Effective Administration Procedure Checklist

Timelines
- timeline checklist to be distributed to staff at commencement of the year
- reminders for deadlines to be issued at appropriate staff/trainer meetings
- deadline reminders to be documented in appropriate staff/trainer minutes
- timelines and deadlines be incorporated into ‘term dates’ documents

Enrolment
- enrolment form provided at acceptance of student into course/school
- enrolment form to be passed on to RTO office by administration staff
- enrolment details completed as per enrolment procedure in RTO/Vettrak system

Record Management
- student records to be entered according to VASS and VETTRAK procedures and deadlines
- deadlines and required data to be outlined to administration and training staff at commencement of training period
- deadlines and required data to be documented in duty statements and MOUs
- results to be recorded and stored in accordance with AQTF 2007 requirements
- AQTF 2007 requirements for recording results to be documented and outlined to administration and training staff at commencement of training period
- students to be supplied with records of attainment of qualifications in line with AQTF 2007 standards and certification
- records to be stored in two separate formats - hard drive and soft copy
- backup copies of records to be archived on disc annually
- records to be securely stored to maintain privacy
- records to be accessible to students when required

Meetings
- regular meetings with training staff/management to be documented at the commencement of the training period
- records of meetings and outcomes to be maintained
- meeting should foster effective communication, feedback and discussion
- meeting to provide an opportunity to identify and record continuous improvement strategies, complete assessment validation and discuss resources

Roles and Responsibilities
- roles and responsibilities to be clearly outlined to administrative and training staff
- roles and responsibilities to be documented in positions descriptions and MOUs

Data Collection
- data relevant to training and continuous improvement to be collected, analysed and acted upon
- data relevant to RTO services to be collected, analysed and acted upon
- data relevant to RTO operations to be collected, analysed and acted upon

Auditing
- internal audit procedures to assess and review and record updates and changes in administration procedures on an annual basis