

**Recommendation 7:  
Improve the functioning  
of the Education  
Standards Board**

# Roadmap to **REGULATORY REFORM**

The Education Standard Board's (ESB) initial focus will be on improving the Intake & Assessment process and Assessment and Rating practice, as well as the Recruitment and Induction of Regulatory Officers.

## Build Capacity



- Incidents & complaints triaging
- Investigations
- Compliance & monitoring
- Applications management

## Benchmarking



- Service Standards
- Regulatory performance reporting
- Sector performance reporting

## Regulatory Experience



- ★ Intake & assessment process
- ESB website
- Enquiries management

## Assessment and rating



- ★ Assessment & rating
- Assessment & rating moderation

## Education and guidance



- Regulating Working Towards services
- Education & guidance framework

## Regulatory Officers



- ★ Recruitment and Induction of Regulatory Officers
- Regulatory capability framework
- Induction, learning & development