Summary of Lessons Learned through My Profiling RTO Workshops

Detailed below are the key issues identified by RTOs that participated in the RTO Workshops (either face to face or via teleconference) hosted by Skills Canberra:

- Overall RTOs advised the product had great potential for both the capturing of evidence, and the streamlining of business processes and compliance activities.

- Improvements to the product during the trial increased benefits immediately and were relatively easy to implement once business requirements were identified and agreed.

- Implementation takes time. Majority of RTOs participating suggested a minimum 6 month lead time is needed for an organisation to customise their business processes and systems to integrate the product successfully

- Trainers/Teachers would benefit from more training tools being developed by the product vendor, eLearning Australia. In particular, training about the practical application of +Profiling as a tool to gather evidence that informs assessment.

- Additional professional development and change management is required in areas that deliver qualifications were an alternate profiling product has been used previously. An individual's ability to gain competency can vary significantly from one apprentice to the next (e.g one person may take three applications to develop competence, while another may take twenty). There were many challenges experienced in one qualification where Trainers/Teachers were used to using a benchmarking function.

- The 'Day in the Life' Videos were deemed very helpful to students and it was suggested by many RTOs that these should be provided for all qualifications, and ideally customised for each stakeholder user group (i.e. also developed for employers and RTOs).

- Many of the qualifications lack breadth and depth when it comes to the selection of categories and tasks available (particularly traineeship qualifications). The process to recommend modifications/additions requires a lot of administrative effort and time from RTOs and needs to be streamlined.

- There was an expectation from RTOs that more training and technical support would be available from eLearning Australia for RTO staff, employers and students. There wasn't enough awareness about the User Guides and Tutorial Videos available. Many commented that support staff from eLearning Australia were fantastic to deal with, but may be stretched too thin as there was often a wait time to schedule time for dedicated support. It was noted by several RTOs that having webinars recorded that staff could participate in/review at anytime via the web may assist.

- Understanding about where/who RTOs, employers and students can go to for technical support (troubleshooting) and training needs to be better understood. Some RTOs were advised they needed to provide support and training to their employers and students, yet these RTOs are not experts in the product and are actually only in the early stages of learning what the product can do. Increased lead time would assist with this issue.

- In order to gain greater efficiency within RTOs that deliver across multiple jurisdictions, it needs to be easy to select the relevant/state territory Training Plan to ensure compliance needs are met.

- Several RTOs would like to see clusters of tasks regularly done together come up as suggested options to select when choosing an icon (i.e could eLearning Australia access product data and analyse for each qualification which tasks are regularly selected together?). This would prompt students on what they should be doing, but also reduce time in selecting tasks. The option to repeat previous activities would also create efficiencies.

- Where the RTO delivers in a classroom based setting, a one glance screen that details overall progress for each unit of competency for a class group would significantly reduce trainer/teacher time.

- There is some resistance from students and employers that are not very computer literate or comfortable with adapting to new technology. This group is definitely in the minority but does exist. More work will need to be done on very basic training that can be provided face to face. How this will be resourced needs to be considered.

- A streamlined process to give feedback on My Profiling as things occur in real time may lead to many issues being resolved. All stakeholders are busy and if not done at the time, the opportunity to gain feedback with real examples may be missed. An enhancement that provides the option to have instant chat through the app for feedback/technical support would be beneficial.

- Where a unit of competency is used across multiple qualifications it was identified that the images used for certain tasks may be very suitable for one qualification, but not suitable at all for another.

- Issues were identified with the ease of transferring records and information when a student changes employer or qualification. To maximise the benefit to the student of this product, it needs to act as a lifelong learning portfolio for on-job activity.

- How Access Canberra will use their Business Intelligence Dashboard needs to be communicated in a positive way. If apprentices and employers feel that they are being 'watched' by the regulator through My Profiling, they may under or over report. Need to ensure a culture is created where employers are only approving entries that are a true reflection of the work done on the job.

- In order for RTOs to get the maximum benefit from the product organisations need to be able to easily access data to analyse. Currently there is no report builder function. It was noted that the enhancement during the trial that enabled the master report to be exported to excel was a marked improvement, however this function would be useful for all reports.

- The level of support from the product vendor needed for RTOs to successfully implement the product and get students and employers using for maximum benefit needs to be better understood.

- The level of support needed from Skills Canberra Field Officers also needs to be better understood. Until the evaluation results are considered by eLearning Australia and changes implemented, this is not able to be determined.