Introducing ACPET’s Quality Support Team

From 1 July 2014, ACPET is offering its members a new suite of services to take the worry out of their compliance. The ACPET Quality Support Team offers you three levels of support - so that you can choose the quality and compliance solution that meets your needs:

**Level 1: FOUNDATION (basic)**
- ACPET Helpdesk
  ACPET members receive 2 hours of specialist assistance each year as part of their membership and can purchase more as required in a bundle of 5 hours ($500 exc GST) or 10 hours ($1,000 exc GST)
- ACPET’s national professional development series
  For a one-off $800 exc GST covering 2014/15, ACPET members will receive access to all ACPET webinars in that period – with over 100 different topics and over 200 different webinars, this represents great value for money!

**Level 2: DIAGNOSTIC (helping you identify and address issues)**
- ACPET Health Checks
  ACPET’s health check services provide a high quality, low cost opportunity for ACPET’s registered training organisation (RTO) and higher education members, who receive an independent and fully backed review of their evidence of compliance against the relevant national standards (ranging from $450 to $8,000 exc GST)

**Level 3: INTEGRATED/ON-SITE (we share the load)**
- ACPET provides dedicated and customised ‘on site’ support from one of its Quality Support Team members. Support and price is determined on a case-by-case basis and considers:
  - your institutional size
  - complexity of your service arrangement
  - current staffing arrangements, and
  - existing level of compliance.

To access the Quality Help Desk, or for further information on these services, call 1800 446 695 during business hours. We would be pleased to help you select the most suitable quality solution for your institution.
Exclusively available for members, ACPET’s health check services offers you five key diagnostic stages usually over a 6-8 week period. Within your specific business context, the health check reviews your evidence of compliance against the relevant national standards and codes and includes a sample review of your learning and assessment material.

**ACPET commitment to members: 100% backing**

Success of the health check is dependent on the participating member demonstrating an equal commitment to improving and/or enhancing quality across their business operations. Should the need arise, ACPET will support you in a dispute over audit findings with the regulator which do not correlate with ACPET’s health check findings.

‘I found the auditors to be knowledgeable, personable and communicative. They worked efficiently but with flexibility. I felt totally involved and informed throughout the entire process. I have confidence in this process and would not hesitate to recommend it to other RTOs.’

Have you been health checked?

The services are provided by experienced ACPET quality support team members and approved consultants, who hold auditor qualifications and/or equivalent expertise in RTO or higher education operations and regulations, including delivery to international students.

Since their introduction in 2012, the range of health checks has grown to meet our members’ needs. Select or bundle together from the following:

- **standard RTO health check** (against SNR or the AQTF for TAC and VRQA regulated members)
- **RTO health check plus**, incorporating the national ESOS and national code requirements
- **RTO IT system & data reporting health check** to ensure you are AVETMISS compliant and are meeting the new data collection and reporting requirements
- **RTO government funded training health check**
- **standard higher education health check**
- **educational facility health check** (Class 9B) (this is an add-on service)

And for those wishing to become a RTO, ACPET offers its **RTO ready health check** service.

**Stage 1 Pre health check**

After confirming the right health check has been selected, the member lodges the required documentation for a desk top preliminary review.

**Stage 2 Site visit**

At least one full day visit is organised to further consider evidence of compliance against the relevant standards and/or codes.

**Stage 3 Post site visit**

Members receive an initial report, which highlights areas for improvement. The member may select one of ACPET’s approved consultants to assist them to rectify these areas.

**Stage 4 Final site visit**

At least half a day visit is organised to review the new evidence against the areas identified for improvement.

**Stage 5 Post final site visit**

Members receive a final report, confirming a positive outcome or noting unresolved areas.

Seeking to independently verify the sufficiency of your evidence of compliance?

Interested in continuous improvement?

Are you preparing for an audit?