

**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