



RTO INTERNAL REVIEW TOOL

SMARTFORM GUIDELINES

Skills Canberra

Chief Minister, Treasury and
Economic Development Directorate

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KEY DATES

All key dates relating to the RTO Internal Review Tool, including the submission deadline, are published on the [Skills Canberra website](#).

INTRODUCTION

The RTO Internal Review Tool (the tool) is an online SmartForm provided by Skills Canberra to enable approved training providers to self-assess and evaluate ongoing compliance against a selection of clauses from the *Training Initiative Funding Agreement* (TIFA), the *ACT Standards for Delivery of Subsidised Training* (ACT Standards) and the requirements in each of the ACT funded training initiatives, as documented in the ACT Standards Compliance Guides.

The SmartForm establishes a consistent format to:

- > present the results of the internal review
- > identify the evidence a training provider has to demonstrate compliance
- > identify possible areas of non-compliance or improvement opportunities

The online SmartForm can be accessed on the Skills Canberra website.

KEY INSTRUCTIONS

- > The tool must be completed based on the training initiatives delivered from **1 October 2025**. Relevant sections of the tool and test actions will be customised according to the options selected on the Training provider details page.
- > If no ACT funded training has been delivered since 1 October 2025, select 'None' under 'Training initiatives delivered' on the Training provider details page. You will only be required to complete the TIFA and ACT Standards sections and provide a reason for not delivering government subsidised training.
- > The tool can be completed and submitted at any time up until the published deadline.
- > Training providers who obtained a TIFA on or after 1 October 2026 are exempt but may choose to complete the tool voluntarily.
- > After completing the 'Training provider details' page, all other sections can be accessed via the side navigation menu. You may move between sections without completing each page in full.
- > Save your progress before exiting. Unsaved information will be lost.
- > A form reference code is generated when saving the tool. You'll need this code to return to your saved form. You can also use the 'Send yourself a reminder email' option to receive a link to your saved form. An email titled 'Your RTO Internal Review Tool Saved' will be sent to the designated email address with a link to your saved form.
- > You may copy and paste information from your own documents into the tool.
- > Where documentary evidence is required, multiple documents may be attached.
- > All questions and actions (including the requirement to select evidence sources) marked with a red asterisk (*) are mandatory. You will be notified of any incomplete sections when attempting to submit.
- > Failure to make a reasonable effort to complete all required sections of the tool may result in an Event of Default notice being issued.

ADVICE FOR COMPLETING THE TOOL

- > Ensure the ACT funded training initiatives section on the 'Training provider details' page accurately reflects training delivered from **1 October 2025**. It is strongly encouraged to review student records in the ACT VET Administration System (AVETARS) before completing this section.
- > Be objective when reviewing the training provider's operations.
- > Responses should reflect the training provider's current practices, systems and controls. Where information is requested about emerging risks, opportunities or trends, responses should focus on matters that have had a material impact on training delivery, student outcomes or business operations during the review period.
- > Read each test action carefully and provide all requested documentation, where applicable.
- > Responses must reflect the current practices and processes of the training provider and include sufficient detail to demonstrate compliance.
- > Plan and outline realistic actions to address identified areas of non-compliance, insufficient evidence or opportunities for improvement.
- > There is no word limit, but responses should be concise. A recommended response length, depending on the complexity of the information, is 2-3 paragraphs.

Common tool completion issues

- > Missing the submission deadline
- > Incorrect selection of training initiatives
- > Incomplete test actions
- > Missing or insufficient documentary evidence
- > Evidence provided does not fully address the test action
- > Not meeting the minimum student file sample size
- > Including evidence for non-ACT funded students
- > Including student files that did not commence or undertake training during the tool period e.g. from 1 October 2025 for the 2025-26 tool.

OVERVIEW OF THE TOOL

Training Initiative Funding Agreement (TIFA) Compliance page

This page contains a selection of questions from specific clauses in the TIFA. Responses should reflect the training provider's activities, operations and compliance arrangements during the review period. Where additional information is requested, sufficient detail should be provided to describe the circumstances, actions taken and any notifications made to the Directorate.

Where the question indicates that a 'no' response requires the training provider to record the self-assessment result as non-compliant, the result field must be non-compliant.

Notifications to the Directorate

Where the tool requires details of a notification to the Directorate, include the date, method of notification and a brief summary of the matter notified. Retain supporting evidence of the notification and any related correspondence.

Organisational and governance changes

Where organisational or governance changes are reported, provide sufficient detail to identify the nature of the change, the relevant individual, position or entity involved, and the effective date. Training providers should ensure any notification requirements under the TIFA have been met.

Regulatory action

If the training provider was subject to any notice, sanction, condition or other regulatory action during the review period, provide sufficient information to explain the issue, actions taken by the training provider and the status of the matter at the time of completing the tool.

Compliance evidence

Evidence used to support compliance with the TIFA may include policies and procedures, governance records, insurance certificates, correspondence, registers, regulatory communications, notification records and other relevant organisational documentation.

ACT Standards and ACT Standards Compliance Guide pages

These pages contain the ACT Standards and training initiative requirements. Training providers must identify the evidence they have to demonstrate compliance. Some pages also include test actions that must be completed.

Evidence sources

Tick only the evidence you currently hold. This may be requested during future audit activity, so ensure selections are accurate. Evidence selected should directly demonstrate compliance with the relevant requirement and be available for review upon request.

In some sections, you won't need to select evidence for training initiative requirements undertaken before the tool's reporting period (e.g. student eligibility evidence for the 2023-24 or 2024-25 Skilled Capital training initiatives).

Test actions

Test actions are aligned with specific elements of the ACT Standards and ACT Standards Compliance Guides. Where applicable, they must be completed in full, with required documentation attached.

- > Test actions may involve reviewing systems and processes and/or student files.
- > If a minimum number of student files is specified, the sample must be at least this size.
- > If a test action specifies particular student categories, such as recently commenced, currently enrolled, completed or withdrawn students, the sample must include those categories where available. If a student is not available in the required category, select an additional student from another category and record the reason in the findings section.
- > If the total number of students during the tool period is less than the minimum number, all student files must be reviewed, and an explanation provided in the 'Findings and actions required' field.
- > Students selected in your sample must have enrolled in or undertaken training in an ACT funded training initiative **on or after 1 October 2025**.
- > If no ACT funded training was delivered or the test action does not apply to the student cohort (e.g. certification documentation has not yet been issued), you may be asked to review the training provider's systems and processes or provide an explanation.

Attachments

- > Some test actions require documentation to be uploaded.
- > The maximum combined file size is 40MB, and there is a limit to the number of attachments.
- > If the limit is reached, excess files will not upload.
- > Where multiple documents are required for student samples, combine them into one file per student.
- > Upload files as PDFs rather than image formats.
- > If unable to upload all documents, ensure at least one attachment is uploaded per test action, where applicable. Additional documents must be emailed to skills@act.gov.au, with the subject line referencing the RTO Internal Review submission and the relevant section.

Self-assessment result

Each ACT Standards section includes a self-assessment field to record the training provider's self-determination of compliance or non-compliance.

- > Findings should clearly identify the evidence reviewed and the basis for the self-assessment result.
- > To be marked as compliant, sufficient evidence must be selected and test action completed in full (where applicable)
- > The result entered will automatically populate the 'Summary of Results' section on the Submission page.

Findings and actions required

This mandatory field records your self-assessment findings and any actions identified.

- > **Record findings:** Describe the evidence reviewed, the basis for the self-assessment result and how compliance or non-compliance was determined.
- > **Record actions:** Where non-compliance or an opportunity for improvement is identified, outline the action to be taken and identify the relevant Agreement clause, ACT Standard, Compliance Guide requirement or test action. If no action is required, enter "No action required".

SUBMITTING THE TOOL

- > Before submitting, read and agree to each statement in the Declaration by ticking the corresponding boxes.
- > The Chief Executive Officer (CEO) name entered must match the name listed on the national register, www.training.gov.au.
- > Upon successful submission, you will receive online confirmation and a form reference code. No email confirmation will be sent.
- > You will have the option to download a PDF copy of your completed tool or send it to a designated email address. Note: the PDF does not include any attachments submitted with the tool.

DIRECTORATE USE OF INFORMATION

The RTO Internal Review assists the Directorate to monitor training provider performance and compliance with the TIFA. Information from each training provider's submission may be used by the Directorate to:

- > review performance against the requirements of the TIFA
- > understand continuous improvement efforts and objectives
- > provide insight into the training provider's business operations and activities
- > inform:
 - o quality assurance and compliance activities
 - o the training provider's risk profile
 - o decision making where a complaint is received regarding a training provider
 - o decisions relating to ACT funded training initiatives
 - o decisions relating to the next TIFA.
- > Identify emerging risks, opportunities and trends affecting training providers and ACT funded training delivery.



MAINTAINING COMPLIANCE

If any non-compliance is identified during completion of the tool, the training provider must document the actions taken to address each issue and retain on file. This evidence may be requested or reviewed by the Directorate at any time.

FURTHER INFORMATION

For further information or help with completing the tool, email skills@act.gov.au.



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