



NATIONAL
AUDIT AND
REGISTRATION
AGENCY

NARA News

July 09, 2008

The Newsletter of the National Audit & Registration Agency



Welcome to the third edition of NARA News

2008 continues to speed by with a range of activities underway for the NARA team. We have completed our first audit and NARA staff have presented to two major conferences.

We continue to meet with RTOs to learn about their operations and to discuss NARA's regulatory model. This is an important time for NARA as we commence operations and continuously improve our systems and processes.

Please feel free to contact us on 1300 NARA (1300 00 6272) or by email nara@tvetaustralia.com.au

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NARA Queensland Good Practice Workshops



Following on from the successful NARA Good Practice workshops held in other State capitals in 2007/08, NARA delivered four RTO Good Practice workshops in Brisbane in June. The workshops were co-hosted by NARA and Service Skills Australia and offered an opportunity for multi-jurisdictional RTOs in Queensland to meet NARA staff.

The morning workshop was presented by NARA Auditor, Wendy Perry on RPL as a Strategic Opportunity. Wendy's session was highly valued by participants with 98 per cent rating it as 'excellent' or 'above average'. RTO feedback indicated the session was 'eye opening', 'very informative', and that it was 'good to think about the big

picture of RPL for a change rather than just looking at assessment', with one participant commenting: 'I wasn't expecting it to be so interesting'.

Afternoon workshops included Quality Institutional Delivery of the Certificate III in Hairdressing (Service Skills Australia), Enterprise Needs and Workplace Based Training – Driving Changes in RTOs (Hutchinson Builders) and an intensive follow-up RPL workshop: The Nitty Gritty of RPL (Wendy Perry)

Materials from Wendy's morning session are available on the NARA website. Details of the presentations by Service Skills and Hutchinson Builders are overleaf.



Industry Skills Councils and NARA

NARA's recent Good Practice workshops in Brisbane included a presentation from Carol Dickman and Jeanette Allen from Service Skills Australia on the Certificate III in Hairdressing. In response to industry demands, the Hairdressing Training Package now includes a new mandatory unit for learners undertaking the qualification through an institution-based pathway. Carol Dickman – the Training Package developer – canvassed good practice in delivery at the workshop, with a specific focus on the mandatory unit.

The Construction and Property Services Industry Skills Council (CPSISC) devotes considerable time to identifying industry good practice. The CPSISC assisted NARA in identifying Alan Waldron from Hutchinson Builders as an innovative VET practitioner with much to share about how RTOs need to adapt and change to meet enterprise needs. Alan's presentation was extremely well received, with 94 per cent of attendees rating it as 'excellent' or 'above average'. As one participant noted, (it was) 'great to hear a success story. Also good to have 'controversial' / stimulating discussion'.

Out and about with NARA

During June, NARA staff have been out and about sharing NARA's strategy with key VET industry representatives.

On 5 June, Senior Client Relationship Manager Simon Hitchcock spoke about NARA's approach to compliance with the AQTF 2007 Standards for State and Territory Registering Bodies to more than 50 RTOs at the ACPET Queensland Conference on the Sunshine Coast. As well as gaining insight into NARA's contemporary regulatory model, Queensland-based RTOs had the opportunity to ask questions about transferring their registration to NARA.

On 27 June, Quality and RTO Communications Manager Julie Northridge was invited to speak to RTOs from throughout Australia at the ACIVC conference in Sydney. Julie spoke to 100 ACIVC members about NARA's approach to compliance and shared NARA's plan to manage its delegations with 'responsibility and transparency'.

Focus on national consistency

NARA staff and auditor staff have participated in two recent workshops focused on achieving national consistency in auditing against the AQTF 2007 Essential Standards for RTOs and the Education Services for Overseas Students Act (2000) and associated regulations.

NARA will host the next AQTF national moderation workshop in Sydney in late 2008. We welcome advice from RTOs and other VET stakeholders on audit issues relating to national consistency. Email us with any ideas or comments at nara@tvetaustralia.com.au

NARA RTO Client Services & Communications Officer

Catherine Kearney

Catherine Kearney is NARA's RTO Client Services and Communications Officer with responsibility for NARA's promotional activities and e-services. Catherine is a passionate communicator and has more than ten years experience in a range of communication and media roles in both the public and private sectors.

Catherine has worked in VET regulation for six years, most recently as Communications Officer with the NSW Department of Education and Training, supporting the NSW Vocational Education and Training Accreditation Board.

Catherine has qualifications in education and journalism and a keen

understanding of the importance of effective communication to the RTO-regulator relationship.

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Pictured: from left Catherine Kearney & Julie Northridge



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