standards for RTOs.

As a result, you will see clause 2.2 included in the scope of most performance assessments (audits). This clause specifically requires providers to systematically monitor, evaluate and continuously improve their training and assessment strategies and practices.



What is clause 2.2 of the Standards for RTOs?

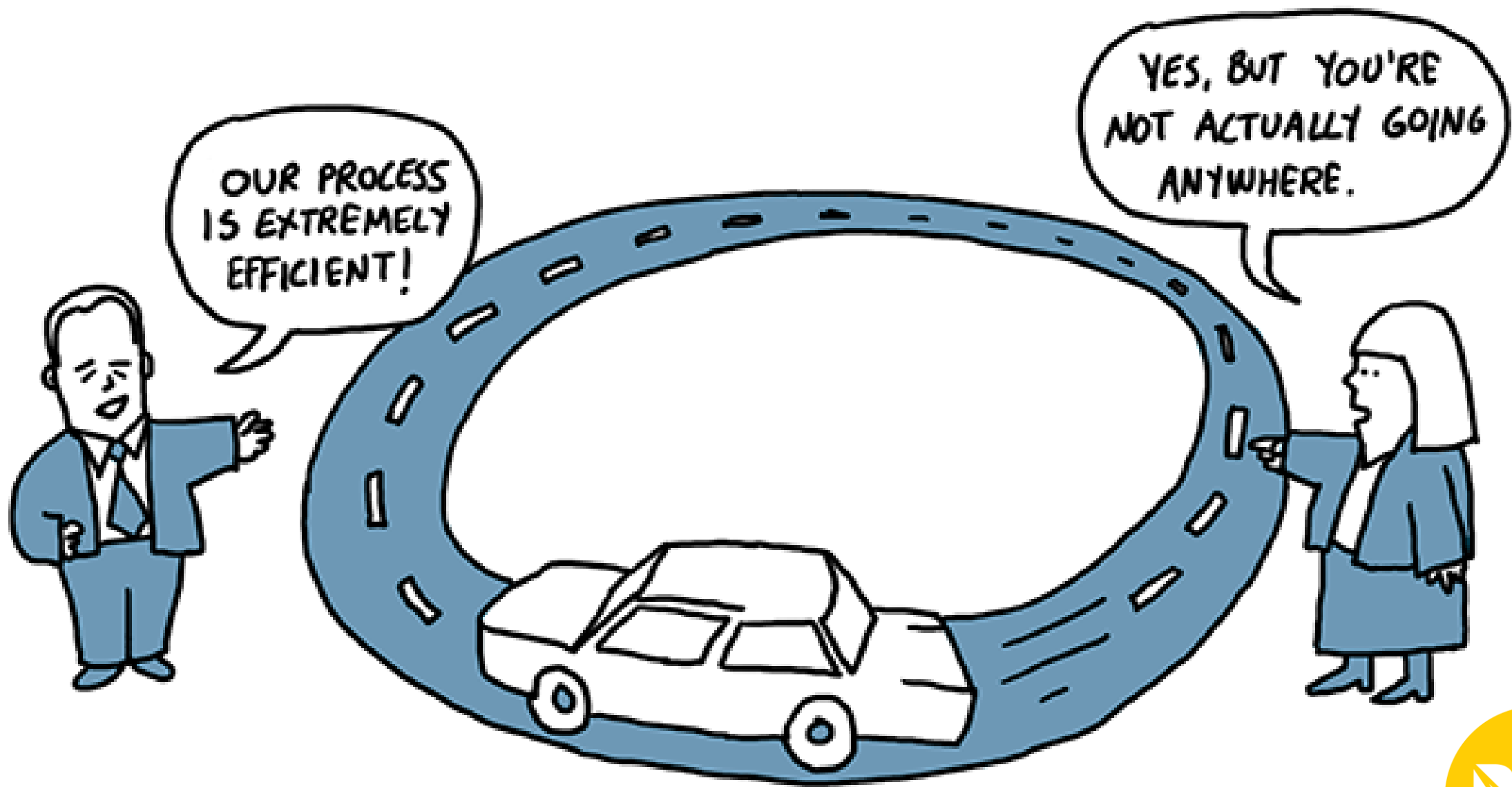
Clause 2.2

The RTO:

- systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1
- systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under clause 7.5, validation outcomes, client trainer and assessor feedback and complaints and appeals.

The Users' guide to the Standards for RTOs 2015 includes more detail about clause 2.2 including a guide to compliance, and a case study on effective internal compliance monitoring.

The logo for ASQA, featuring the letters 'ASQA' in a white, stylized font, with a small wave-like symbol under the 'A', all set against a dark blue rectangular background.



Functional systems



Checklist

Activity

New Employee Onboarding Checklist

Use this checklist to onboard new team members at RTO Coach. Click the "Run Checklist" button and enter the name of the employee into the "Activity Title".

This process is designed for the manager or supervisor to walk the new team member through the items. The employee will tick items off as complete, and the onboarding facilitator will sign off on the completed checklist. Invite the new team member to participate in the process.

Explain the business

- 1 Welcome to RTO Coach >
- 2 History of the business and its role >
- 3 The structure >
- 4 The type of work >

Intergrating compliance into practice

- 5 The VET sector >



Finish  Close

Maciek Fibrich

Explain the business

- ☒ 1 *Welcome to RTO Coach* >
- ☒ 2 *History of the business and its role* >
- ☒ 3 *The structure* >
- ☒ 4 *The type of work* >

Intergrating compliance into practice

- ☒ 5 *The VET sector* >
- ☒ 6 *ASQA and their role* <

Meet the team

- ☒ 7 *Management team / owners / shareholders* >
- ☒ 8 *Supervisor(s)* >



ASQA and their role



ASQA is the national regulator for the vocational education and training (VET) sector. ASQA seeks to make sure that the sector's quality is maintained through the effective regulation of:

- vocational education and training providers
- accredited vocational education and training courses
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) providers, including those delivering English Language Intensive Courses to Overseas Students (ELICOS).

ASQA may also collect, analyse and publish information on the VET sector and VET providers.

ASQA makes sure that the quality and reputation of Australia's VET system is maintained through effective national regulation.



Checklist

Activity

My Activity ▾

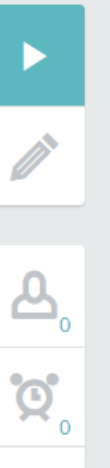
Start Today, 11:38pm

Maciek Fibrich

by Maciek Fibrich



Resume



v3.0

Published

May 19 2021 23:35

Maciek Fibrich

v2.1

Draft

May 19 2021 23:35

Maciek Fibrich

v2.0

Published

May 19 2021 23:34

Maciek Fibrich

v1.2

Draft

Mar 31 2021 14:22

Maciek Fibrich

v1.1

Draft

Mar 31 2021 14:07

Maciek Fibrich

v1.0

Published

Mar 29 2021 17:08

Maciek Fibrich

Document

Pencil

Person

Alarm

Paperclip

Tag

Calendar

Lock

Refresh

☐ Show changes

Restore

New Employee Onboarding Checklist

Use this checklist to onboard new team members at RTO Coach. Click the "Run Checklist" button and enter the name of the employee into the "Activity Title".

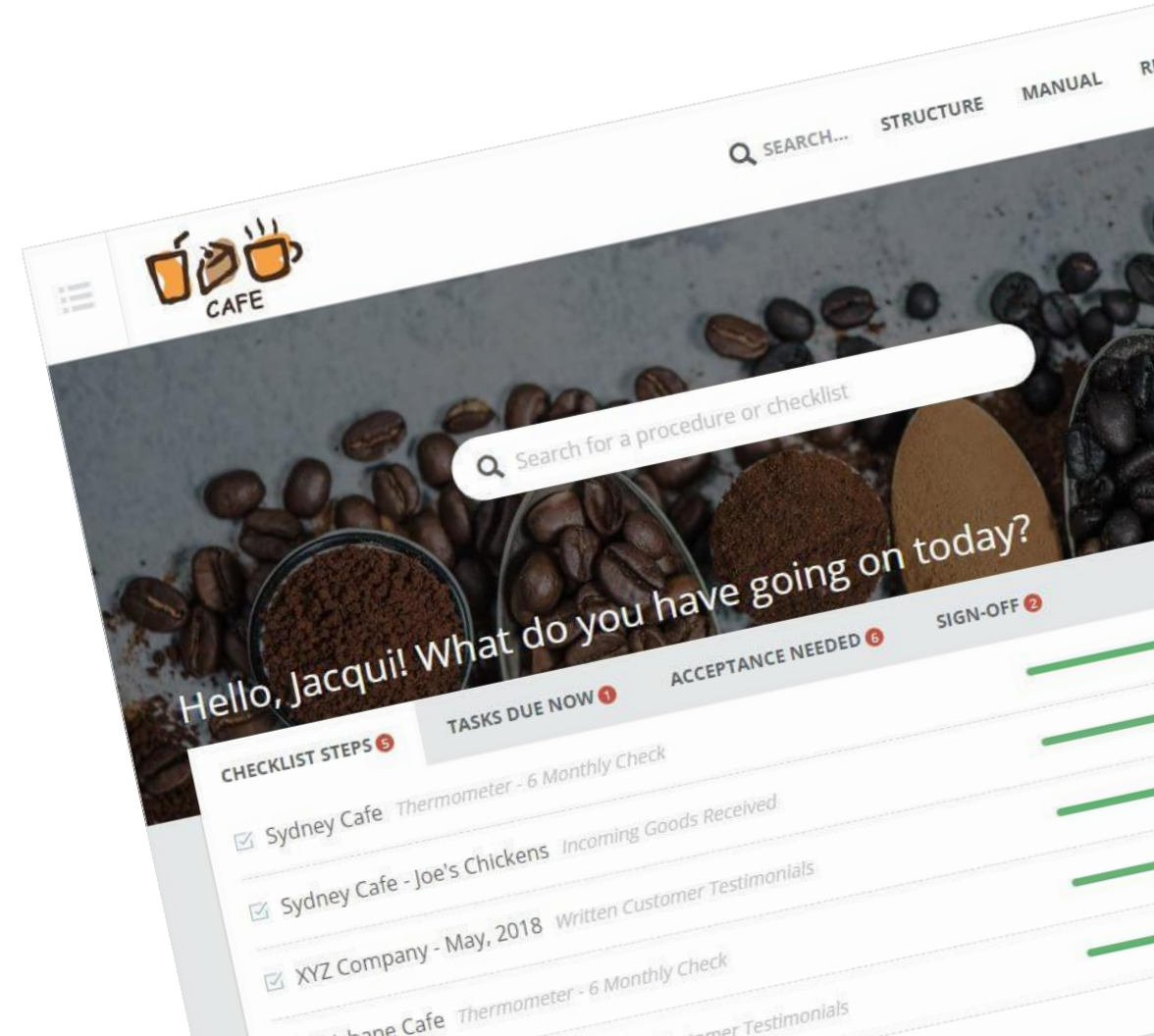
This process is designed for the manager or supervisor to walk the new team member through the items. The employee will tick items off as complete, and the onboarding facilitator will sign off on the completed checklist. Invite the new team member to participate in the process.

Free Trial of WayWeDo



Add the promo code: VET30

This will provide a 30-day trial and \$10 credit in the WWD Market Place. The promo code will expire on Oct 31st.





Assessment Task Portfolio

<CODE>
<TITLE>



Student Name: _____



Assessor Marking Guide

<CODE>
<Unit>



ame

<CODE>
<Qualification>

RPL Kit andidate Pre-Enrolment Information

Part 1 of 5



<CODE>
<Qualification>

RPL Candidate Application for RPL

Part 2 of 5



Diploma

This is to certify that
Sample Jones
fulfilled the requirements for
ODE> - <COURSE>

Mr CEO
Chief Executive
RTO Pty Ltd
Date: 1st January
Certificate No: 12345
National Provider No: 12345
Address 1
Address 2



Develop the Templates!

Teach your staff to use them!

Management Meeting Agenda & Minutes [Template]

[Instructions – Remove this text before use. This template is designed to be modified as needed for the specific use within your RTO. There is nothing concrete with this template. Where you see [&] used, you are to customise the template. The Agenda items and Questions should be amended to suit the context of the RTO. The comments on the side can also be deleted. Two applications used to assist with this process include Zoom (www.zoom.us) and Rev (www.rev.com). I am not endorsing either Application, however I have successfully used both in the past.]

Date: 00.00.00	Time: 00:00am (60 mins max)	Location:	Remote / Onsite Meeting to be minuted and recorded.
Chair:	[Insert name of chair]	Zoom Link:	https://zoom.us/j/123456789
Staff present:	[Insert all staff who are participating in the meeting]		
Apologies:	[Insert all staff who are participating in the meeting but could not attend]		
Instructions: Chair to welcome staff, ensure meeting is being recorded, and proceed with meeting. Upon completion of the meeting, Chair to send the recording to REV (https://rev.com) and then store on G Drive. Paste the link on the end page.			
Agenda item	Questions?	Notes/minutes and action to be undertaken	By whom/when
1. Action Items from Previous Meeting	Referring to minutes from previous meeting, discuss what action items have been completed or are outstanding.	[Record any specific notes/minutes here as well as specific actions based on discussions]	[Identify person here]
2. Industry Feedback / Consultation	What events have staff been to? What feedback has been gathered? Do we need to make any changes based on feedback?		
3. Staff Professional Development	Has any PD taken place since the last meeting? Do we have to plan any?		
4. Certification	Have any Certificates been issued? Were there any issues? Can we do anything better?		

WITHDRAWAL FROM STUDY FORM



Step 1 of 2 - Withdrawal from Study

ASSESSMENT SUBMISSIONS

Please read the following information page.

You may wish to withdraw from your studies, you can book anything we can to help you through this process.

If you do wish to proceed with your withdrawal, please complete the following steps:

1. You are to complete the withdrawal form.
2. You will receive an Email from the system.
3. You will receive a Statement from the system.

Step 1 of 2 - Assessment Submission Information

Congratulations on completing your assessment

To submit, please ensure that you have **ALL** assessment items uploaded. You will also need your **Student ID** which can be found in the following emails:

- The email containing your learning materials
- The email you received confirming your enrolment
- Your Study Plan
- Any 'Assessments are due soon' emails
- Any 'Results of Assessment' emails

If you cannot find your Student ID, please email study@itsa

Upload assessment items:

Please upload ALL assessment items ensuring they are appropriately labelled and saved in one of the listed file formats below.

- DOCUMENTS/IMAGES: jpg, gif, png, pdf, doc, docx, xls, xlsx, csv
- VIDEOS/AUDIO: avi, wmv, mov, mp4, flv

Max file size 50MB (select 'yes' below to upload a file larger than this).

Drop files here or

SELECT FILES

Accepted file types: jpg, gif, png, pdf, doc, docx, xls, xlsx, csv, avi, wmv, mov, mp4, flv.

I need to upload a file larger than 50MB? *

☒ Yes

☐ No

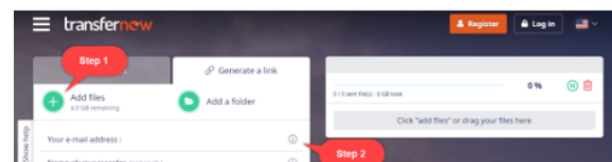
Instructions for uploading files larger than 50MB (and up to 4GB) *

Follow [this link](#) (opens in new tab).

****PLEASE NOTE:** Large files may take an extended period of time to upload - this will depend on the upload speed of your internet connection and the size of the file you're uploading.**

1. Click + to add file/s (see screenshot below).
2. Once uploaded, add your email address (a copy of the link will be sent to this address.)
3. Click Send.
3. Copy the link provided and paste into field below.

Paste link here



FUNCTION
AREA
NAME

Student
Mgmt

Supervisor +
B2B
Relp
Mgmt

Maciek

Nat

Helen

Danielle

Olga

misconduct
NIL
Extra
mile
assessments
extensions
results
study
plan
RPL
deferral
CT
progression
academ
support
detailed
delivery
fine
mgmt

student
system
mgmt

student
feedback
enrolment
grads
induction
student
process
mgmt
engage
student
feedback
reporting

counselling
support

original
relp
devt
IEAG
association
stakeholder
mgmt
partnerships
AWM
articulation
supervisor
mgmt
engagement
& support
supervisor
feedback
(CEV)
networks
of
TO DO
Ass

supervisor
feedback
(survey)
feedback
reporting
(supervisor)

Compliance

Admin
+
Operations

legislation
internal
audit
product
compliance
ASQA
audit
validation
mod.
ASIC
ATO
TAS
Developer

mkgt
compliance
industry
engagement
appeals
complaints
partnerships
ALIA

trainer
mgmt
PD
(trainer)
transitioning
(working
party)

insurance
finance/
refunds

AVETMISS
student
support
workers
comp
file
mgmt
funding
(compliance
& finance)
POS
Mgmt
traineeships
USI

IT

systems
mgmt
file
mgmt
insurance
VA
mgmt
processes
&
travel
mgmt
record
mgmt
calendar
mgmt

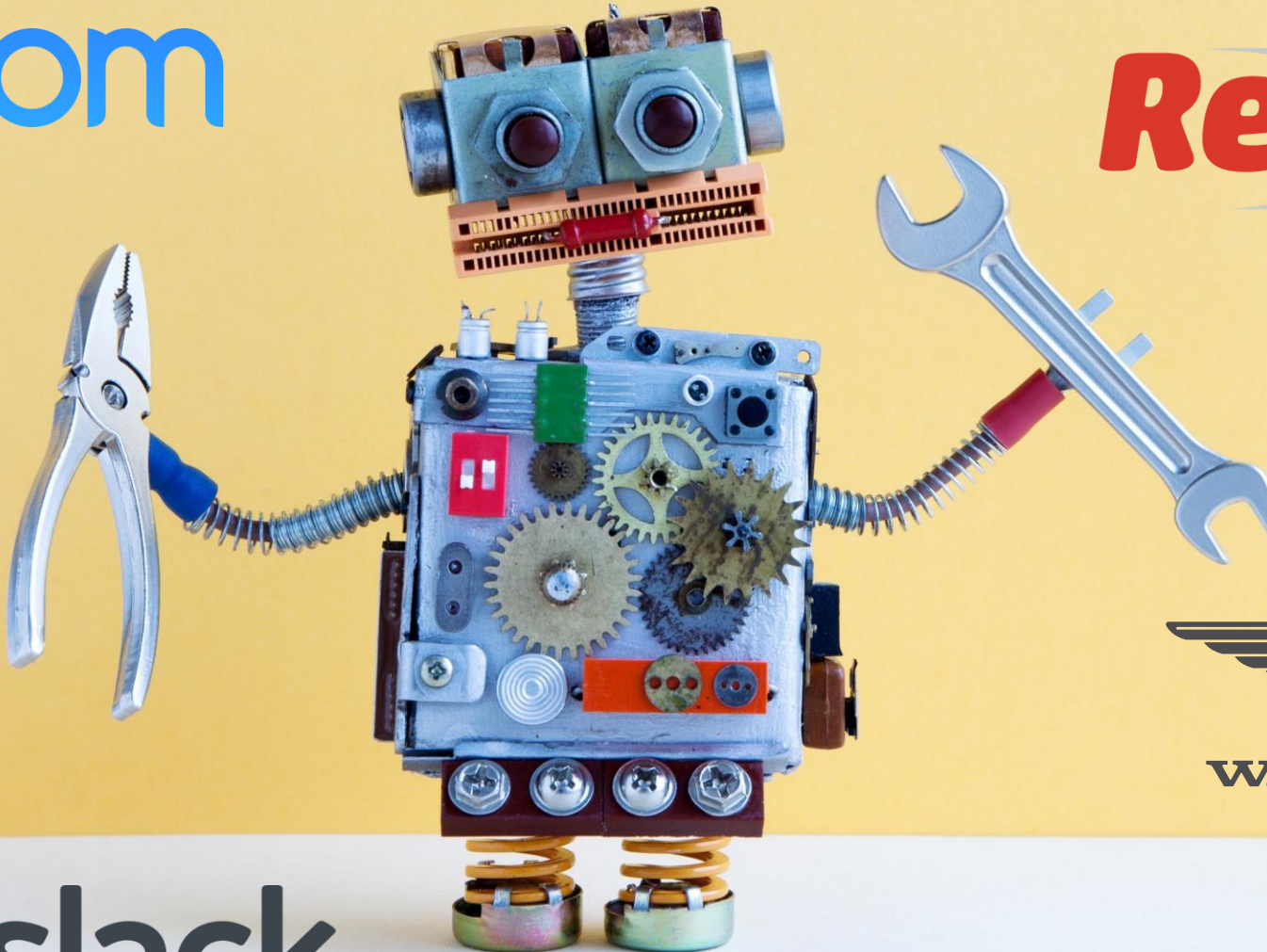
meeting
coord
policies
mail



OTHER

Embrace Technology!

zoom



Rev



G Suite

zapier



WAY WE DO

slack







upwork™



Are you Ready?



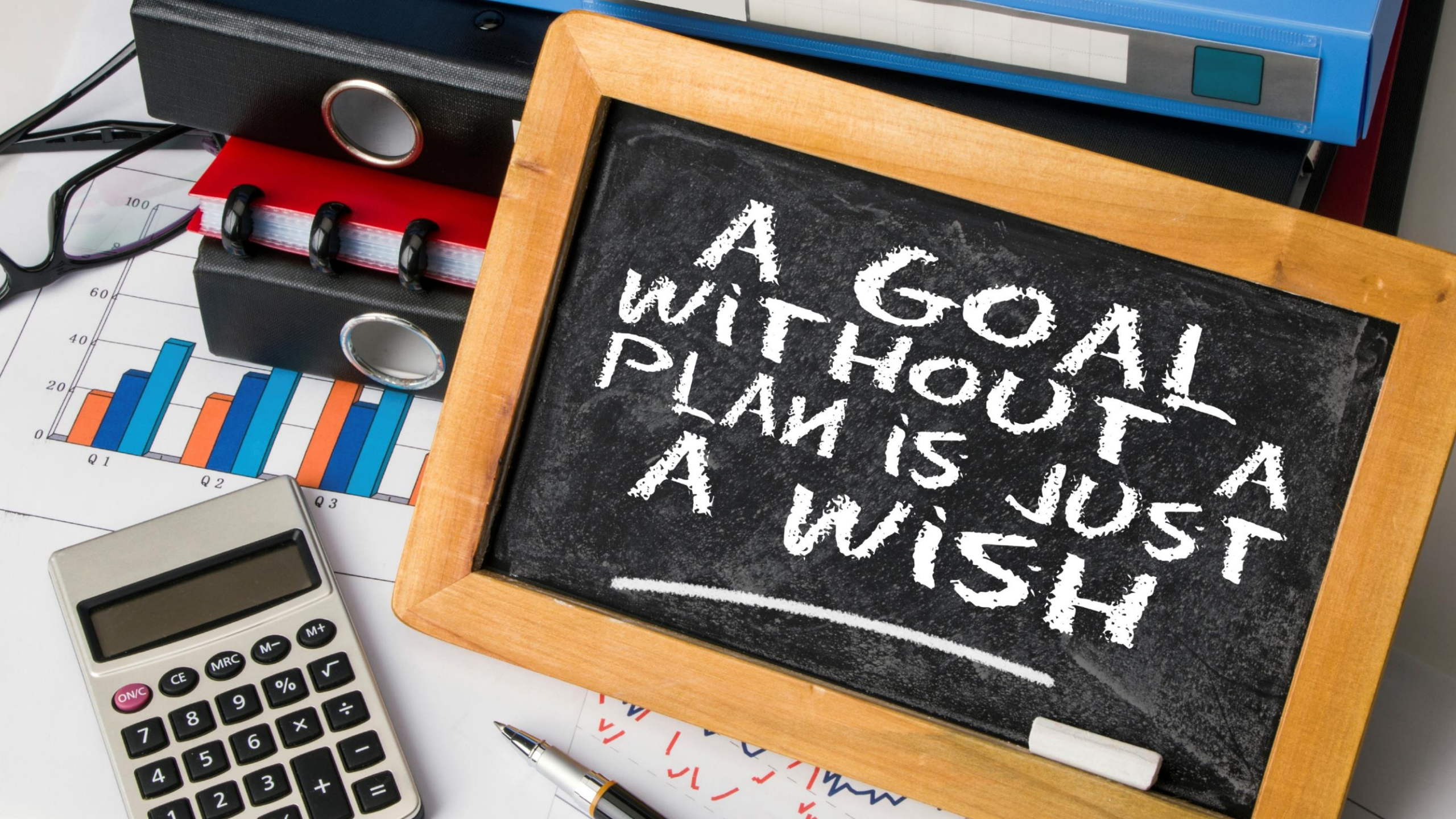
**if you change
nothing, nothing
will change**





NEXT
STEPS





A GOAL
WITH A
PLAN IS
JUST A
WISH





BUSINESS FOR GOOD

visit www.b1g1.com



BUSINESS FOR GOOD





BUSINESS FOR GOOD

Example of projects currently being supported



PROVIDE VOCATIONAL TRAINING TO WOMEN IN THE PHILIPPINES

Project managed by: [Wonder Foundation](#)



PROVIDE VOCATIONAL TRAINING TO WOMEN IN GUATEMALA

Project managed by: [Wonder Foundation](#)



GIVE DIGITAL SKILLS TRAINING TO ABORIGINAL COMMUNITIES

Project managed by: [Dot Com Mob](#)



PROVIDE EDUCATION FOR DISADVANTAGED CHILDREN

Project managed by: [Save the Children India](#)

Education

India



Impact Level: US \$20 - Provide education support for a month

CREATE GIVING STORY

ADD TO GIVING CART

Project Description

54% of India's children between 6 and 14 years old cannot read or write or perform basic arithmetic. Many of these children are not able to keep up with the learning in school, and are at a high risk of dropping out of the formal education system. Save The Children India has developed an Accelerated



For more information, visit www.b1g1.com



Post-Conference Pledge

**For every delegate registered to attend the 2021
National VET Conference, a brick will be
purchased to build a classroom in Nepal!**

Something small, makes a big difference!



BUSINESS FOR GOOD



Questions?



Future Proof your RTO!



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Mob: 0412 230 667

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#2021NVC



Thank you for being a part of our

vision for the future
NATIONAL VET CONFERENCE
GOLD COAST / 9-10 SEPTEMBER 2021

We hope you found it to be a valuable experience and that attending has helped shape your "Vision for the Future".

We look forward to seeing you next year!

