



Welcome to all NARA News subscribers. I would also like to particularly welcome our newest subscribers, Registered Training Organisations BIS Industries Limited (trading as BIS Industrial Logistics) and the Australian College of Mining. BIS and the Australian College of Mining are the first organisations to be newly-registered by NARA as training organisations and I congratulate them on their registration.

NARA has also welcomed a number of RTOs that have transferred their registration from other jurisdictions during the past month. The NARA team and I look forward to working with them and all NARA-registered training organisations to support the delivery of high-quality vocational education and training nationally.

In keeping with NARA's national focus, NARA staff have been out and about meeting RTOs and regulators in Victoria and Western Australia. In mid-October,

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(L-R) TVET Australia CEO Malcolm Goff, ACPET National Chair Larry Davies, NARA's Julie Northridge, ACPET WA Executive Officer Cathy Sutherland and NARA's Simon Hitchcock.

New RTO profile:



BIS Industries Limited

Rebecca Warren, National RTO Manager for new NARA RTO BIS Industries Limited (trading as BIS Industrial Logistics), spoke to NARA News (NN) about the reasons why her organisation became an RTO.

NN: Why did BIS Industries Limited (BIS) seek registration as a training organisation?

Rebecca Warren: BIS conducted a review of the training conducted for its employees and found that training for blue-collar workers was primarily driven by the need to meet OHS requirements with little emphasis on personal development. Training within the organisation was not coordinated and there was an overlap and duplication of training resources. There was little support for in-house trainers and assessors and a lack of consistency in record keeping. However, we found that we have some outstanding trainers and assessors in the organisation and they have developed some excellent training resources.

In addition, BIS found that training provided by many of the industry RTOs did not meet our expectations, therefore by becoming an enterprise RTO BIS can tailor training to our business needs and also deliver training at times suitable to each business.

NN: What are main benefits of registration for your organisation (for your enterprise, employees, clients?)

Rebecca Warren: BIS decided that by becoming an enterprise RTO we can improve the focus and outcomes of our training with the ultimate aim of improving retention rates, increasing the skills of our employees and ensuring that our aim of Zero Harm is met.

Our employees will benefit by being given the opportunity to attain a qualification which may lead to better jobs within or across the organisation.

Our customers will benefit via increased productivity, lower equipment downtime and improved OHS outcomes.

NN: Why did you choose to register with NARA?

Rebecca Warren: BIS are a large company operating in every Australian



State and therefore fit neatly into the scope of NARA's services. By registering with NARA, BIS are assured that there is a nationally consistent approach to audits and the overall operation of our RTO. Further, the engagement of a NARA consultant prior to the audit assists new RTOs in ensuring compliance with the standards for registration prior to the actual initial audit.

New RTO profile:



The Australian College of Mining

NARA News (NN) also spoke to Terry Garrett of The Australian College of Mining about why his organisation sought registration as a training organisation.

NN: Why did The Australian College of Mining seek registration as a training organisation?

Terry Garrett: The parent company includes a number of Australian-based and internationally-based organisations, and we offer a diverse range of services, from underground directional drilling, mine services and mine equipment installation. We were finding it difficult to recruit people with suitable skills with the current skills shortage and also to train those we had recruited.

NN: What are main benefits of registration for your organisation?

Terry Garrett: Becoming an enterprise RTO was an effective way of growing our organisation and servicing our client base. Being able to recruit and train our own employees is both cost-effective and time-effective for us and establishes tangible standards for our employees and clients.

NN: Why did you choose to register with NARA?

Terry Garrett: NARA provided us with an opportunity to establish a RTO that can operate nationally and flexibly, and that can deliver training to our employees and for our clients as and when it needs to be done.



NARA Senior Client Relationship Manager Julie Northridge speaking at the breakfast for WA RTOs.

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TVET Australia CEO Malcolm Goff and Senior Client Relationship Manager Julie Northridge met with a sub-committee of the Victorian Registration and Qualifications Authority (VRQA) in preparation for their delegation to NARA. The VRQA delegation will follow the legislative change foreshadowed by Victorian Minister the Hon. Jacinta Allan MP at NARA's launch on 10 September. Legislation allowing the delegation of VRQA functions to TVET Australia was introduced to the Victorian Parliament on 9 October and, if the Parliament passes the legislation in the current sitting period, then the VRQA are hopeful that they can consider a draft delegation at their 10 December meeting. This would then allow NARA and the VRQA to finalise administrative arrangements for eligible RTOs to transfer to NARA from early 2009.

Malcolm Goff, Julie Northridge and fellow Senior Client Relationship Manager Simon Hitchick visited Perth on 23 October for an RTO Business Breakfast hosted by ACPET WA. Twenty RTOs attended the breakfast, which provided an opportunity for WA RTOs to hear about NARA's role and meet with NARA staff. Julie and Simon also met with staff from the WA Department of Education Services regarding the timing of legislative change to allow the WA Training Accreditation Council to delegate to NARA. We will provide NARA subscribers with an update on the status of delegations as soon as we have any news.

*Claire Field
General Manager, NARA*

Focus on national consistency

NRATC report

NARA's Senior Client Relationship Manager Simon Hitchick attended a two-day meeting of the National Registration and Accreditation Technical Committee (NRATC) in Sydney in late September. The committee is a sub-group of the National Quality Council (NQC), and meets bi-monthly to focus on issues of national consistency.

Issues discussed by NRATC included the current status of Quality Indicators for RTOs and annual reporting to the Quality Standing Committee of the NQC. There was also discussion on state and territory guidelines additional to the requirements of AQTF 2007.

A planning session for the 2009 national auditor moderation workshops was held in conjunction with the NRATC meeting, and was attended by several committee members and auditors from all jurisdictions.



Shane Lee represented NARA at the planning session, which worked on the framework for 2009 national moderation workshops. The first of these workshops will be held in late February 2009.

Auditor exchange program

As part of NARA's role as a NRATC member, several NARA auditors will participate in the national auditor exchange program before the end of the year. This will involve NARA auditors participating in audits in Victoria, the Northern Territory and the ACT. The purpose of the exchange is for auditors to share ideas and different approaches to audit with interstate colleagues in order to encourage greater national consistency.

Clarification of VETAB certification requirements

The NSW Registering Body VETAB has provided advice to RTOs providing training in NSW about specific requirements for issuing AQF qualifications and Statements of Attainment. These requirements potentially affect some NARA-registered training organisations, including some that have their home state of registration in the ACT and South Australia, where there are specific certification requirements. NARA has written to VETAB seeking clarification on whether the VETAB guideline on AQF certification applies to all RTOs delivering in NSW, and if so, confirming the information that RTOs are required to include on qualifications issued to NSW students. NARA will provide an update on this issue on receipt of advice from VETAB.

NARA auditor moderation

Still on the subject of national consistency, NARA staff and auditors have examined some interesting topics as part of NARA's fortnightly auditor moderation sessions during the past few months. These topics have included AQTF Standard 1.4 (Training, Assessment and Vocational Competence), evidence of Continuous Improvement and Training and Assessment strategies. Upcoming topics include copyright issues for RTOs and CRICOS/the National Code.

As previously indicated, we welcome the involvement of auditors from all jurisdictions at NARA's moderation sessions.

RTO Good Practice Workshops:

Continuous Improvement

All RTOs are invited to NARA's final round of Good Practice Workshops for 2008 in November and December on the following dates:

- **Adelaide** – Tuesday 25 November, 9am-12pm
- **Brisbane** – Tuesday 2 December, 9am-12pm
- **Melbourne** – Tuesday 9 December, 9am-12pm

Depending on the level of interest, afternoon sessions (1pm-4pm) may also be held in each location. NARA auditors will present the workshops which will tackle the challenges of Continuous Improvement for RTOs. We will provide advice on the workshop venues in each state as soon as possible. In the meantime, please register your interest by sending an email to NARA, nara@tvetaustralia.com.au, indicating the workshop date/location you would like to attend, and whether you would prefer to come to a morning or afternoon session. We will confirm your attendance (and location details) by return email as soon as possible.

Skills Australia and governance arrangements for the National Training System

Skills Australia recently sought VET stakeholder views on a discussion paper reviewing governance of the national training system and considering options for reshaping or strengthening governance arrangements. In observing the current state of industry engagement in the training system, Skills Australia suggests that 'agility and innovation in response to consumers' training requirements or emerging directions can be compromised by regulatory complexity'. With specific reference to the 'increasing diversity of RTO business, the growth of the global

education market and the need for improved lifelong learning pathways', Skills Australia suggests it may be timely to reflect on the 'suitability and robustness' of cross-sectoral arrangements for a seamless and more navigable tertiary sector.

NARA has a keen interest in the changing nature of the VET sector and has raised a number of matters relating to current and future regulation at several recent forums. NARA awaits Skills Australia's recommendations and their implications for RTOs and regulators with interest. Following the consultative process (which ended on October 10), Skills Australia will make recommendations to the Minister for Education, Employment and Workplace Relations prior to determinations by the Council of Australian Governments (COAG).

National Learning Marketplace (NLM): request for RTO feedback

Another area of interest for NARA is the challenges posed by the delivery of online learning. In this regard, the Department of Education, Employment and Workplace Relations (DEEWR) has commissioned Education.au to develop a concept for a digital marketplace for the promotion, sale and delivery of online courses in the VET sector. This concept is called the National Learning Marketplace (NLM). DEEWR is seeking feedback from potential users of the proposed NLM to test the feasibility of further development.

RTOs can help by:

- viewing a demonstrator of the proposed NLM and completing a short survey that asks about your response to the concept. This will take about 20 minutes.
- sending this information on to your VET networks – including your students.

There are two prizes of Apple iPods (8Gb) and everyone who completes the survey will be eligible to enter the draw. The online demonstrator and survey are at the following link: <http://nlmlearn.educationau.edu.au>



Welcome to NARA: Rachel Lofsten (L) pictured with Julie Northridge

Introducing Rachel Lofsten

NARA's receptionist, Rachel Lofsten, is the public face of NARA. As the first point of contact for NARA RTOs and other stakeholders, Rachel is a key member of the NARA team. Rachel has qualifications in business administration and IT and has reception experience as well as supervisory and sales experience in the retail industry.

Welcome kit for new RTOs



NARA's newly-registered RTOs have been the first recipients of our 'welcome kit' for RTOs. In addition to the NARA and NRT logos and style guides, the kit includes a copy of TVET Australia's Strategic Plan 2008-2010 and a Welcome to NARA slide show, which details NARA's service commitment and includes links to RTO resources.

Working with NARA

NARA has completed its latest round of auditor procurement. The closing date for applications was 13 October 2008 and we received a number of applications that will be evaluated in early November. NARA is conducting further rounds of auditor procurement in 2009, with the following key application dates:

Closing date	Evaluation dates
19 January 2009	5-6 February 2009
16 March 2009	2-3 April 2009

The application package is available on our website at www.nara.tvetaustralia.com.au/working_with_nara. If you have any questions about the application package or recruitment process, please email NARA Senior Client Relationship Manager Julie Northridge at: julie.northridge@tvetaustralia.com.au



TVET AUSTRALIA

TVET Australia is a not for profit company owned by the Commonwealth, State and Territory Ministers responsible for Training.

TVET is committed to the provision of services which underpin the quality of the National Training System and contribute to its continuous improvement.

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