



Welcome to the fourth edition of NARA News

I am pleased to report that, since the last issue of NARA News, NARA has received delegations from the Australian Capital Territory and Tasmania for AQTF and CRICOS functions.

Multi-jurisdictional RTOs from the ACT who are interested in transferring to NARA must read and complete the ACT Accreditation and Registration Council's (ARC) transfer form. The transfer form can be downloaded at http://www.det.act.gov.au/___data/assets/word_doc/0017/30833/ACT_ARC_ApplicationTransferNARA.doc

We expect that transfer information for Tasmanian RTOs will be available soon.

Delegations from NSW, Victoria, Western Australia, the Northern Territory and Queensland (CRICOS) are still outstanding. We will keep you updated with any news on the timing of these delegations as we receive it.

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NARA Contact Details

1300 00 NARA (1300 00 6272)

Address: Level 16, 201 Miller Street
North Sydney, NSW, 2060

Phone: [02] 9409 3200

Fax: [02] 9409 3250

Email: nara@tvetaustralia.com.au

Web: www.nara.tvetaustralia.com.au

TVET Strategic Plan launch focus on Mission 5 and NARA KPIs



NARA Senior Client Relationship Managers Julie Northridge and Simon Hitchcock peruse TVET's Strategic Plan with TVET CEO Malcolm Goff (seated front left) and TVET Chair Patrick McKendry.

NARA's parent company, TVET Australia, launched its Strategic Plan for 2008-2010 in July 2008. The plan provides a framework for TVET's (and NARA's) contribution to the continuous improvement of the national training system, setting out goals, key outputs and key performance indicators (KPIs).

Mission 5 (as shown below) of TVET's Strategic Planning framework for 2008-2010 specifies NARA's goal to provide national audit and registration services for eligible Registered Training Organisations (RTOs). The key outputs and KPIs correlate with the AQTF Standards for Registering Bodies and RTO satisfaction.

We welcome any comments you might have on Mission 5 of the TVET Strategic Plan – email us at nara@tvetaustralia.com.au

MISSION 5 - Provide national audit and registration services for eligible Registered Training Organisations (RTOs)

<p>5.1 Ensure the National Audit and Registration Agency (NARA) is sustainable</p>	<ul style="list-style-type: none"> ▪ Increasing numbers of RTOs applying to NARA for registration ▪ Increasing numbers of RTOs transferring to NARA. 	<ul style="list-style-type: none"> ▪ Level of financial sustainability of NARA ▪ Achievement of RTO targets
<p>5.2 Establish and maintain a national pool of auditors and quality consultants</p>	<ul style="list-style-type: none"> ▪ National pool of contracted auditors ▪ Sufficient lead auditors to meet demand ▪ National consistency in RTO audit processes 	<ul style="list-style-type: none"> ▪ Number of audits conducted within published timeframes as per NARA customer service standards
<p>5.3 Comply with AQTF 2007 Standards for State and Territory Registering Bodies</p>	<ul style="list-style-type: none"> ▪ Compliance of NARA Quality Management System with the AQTF standards ▪ Internal compliance with NARA Quality Management System 	<ul style="list-style-type: none"> ▪ Meet or exceed annual NCVER audit requirements
<p>5.4 Improve service quality</p>	<ul style="list-style-type: none"> ▪ Business systems which improve efficiency and effectiveness of audit and registration services ▪ Conduct good practice workshops for RTOs ▪ Provide professional development to staff and auditors ▪ Implement NARA communication strategy 	<ul style="list-style-type: none"> ▪ Client and stakeholder satisfaction



NARA Senior Client Relationship Manager

Julie Northridge PSM

Julie is NARA's new Senior Client Relationship Manager with responsibility for the audit and registration of private RTOs. Prior to taking up this role, Julie was responsible for NARA's communications and Quality Management System. Julie moves into her new role to replace Margaret Spillane, who has left NARA to pursue new opportunities in the VET sector.

Julie has sixteen years experience in the VET sector and has previously worked as a teacher. Julie brings to her role a breadth of experience in policy, curriculum, educational planning, quality assurance, communications and project management.

Prior to joining NARA, Julie worked in senior management roles in TAFE Queensland and TAFE NSW.

Julie was awarded a Public Sector Medal (PSM) in the 2006 Australia Day Honours for her achievements.

You can contact Julie by email at julie.northridge@tvetaustralia.com.au or on [02] 9406 3212.



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In the meantime, NARA staff have been busy planning a range of activities nationally, most notably the official launch of NARA by Deputy Prime Minister The Hon. Julia Gillard MP. The Deputy Prime Minister has kindly agreed to launch NARA on Wednesday 10 September at a Business Breakfast for RTOs - an important event for all NARA stakeholders. Leading VET sector expert Peter Noonan will also be a special guest at the breakfast, sharing his views on how changes in the VET environment (within Victoria and nationally) will impact on your business.

If you are a Victorian RTO and would like to join us on 10 September, please contact us on 1300 NARA (1300 00 6272) or by email nara@tvetaustralia.com.au. If you are not based in Victoria, we are holding breakfasts in Hobart, Sydney and Perth that you may wish to attend instead - see details under upcoming events.

Claire Field
General Manager, NARA

Focus on national consistency: NRATC report

NARA's Senior Client Relationship Manager Simon Hitchcock attended a meeting of the National Registration and Accreditation Technical Committee (NRATC) in Melbourne in early August. The committee is a sub-group of the National Quality Council, and meets bi-monthly to focus on issues of national consistency.

Committee members discussed a range of issues, including the KPMG qualitative report on the implementation of AQTF 2007. KPMG's findings will be considered by the National Quality Council in September. Other issues included implementation of the complaints handling guideline by registering bodies and auditing of the new reporting requirements for employability skills.

Clarification - next national moderation workshop

In the July issue of NARA News, we said that NARA would host the next AQTF national moderation workshop in Sydney in late 2008. We apologise for the error, but NARA will not be hosting the next workshop. NRATC has decided not to hold a second national auditor workshop in 2008. Instead, NSW VETAB will host the next national moderation workshop in February/March 2009.

In the meantime, we welcome your ideas or comments on audit issues relating to national consistency, which we will canvass with NRATC. Email us at nara@tvetaustralia.com.au.

Out and about with NARA

NARA's General Manager Claire Field and Senior Client Relationship Manager Simon Hitchcock spoke to ACT RTOs at a business lunch on Thursday 23 July. The lunch was hosted by the ACT Association of Providers of Training Services, and was a good opportunity for Simon and Claire to meet RTOs based in the ACT and answer questions about NARA's audit model. .

Also in July, Claire Field (along with the Chair of TVET Patrick McKendry and other senior TVET managers) spoke to RTOs about NARA and other areas of focus for TVET at the VELG conference on the Gold Coast.



UPCOMING EVENTS

ACPET National Conference Hobart 29 August

In conjunction with the ACPET National Conference in Hobart, NARA is holding an RTO business breakfast on Friday 29 August 2008. All conference delegates are welcome to attend to hear NARA General Manager Claire Field talk about NARA's purpose and audit model. Email nara@tvetaustralia.com.au by Monday 25 August if you would like to come.

Claire will also be part of a conference panel session on Thursday 28 August focused on VET sector regulation and the potential for improved regulatory practice.

NARA launch and Melbourne Business Breakfast – 10 September

NARA is being officially launched by Deputy Prime Minister The Hon. Julia Gillard MP on Wednesday 10 September 2008 at an RTO Business Breakfast in Melbourne. The breakfast will also provide RTOs with an introduction to NARA, as well as a rare opportunity to understand how changes in the VET environment will impact on your business.

Sydney Business Breakfast 18 September

Peter Noonan will also speak to RTOs at NARA's Sydney Business Breakfast on Thursday 18 September about changes in the VET sector environment. NARA's General Manager Claire Field will also provide an introduction to NARA and its audit model.

Perth Business Breakfast 23 October

ACPET Western Australia is hosting a Business Breakfast for members on Thursday 23 October in Perth. The business breakfast is an opportunity for ACPET RTOs to learn more about NARA prior to delegation being received from the WA Training Accreditation Council. NARA's Senior Client Relationship Managers Julie Northridge and Simon Hitchcock will speak about NARA's role and audit model.

For more details on the NARA launch or any of the business breakfasts email NARA at nara@tvetaustralia.com.au



Simon Hitchcock & Claire Field prepare for the ACT Lunch.



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 its continuous improvement.

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