



## Feedback from one of our clients

I have known Angela McGregor-Goodwin since 1998, both in a personal and professional capacity. As a professional, I have worked both with and for Angela and have always considered her to be extremely knowledgeable of the training industry as a whole. Angela's understanding of compliance is very extensive and her experience in industry contributes to her capabilities.

Twelve months ago I, along with two others, decided to start our own Registered Training Organisation. There was never any question that we would ask Angela to assist us through this process. Following the initial meeting with Angela, the decision was made to create our RTO with Angela's coaching, support and procedure development. Angela wrote the application for us and kept us informed on what she was doing and why. She also advised us on the best way in which to develop our training and assessing material and any other documentation that would be audited such as marketing material.

Angela provided a very detailed process of what needed to be done by each of us as well as what her responsibilities would be. She guided me through what I needed to concentrate on which included the requirements for each of the qualifications we were applying for.

We had input into the development of the policies and procedures and they were tailored to suit the type of RTO we wanted to create. We also had regular meetings with Angela face to face, phone conversations and email, depending on what needed to be discussed. Angela advised who needed to be involved in the various meetings to ensure that individually and as partners; we took ownership of the process. These meetings proved to be invaluable when we had our initial audit because we were well prepared for all questions asked by the auditor and we knew exactly how the audit process would be conducted. Angela was also on the premises throughout the entire audit in case she was needed; which she wasn't because we were so well prepared.

Today, just over twelve months after our initial registration was granted, we are actually in a much more successful position than we predicted we would be at this time. We are preparing for our post initial audit and are confident that this will be approved.

We are engaging Angela to come in and conduct a 'mock audit' or 'health check' prior, to ensure that we have maintained the processes, standards and compliance that was initially developed. We will continue to engage Angela on a yearly basis for this purpose.

My role in the RTO is compliance and I am very confident with issues on a day to day basis but I still meet with Angela on a very regular basis for her assistance with validation and questions that relate to non-routine issues such as employment status; vocational placement.

Engaging Angela to assist with our application was the best decision we made and I have no doubt that it is the reason we are where we are today, after such a short time. I have no hesitation in recommending Angela to anyone who is considering applying for registration as a training provider. I am very happy with the service she provided to us.



If you would like any further information or have any questions, I would be more than happy to speak with you.

Deborah Pinard