



# Making the Mark: RTO contract management and compliance under Future Skills WA

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# ***Making the Mark***

## ***RTO Contract Management and Compliance under Future Skills WA***



# *Agenda*

This session will cover:

- How we conducted our procurement, contractual management and compliance processes prior to Future Skills WA,
- What we have implemented to accommodate Future Skills WA; and
- What we plan to implement in the future.



# Procurement & Contract Management Pre Future Skills WA

- Multiple Programs
- Contracts awarded for 12 months
- One Senior Project Officer managing one Program
- Limited cross program monitoring
- Limited sharing of information to manage and monitor performance



# Procurement – Where we are now

## 2014 Procurement

- Review of Existing contracted Providers
- Tender Process
- Service Agreement
- Awarding a Contract



# **Contract Management – Where we are now**

## **2014 Contract Management**

Improved Contract Management through

- Monitoring visits
- Clear key performance indicators (KPI's)
- Reporting requirements for Providers
- Monthly reviews of Providers activity/performance
- Case management arrangement



# Compliance

## Pre - Future Skills WA

- Contract Audits with Regulator
- Systems / Processes being refined
- Core business changing
- Limited information exchange (internal / external)
- Education Sessions



# Compliance

## Where we are now

- Compliance Team Formed
- More articulated and supported structures, processes and systems
- Performance History





# Compliance

Where we are now

- Targeted and Strategic Audits
- Formal information exchange with Regulatory Bodies



# Where are we going

- Further refined KPIs
- Clear and flexible framework
- Looking at majority of Service Providers (auditing or visiting)



# Challenges

Some of the challenges that will influence future purchasing and contracting Frameworks include:

- Adapting to a new business model
- State / Commonwealth Policy Shifts
- Budget uncertainty



# Questions