

# How Redmako Learning Delivers Qualifications

**Cost Effectively**



**A CASE STUDY BY**



Exceptional Offshore  
Staffing Solutions



## EXECUTIVE SUMMARY

Redmako Learning, an Australian Registered Training Organisation (RTO), saves on labour costs and effectively services both their students and clients by outsourcing support and other business segments to the Philippines through People Partners.

## ABOUT REDMAKO LEARNING

Redmako Learning is a Queensland-based RTO that delivers qualifications in business and marketing, food safety, and hospitality. They provide training and vocational courses in schools, as well as traineeships and apprenticeships in businesses.

With Redmako Learning, students receive instruction from passionate, engaging, and experienced trainers. They are also given access to a dedicated student support counsellor for progress monitoring, consultations, and encouragement. All these help provide students with the best experience possible and ensure that they acquire the skills they need to secure a rewarding career in their chosen field.



## Business Challenges



Australia's vocational education and training (VET) system provides both local and international students with the qualifications and industry experience essential in their chosen career path. The government provides funding and works with industries and employers to identify priorities, develop policies, and implement quality assurance. RTOs like Redmako Learning deliver instruction to students.



The VET sector has routinely been plagued by changes and cuts to funding, which have cascading impacts on the service RTOs can extend their students and clients. Many RTOs wrestle with this challenge, which can culminate in choosing to cease offering certain courses, expanding class sizes and increasing workload for remaining employees. Some sources have expressed concern that the budget cuts could lead many training organisations to become unviable and a national skills shortage to occur.

## Required Solution

Redmako Learning required support in various areas of their operation, including the following:

- Marketing their courses and other services
- Assisting business development managers
- Managing the enrollment process
- Providing tutoring and support for students
- Ensure quality and compliance



Redmako Learning needed a business process outsourcing (BPO) company that could help them find individuals with experience in marketing and business development. The BPO must also be able to assist in complying with requirements and regulations in the Australian VET sector.

Redmako observed that their trainers had a high level of activity, but this busyness didn't always align with corresponding unit completions because there was inadequate focus on each individual students' progress. For this reason, the organisation needed tutors who could support trainers through important admin responsibilities, allowing the Trainers to focus on inspiring student progression and delivering unit completions.

The tutors must also be able to engage students and keep them motivated throughout their learning journey. Their tutors also help ensure that students are up-to-date on their online studies and the necessary paperwork, so their role is critical to every student's success.



## Solutions and Implementation



### MARKETING AND BUSINESS DEVELOPMENT SUPPORT

PeoplePartners has sourced staff that help Redmako find new clients and students through multi-platform marketing. This includes creating various types of digital content that are posted on Redmako's website, blog page, and social media accounts to enhance the company's reach and visibility. Redmako also gets the support of experienced business developers in finding new clients and nurturing relationships with them.





## ENROLMENT AND STUDENT SUPPORT

PeoplePartners provides Redmako with tutors who guide students through every step in their journey, from enrolment to completion. These tutors follow up on documents, signatures, reports, and other course requirements. They also assist in initiating face-to-face sessions by coordinating with students and employers and setting up reminders. Should students encounter issues with the learning platform, they can turn to the tutors for help.

Tutors ensure that students have completed their online and theory work so they can seamlessly progress through the course. They also work with the trainers to create student notes of everything that happens during every session.



## OPERATIONAL SUPPORT

A considerable segment of Redmako's operations is managed or supported by offshore professionals through PeoplePartners. This includes developing learning resources, aiding quality and compliance, and finance/accounts.



## Results and Benefits



Outsourcing gives businesses access to high-quality talent at a lower cost, a benefit that Redmako has experienced first-hand. Working with PeoplePartners has so far enabled them to reduce labour costs by up to 70%, enhancing their business viability and ability to thrive.

More importantly, the partnership allowed them to deliver the kind and level of service they want to provide to their stakeholders. With offshore tutors' help, trainers have more time and bandwidth to focus on their duties and students are able to keep up with their studies. As a result, students enjoy a positive journey and experience while advancing through their course.



Redmako has enjoyed significant benefits by outsourcing with PeoplePartners. Roles they've engaged through PeoplePartners include:

- Resource Developers
- Instructional Designers
- Compliance Officers
- Student Support / Tutors
- Sales Coordinators
- Marketing Assistants
- Graphic & Multi-Media Designers
- Accountants



# About PeoplePartners

PeoplePartners excels in sourcing talent and building high-performing teams to uplift Registered Training Organisations (RTOs) in Australia.



Our brand purpose, "Partnering with Leaders to Scale Profitable and Efficient Organisations," steers our commitment to align with your operational, branding, and cultural standards.

Our goal is to empower your organisation to deliver exceptional service, facilitating rewarding experiences for your students and clients.

## Grow your business by accessing specialised and talented people in the Philippines

- ✓ Specialist, dedicated people assigned exclusively to your business
- ✓ Lower cost resources across specialist skill sets
- ✓ Customised skills testing and training to suit your business and function
- ✓ Technology aligned with your requirements
- ✓ Build expertise in a new business area or expand support for your existing operations



## Learn More with these Resources



### 5 Tips to Do RTO Outsourcing Right

<https://peoplepartnersbpo.com/do-rto-outsourcing-right/>




### PeoplePartners Why Outsource in PH

<https://peoplepartnersbpo.com/resources/brochures/ppbi-why-outsource-in-ph/>




## Contact Us


### Eastwood HQ

 Unit 8A IBM Plaza  
Eastwood, Bagumbayan  
Quezon City, Philippines 1110

 +639985764128

### Brisbane HQ

 Level 6 / 316 Adelaide Street  
Brisbane, Queensland 4000

 1300 309 484