Revised Standards Provider Information Workshops

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EXIT

short BREAK

Acknowledgement of Country

Workshop overview

- ASQA's focus, expectations and direction

- Instruments and Practice Guides

- Group activity

- Our revised assessment approach

- Transition arrangements

QR Code for Questions

- Use this QR code to submit any questions about the revised Standards

Workshop Overview

Today we will cover:
- ASQA's focus, expectations and direction
- Revised Standards and Practice Guides
- Group activity
- Our revised assessment approach
- Transition arrangements

Do you have a question?

- Use the QR code below throughout today's workshop to submit your questions about the revised Standards.
- Our team will collate all your questions and provide responses to all attendees after the completion of the workshop series.

https://surveys.asqa.gov.au/n/Vaxt64B

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Why have the Standards been revised?

- Shared ambition to lift quality and integrity across the entire sector

- Need to allow more flexibility and innovation in VET training delivery

- Need to provide greater clarity on the direct link between the requirements of providers and the outcomes they are expected to deliver

- Support the Australian economy

Note: Policy Guidance has been developed by the Department of Employment and Workplace Relations (DEWR) to support providers, trainers and assessors in understanding the intent behind changes.

Why now?

- Support and grow the economy

- Meet demand for skills

- Lift quality and integrity to build the reputation of RTOs

- Ensure confidence in Australia's VET sector

Note: Policy Guidance has been developed by the Department of Employment and Workplace Relations (DEWR) to support providers, trainers and assessors in understanding the intent behind changes.

How will the revised Standards benefit you?

WIIFM ?

✓ Opportunity to innovate & differentiate your business from other providers

✓ Less prescription on ways of doing things

✓ More flexibility to choose how you will demonstrate compliance, quality and continuous improvement

✓ Empowerment to use your judgement in designing and delivering the best training and assessment approach for your student cohort

How we regulate

ASQA's regulatory approach is risk-based and aimed at achieving quality education outcomes that balance the interests of the VET sector and students. Our role is to ensure that registered training organisations (training providers) educate students with high quality skills and competencies for employment.

We do this so that:
- students are protected from harm and receive quality training
- there's a reliable flow of critical skills into the workforce
- the reputation of our VET sector is safeguarded

ASQA's Regulatory Operating Model
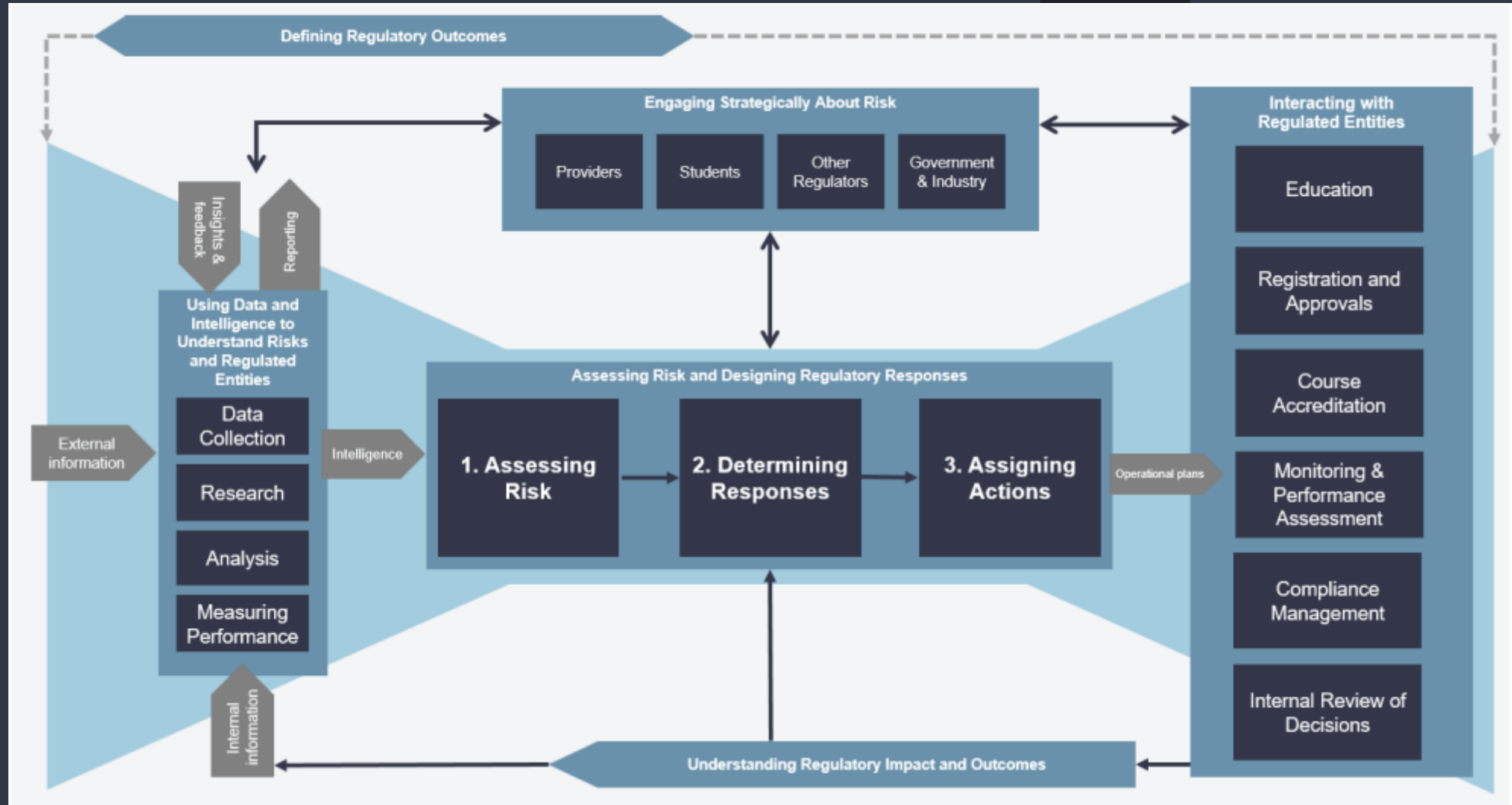
What providers and the sector can expect from ASQA

- Change in focus, not intent

- Improved assessment approach

- Increased level of engagement

- Practice Guides

  - provide examples of good and poor outcomes

  - focus on how you will demonstrate the outcomes expected against a Standard

  - highlight known risks to quality

Overview of Revised Standards for RTOs

- **Outcome Standards instrument** – sets out the quality outcomes providers are expected to achieve

- **Compliance Standards (Requirements) instrument** – binary requirements such as Fit & Proper Person Requirements and use of the Nationally Recognised Training (NRT) logo

- **Credential Policy** – applies to VET workforce; linked to the Outcome Standards making it enforceable under the NVETR Act

Outcome Standards

Training and Assessment

Focus Areas:

Training
Assessment
Recognition of Prior Learning & Credit Transfer
Facilities, resources & equipment

VET Student Support

Focus Areas:

Information
Training support
Diversity and inclusion
Wellbeing
Feedback, complaints and appeals

4 Quality Areas

VET Workforce

Focus Areas:

VET workforce management
Trainer & assessor competencies

Governance

Focus Areas:

Leadership & accountability
Risk management
Continuous improvement

Compliance Requirements

Information and Transparency

Information Management

Marketing & Advertising

Integrity of Nationally Recognised Training Products

AQF certification documentation

Student identifiers

Nationally Recognised Training logo

Transition of training products

Accountability

Annual declaration on compliance

Notification of material changes

Third party arrangements

Prepaid fee protection measures

Public liability insurance

Compliance with other requirements

Schedule 1 – Fit & Proper Person Requirements

Schedule 2 – Nationally Recognised Training Logo Conditions of Use Policy

Credential Policy

1 Credentials for the delivery of training and assessment

2 Credential requirements for the delivery of training and assessment for training products from the TAE Training Package

3 Credentials for Validation of Assessment

National Training Register - Resources - Credential Policy - https://training.gov.au/resources

Success looks like... Providers

- Are clear and committed to meeting their obligations

- Operate with flexibility and innovation rather than a prescribed, one-size-fits-all approach

- Have governance structures and systems to self-assure and embed continuous improvement

- Are confident when ASQA assesses their performance

Success looks like... Students

- Are informed and confident about their training

- Receive quality VET and achieve the outcomes they are seeking

- Know how to provide feedback to their RTO

- Are protected from harm and can trust the VET sector's integrity

Success looks like... Industry

- Has confidence that VET meets current industry needs

- Feel engaged in providing feedback to training providers to improve VET outcomes

- Know how to make a complaint about provider compliance or integrity

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Practice Guides for the revised Standards

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Revised Standards Document Hierarchy

Legislative Instruments

Federal Register of Legislation

Outcome Standards
Compliance Requirements
Credential Policy (on National Register)

Policy Guidance

DEWR website

Outlines the policy intent for each Outcome Standard

Practice Guides

ASQA website

A library of guides by topic

Other educative resources
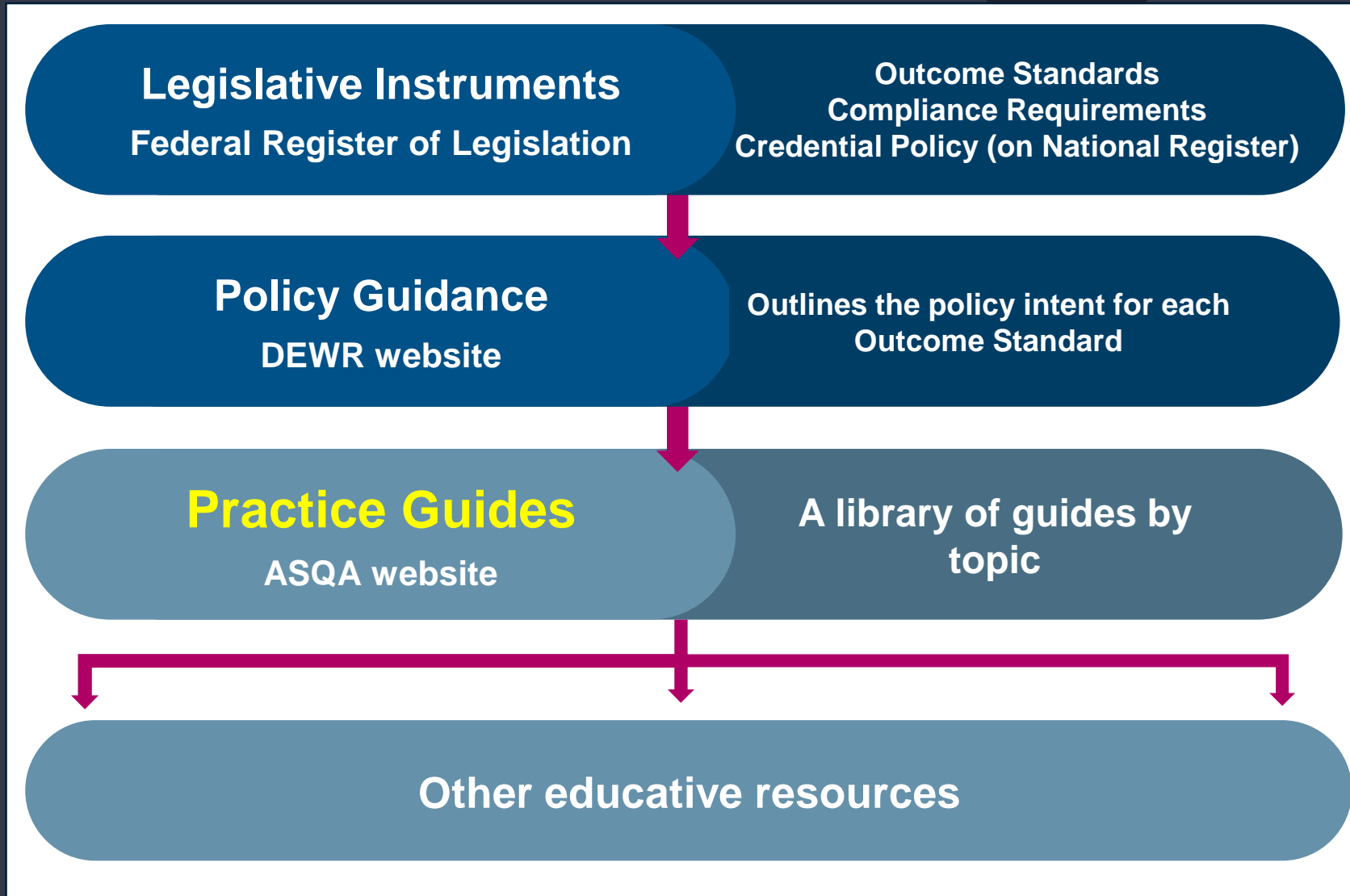
Practice Guides

Practice Guides – Outcome Standards for RTOs

Quality Area 1 – Training and Assessment:

- Training
- Assessment
- Facilities, resources and equipment
- Recognition of Prior Learning and Credit Transfer

Quality Area 2 – VET Student Support

- Feedback, complaints and appeals
- Information
- Training support
- Diversity and inclusion
- Wellbeing

Quality Area 3 – VET Workforce

- VET Workforce Management
- Trainer and Assessor Competencies

Quality Area 4 – Governance:

- Leadership and Accountability
- Risk Management
- Continuous Improvement

Practice Guides – Compliance Standards for RTOs

- Integrity of Nationally Recognised Training

Practice Guides | Australian Skills Quality Authority (ASQA)

Practice Guides – look & feel

- Complement the Instruments, not a substitute for them

- Succinct and conceptual

- Prompt providers to consider the context of their operations, their student cohorts and their scope of delivery

- Illustrate what 'good', 'great' and 'poor' might look like – rather than a prescriptive checklist

- Complemented by Case Studies

Practice Guides – language & tone

- Language is action orientated

- Intended to focus providers' attention on demonstrating **how** their approach is being applied and **how** it is achieving the intended results/outcomes
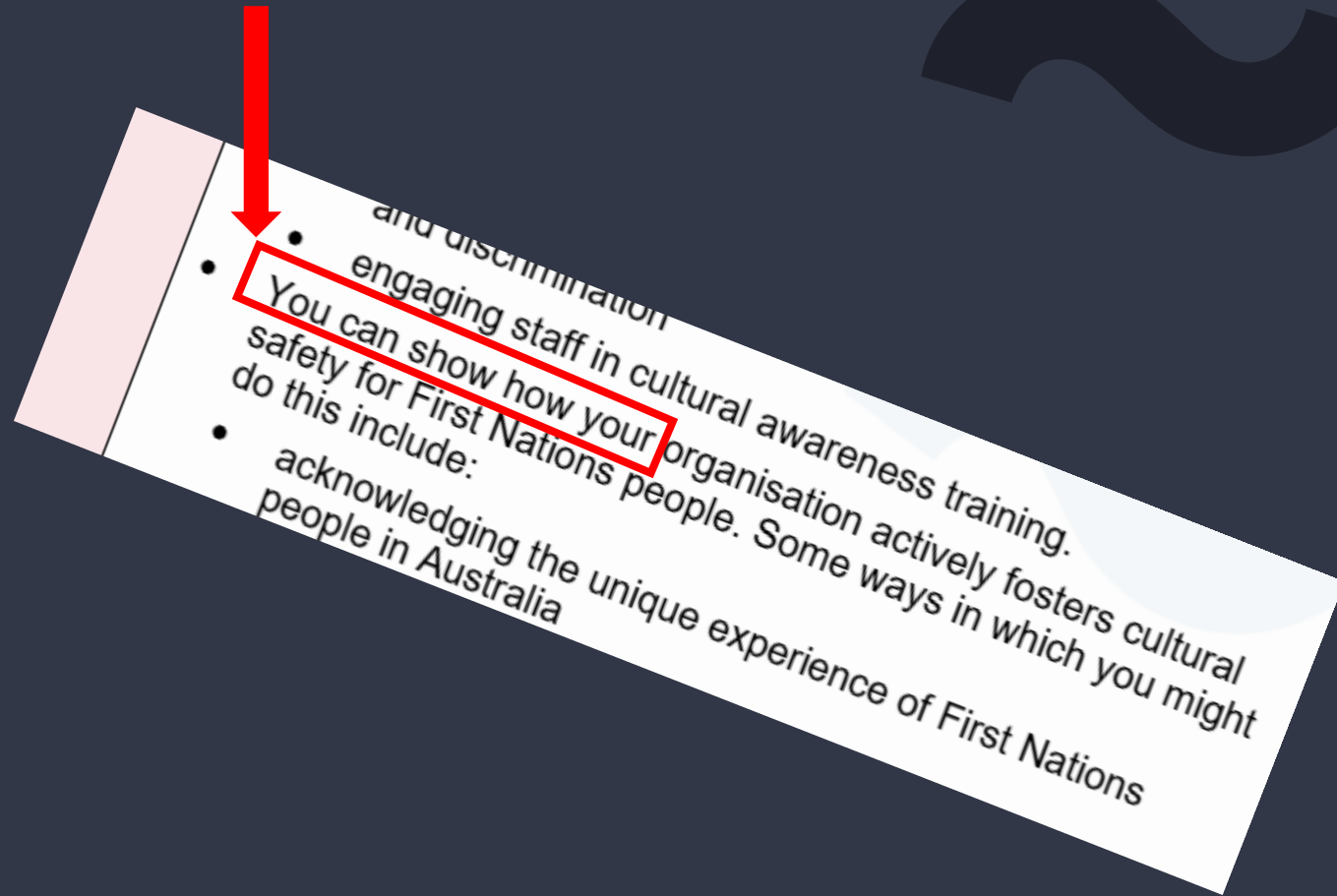
Practice Guide library for Standards

1	Training
2	Assessment
3	Recognition of Prior Learning & Credit Transfer
4	Facilities, Resources & Equipment
5	Information
6	Training Support
7	Diversity & Inclusion

8	Wellbeing
9	Feedback, Complaints & Appeals
10	VET Workforce Management
11	Trainer & Assessor Competencies
12	Leadership & Accountability
13	Risk Management
14	Continuous Improvement

15	Information & Transparency
16	Integrity of Nationally Recognised Training Products
17	Accountability
18	Fit & Proper Person Requirements
19	Credential Policy

In case you missed it

- Retention of assessment evidence now 2 years

- Changes to transition of training products

- Responsibilities around third party arrangements

- Protection of Fees

- Notification of material changes now 10 business days

Frequently asked questions
about the revised Standards

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Question 1: When can a person working under direction be involved in an assessment judgement?

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Question 2: What does ASQA define as 'in a timely manner' to complete or transition students from a superseded training product?

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Question 3: Which Standards will ASQA be focusing on as at 1 July?

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Other
questions?

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Activities

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Activity - preparedness

Quality area 2 - VET Student Support

- Activity 1

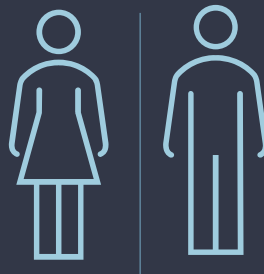 - Diversity and inclusion – Standard 2.5

- Activity 2

  - Wellbeing – Standard 2.6

Break

15 minutes

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Revised Assessment Approach
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ASQA is maturing too...

Maturing our regulatory approach

- Varied regulatory activities
- More education & engagement

Maturing our assessment approach

- More clear & transparent
- More efficient
- More consistent
- Adopting the outcomes based approach
- Address areas of feedback overall

Examples of ASQAs Assessment and Monitoring Activities

- Assessments against Standards

- Assessments against NVETR or ESOS Acts, such as Financial Viability

- Requests for information or a self-assessment

- Requests to submit data, such as the ADC

- Surveys

- Phone interviews

- Investigations (either onsite or offsite)

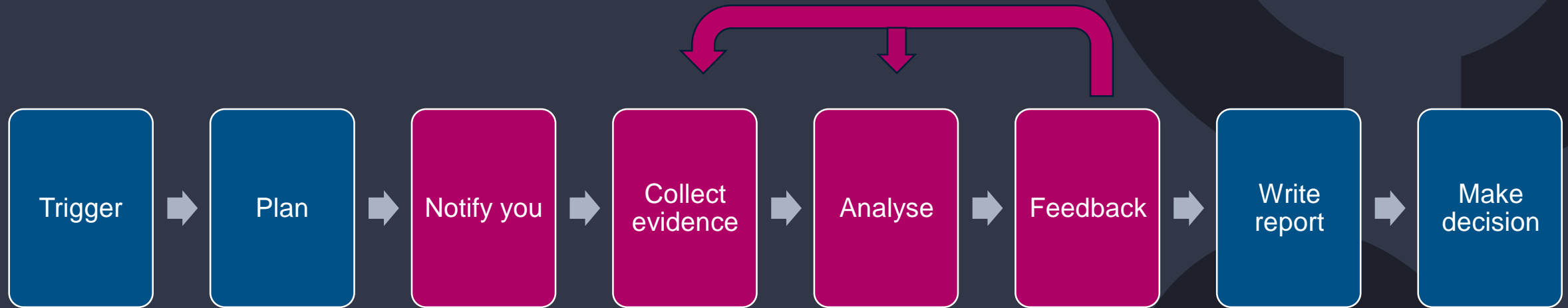- Announced or unannounced visits

Revised Assessment Approach

Risk led

Varied ways to demonstrate your compliance

Consistency in assessments

Improved reporting

May or may not be driven by an application
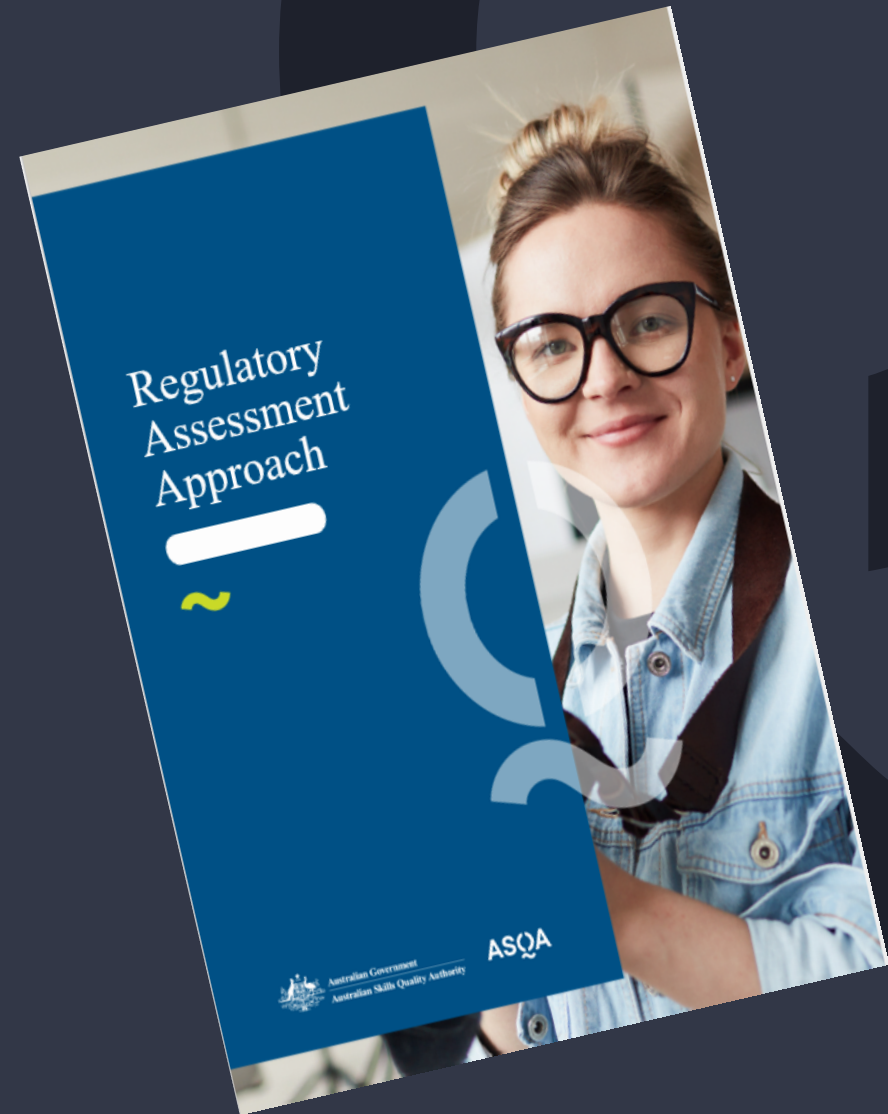
What you can expect from us

- Professionalism
- Transparency
- Clarity
- Engagement
- A new reporting style
- An opportunity to respond to findings

ASQA's
Regulatory Assessment
Approach is coming...

Regulatory
Assessment
Approach

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Pilot Learnings

High level of engagement and feedback

More focus on evidence preparation

Increase awareness on why 'outcome Standards' and how this is different

A desire for more case studies and supports

Minor adjustments to internal processes and tools

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Transitioning to the revised Standards

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Transition Plan

ASQA will make it clear to relevant providers, which Standards apply and when

ASQA aims to reduce as much of the regulatory burden as possible across transition, on providers, whilst complying with legislative requirements

ASQA will communicate with relevant providers that have a regulatory activity underway across the transition and provide additional clarity on what is required, where this is necessary

In some instances, providers may be asked to submit additional information if the regulatory activity is impacted by transition

Regulatory activities that are commenced late in the 2024/25 financial year, may be assessed against the revised Standards and where this is the case, this will be communicated to the provider

ASQA's compliance and enforcement powers have not changed

Q & As - assessment approach and transition

Share your approach with us..

- Some of the best learning is from each other

- Send us your examples of best practice or how you have implemented the revised Standards

- Feature in our education materials (identified or de-identified)

Email standards@asqa.gov.au

What's next for Standards implementation?

Continued engagement

Increased communication and support

Building on our materials including case studies

Monitoring implementation and keeping you in the loop

Formal evaluation

Key Reminders:

- Engage with the instruments and materials

- Revised Standards come into effect from 1 July 2025

- Our regulatory approach is maturing

- Our assessment approach is maturing

- We are increasing transparency in our assessment approach

- Those impacted by assessments at 'cut over' will be advised

STAY UP TO DATE

Keep informed about the progress and implementation of the revised Standards and ASQA's 2024-25 Regulatory Risk Priorities

Revised Standards

- ✓ Outcome Standards
  https://www.legislation.gov.au/F2025L00354/asmade/text

- ✓ Compliance Standards
  https://www.legislation.gov.au/F2025L00355/asmade/text

- ✓ Credential Policy
  https://training.gov.au/resources

- ✓ Practice Guides on:
  - Quality Area 1 – Training and Assessment
  - Quality Area 2 – VET Student Support
  - Quality Area 3 – VET Workforce
  - Quality Area 4 – Governance
  https://www.asqa.gov.au/how-we-regulate/revised-standards-rtos/practice-guides

- ✓ Guidance for Providers: Transitioning to the revised standards
  https://www.asqa.gov.au/resources/guidance-providers/preparing-revised-standards

- ✓ Podcasts - ASQAcast | Revised Standards
  https://www.asqa.gov.au/guidance-resources/resources-providers/podcasts-asqacast

  https://www.youtube.com/watch?v=5qw7_DZrTwg

Regulatory Risk Priorities

- ✓ Risk priorities:
  - Non-genuine providers and bad-faith operators
  - International delivery
  - Academic cheating
  - Online delivery
  - Recognition of prior learning
  - Shortened course duration
  - Student work placement
  https://www.asqa.gov.au/how-we-regulate/risk-priorities

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STAY CONNECTED

We have various tools, resources and communication channels to help you keep up to date with the latest news and regulatory requirements.

Website - www.asqa.gov.au

- ✓ FAQs
- ✓ Forms
- ✓ Guides and tools
- ✓ Webinars and podcasts

Social Media Channels

- in Australian Skills Quality Authority
- X @asqa.gov.au
- ▶ Australian Skills Quality Authority

Newsletters

- ✓ ASQA IQ (monthly)
- ✓ ASQA Update (quarterly)

Presentations

- ✓ Conferences
- ✓ Sector events

VET Tip-offs

- 🌐 https://asqaportal.asqa.gov.au/Make-a-Report//?from=tip-off
- 📞 1300 644 844 (within Australia)
  + 61 2 5933 2022 (outside Australia)

Other Useful Resources and Contacts

- ✓ The Department of Employment and Workplace Relations: www.dewr.gov.au
- ✓ The Department of Education: www.education.gov.au
- ✓ NCVER news: www.ncver.edu.au/subscription
- ✓ PRISMS: www.prisms.education.gov.au
- ✓ The National Register: www.training.gov.au

We also contact providers via email and SMS, so make sure your details on asqanet are up to date!

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We want to hear from you

https://surveys.asqa.gov.au/n/91XtLol

Thank you

For more information:

- ➤ asqa.gov.au
- 🐦 asqagovau
- Tip-off Line: **1300 644 844**
- Linked**in** ASQA