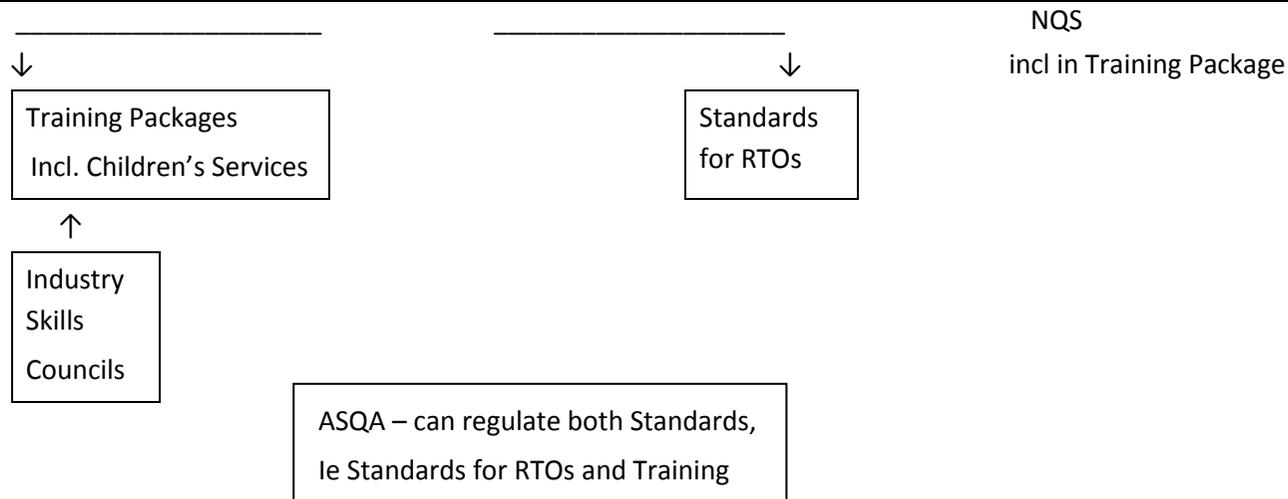


TASMANIAN ECEC AND SAC SECTORS SKILLS PLAN 2012 - 2016

Notes from the Second Roundtable between Skills Plan Committee and RTOs

Date	20 Feb 2013
Location	The Campbell Town Hotel, Campbell Town
Time	1.00 – 3.00 pm, following an informal lunch
Welcome	Chris Symons welcomed all those attending the afternoon Roundtable session.
Present	<p>Steering Committee – Chris Symons, Jo Walsh, Annette Barwick (ECA Tas) and Linda Seaborn (Skills Tas); Helen Simmons (Project Officer)</p> <p>Advisory Committee – Helen Houston (Tas Skills Institute), Janelle Brennan (FDCCT), April Bradford (Campbell Page), Shirley Grace (DEEWR), Janette Armstrong (United Voice), Helen Miller (ECU)</p> <p>T&PDRG – Michelle Beakley (Care Bears), Scott Gibson (BBCS, OSHC), Emily O’Brien (Little Bees), Kelly Ashton (Lipscombe), Wendy Richards (Wynyard OSHC), Sharon Payne (St Patrick’s CS), Shirley Kelly (BBCS)</p> <p>RTOs etc - Jane Jakimowicz (Guilford Young College), Jenny Brooks and Sarah Berwick (Polytech, N-W), Bronwyn Bushby</p>
Welcome	Chris Symons welcomed all those who arrived for the afternoon Roundtable session.
Presentation by Michele Dawkins, Manager, Industry Engagement, ASQA	<p><i>NB: These notes are an amalgamation of Michele’s presentation before and after lunch.</i></p> <p>ASQA was established to regulate better, eg previously an RTO could register in 1 State (with the easiest system) and then deliver in all States.</p> <p>ASQA has received 8000 requests for registration, an 81% increase over past 6 months, which is a result of Standards improvement, and transition to new Standards. WA and Vic didn’t hand over their State responsibilities to ASQA – however, if an RTO is delivering training in Tasmania, the RTO should be registered with ASQA.</p> <p>Number of RTOs refused registration or de-registered – 352, ie 4%</p> <p><i>Relationship between ASQA State and National offices</i> – States do compliance; National Office deals with complaints</p>



NB: Focus of the ASQA audits is NOT the **delivery** of training but whether assessment **outcomes** are met (evidence/authentic/valid etc) ie reflect graduate's capacity to do the job in workplace.

How are RTOs/training providers regulated?

This a 5 year cycle:

Initial Registration – an audit vs *Standards for RTOs*; initial registration can take 6 months

1 Year – monitoring audit

2 – 5 Years – Risk assessment ie ASQA carries out an audit

IF there is a complaint

OR the RTO applies for new scope

OR the RTO transits to a new system.

ASQA has capacity for 'no notice' or 'short notice' audit, eg because of a complaint

Sanctions? An RTO's registration can be suspended or cancelled.

Michele's Message: Industry feedback about RTOs of concern is most important, because ASQA can audit these RTOs more often.

Note, however, that ASQA has approx 200 staff, including 100 auditors... but there are 4,100 RTOs!!!

How does ASQA conduct an audit?

Either a Site audit **or** a desk audit. ASQA generally don't talk with students, ie will refer students back to the RTO 1st.

ASQA works with State Regulatory Authorities, eg ASQA will take an Regulatory Authority (RA) person to an onsite audit so that RA can advise that things are up to required standard.

Note – the Standards for ASQA are currently being reviewed.

How do ECEC services choose a good RTO/training provider?

ASQA has developed a document. Helen to email the link out.

On-line training?

Michele advised that the question is not so much about whether training is delivered on-line, but how RTO is gathering the evidence in order to assess the student.

How does an ECEC service lodge a complaint?

Via an On-line complaint form. **There must be a breach of Standards in order for ASQA to investigate a complaint.**

721 complaints in ASQA's 1st year – 310 closed (including those which were sent to wrong agency), ie only 50% dealt with!!

75,000 phone enquiries – ASQA knows people not happy with Info-Line, and are trying to improve this.

NB: Many organisations have **concerns** rather than a complaint – very important to forward concerns to ASQA, as this helps to build the 'picture' of an RTO, which can then be the basis for a **monitoring audit**; this must be Commissioner's decision.

How long does it take ASQA to investigate a complaint?

2 – 3 audits per month per auditor.

Note – there are 78 Training Packages, and 3,500 qualifications, so ASQA really needs to engage with industry **

What happens if complaint is justified?

RTO gets 20 days to rectify the issue; if not, then sanctions applied.

Natural justice process? RTO can go to Admin Appeals Tribunal, and get a 'stay', eg if problem has been resolved, AAT can lift the sanction because AAT decision is based on 'that point in time'

How does sector know what's happening?

ASQA advises ACECQA.

NB: ACECQA does not publish information regarding the status of Registered Training Organisations. However, this information is available on www.training.gov.au.

What about the students in the event that their RTO has received a sanction?

The RTO must show how they will transition the students to another provider.

Credit transfer arrangements?

A student who shifts from a 'disreputable' RTO to a better RTO will receive credit transfer for competencies approved by the disreputable RTO, ie services need to be careful when analysing the graduate's Statement of Competence.

NB: there are lots of reasons for credit transfer – can't automatically assume it is because of RTO standards. However, good to check things out carefully.

Cost of audits; who pays?

From July 2014, it will be full cost recovery from RTO if complaint is substantiated.

Who should complain?

eg the Roundtable? or individual services? Michele explained that the more contacts from concerned services, the better the picture that ASQA can build up of an RTO, ie preferable that individual services contact ASQA.

Michele advised that a **Strategic Review of Children's Services** will occur soon; parallel to the review currently underway in Aged Care (because of immigration issues, etc). A Strategic Review is cross agency, and will involve an audit.

ASQA suspects that there may be a higher than average rate of non-compliance in ECEC, as there is in Aged Care. ASQA currently looking at all RTO websites.

Chris advised that CS&HISC currently looking at putting someone on full-time to investigate such issues.

** Michele's responsibility is **Industry Engagement**. Contact – IndustryEngagement@asqa.gov.au.

There are 4 staff in this section, each is responsible for 3 ISCs. Tracey-Lee ? is responsible for CS&H ISC.

Michele's section works with industry, eg get feedback re what are the greatest risks in a particular industry; and this then will be area that the auditors will focus on, eg, in ECEC, given the risk of anaphylaxis, the auditors would focus on Nutrition.

Example – feedback from the ECU in 2012 was around OH&S, and the number of accidents

What examples could we share so Michele can provide feedback to her staff?

- Inability to supervise adequately
 - Literacy
 - Online provider issues
 - Issues around \$\$ being linked to completion eg RPL process is sometimes used ineffectively/quickly
 - PSC providing *baseline* training rather than building on existing competencies in areas of supervision especially of a group/communicating with families/medical plans and allergies
 - Currency of trainers
 - Perception that the level of competency of Cert III educators when RA assessors are at their service, ie Cert III educators expected to speak at Diploma level. Qualifications have to match the standards and this not captured in Cert III.
- NB: Meeting felt that this issue is being dealt with.

Query re number of students already working when they start training. Skills Tas has the stats on training agreements.

Action: Services to contact Michele if anything comes up.

Complaints process: given the issues Michele has covered, is there any way that we could work in Tassie to deal with issues more immediately? Eg develop an agreed grievance process?

- (1) Chris - Roundtable is one opportunity – a.m. session to be an 'intelligence gathering' opportunity, and the p.m session the opportunity to discuss with RTOs
If not resolved, then could move to grievance process
- (2) Annette - Strengthen the communication so that services get all the info
- (3) Jenny Brooks - Polytech maybe could look at their 'feedback' forms for services so they more linked to new requirements
- (4) April – RTOs required to have policy and procedures; must have a Complaints Register

	<p>It was noted that 1 ECEC service can have up to 4 RTOs involved at any one time – very confusing! Following discussion it was resolved that Action: Refer the concept of developing a minimum protocol to the Steering Committee as a priority</p> <p>Discussion re how services could submit issues to the Roundtable. Can't rely on the TPDRG members to 'canvas' other services. Action: Refer this issue to Steering Committee for immediate action.</p> <p>Helen Houston suggested that to assist the strategic planning for RTOs and the sector would be if the morning group (TPDRG and Steering Committee) be considered as an IRG, eg in light of the new Training Package, group could make recommendations re preferred electives, etc Action: Refer this issue to Steering Committee for action.</p>
<p>Review of Children's Services Training Package</p>	<p>Further to the morning's discussion, the question of sector working more closely with RTOs was progressed. It was noted that Aged Care sector work together with RTOs through each of the core units. But, how to encourage the sector generally to become familiar with the new Training Package? Resolved that Skills Plan group organise regional meetings which give an overview of the changes, explain how new package deals with new requirements (ie the assessment outcomes) and how it deals with sector concerns. Action: Steering Committee to follow up this concept and organise. Note – ISC should visit Tasmania as part of the roll-out.</p> <p>Issue of workplace supervision raised, especially in FDC; questions of interpretation eg does 120 hours supervised placement mean 120 hours across 3 services, or within each service?</p> <p>For trainees, min number of RTO visits is 3 per year....but most need more support than this. When RTO visit, some services backfill, others don't – can make RTO's job more difficult.</p>