

Quality and Compliance

Monitoring Training Providers that have a Funded Activities Agreement

Introduction

To ensure the community has confidence in the training services provided through public investment, the Department for Education (the Department) requires registered training organisations (RTOs) with contracts to deliver subsidised accredited training to:

- be registered with the Australian Skills Quality Authority (ASQA);
- satisfactorily meet the assessment criteria for a contract with the Minister; and
- maintain high standards throughout the term of the contract.

ASQA is the national Vocational Education and Training (VET) regulator and is responsible for ensuring RTOs are compliant with the national *Standards for Registered Training Organisations 2015*. South Australia's approach is to complement the work of ASQA by ensuring that RTOs are compliant with the terms and conditions of the Funded Activities Agreement (FAA).

The most fundamental responsibility of a contracted training provider is to understand the terms and conditions of the contract and the requirements of the national *Standards for Registered Training Organisations 2015* (Standards).

Monitoring Process

The Department for Education is committed to ensuring that public funds that are provided to RTOs, to support subsidised training in South Australia, are being used appropriately and represent value for money.

The Department routinely monitors the performance of all RTOs that deliver subsidised accredited VET training to South Australian students.

The monitoring process checks whether the RTO is compliant with the terms and conditions of the FAA, including compliance with requirements about: management of enrolment conditions (eligibility and existence); student assessment records; Upfront Assessment of Need; subcontracting; student learning support services; trainer experience and qualifications; and child protection.

The Department's monitoring of RTOs complements, and does *not* duplicate, ASQA's monitoring and audit activities for compliance with the national *Standards for Registered Training Organisations 2015* (Standards). The Department may refer suspected non-compliance with the Standards directly to ASQA for consideration.

The Department monitors RTOs throughout the term of their funding agreement using a set of indicators and may at any time institute a review into an RTO's performance against the terms and conditions of the FAA.

At all times, the Department seeks to ensure that RTOs deliver quality training to students to achieve the best possible outcomes.



Background monitoring

The Department's risk-based approach employs a range of qualitative and quantitative measures to routinely monitor RTOs including: subsidy payment data; training activity data; marketing materials including media and websites; complaints or concerns raised by consumers or stakeholders.

Monitoring will go unnoticed by the RTO although an RTO can be reviewed at any time during the term of their FAA which may require the RTO to produce further information.

Key indicators used by the Department include but are not limited to:

<i>Key indicator</i>	<i>Quality & compliance issues</i>
External Complaints	Concerns/Complaints from external sources relating to quality delivery, RTO Registration and Student Outcomes
Upfront Assessment of Need	RTOs are not implementing the upfront assessment of need in line with departmental requirements
Training Accounts with no activity for 90 days or more	A high prevalence of active Training Accounts for which there has been no activity for 90 days or more
Result Code 30/52	A high prevalence of failing result codes (i.e. "30 Competency not achieved/fail" and "52 RPL not granted")
Result code AP70	A high prevalence of result code "AP70 Academic Pass – Continuing Enrolment" Closing Training Accounts that include that are recorded as AP70
Bridging Units	Inappropriate use of Bridging Units, which aims to ensure that students only undertake training that is essential for them to successfully complete the minimum requirements of their course.
Closed Training Account (non- completion)	A high prevalence of closed Training Accounts where qualifications were not attained
RPL	A high prevalence of result code "51 Recognition of Prior Learning granted", where a 'credit transfer' process may be more appropriate

How reviews are conducted

The Department confidentially 'profiles' RTOs against the indicators mentioned above, and the profile may lead to a review. When a review is undertaken, the RTO is notified in writing to explain:

- when the review will take place
- whether the review will include a desk-top analysis of documents, a site visit or a combination of both
- what documentation and evidence will be examined.

If a desk-top review is undertaken, the RTO is usually asked to provide full student records for a sample of its students that DIS selects. The sample may include current and non-current students selected from across one or more courses. The RTO will be required to supply copies of the student records in hard copy form.

If a site visit is undertaken, the RTO is required to have all student records available for inspection as well as other documentation relevant to the funded activities. Written notice will be provided to the RTO requesting the sample records required for the site visit and the representatives undertaking the review may request the presentation of additional records without notice during the site visit.

The review process may result in supplementary requests for information and, where non-compliances are identified, remedial action by the RTO. Any required remedial action will be communicated to the RTO in writing.



Training provider responsibilities and preparation

In preparation for a review, the Department will provide a written request for evidence in accordance with the FAA.

Additional information regarding the review or the process can be requested by contacting the contract inbox at: SkillsContracts@sa.gov.au

It is suggested that the RTO appoint an officer who will be responsible for coordinating the provision of records and can respond to questions or requests for further information during the review.

RTOs will be required to collate records and evidence and supply it to DIS Reviewers as part of the review process. The review progresses much more smoothly if student records are logically presented and include appropriate evidence of Upfront Assessment of Need, evidence of eligibility and existence, training and assessment records, and work placement records.

Because the Department monitors RTO activity through the data supplied for the student enrolment and subsidy payments, it is important that all evidence to support the payment of funding be maintained in accordance with the funded activities.

What to expect on the day

The Department representative will introduce themselves and outline the process, this should then be followed by a tour of the site and the training facilities.

Generally, a site visit will take between 3 and 5 hours, depending on a range of factors including: the size of the RTO, the availability and condition of student records, the number of records being reviewed, and the complexity of the matters being investigated.

If the student records are predominantly electronic, additional time or support might be required for that review.

Outcomes of the review

Once the review is completed, a summary will be prepared and sent to the representative of the organisation and to the contact of the review. The content of the summary may require an additional action; this will be explained in the correspondence.

The outcomes may range from a simple letter that states the findings of the review were satisfactory, through to a formal Event of Default Notice. If an Event of Default Notice is issued an outline of the breach of the Funded Activities Agreement will be explained and the action and timeframe will be included in the notice.

The Department will undertake a follow-up review to check that any remedial action has been implemented.

The RTO and the Department will bear their own costs associated with the review process.

Further information

Contact number 1800 673 097
SkillsContracts@sa.gov.au

