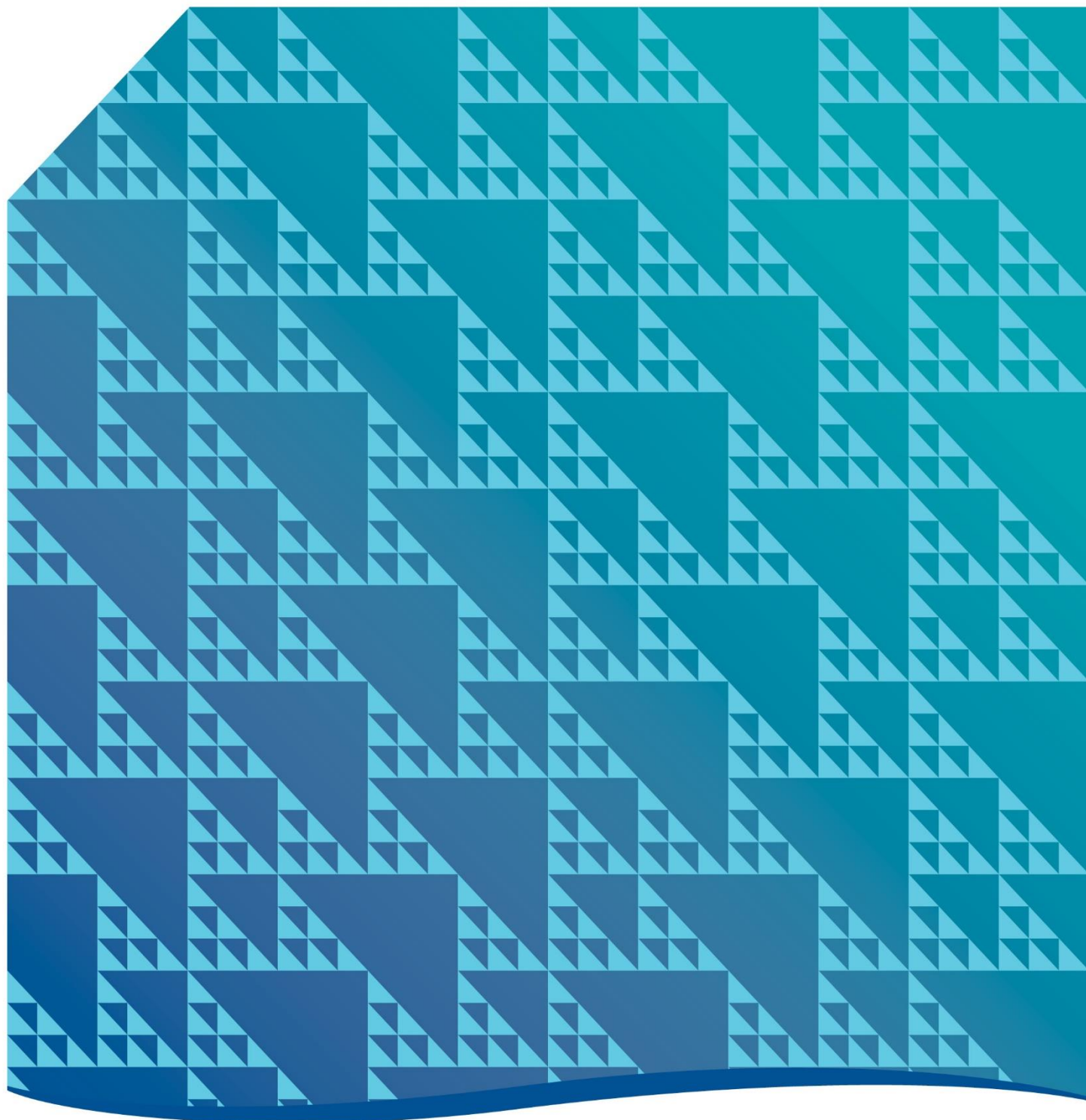


# Endorsed Registered Training Organisation Guidelines



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# Purpose

This document has been developed as a practical guide to assist Registered Training Organisations (RTOs) to understand the requirements to become a Skills Tasmania Endorsed RTO.

Registration as a Skills Tasmania Endorsed RTO is the entry point for RTOs to apply for publicly subsidised training in Tasmania through Skills Tasmania's grant programs. RTOs successful in gaining subsidies in any of the grant programs are required to enter into a Department of State Growth Skills Tasmania Agreement (refer to Tasmania's policies and requirements for the delivery of training in Tasmania of these guidelines).

The Tasmanian Government recognises developing a skilled and productive workforce to support economic growth is a shared responsibility between government, industry, employers, training organisations and individuals. Investing in Skills for Growth outlines the Government's aspirations for the Tasmanian training and workforce development system.

Government will focus on:

- a more efficient and competitive training system
- a greater focus on delivering skills for real jobs
- investing in skills that drive State growth.

These goals will guide the development of Tasmania's Training and Workforce Development Strategy 2015-2020 and RTOs should consider this policy when considering entering the Tasmanian training market.

Only RTOs wishing to apply for Tasmanian Government subsidies are required to apply for endorsement. RTOs planning to deliver training in Tasmania solely under a Fee-for-Service (FFS) arrangement can do so without becoming endorsed.

# Endorsed RTO System

The Skills Tasmania Endorsed RTO System (the System) is designed to increase and assure the quality of government subsidised training for learners and employers in Tasmania.

The System is designed to:

- ensure only RTOs with quality outcomes are contracted to deliver government subsidised training
- streamline the application process for grant programs
- provide recognition to Endorsed RTOs delivering quality training in Tasmania.

The System is at the core of Tasmanian Government's on-going commitment to quality in the training and workforce development system.

It is one part of a Tasmanian VET Quality Assurance Framework for RTOs which also includes:

- Australian Skills Quality Authority (ASQA) registration
- selection criteria for grant programs
- contract compliance monitoring.

## Endorsement types

RTOs assessed as meeting the requirements for endorsement may be endorsed as either:

### Provisional

For RTOs that have not delivered any government subsidised training in the two years prior to application. The provisional status will be reviewed after 18 months. The endorsement period is for a period of 18 months only and may be revoked if quality outcomes are not maintained or no delivery of training has taken place.

### Full

These RTOs may apply for any of Skills Tasmania's grant programs. The endorsement period will be for three (3) years from the date of approval. Full endorsement can also be revoked where quality outcomes are not maintained.

### Specialist

RTOs with specialist endorsement may only apply for subsidies for a specific industry area, qualification or enterprise. Specialist endorsement can be part of the application or at Skills Tasmania's discretion. The restricted endorsement category can apply to both provisional and fully endorsed RTOs.

# Preparing an application

An application must include:

- a fully completed application form
- evidence of established industry, enterprise or employer relationships
- a copy of the RTO's last audit report (ASQA, Victorian Registration and Qualifications Authority (VRQA) or the Training Accreditation Council Western Australia (TAC) as applicable)
- ASQA's Quality Indicator annual summary report.

RTOs should ensure that all the above are available at the time of applying (refer to application checklist). An incomplete application will not be assessed.

RTOs should also ensure that:

- the person authorising the application is listed on training.gov.au as an Authorised Officer of the RTO
- the requirements of being an endorsed RTO have been read and understood
- the terms and conditions of the Department of State Growth (Skills Tasmania) Agreement for all Programs have been read and understood.

## Receipt of applications

RTOs will receive an email acknowledging their application. Skills Tasmania may request a RTO to provide additional information to support their application. Applications will not be assessed until all the required information is provided.

## Assessment of applications

Complete applications will generally be assessed within three (3) weeks. In some cases, there may be delays where further information is being sought from a RTO or a third party.

Skills Tasmania will notify RTOs in writing of the outcome of the application process within that three (3) week period. Only RTOs assessed as meeting the criteria to a satisfactory standard will be approved as Endorsed RTOs and eligible to apply for Skills Tasmania's grant programs.

Approval as an Endorsed RTO does not give rise to a binding legal agreement (express or implied) between the eligible RTO and the Department of State Growth (Skills Tasmania). No legal relationship will exist between the Department and an eligible RTO until the RTO is successful in gaining subsidies through a Skills Tasmania grant programs and has entered into a Skills Tasmania Agreement.

# Eligibility Requirements

RTOs are required to meet the eligibility requirements before addressing the selection criteria, they are:

- be registered as a registered training organisation (RTO) with the Australian Skills Quality Authority (ASQA)
- not have any outstanding compliance issues identified by ASQA or current or intended ASQA restrictions
- provide evidence of established relationships with Tasmanian industry, employers or enterprises
- where possible, have evidence of Fee-for-Service (FFS) delivery in Tasmania.

## Selection Criteria

The application form requires the RTO to address a number of selection criteria including:

- a history of RTO's history of performance in current or previous contacts in relation to subsidised training, including VET FEE-HELP and VET Student Loans, within Australia,
- a history of training outcomes (previous three years),
- results of audits or performance reviews or any other regulatory records, and
- learner and employer satisfaction (ASQA Annual summary report).

# Applicant consent

As a condition of applying, the RTO agrees and grants its consent for:

- Skills Tasmania and any regulator who may have oversight of the operations and registration of the RTO to exchange any information regarding the RTO's operations
- Skills Tasmania to disclose information to any other parties to verify the information provided by the RTO (this includes but not limited to contacting industry representatives, employers, enterprises and any student or students).

Without limitation, and in the absolute discretion of Skills Tasmania, in evaluating applications, Skills Tasmania may consider, in addition to the information specified in the application:

- the results of its own due diligence investigations and enquiries
- information obtained from communication with past and present clients of the RTO
- data submitted by the RTO to State and/or Commonwealth agencies, such as the National Centre for Vocational Education Research (NCVER)
- any historical information available to Skills Tasmania, and
- the current probity standing of the RTO and its related entities and any impact this standing may have on the RTO's ability to deliver the services it is contracted to deliver.

## Feedback on unsuccessful applications

RTOs who are not approved as Endorsed RTOs will be advised of the reasons for non-approval. If an application is unsuccessful a second application may be submitted after six (6) months. Assessment of a second application will be at Skills Tasmania's discretion and the RTO will be advised if the application will be assessed.

# Promotion of Endorsed RTOs

Details of Endorsed RTOs will be published on Skills Tasmania's Endorsed RTO webpage. Learners and employers will be able to access additional information about Endorsed RTOs by following the link to the [training.gov.au](http://training.gov.au) website.

## Performance monitoring

The Skills Tasmania Endorsed RTO System has measurable performance indicators that can be used to assist Skills Tasmania to assess RTO performance. These indicators will contribute to an evaluation of ongoing ERTO status.

Performance indicators will be based on:

- ASQA Regulatory record;
- compliance with contractual obligations in delivering publicly subsidised training in Tasmania and interstate (where applicable). This will include monitoring against requirements under the Skills Tasmania Agreement, for example, Financial Viability and AVETMISS data submissions;
- delivery of publicly subsidised, and where relevant, fee for service training delivery;
- industry relationships
- industry, employer and learner satisfaction with training outcomes
- Grant program applications.

## Maintaining Endorsed RTO status

Where an Endorsed RTO is not successful in obtaining subsidies within 18 months of becoming endorsed, endorsement may be revoked. Skills Tasmania is unable to evaluate and monitor RTO performance without a RTO actively participating in the Tasmanian Training market. RTOs may re-apply for endorsement if it is removed, and if they wish to continue to be eligible to apply for government subsidies.

Where a RTO is successful in obtaining subsidies under a Skills Tasmania Agreement but has no enrolments and no completions in nationally recognised training in an 18 month period their endorsement may be revoked.

Performance monitoring will follow a structured framework. Skills Tasmania encourages Endorsed RTOs to strengthen their capacity to deliver high quality training. While a continuous improvement approach is preferred, evidence of poor performance may result in suspension or termination of endorsed RTO status and an RTO's Department of State Growth (Skills Tasmania) Agreement for all Programs.

To maintain Endorsed RTO status RTOs must ensure that:

- RTO registration is maintained
- no ASQA conditions have been imposed
- contract compliance is satisfactory and data and reporting requirements have been met
- training outcomes are satisfactory
- industry relationships have been maintained or expanded.



Where there are concerns about the performance of an Endorsed RTO, Skills Tasmania may take action including:

- compliance auditing
- applying conditions on the endorsement status which may prohibit delivery in particular qualifications or industries
- impose conditions such as written directions or suspension of all or part of a RTO's endorsement in accordance with the Skills Tasmania Agreement
- the disclosure of information to the ASQA

## Fully Endorsed RTOs

The performance of Endorsed RTOs will be monitored regularly. Where an Endorsed RTO has a satisfactory record their endorsement may be extended for another three (3) years without further application.

## Provisionally Endorsed RTOs

Provisionally Endorsed RTOs' performance will be monitored and reviewed after 18 months of endorsement. If RTO performance is satisfactory provisionally endorsed RTOs will be transferred to full ERTTO status. Satisfactory performance requires meeting the maintenance requirements above.

## Specialist Endorsed RTOs

Specialist RTOs may deliver to specified industries or for specific qualifications and/or enterprises. RTOs may apply to change the range of industry and qualifications after an initial 12 month period. Evidence of employer and/or industry demand will be required to support an application.

Where an Endorsed RTO's record of endorsement shows any shortfalls, the Endorsed RTO will be requested, by Skills Tasmania, to provide evidence that aligns with endorsement criteria, to enable the review of their status to be undertaken.

## Tasmanian policies and requirements for the delivery of training

RTOs wishing to access Tasmanian Government subsidies should make themselves aware of the following legislation, policies and guidelines before considering applying for endorsement:

- Training and Workforce Development Act 2013
- Investing in Skills for Growth
- Ministerial Priorities 2016
- Skills Tasmania Agreement
- TTAC Policies and Guidelines (for apprentices and trainees)
- Buy Local Policy

# Complaints and feedback

The General Manager and the Skills Tasmania Team support and promote a positive and constructive approach to complaints management and acknowledge its value as a business practice. Skills Tasmania is receptive to customer complaints and encourages feedback, both positive and negative. For further information or to lodge a complaint or provide feedback, visit <http://www.skills.tas.gov.au/skillstas/about/complaints>, please ensure that you use the term 'Endorsed RTO'.

<sup>1</sup> <http://www.skills.tas.gov.au/skillstas/traininglegislation>

<sup>2</sup> <http://www.skills.tas.gov.au/skillstas/policiesstrategies/investing-in-skills-for-growth>

<sup>3</sup> <http://www.skills.tas.gov.au/skillstas/policiesstrategies/ministerialpriorities>

<sup>4</sup> [http://www.skills.tas.gov.au/funding/2015-2017\\_skills\\_tasmania\\_agreement](http://www.skills.tas.gov.au/funding/2015-2017_skills_tasmania_agreement)

<sup>5</sup> [http://www.skills.tas.gov.au/\\_data/assets/pdf\\_file/0003/145686/TTAC\\_Policies\\_and\\_Guidelines\\_Feb\\_2017.pdf](http://www.skills.tas.gov.au/_data/assets/pdf_file/0003/145686/TTAC_Policies_and_Guidelines_Feb_2017.pdf)

<sup>6</sup> <http://www.purchasing.tas.gov.au/buyingforgovernment/getpage.jsp?uid=26CD4EF4CFB56436CA257CAC0010502E>



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