

### **Session 3**

#### **TAFE: SKILLS REFORM - THE WAVES OF CHANGE**

**Ms Jeanette Roxburgh**

RMIT University

RMIT is one of Australia's largest dual sector universities with 72,000 students and 21,132 students enrolled across the TAFE sector. Being a TAFE teaching institution in Victoria requires RMIT to report to both the State and Federal Governments which has resulted at times, in a collision of legislative requirements across both governing bodies.

RMIT has struggled for the past 3 years to meet the various legislative challenges of Skills Reform introduced by the State Government, and although chaotic, there have been successes and failures in meeting their obligations. There have been monumental changes to system and administrative processes and new ways found to support staff.

Towards the end of 2010 RMIT thought they were at last 'Riding the Wave' to success when surprisingly, there was a change in State Government and suddenly the wave broke, the sea churned and once again RMIT was forced to struggle to reach the surface and meet another round of government challenges.

We would like to think that the waves are now gently rolling; allowing us time to enjoy our achievements but we all know that when dealing with any governing body, the wave will break and the sea will churn and the challenge will begin again.

This presentation will take you on a journey of how RMIT tackled the challenges set by both state and federal governments and how we worked and continue to work to change the processes and culture of student administration across a large organisation.

#### **Presenters Biography**

**Jeanette Roxburgh** has worked within the university environment for 21 years. Seven of these have been at RMIT, currently as the Senior Coordinator, Records Management Services.

Working as the Senior Coordinator of Records Management Services, Academic Registrars Group, Jeanette leads a team of fourteen staff across the higher education, TAFE and Open Universities Australia sectors. The role is responsible for the coordination and maintenance of student records which includes: business processes, procedures and compliance within legislative frameworks governing all cohorts of students from TAFE to research.