◆ CASE STUDY · EDUCATION · AI OPPORTUNITY MAPPING

How a dual-sector RTO got 13,680 staff hours a year back

We mapped 52 workflows across 15 SaaS systems, ranked where AI would pay back first, and built ten initiatives in 22 weeks. Every decision that affects a student stayed with qualified staff.

13,680 hours returned a year 8.6 FTE OF CAPACITY	**$905k** annual value $329K CASH AVOIDED
3.2 months to payback 10.0 MONTHS ON CASH ALONE	**52** workflows mapped ACROSS 15 SYSTEMS

Illustrative case study. The client is anonymised, and volumes, hours and outcomes are modelled with Greenhat's AI Opportunity Mapper method. All amounts in AUD.

◆ AT A GLANCE

The client

A registered training organisation that is also a registered higher education provider: two regulators, three reporting regimes, one stretched team.

The 2025 Standards for RTOs, in effect since 1 July 2025, moved ASQA's focus to outcomes and self-assurance. Leadership wanted AI to lift capacity without creating new compliance risk.

SECTOR Dual-sector: RTO and registered higher education provider	COURSE RANGE 22 VET qualifications (Certificate III to Diploma); 4 higher education awards (2 Bachelor, 2 Masters)
STUDENTS About 3,600 active; about 2,900 new enrolments a year	DELIVERY Online and blended, national
STAFF About 70, including 38 trainers, assessors and academics	REGULATORS ASQA (2025 Standards for RTOs); TEQSA (Higher Education Standards Framework)
DATA REPORTING AVETMISS to NCVER and state funding bodies; USI; TCSI for higher education	

01

◆ 01 THE CHALLENGE

Good systems that didn't talk to each other

Enrolments were up and headcount was capped, so staff did the joining between systems by hand.

01

Triple entry

Each new student was keyed into Dynamics 365, re-keyed into Job Ready, then pushed to the LMS by a nightly CSV that often failed.

02

Support volume

About 26,000 tickets a year, most asking for facts that already sat in Job Ready or the LMS.

03

Marking backlog

Median VET marking turnaround was 12 business days, and waiting for results was the top complaint.

04

Compliance load

AVETMISS errors were fixed in a scramble before each submission; self-assurance evidence was scattered.

05

Reporting lag

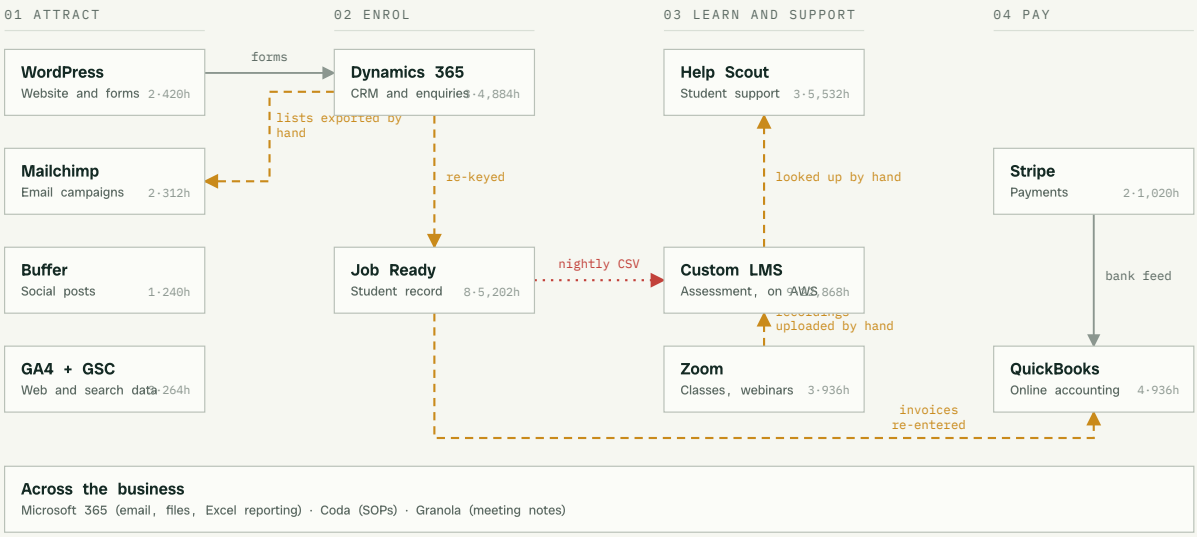
Leadership ran on a weekly spreadsheet that took a day to compile from four systems.

Leadership's question: where will AI pay back first, and how do we use it without putting registration at risk?

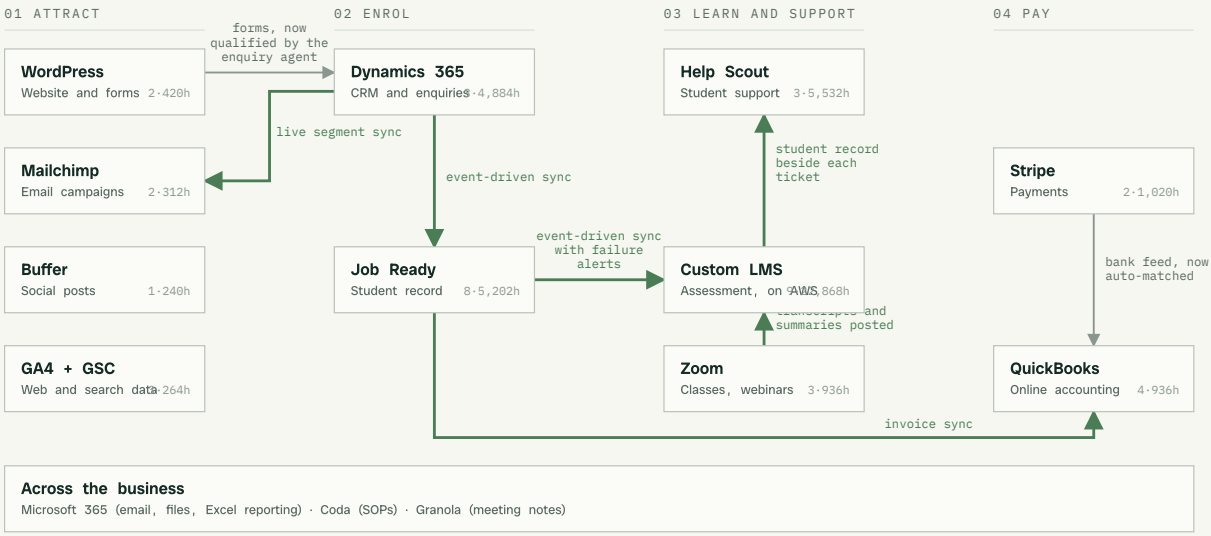
Before: 6 of 8 handoffs ran by hand or broke

Switch between before and after to see how data moves between the systems.

Before: 6 of 8 handoffs ran by hand or broke



After: all 8 handoffs run automatically



Automated Done by hand Automated but failing

Automated by this engagement

WordPress → Dynamics 365

BEFORE forms · — automated

AFTER forms, now qualified by the enquiry agent · — automated · Enquiry-to-lead agent

Dynamics 365 → Mailchimp

BEFORE lists exported by hand · – – by hand

AFTER live segment sync · — automated by this engagement · Content and search engine

Dynamics 365 → Job Ready

BEFORE re-keyed · – – by hand

AFTER event-driven sync · — automated by this engagement · Enrolment automation

Job Ready → Custom LMS

BEFORE nightly CSV · ··· automated but failing

AFTER event-driven sync with failure alerts · — automated by this engagement · Enrolment automation

Custom LMS → Help Scout

BEFORE looked up by hand · – – by hand

AFTER student record beside each ticket
· — automated by this engagement · Student support copilot

Zoom → Custom LMS

BEFORE recordings uploaded by hand · - - by hand

AFTER transcripts and summaries posted
· — automated by this engagement · Assessor workload suite

Stripe → QuickBooks

BEFORE bank feed · — automated

AFTER bank feed, now auto-matched · — automated · Finance operations automation

Job Ready → QuickBooks

BEFORE invoices re-entered · - - by hand

AFTER invoice sync
· — automated by this engagement · Finance operations automation

02

◆ 02 THE ANALYSIS

Five steps from software list to ranked opportunities

01	**Inventory**
02	**Map**
03	**Time**
04	**Score**
05	**Prioritise**
06	Build
07	Measure

◆ STEP 1 OF 5

List every system with its owner, users, licence tier and the AI features already included, plus work done outside the tools in spreadsheets and inboxes.

1. Inventory List every system with its owner, users, licence tier and the AI features already included, plus work done outside the tools in spreadsheets and inboxes.

2. Map Break each system into repeatable workflows (verb, object, cadence) and assign a functional area and the roles involved.

3. Time Annual hours = hours per occurrence × occurrences a year, validated with a two-week time log by 31 staff and system counts of tickets, enquiries and submissions.

4. Score AI value (1–5) × feasibility (1–5), with risk notes on data sensitivity, accuracy and compliance.

5. Prioritise Tier the workflows, group them into initiatives and sequence the initiatives into waves.

6. Build Ten initiatives in three overlapping waves, each inside the systems staff already use, each with a named human decision point.

7. Measure Repeat the time log after go-live, add system telemetry, and annualise the reduction for each workflow.

It is the same method the AI Opportunity Mapper runs.

Assessment, admissions and support hold 80% of mapped staff time

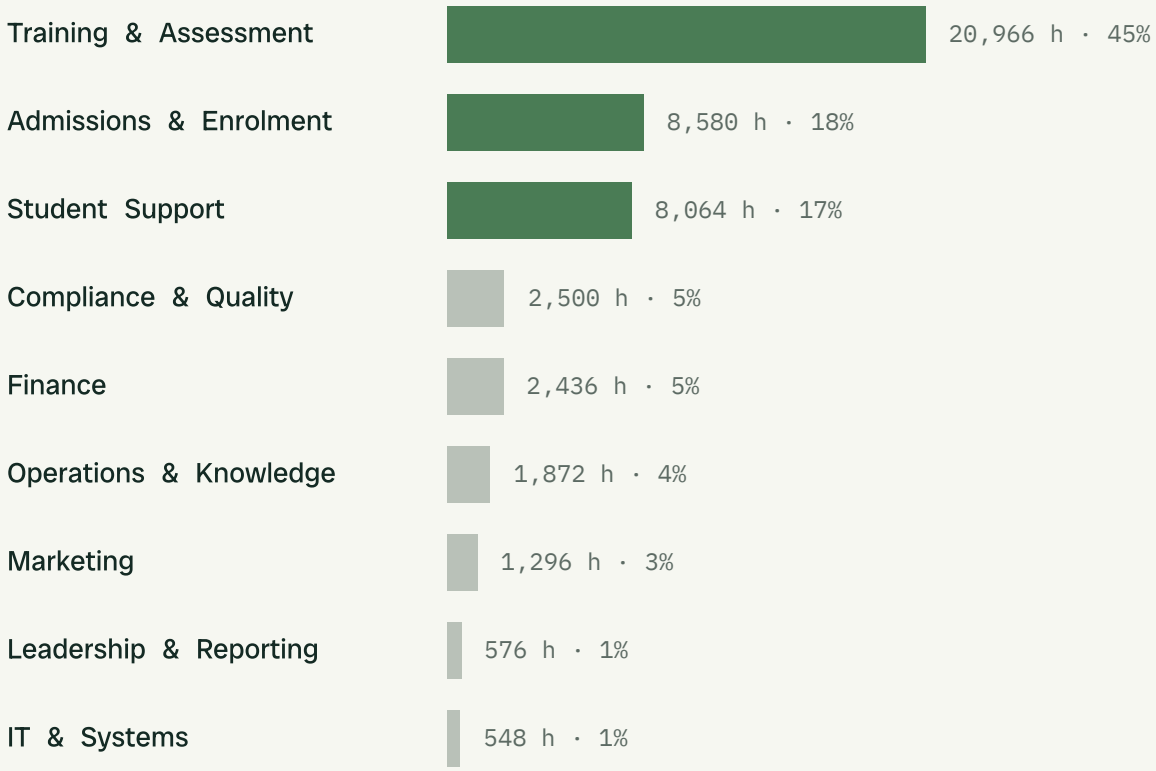
The map put 46,838 staff hours a year against 52 workflows, about 42% of the provider's working hours.

> **Marking dominates, and it is judgement work**
> VET marking alone is 15,200 hours, a third of all mapped time. The opportunity was preparing evidence and feedback for the assessor, not deciding for them.

> **Support and admissions answered questions the systems already held**

> Most tickets and enquiries asked for facts that sat in Job Ready or the LMS: results, payment dates, entry requirements, next steps.

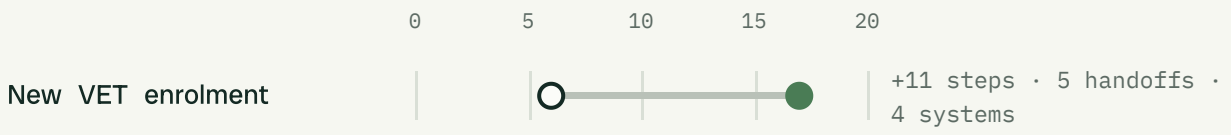
> **Compliance, finance and reporting were small in hours but high in risk**
> Errors there reach ASQA, TEQSA, NCVER or funders, so accuracy mattered more than speed.

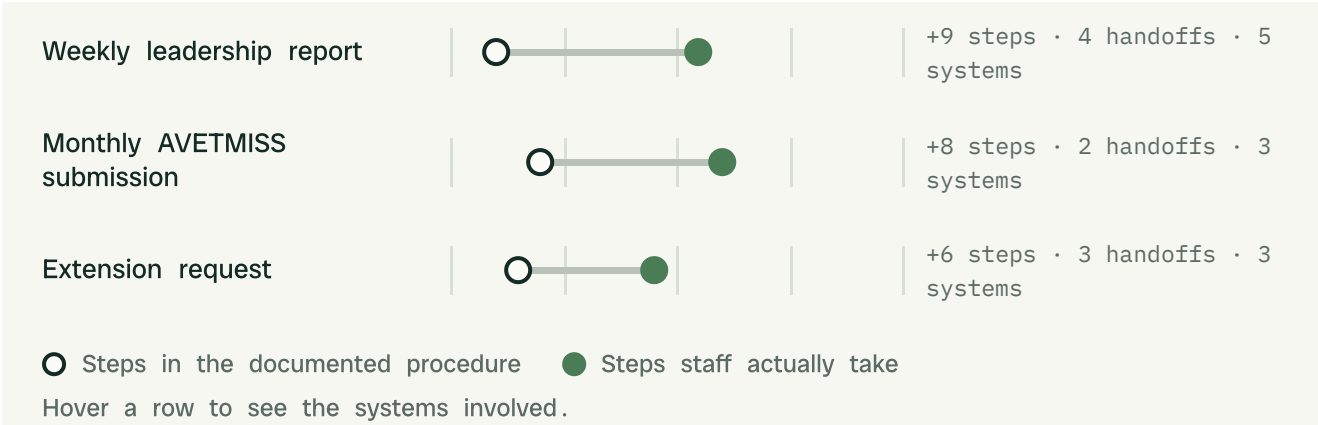


Click an area to filter the process explorer. Hover for workflow count and annual cost.

Every core workflow had outgrown its documented procedure

4 core workflows, each with more steps in practice than in the procedure staff were given.





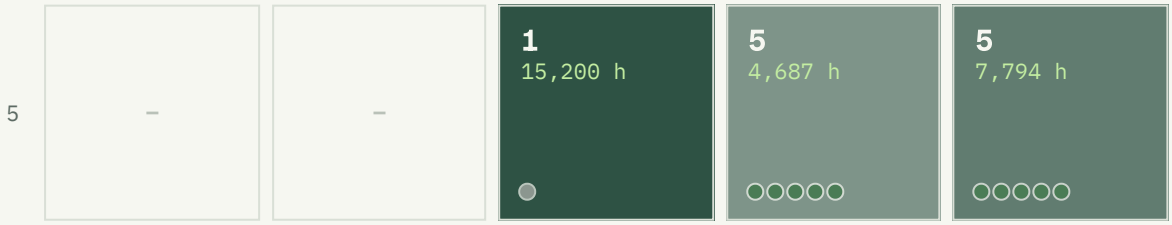
33 quick wins, 13 strategic, 6 parked

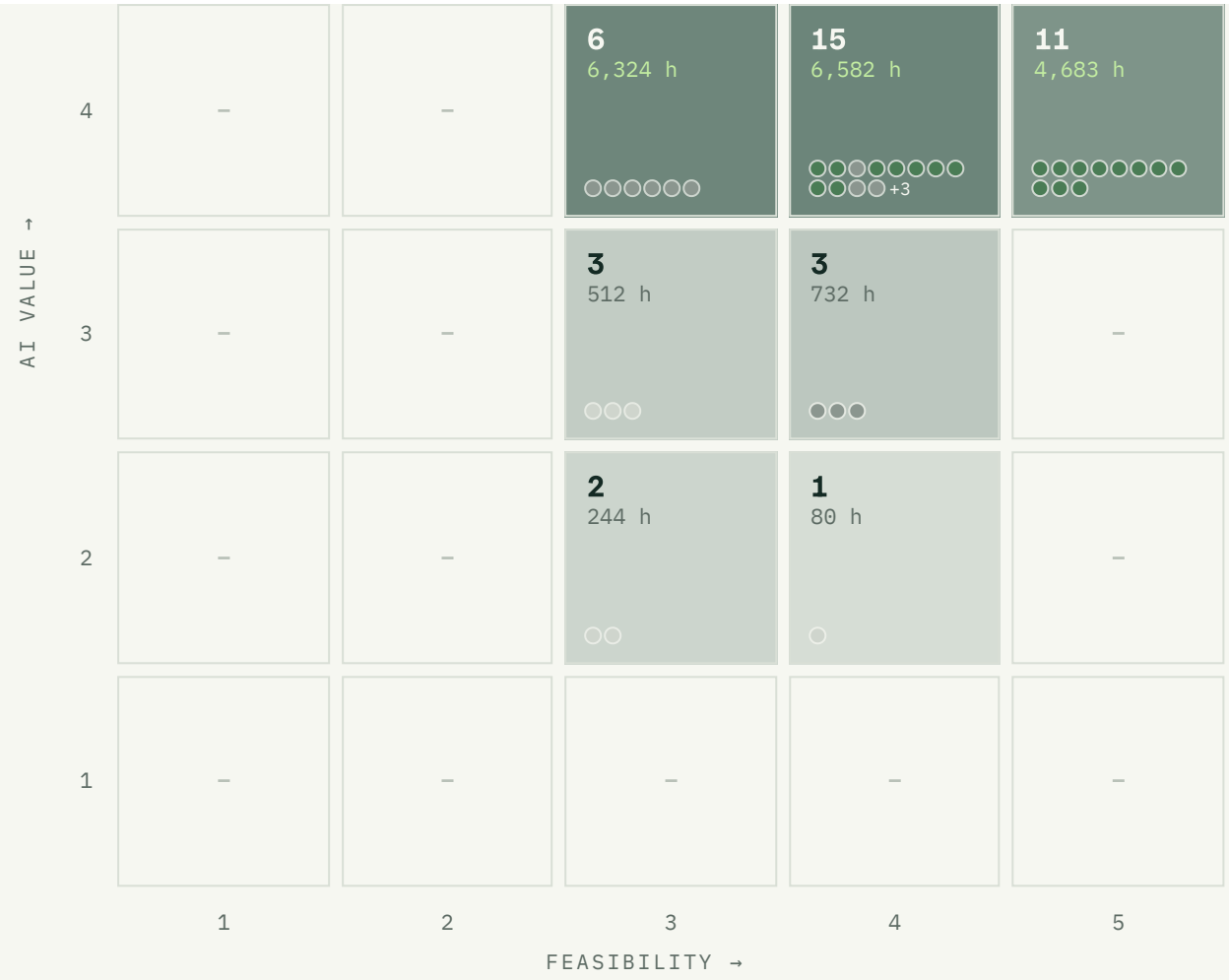
Each workflow scored AI value (1-5) times feasibility (1-5). Feasibility drops wherever an error would reach a student's result, a funding claim or a regulator.

Quick win: score 20 or more, or 16 or more with at least 100 hours a year. Strategic: 12 or more. Low: everything else.

◆ WORTH NOTING

The biggest time sink, VET marking at 15,200 hours, scored only 15 because an assessor must make every competency judgement. It became decision support, not automation.





Explore all 52 workflows

Filter by area, system, tier or initiative. Every total on this page is the sum of these rows.

Showing **52** of 52 workflows · **46,838** hours a year · **13,680** hours returned

ID	PROCESS	SYSTEM	AREA	HOURS A YEAR	SCORE	TIER	INITIATIVE	HOURS RETURNED
7	Student support ticket responses	Help Scout	Student Support	4,680	25	Quick win	Student support copilot	2106

ID	PROCESS	SYSTEM	AREA	HOURS A YEAR	SCORE	TIER	INITIATIVE	HOURS RETURNED
1	Enquiry triage & first response	Dynamics 365	Admissions & Enrolment	2,250	25	Quick win	Enquiry-to-lead agent	1238
34	Course page & blog production	WordPress	Marketing	384	25	Quick win	Content and search engine	192
36	Newsletter & nurture campaigns	Mailchimp	Marketing	240	25	Quick win	Content and search engine	132
38	Social content creation & scheduling	Buffer	Marketing	240	25	Quick win	Content and search engine	144
3	Enrolment processing & re-keying from CRM	Job Ready	Admissions & Enrolment	2,175	20	Quick win	Enrolment automation	1305
10	Progress monitoring & at-risk outreach	Custom LMS (AWS)	Student Support	1,440	20	Quick win	Learner engagement early warning	576
8	Ticket triage, tagging & routing	Help Scout	Student Support	780	20	Quick win	Student support copilot	585
27	Payment plans, failed payments & dunning	Stripe	Finance	720	20	Quick win	Finance operations automation	396
23	Certificate & statement of attainment checks	Job Ready	Compliance & Quality	660	20	Quick win	Compliance data-quality agent	363
18	Live class recording post-processing	Zoom	Training & Assessment	600	20	Quick win	Assessor workload suite	390
15	Resubmission tracking & assessor allocation	Custom LMS (AWS)	Training & Assessment	576	20	Quick win	Assessor workload suite	346
41	Meeting notes to actions	Granola	Operations & Knowledge	480	20	Quick win	Meeting-to-action and SOP assistant	240
4	USI verification exceptions	Job Ready	Admissions & Enrolment	435	20	Quick win	Enrolment automation	304
22	Self-assurance & audit evidence	Coda	Compliance & Quality	400	20	Quick win	Compliance data-quality	180

ID	PROCESS	SYSTEM	AREA	HOURS A YEAR	SCORE	TIER	INITIATIVE	HOURS RETURNED
	assembly						agent	
46	Weekly enrolment & revenue reporting	Dynamics 365	Leadership & Reporting	384	20	Quick win	Leadership operating pack	288
20	AVETMISS validation & NAT file fixes	Job Ready	Compliance & Quality	288	20	Quick win	Compliance data-quality agent	173
40	Info-session follow-up	Zoom	Marketing	144	20	Quick win	Enquiry-to-lead agent	86
26	Learner & employer survey analysis	Microsoft 365 and Outlook	Compliance & Quality	120	20	Quick win	Compliance data-quality agent	78
35	SEO audit & content refresh	Google Search Console	Marketing	120	20	Quick win	Content and search engine	66
48	Website performance reporting	Google Analytics 4	Leadership & Reporting	48	20	Quick win	Content and search engine	34
2	Lead follow-up & course advice	Dynamics 365	Admissions & Enrolment	2,250	16	Quick win	Enquiry-to-lead agent	788
12	Extensions, deferrals, withdrawals & credit transfer	Job Ready	Student Support	900	16	Quick win	Learner engagement early warning	315
6	Higher education application assessment	Microsoft 365 and Outlook	Admissions & Enrolment	600	16	Quick win	Enrolment automation	240
30	Student & employer invoicing, debtor follow-up	Job Ready	Finance	480	16	Quick win	Finance operations automation	216
43	Shared inbox triage	Microsoft 365 and Outlook	Operations & Knowledge	480	16	Quick win	Meeting-to-action and SOP assistant	216
42	SOP authoring & staff 'how do I' questions	Coda	Operations & Knowledge	384	16	Quick win	Meeting-to-action and SOP assistant	154

ID	PROCESS	SYSTEM	AREA	HOURS A YEAR	SCORE	TIER	INITIATIVE	HOURS RETURNED
28	Bank & Stripe reconciliation	QuickBooks Online	Finance	360	16	Quick win	Finance operations automation	216
19	Validation & moderation preparation	Coda	Training & Assessment	240	16	Quick win	Not built	-
25	Policy & procedure updates	Coda	Compliance & Quality	192	16	Quick win	Meeting-to-action and SOP assistant	77
29	Accounts payable & bill entry	QuickBooks Online	Finance	192	16	Quick win	Finance operations automation	96
47	Board & academic board reporting	Job Ready	Leadership & Reporting	144	16	Quick win	Leadership operating pack	65
21	TCSI data checks (higher education)	Job Ready	Compliance & Quality	120	16	Quick win	Compliance data-quality agent	60
39	Campaign & funnel reporting	Google Analytics 4	Marketing	96	16	Strategic	Not built	-
9	Help-centre article maintenance	Help Scout	Student Support	72	16	Strategic	Student support copilot	36
37	Audience segmentation & list sync	Mailchimp	Marketing	72	16	Strategic	Not built	-
13	VET assessment marking & feedback	Custom LMS (AWS)	Training & Assessment	15,200	15	Strategic	Assessor workload suite	1710
14	Higher education marking & feedback	Custom LMS (AWS)	Training & Assessment	3,000	12	Strategic	Not built	-
5	Pre-training review & LLN suitability	Custom LMS (AWS)	Admissions & Enrolment	870	12	Strategic	Not built	-
16	Assessment tool mapping updates	Custom LMS (AWS)	Training & Assessment	720	12	Strategic	Not built	-
24	Complaints & appeals	Microsoft 365 and	Compliance & Quality	720	12	Strategic	Not built	-

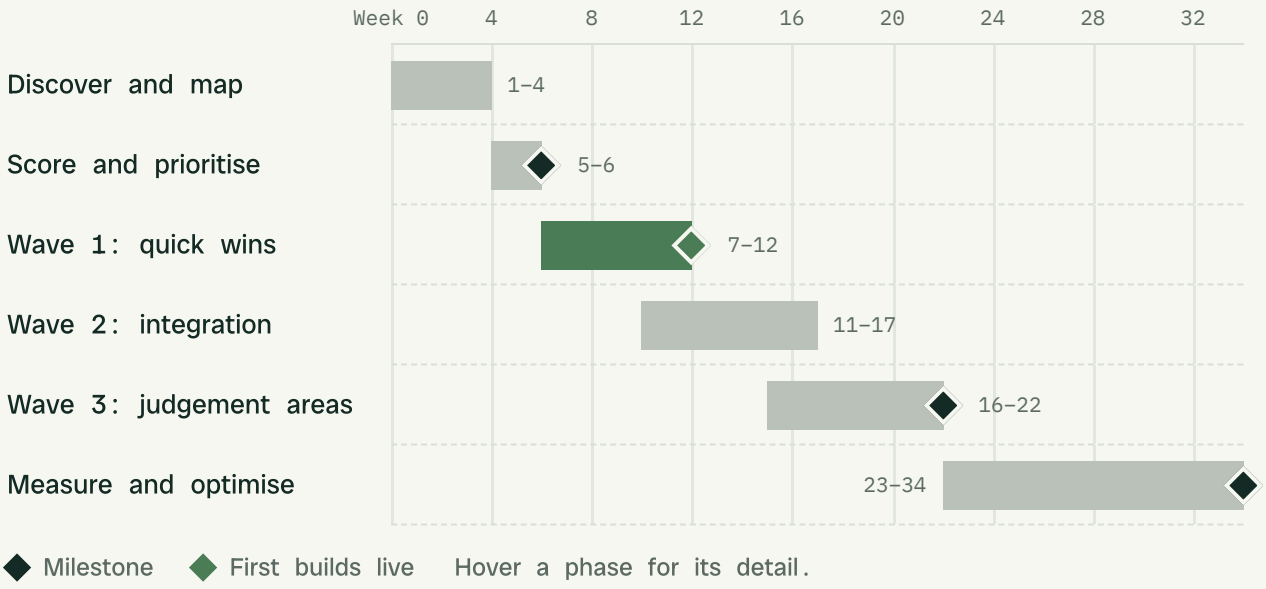
ID	PROCESS	SYSTEM	AREA	HOURS A YEAR	SCORE	TIER	INITIATIVE	HOURS RETURNED
	handling	Outlook						
17	Academic integrity screening	Custom LMS (AWS)	Training & Assessment	630	12	Strategic	Not built	-
49	Sync error handling (CRM, SMS, LMS)	Custom LMS (AWS)	IT & Systems	384	12	Strategic	Enrolment automation	269
33	Refund & cooling-off requests	Stripe	Finance	300	12	Strategic	Not built	-
44	Trainer credential & currency records	Microsoft 365 and Outlook	Operations & Knowledge	240	12	Strategic	Not built	-
11	Support session scheduling & recording admin	Zoom	Student Support	192	12	Strategic	Not built	-
45	Document search & retrieval	Microsoft 365 and Outlook	Operations & Knowledge	288	9	Low	Not built	-
31	Month-end close & BAS	QuickBooks Online	Finance	176	9	Low	Not built	-
50	Infrastructure monitoring & cost review	Custom LMS (AWS)	IT & Systems	48	9	Low	Not built	-
52	Sessional staff access provisioning	Microsoft 365 and Outlook	IT & Systems	80	8	Low	Not built	-
32	Payroll incl. sessional timesheets	QuickBooks Online	Finance	208	6	Low	Not built	-
51	Plugin & core maintenance	WordPress	IT & Systems	36	6	Low	Not built	-

03

◆ 03 THE WORK

Ten initiatives in three waves, all live by week 22

First builds were live in week 12



Discover and map wk 1–4

Interviews and shadowing with 31 staff; admin-console review of all 15 systems; a two-week time log.

Wave 1: quick wins wk 7–12

Four initiatives in tools already licensed.

Wave 3: judgement areas wk 16–22

Engagement early warning and the assessor pilot, once governance was in place.

Score and prioritise wk 5–6

All 52 workflows scored and tiered; leadership approved ten initiatives in three waves.

Wave 2: integration wk 11–17

Enrolment, compliance, finance and leadership reporting builds.

Measure and optimise wk 23–34

Time log repeated, telemetry compared with baseline, prompts and thresholds tuned.

What we built, and what stays with people

Each initiative names what the AI and automation do and which decisions stay with qualified staff.

◆ WAVE 1: QUICK WINS

Student support copilot

HELP SCOUT | JOB READY | CUSTOM LMS (AWS)

2,727 H RETURNED A YEAR

$153k A YEAR

WHAT AI AND AUTOMATION DO

Classifies and routes every ticket; drafts replies from policy and the student's own record; answers routine questions through Help Scout AI Answers.

> ### WHAT STAYS WITH PEOPLE
>
> Agents send or edit every drafted reply; wellbeing flags go straight to a person.

WORKFLOWS INCLUDED

Student support ticket responses	2,106 of 4,680 h
Ticket triage, tagging & routing	585 of 780 h
Help-centre article maintenance	36 of 72 h

Enquiry-to-lead agent

DYNAMICS 365 | WORDPRESS | ZOOM | MICROSOFT 365 AND OUTLOOK

2,112 H RETURNED A YEAR

$122k A YEAR

WHAT AI AND AUTOMATION DO

Qualifies enquiries and replies within minutes with course-specific information; creates and scores the lead; logs info-session attendance.

> ### WHAT STAYS WITH PEOPLE
>
> Course advisers own every conversation about suitability and funding eligibility.

WORKFLOWS INCLUDED

Enquiry triage & first response	1,238 of 2,250 h
Lead follow-up & course advice	788 of 2,250 h
Info-session follow-up	86 of 144 h

Content and search engine

WORDPRESS | GOOGLE SEARCH CONSOLE | MAILCHIMP | BUFFER | GOOGLE ANALYTICS 4

568 H RETURNED A YEAR

$40k A YEAR

WHAT AI AND AUTOMATION DO

Writes briefs and first drafts from course documents and search demand; repurposes each article into email and social posts.

> ### WHAT STAYS WITH PEOPLE
>
> Marketing edits and approves; course claims are checked against the training product.

WORKFLOWS INCLUDED

Course page & blog production	192 of 384 h
SEO audit & content refresh	66 of 120 h
Newsletter & nurture campaigns	132 of 240 h
Social content creation & scheduling	144 of 240 h
Website performance reporting	34 of 48 h

Meeting-to-action and SOP assistant

GRANOLA | CODA | MICROSOFT 365 AND OUTLOOK

687 H RETURNED A YEAR

$45k A YEAR

WHAT AI AND AUTOMATION DO

Sends Granola decisions and actions to their owners; drafts SOP changes; answers staff questions from Coda with citations.

> WHAT STAYS WITH PEOPLE
>
> Process owners approve every SOP change.

WORKFLOWS INCLUDED

Policy & procedure updates	77 of 192 h
Meeting notes to actions	240 of 480 h
SOP authoring & staff 'how do I' questions	154 of 384 h
Shared inbox triage	216 of 480 h

Student support copilot

Agents had been answering from memory and three browser tabs. The copilot puts the student's enrolment, results and payment status beside each ticket and drafts the reply from the provider's own policies, so the agent's job became checking and sending.

Enrolment automation

Most of this saving came from integration, not models. A record created once in Dynamics 365 now flows to Job Ready and the LMS, and document AI handles the evidence that used to be read and re-typed.

Assessor workload suite

The pilot covered 8 of 22 VET qualifications, about 45% of submissions. Each draft cites the criterion and where the evidence sits. Assessors accept, edit or

reject it, and the LMS logs which, so validation can sample AI-assisted decisions like any other.

Built inside the systems staff already use

An orchestration layer in the provider's existing AWS account (Sydney region) connects the systems through their APIs and calls models through Amazon Bedrock with in-region inference. Where a tool already shipped AI the provider paid for, such as Help Scout, Zoom, Granola and Coda, the build switched it on and grounded it in the provider's own data. Every AI output is logged with its sources, the reviewer and the decision taken.

◆ THE 15 SYSTEMS STAFF ALREADY USE

Dynamics 365	Job Ready	Custom LMS (AWS)
Help Scout	Zoom	WordPress
Mailchimp	Buffer	Google Analytics 4
Google Search Console	Stripe	QuickBooks Online
Microsoft 365 and Outlook	Coda	Granola

↓

◆ INTEGRATION AND ORCHESTRATION LAYER

AWS, Sydney region

Event-driven syncs, queues, retries and failure alerts between the systems.

↓

◆ MODELS

Amazon Bedrock

In-region inference; no student data leaves Australia.

Human review and audit log: every flow passes through here before anything reaches a student, a claim or a regulator.

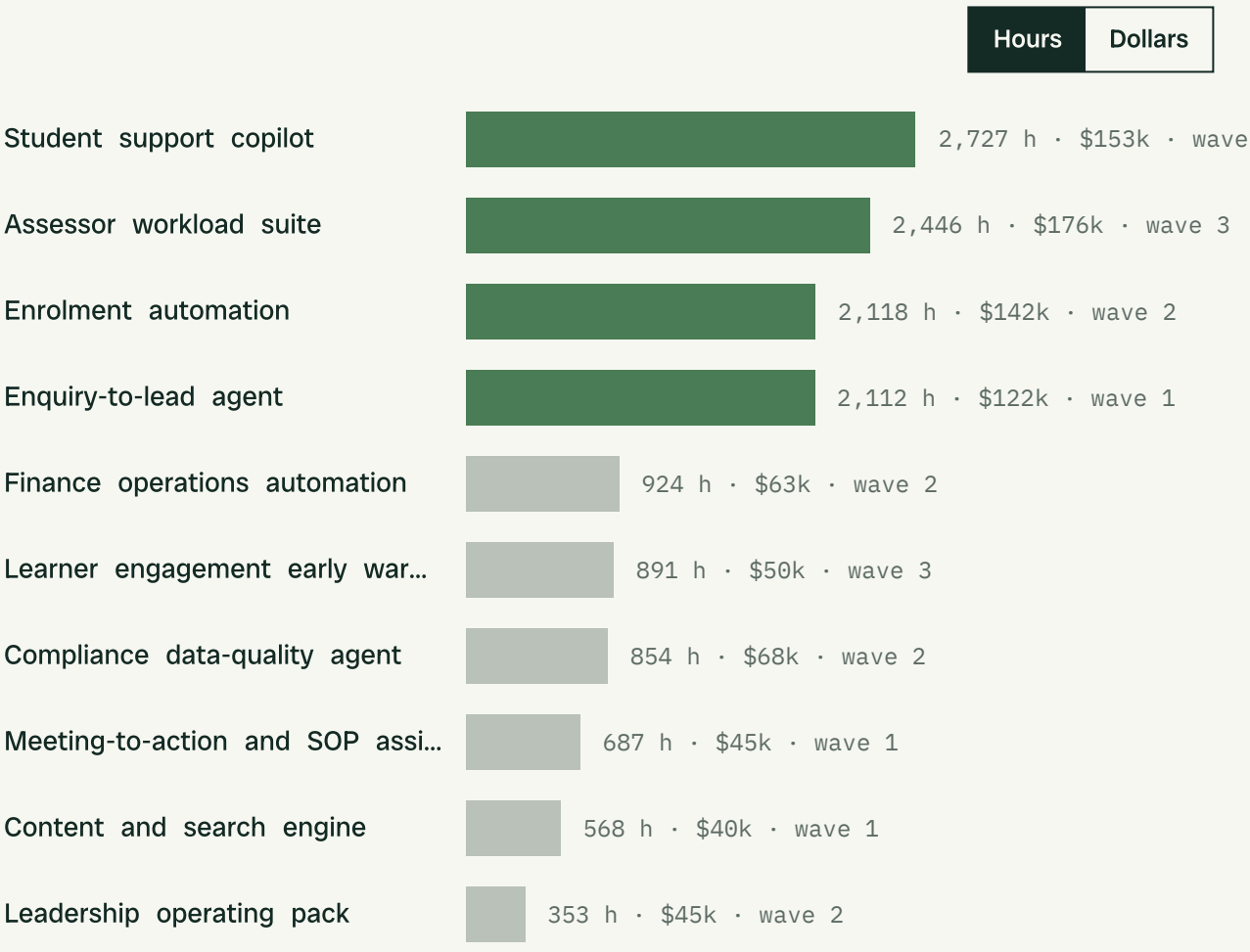
04

◆ 04 THE RESULTS

13,680 hours a year back, worth $905k

That is 8.6 full-time equivalents of capacity, returned to staff who were already there.

Four initiatives return 69% of the hours



Click a bar to open that initiative's card.

The assessor workload suite reflects an 8-qualification pilot; full rollout is in What's next.

Faster for students, lighter for staff

Service levels before and after, from system telemetry and the repeated time log.

Median time to first reply on a new enquiry ~~19 business hours~~ → **4 minutes, adviser follow-up within 1 business day**	Enquiry-to-enrolment conversion ~~18.4%~~ → **21.1%** ↗ +15%
Median first response on student tickets ~~14 hours~~ → **2.5 hours** ↘ −82%	Student questions resolved by AI Answers without staff ~~0%~~ → **24%**
Application to confirmed enrolment ~~6.5 days~~ → **1.5 days** ↘ −77%	Median VET marking turnaround, pilot qualifications ~~12 business days~~ → **5 business days** ↘ −58%
AVETMISS validation errors at first submission, monthly average ~~340~~ → **35** ↘ −90%	Disengaged students contacted within 7 days ~~31%~~ → **88%** ↗ +184%

Weekly leadership pack

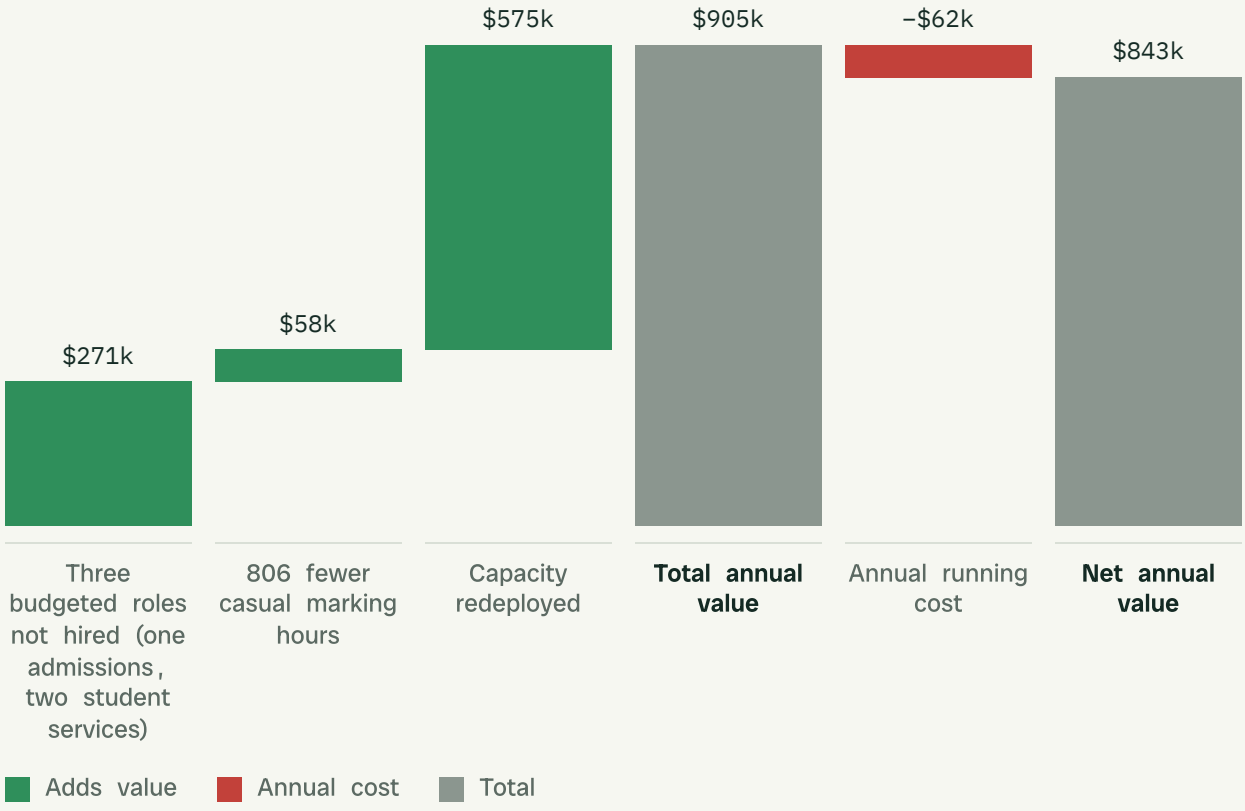
~~8 hours to compile, ready Tuesday~~

→

Automated, ready 7am Monday

Paid back in 3.2 months

Most of the value is capacity redeployed into faster marking, outreach and course advice, not headcount reduction.



◆ PAYBACK ON TOTAL VALUE

3.2 months

$222k investment ÷ ($905k annual value − $62k running cost) × 12

◆ PAYBACK ON CASH AVOIDED ALONE

10.0 months

$222k ÷ ($329k cash avoided − $62k running cost) × 12, ignoring redeployed capacity

First-year return after investment and running cost: **280%**. Enrolment growth of 14% was absorbed without new roles.

ONE-OFF INVESTMENT	AUD
Diagnostic and mapping	$24,000
Wave 1 build	$56,000
Wave 2 build	$78,000
Wave 3 build	$64,000
Total	**$222,000**

ANNUAL RUNNING COST	AUD A YEAR
Model usage (Amazon Bedrock, Sydney)	$16,800
Help Scout plan and AI Answers usage	$12,200
Managed support and optimisation	$33,000
Total	**$62,000**

05

◆ 05 GOVERNANCE

Safe by design under the 2025 Standards

Every build was checked against ASQA's five principles for responsible AI use.

Strong governance protects VET quality and integrity

An AI register lists every tool, owner, data source and risk rating; the quality committee reviews it quarterly against the AI use policy.

Humans stay accountable for decisions affecting students

AI drafts, flags and prepares; staff decide. Every AI output is logged with its sources, the reviewer and the decision taken.

Information is handled securely, with privacy and record-keeping met

Student data is processed with Sydney-region inference; vendor terms were checked for no training on client data; staff guidance sets what may be shared; students are told which AI tools are used.

AI supports equity, inclusion, accessibility and wellbeing

Outreach drafts are written in plain English; wellbeing and hardship signals go to a person, never to an automated reply.

AI fits training product requirements and the cohort

Assessment drafts are tied to the provider's own marking guides; competency judgements stay with credentialled assessors.

Principles paraphrased from ASQA's Principles for the Responsible Use of AI in VET.

Assessment integrity

ASQA's guidance treats relying solely on AI for assessment judgements as misuse. The assessor workload suite never records a result; the assessor decides.

Higher education

Marking support for Bachelor and Masters units is parked until the academic board has reviewed it against TEQSA's assessment reform guidance.

Privacy Act

From 10 December 2026, APP 1.7 requires privacy policies to describe programs that make, or take a step towards, decisions that materially affect people. The engagement's inventory of AI-assisted decisions is the basis for that update.

Fallback

Each initiative can be switched off per workflow without stopping the underlying process; the manual procedure stays in Coda.

What we'd tell any provider starting out

01

Fix the joins first

Re-keying between Dynamics 365, Job Ready and the LMS cost more than any single AI target except marking and support. A plain event-driven sync removed most of it.

02

Start with AI already paid for

Four of the ten initiatives switched on and grounded features in tools the provider already licensed. They went live in weeks and bought credibility for the harder builds.

03

Measure before you build

The two-week time log moved several workflows up or down the ranking compared with managers' estimates.

04

Keep people on the decisions

Drafting, checking and preparing are where AI saved time. Judgements about competency, suitability, complaints and refunds stayed human, which made the regulatory case straightforward.

05

Adoption follows the marking guide

Assessors used the drafts once feedback matched the provider's own marking guides and could be edited in place. Generic feedback was ignored.

Phase 3: a further 3,285 hours a year

Each next step has a gate it must pass before it is built.

Assessor workload suite, all 22 qualifications

2,090 H A YEAR

GATE

Validation sampling shows AI-assisted decisions match unassisted ones

Higher education feedback drafting

600 H A YEAR

GATE

Academic board approval against TEQSA guidance

Pre-training suitability assistant

260 H A YEAR

GATE

Pre-enrolment procedure updated; reviewer keeps the decision

Complaints and appeals case summaries

215 H A YEAR

GATE

Privacy impact assessment

Validation and moderation evidence packs

120 H A YEAR

GATE

Aligned to the validation schedule

The privacy policy update for automated decision-making is due by 10 December 2026.

◆ APPENDIX

Method, assumptions and sources

Illustrative case study. The client is anonymised, and volumes, hours and outcomes are modelled with Greenhat's AI Opportunity Mapper method. All amounts in AUD.

The method

01 **Inventory.** List every system with its owner, users, licence tier and the AI features already included, plus work done outside the tools in spreadsheets and inboxes.

02 **Map.** Break each system into repeatable workflows (verb, object, cadence) and assign a functional area and the roles involved.

03 **Time.** Annual hours = hours per occurrence × occurrences a year, validated with a two-week time log by 31 staff and system counts of tickets, enquiries and submissions.

04 **Score.** AI value (1–5) × feasibility (1–5), with risk notes on data sensitivity, accuracy and compliance.

05 **Prioritise.** Tier the workflows, group them into initiatives and sequence the initiatives into waves.

06 **Build.** Ten initiatives in three overlapping waves, each inside the systems staff already use, each with a named human decision point.

07 **Measure.** Repeat the time log after go-live, add system telemetry, and annualise the reduction for each workflow.

Annual volumes

DRIVER	A YEAR
Student support tickets	26,000
VET assessment submissions, including resubmissions	38,000
New enquiries	9,000
Qualified leads followed up	4,500

DRIVER	A YEAR
Higher education assignments	4,000
New enrolments	2,900
Completions issued	2,200
Extension, deferral, withdrawal and credit requests	1,800

Loaded rates

Loaded rate = base salary × 1.28 ÷ 1,600 productive hours. The 1.28 covers the 12% super guarantee plus payroll tax, workers' compensation and leave on-costs.

ROLE GROUP	BASE SALARY	ON-COST	PRODUCTIVE HOURS	LOADED RATE
Student services	$70,000	128%	1,600	**$56 / h**
Admissions	$72,000	128%	1,600	**$58 / h**
Operations	$80,000	128%	1,600	**$64 / h**
Finance	$85,000	128%	1,600	**$68 / h**
Marketing	$88,000	128%	1,600	**$70 / h**
Trainers and assessors	$90,000	128%	1,600	**$72 / h**
Compliance and quality	$100,000	128%	1,600	**$80 / h**
Academics	$120,000	128%	1,600	**$96 / h**
IT	$120,000	128%	1,600	**$96 / h**
Leadership	$160,000	128%	1,600	**$128 / h**

How value is counted

> Hours returned = annual hours × the reduction measured for each workflow in scope.

> Value = hours returned × the loaded rate of the role that did the work.

> Cash avoided = budgeted roles not hired plus casual marking hours no longer bought; the rest is capacity redeployed, not headcount reduction.

> Payback (months) = one-off investment ÷ (annual value − annual running cost) × 12.

> Total annual value = sum of processes[].hoursReturned × the loaded rate of each row's roleGroup. Capacity redeployed = total annual value − sum of cashAvoided.

Sources

2025 Standards for Registered Training Organisations ↗
Department of Employment and Workplace Relations

Principles for the Responsible Use of AI in VET ↗
ASQA

Assessment reform for the age of artificial intelligence ↗
TEQSA

New resources on transparency for use of AI and automated decision-making ↗
OAIC

The final SG rate increase is coming on 1 July ↗
ATO

http://localhost/case-studies/dual-sector-rto

Illustrative case study. The client is anonymised, and volumes, hours and outcomes are modelled with Greenhat's AI Opportunity Mapper method. All amounts in AUD.