

# QCAA Update

Mark Maddox & Robyn Gooley



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# Mark Maddox

Manager, Vocational Education & Training, QCAA

- Mark has been working in the education industry since 1989 in various roles. He is currently the Manager of the Vocational Education and Training unit for the Queensland Curriculum and Assessment Authority (QCAA).
- In his current role, Mark undertakes the overall management of the functions of the QCAA VET Unit and compliance with state and national VET legislation and implementation of the delegation from the Australian Skills Quality Authority (ASQA) as a registering body.



# Robyn Gooley

Principal Education Officer QCAA

- Robyn has been active in the education industry since 1986 in both the public and private school systems. She is currently the Principal Education Officer and Lead Auditor of the Vocational Education and Training Unit for the Queensland Curriculum and Assessment Authority (QCAA) and undertakes leading the assessment reviews for compliance and initial applications for School Register Training Organisations.



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# QCAA Update

Mark Maddox & Robyn Gooley



# Effective Practice

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**About us**

**Your presenters:**  
**Mark Maddox – Manager**  
**Robyn Gooley – Principal Education Officer**

**The rest of the QCAA VET team**  
Peter Lausberg– Principal education officer (on leave)  
Kareena Geale – Administration officer  
Wes Metcalf and Melissa Peacock– Senior education officers

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**RTO Management**  
**Supporting schools to deliver high quality VET programs**

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### Learning goal

To understand and implement policies and procedure that promote reliable and sustainable management practices

### Success Criteria

You will know you are successful if you can:

- use standardised documents to build capacity
- utilise the VET App as a time saving management tool

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### Main points

1. RTO Manager role
2. Understanding core activities
3. Using standardised tools
4. Interacting with QCAA VET

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### RTO Managers have multiple roles



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### RTO Manager's core activities #1

- Oversee **all RTO operations** under Principal's delegation
- Respond in a timely manner to all requests from **QCAA VET**
- **Monitor** quality and compliance of all RTO practices and **third parties**

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### RTO Manager's core activities #2

- Manage **scope of registration** including training product transitions
- Review and approve all **TAS documents** prior to implementation
- Confirm ongoing suitability of all **trainers and assessors**

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### RTO Manager's core activities #3

- Manage 5 year **validation** cycle of qualifications' assessment tools
- Ensure accurate reporting of student enrolment and outcome **data**
- Verify accuracy of **USIs** and awarding of **AQF** certification
- Approve compliance of printed and electronic **VET information**

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## Tip 1: Check the VET App daily for deadlines

**QCAA VET**

St Patrick's College, Shorncliffe

RTO code: 30402  
Phone: (07) 3001 9800

Registration status: Current  
Registration end date: 31/12/2024

Activity status: Approved  
Next action date: N/A

Add Qualification: FSK20119 - Certificate II in Skills for Work and Vocational Pathways

Table (not yet available)

Actions: Select action

Assignees: Select assignee

Generate Summary

Requested info

Provide profile snapshot (as at 15/12/2021 9:10 am)

Supporting information

## Tip 2: Use the Question activity to get answers

**QCAA VET**

Activities

Question filter: Select filter

View: Table grid

| Question date | Activity type | Status | School name                      | Content                       | Assignee       |
|---------------|---------------|--------|----------------------------------|-------------------------------|----------------|
| 15/12/2021    | Question      | Open   | Trinity Bay State High School    | ETC Policy and Procedures     | Patricia Leach |
| 15/12/2021    | Question      | Open   | Providence State High School     | Change Notice of Registration | Patricia Leach |
| 15/12/2021    | Question      | Open   | Stungate State High School       | Change Notice of Registration | Patricia Leach |
| 15/12/2021    | Question      | Open   | Mahogany State High School       | Training and Development      | Patricia Leach |
| 15/12/2021    | Question      | Open   | Carroll State High School        | Training and Development      | Patricia Leach |
| 15/12/2021    | Question      | Open   | Mahogany State High School       | Change Notice of Registration | Patricia Leach |
| 15/12/2021    | Question      | Open   | Australian International College | AIC Certification             | Patricia Leach |
| 15/12/2021    | Question      | Open   | Stungate State High School       | ETC Registration              | Patricia Leach |
| 15/12/2021    | Question      | Open   | Stungate State High School       | ETC Registration              | Patricia Leach |
| 15/12/2021    | Question      | Open   | Stungate State High School       | ETC Registration              | Patricia Leach |

## Chat questions

In a moment,...

Type your questions in the chat box.



## Using standardised tools: TAS

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## TAS tip #1: Cover page

Complete all details, including names, emails and dates

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## TAS tip #2: Section 1

Review and check all the "Confirmed by RTOM" boxes

Read and apply the help text on regulatory and other matters

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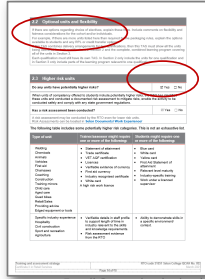
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### TAS tip #3: Section 2.2 and 2.3

**Section 2.2 - Explain unit flexibility options**

**Section 2.3 - Risk assess even seemingly lower risk units**



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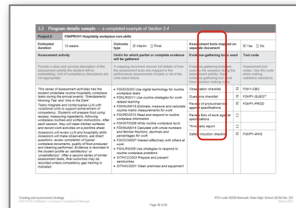
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### TAS tip #4: Section 3.4

Use the specified methods to show how evidence requirements will be met

- Observation
- Questions
- Things made
- Supplementary



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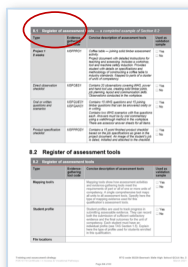
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### TAS tip #5: Section 8.2

Include details about the tools:  
(1) after you've used them to gather evidence, and (2) before the scheduled validation session



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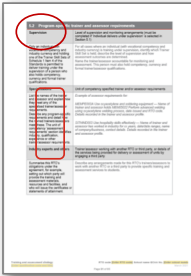
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**TAS tip #6: Section 5.2**

Fast track your application by adding specifics about the trainer's and assessor's suitability



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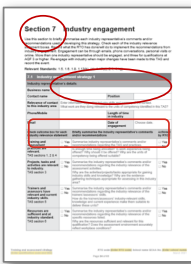
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**TAS tip #7: Section 7**

Save a clarification request by fully completing and recording details from a sufficient number of strategic industry engagement

AQF 1 or 2 = 2  
AQF 3 or 4 = 3



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**Chat questions**

**In a moment,**

Please put your questions in the chat box.



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## RTO profile and performance



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## RTO profile

### Provider profiles are used to determine:

- Whether a performance assessment is needed
- How much support your RTO needs
- How changes to scope will be processed

### Profiles are derived from:

1. Your RTO's operations
2. Interactions with QCAA VET

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## Performance assessment (Audit)

### Progression of a performance assessment event

- (1) Advice of audit – You send back the verification form
- (2) Request for initial evidence – You send the initial evidence
- (3) Request for assessment evidence – You send selected assessment tools
- (4) Advice of initial findings audit report (this ends the process if compliant)
- (5) Advice to provide further compliance evidence (only if non-compliant)
- (6) If not compliant, we support you through the 'return to compliance' process
- (7) When compliant, you get advice of final report (usually the end of process)

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### Where to find standardised VET documents

#### Standardised policies and procedures

1. Governance and administration (pdocx, 171.3 KB)
2. AQF issuance and replacement (pdocx, 1.2 MB)
3. Assessment system (pdocx, 186.2 KB)

#### Resources

Information and resources developed by the QCAA are designed to help guide Queensland schools in managing their RTO's compliance.

- Standardised Policies and Procedure documents with implementation guides and checklists
- School RTO management resources

9. Validation (pdocx, 157.3 KB)
10. Third party arrangements (pdocx, 176.0 KB)
11. Trainers and assessors (pdocx, 118.9 KB)
12. Training and assessment strategy (pdocx, 161.0 KB)

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### Question time



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### What's new?

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## What's new summary

| Area of change                     | Change                                   | How or When          |
|------------------------------------|------------------------------------------|----------------------|
| Audits                             | Performance assessment                   | Equivalent practices |
| Auditors                           | Performance assessment officers          | Equivalent roles     |
| Minor deficiencies at audit        | Not recorded as a non-compliance         | Since 2021           |
| Agreement to rectify               | For practices needing more than 20 days  | Since 2022           |
| Change a training product at audit | Add or remove possible, based on risk    | Since 2021           |
| Validation records                 | Expecting 2020 onward validation records | From 2022            |
| End of transition - VET App        | Packaging rule unit not available in App | Contact QCAA VET     |
| Third Party agreements - VET App   | Report start and end in App              | Since June 2020      |
| Renewal of registration - VET App  | No longer in School Portal now in App    | Since November 2021  |
| Withdrawing registration           | Processes updated                        | Since November 2021  |
| TAS updated                        | Government regulatory requirements       | Since March 2021     |
| Trainer/assessor profile updated   | No longer referencing TAE40110           | Since April 2021     |

## Reflection

### Right now,...

Make a commitment to action arising from today's webinar.

What RTO management practices will you:

- continue?
- stop?
- start?



## Learning goal

To understand and implement policies and procedure that promote good and sustainable management practices

## Success Criteria

You will know you are successful if you can:

- use standardised documents to build capacity
- utilise the VET App as a time saving management tool

## Acknowledgments



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[www.instagram.com/myqca/](http://www.instagram.com/myqca/)



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ANY QUESTIONS?

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