



NATIONAL
AUDIT AND
REGISTRATION
AGENCY

NARA News

March 12, 2008

The Newsletter of the National Audit & Registration Agency



Welcome to the first edition of NARA News

The establishment of NARA in 2007 generated a high level of interest and support from the business sector, RTOs and government agencies. This has been very heartening for the NARA team as we have prepared the systems required for national registration and audit functions.

To date we have been communicating with our list of over 500 subscribers and through the NARA News section of our website. This newsletter will be sent to our email subscribers and also be placed on our website.

Through this and future issues we will endeavour to keep you up to date with our latest news, events and activities. As always, we welcome your feedback.

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General Manager, NARA

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Delegation received from South Australia

The National Audit and Registration Agency has been granted a delegation from the *South Australian Training and Skills Commission* to register training organisations under the *Training and Skills Development Act (2003)*. This means that multi-jurisdictional RTOs in South Australia can elect to have their AQTF and CRICOS registration and audit functions managed by NARA.

RTOs that wish to have their AQTF and CRICOS registration and audit functions managed by NARA must

provide evidence that they meet nationally agreed eligibility criteria. This evidence will be assessed by DFEEST staff in Quality Directorate. An application form is available from the Department's website at: www.training.sa.gov.au/OVETorgs/files/links/RTO10_Application_for_NARA.DOC

South Australian RTOs requiring information on NARA services should refer to the NARA website: www.nara.tvetaustralia.com.au/

Industry Skills Councils and NARA

NARA continues to build working relationships with the Industry Skills Councils.

NARA staff have met with the CEOs of most of the ISCs, with the remaining few to be visited in the coming weeks.

The positive response from ISCs has generated a range of co-operative arrangements with NARA. Of particular value is the willingness of the ISCs agreement to assist NARA in identifying technical expertise required in some audits.

Details of two areas of current activity with Industry Skills Councils are provided on page two of this issue.

Chinese Delegation Visits NARA

A delegation of 15 senior academics from leading Chinese universities visited the NARA office on 4 March 2008.

NARA staff provided an overview of Australia's training system, with a focus on regulation, to the delegation. It was

the first time that the issue of regulation had been covered during their time in Australia and the delegates were extremely interested in the VET sector model of regulation in Australia.

Innovation & Business Skills Australia Project

NARA General Manager, Claire Field, has been asked by IBSA to participate in the National Project Reference Group to identify skill sets in the Business Services Training Package.

The establishment of the National Project Reference Group follows the release by IBSA of the Stage One Report 'Skill Sets in IBSA Training Packages: Initial Scoping Report' that identified the need for five priority Skill Sets for Business Services including a:

- **Contact Centre Skill Set** - potential for a core operations skill set
- **Design Fundamentals Skill Set** - reflecting IBSA and broader industry and community focus on enhancing design and design-thinking skills



- **Innovation Leadership Skill Set**
- reflecting IBSA and broader industry and community focus on innovation
- **Workplace Communications Skill Set** - for individuals wishing to develop essential communication skills for workplace participation, and
- **AQTF Auditing Skill Set** - a new Skill Set in the BSB07 - Business Services Training Package.

IBSA has now engaged Lesley Shaw and Brydie Brown of RTO Strategic Development Solutions to undertake the development, consultation and validation of these Skill Sets.

The initial period of consultation for the first four skill sets will be open until 24 April.

A second draft of the skill sets will be loaded onto the IBSA website in May for further comment and feedback.

The AQTF auditing skill set will be drafted during March and loaded onto the IBSA website in early April.

You can provide your comments on the skills sets on the IBSA Review and Feedback Register (login required) and you may also email your feedback directly to the consultants at info@rsds.com.au.

Service Skills Australia Conference

Claire Field, General Manager (NARA) presented at paper entitled "An Audit Alternative for RTOs" at the Service Skills Australia National Conference in Sydney on 28 February 2008.

The paper outlined NARA's audit model and what is meant by NARA's philosophy of contemporary regulation.

AUDIT ISSUES

National Auditor Moderation

Thirty four NARA Auditors from around Australia continue to participate in fortnightly national moderation sessions around a range of selected audit issues and case studies.

The sessions, conducted via teleconference, are aimed at achieving national consistency in NARA audit processes.

As a result of the moderation sessions, NARA has developed a range of 'NARA views' for adoption by its auditors and endorsed Quality Consultants in areas identified as critical for ensuring consistency.

Sufficiency of Evidence at Audit

One of the areas that emerged as a result of NARA's national auditor moderation activities is the development of a 'NARA view' on what evidence auditors should consider to be sufficient at audit.

The Five Principles of Good Practice for Determining Sufficiency of Evidence are currently being finalised in discussions with our auditors and will shortly be published on the NARA website.

NARA Senior Client Relationship Manager Simon Hitchick



Simon Hitchick is one of the senior managers in NARA. As Senior Client Relationship Manager he leads NARA's auditor moderation program and is responsible for the audit and registration functions of enterprise and CRICOS RTOs.

Simon's varied experience in working for large RTOs includes having responsibility for commercial training operations, as well as the development and delivery of VET programs. He also has experience and qualifications in auditing, AQTF implementation, risk management and database management.

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