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AI PROMPT LIBRARY

For Australian RTOs

Ready-to-use AI prompts for every role in your RTO
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How to use these prompts

1. Copy the prompt exactly as written — brackets like [THIS] are your fill-in fields.
2. Paste into Claude.ai, ChatGPT, or Microsoft Copilot.
3. Review the output critically — AI gives you a strong first draft. Your expertise makes it great.
4. Refine by adding more context or asking follow-up questions in the same conversation.
5. Save your best results as templates for your team.

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Trainer Prompts

For contextualisation, resources, assessment tools, and professional development

Unit Contextualisation & Learning Resources

#1 Unit Contextualisation — *Claude.ai / ChatGPT*

```
I am a trainer delivering [UNIT CODE AND TITLE] to [DESCRIBE YOUR LEARNERS]
working in [INDUSTRY / WORKPLACE CONTEXT].

Please contextualise the following to this specific industry and learner group:
- Performance criteria (rewrite with industry-specific language and examples)
- Knowledge evidence requirements (add relevant industry knowledge)
- Assessment conditions (reflect realistic workplace scenarios)

Include at least 3 specific workplace scenarios relevant to [INDUSTRY].
```

Tip: *The more specific your industry context, the better the output. Include the type of workplace, the size of the organisation, and the typical tasks a learner in this role performs.*

#2 Facilitator Guide — *Claude.ai / ChatGPT*

```
Create a facilitator guide for delivering [UNIT CODE AND TITLE] to [LEARNER
GROUP].

Include:
- Session overview and timing plan (total: [X] hours)
- Key learning outcomes and how to introduce them
- Suggested activities and discussion questions for each element
- Common learner misconceptions and how to address them
- Industry examples and case studies relevant to [INDUSTRY]
- Suggested resources and materials

Tone: practical and conversational. Suitable for a trainer with [EXPERIENCE
LEVEL].
```

Tip: *Ask Claude to "add a troubleshooting section for common challenges trainers face when delivering this unit" as a follow-up.*

#3 Learner Workbook Activities — *Claude.ai / ChatGPT*

```
Create 5 learner workbook activities for [UNIT CODE AND TITLE].

Learner profile: [DESCRIBE LEARNERS — industry, experience level, workplace
context]

For each activity include:
- A clear instruction for the learner
- A relevant workplace scenario
- A reflection question that connects to the performance criteria
- An estimated completion time

Activities should range from individual reflection to practical application.
Map each activity to a specific element of competency.
```

Tip: *Follow up with: "Now create an answer guide for the trainer with example responses for each activity."*

Assessment Tools

#4 Knowledge Assessment Questions — *Claude.ai / ChatGPT*

```
Create 10 knowledge assessment questions for [UNIT CODE AND TITLE].

Requirements:
- Mix of question types: short answer (4), extended response (3), scenario-based
(3)
- Each question must be mapped to a specific knowledge evidence item
- All questions must reflect workplace application, not just theory
- Industry context: [INDUSTRY / WORKPLACE]

For each question, provide:
- The question
- The knowledge evidence item it addresses
- A sample correct answer (for the assessor guide)
```

Tip: *Add "Include a marking guide indicating what a satisfactory response must address" as a follow-up.*

#5 Observation Checklist — *Claude.ai / ChatGPT*

```
Create an observation checklist for assessing [UNIT CODE AND TITLE] in the
workplace.

Industry/workplace context: [INDUSTRY AND WORKPLACE TYPE]

Include:
- Observable performance criteria mapped to each element of competency
- Space for assessor comments against each criterion
- Satisfactory / Not Yet Satisfactory judgement column
- A section for overall assessment decision with rationale
- Space for candidate and assessor signatures and date

Format as a table. Keep language clear and observable — avoid vague terms.
```

Tip: *Specify the number of observations required for each criterion if your RTO has a standard (e.g. "must be observed on 2 separate occasions").*

#6 Third-Party Report — *Claude.ai / ChatGPT*

```
Create a third-party report template for [UNIT CODE AND TITLE].

The report will be completed by: [WORKPLACE SUPERVISOR / EMPLOYER / COLLEAGUE]
Industry: [INDUSTRY]

Include:
- A brief explanation of what the report is and how to complete it (plain English)
- Specific observable behaviours mapped to performance criteria
- A rating scale (e.g. Never / Sometimes / Consistently)
- Space for qualitative comments
- Declaration and signature section

Language must be accessible to a non-trainer audience.
```

Tip: *Add a covering letter for the workplace supervisor explaining the assessment process and the RTO's requirements.*

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#7 RPL Evidence Guide — *Claude.ai / ChatGPT*

```
Create an RPL evidence guide for [UNIT CODE AND TITLE] for a candidate who works
in [INDUSTRY].

Include:
- A plain-English explanation of RPL and how the evidence will be assessed
- A checklist of possible evidence types mapped to each performance criteria
- Examples of suitable evidence from [INDUSTRY] workplaces
- Tips for gathering and presenting evidence
- A self-assessment question for each element of competency

Tone: encouraging and accessible. Avoid jargon.
```

Tip: *Follow up with: "Now write a script for a trainer to use when explaining the RPL process to a candidate for the first time."*

Professional Development

#8 Industry Currency Plan — *Claude.ai / ChatGPT*

```
I am a trainer/assessor in [INDUSTRY] delivering [LIST 2-3 QUALIFICATION/UNIT
AREAS].

Create a 12-month industry currency plan that includes:
- 4 specific industry activities I should complete this year (with rationale)
- 2 professional association or peak body memberships relevant to [INDUSTRY]
- 3 industry publications, journals, or news sources I should follow
- 2 suggested industry events, conferences, or site visits
- A simple log template I can use to record my currency activities

All suggestions must be specific and achievable for a working trainer.
```

Tip: *Ask follow-up: "Now write a short statement I can use in my trainer file explaining how my industry experience remains current and relevant."*

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Administration Prompts

For student communications, enrolments, scheduling, and general admin tasks

Student Communications

#9 Enrolment Confirmation Email — *Claude.ai / ChatGPT / MS Copilot*

```
Write a warm, professional enrolment confirmation email for a new student.

Student details:
- Name: [STUDENT NAME]
- Qualification: [QUALIFICATION NAME AND CODE]
- Start date: [DATE]
- Delivery mode: [FACE-TO-FACE / ONLINE / WORKPLACE-BASED]
- Trainer/contact: [NAME]

Include:
- Warm welcome and acknowledgement of their enrolment
- Key next steps they need to take before their start date
- What to expect on day one / first session
- Contact details for questions
- Our RTO name: [RTO NAME]
```

Tip: *To personalise further, add one sentence about the specific industry or career pathway this qualification leads to.*

#10 Student Re-engagement Email — *Claude.ai / ChatGPT / MS Copilot*

```
Write a warm, non-judgmental re-engagement email to a student.

Context:
- Student name: [NAME]
- They have not [submitted work / attended / made contact] for [X weeks/months]
- Industry: [AGED CARE / CONSTRUCTION / BUSINESS / etc.]
- Last contact was: [DATE / NATURE OF LAST CONTACT]

The email should:
- Acknowledge we have noticed their absence without making them feel guilty
- Offer two specific options for moving forward
- Include a clear call to action with a deadline
- Be under 150 words
- Sound like it came from a real person who cares
```

Tip: *The key is tone — tell Claude "avoid sounding corporate or transactional" if the first draft feels too formal.*

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#11 Assessment Feedback Letter — *Claude.ai / ChatGPT*

```
Write an assessment feedback letter for a student.

Outcome: [SATISFACTORY / NOT YET SATISFACTORY]
Unit: [UNIT CODE AND TITLE]
Student name: [NAME]

If Satisfactory: congratulate them, highlight 2-3 specific strengths, outline next
steps.

If Not Yet Satisfactory:
- Acknowledge their effort without being patronising
- Clearly explain what was missing (based on: [BRIEF DESCRIPTION OF GAPS])
- Outline exactly what they need to resubmit or redo
- Provide a reassessment timeline and contact details

Tone: encouraging, clear, and professional. Under 200 words.
```

#12 Workplace Assessor / Employer Brief — *Claude.ai / ChatGPT*

```
Write a brief for a workplace supervisor who will be supporting one of our
students
through their practical assessment.

Context:
- Student name: [NAME]
- Unit/qualification: [UNIT CODE AND TITLE]
- What the supervisor is being asked to do: [OBSERVE / COMPLETE THIRD-PARTY REPORT
/ BOTH]
- Timeline: [DATE RANGE]
- Our contact: [NAME AND EMAIL]

The brief should:
- Explain their role in plain English (not compliance language)
- Tell them exactly what they need to observe or complete
- Reassure them the process is straightforward and we will support them
- Include clear next steps
```

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Internal Communications

#13 Staff Meeting Agenda — *Claude.ai / MS Copilot*

```
Create a structured agenda for a [LENGTH] staff meeting.

Meeting type: [TEAM MEETING / COMPLIANCE UPDATE / TRAINING REVIEW / ALL-STAFF]
Key topics to cover:
- [TOPIC 1]
- [TOPIC 2]
- [TOPIC 3]

Format: time allocation for each item, who is responsible for presenting,
and whether each item is for information, discussion, or decision.
Include time for questions and a clear close.

Tone: efficient and respectful of people's time.
```

Tip: *Follow up with Otter.ai at the meeting to auto-generate your minutes and action items.*

#14 Policy Update Staff Communication — *Claude.ai / MS Copilot*

```
Write a staff communication announcing an update to our [POLICY NAME] policy.

Key changes:
- [CHANGE 1]
- [CHANGE 2]
- [CHANGE 3]

What staff need to do: [DESCRIBE ACTION REQUIRED]
Effective date: [DATE]
Where to find the updated policy: [LOCATION / LINK]
Contact for questions: [NAME]

Keep it under 150 words. Tone: clear, direct, and collegial.
Do not use compliance language — write it the way you would say it in person.
```

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Compliance Prompts

For audit preparation, evidence analysis, policy writing, and risk management

Audit Preparation

#15 Evidence Gap Analysis — *Claude.ai*

```
I am a compliance manager at an Australian RTO. Perform a gap analysis of our
evidence
against [SPECIFIC STANDARD AND CLAUSE e.g. Standard 2.3 of the Standards for RTOs
2025].

Here is a description of our current evidence for this clause:
[PASTE OR DESCRIBE YOUR CURRENT EVIDENCE]

Please:
1. Identify what evidence is present and its likely sufficiency
2. Identify what appears to be missing or insufficient
3. List the specific types of evidence ASQA typically expects for this clause
4. Suggest 3-5 practical actions to close the gaps

Base your response on the Standards for RTOs 2025 requirements.
```

Tip: *Use Perplexity AI first to confirm the current ASQA requirements for your specific clause, then paste the requirements into Claude along with your evidence description.*

#16 Audit Narrative Response — *Claude.ai*

```
Write an audit narrative response for [STANDARD AND CLAUSE].

Our evidence includes:
- [EVIDENCE ITEM 1 — brief description]
- [EVIDENCE ITEM 2]
- [EVIDENCE ITEM 3]

Our processes for meeting this requirement are:
[DESCRIBE YOUR CURRENT PROCESSES]

Write a professional narrative that:
- Clearly links our evidence to the clause requirements
- Demonstrates our systematic approach, not just isolated examples
- Is written in first-person plural ("Our RTO...")
- Is between 200-350 words
- Avoids vague assurances — uses specific, verifiable statements only
```

Tip: *Ask Claude to "identify any claims in this narrative that are not supported by the evidence listed and flag them" as a follow-up quality check.*

#17 ASQA Research — Current Requirements — *Perplexity AI*

```
What are the specific requirements of [STANDARD AND CLAUSE e.g. Standard 1.1,
Clause 1.1.2]
of the Standards for RTOs 2025 (Australia)?

Please include:
- The exact regulatory text
- What types of evidence ASQA typically expects for this clause
- Common non-compliance findings ASQA has reported for this area
- Any recent ASQA guidance or regulatory bulletins on this topic

Cite your sources.
```

Tip: *Perplexity searches the web in real time — always check that it cites official ASQA or legislative sources. Use this alongside the actual Standards document, not instead of it.*

Policy Writing

#18 Policy First Draft — *Claude.ai*

```
Draft a [POLICY NAME] policy for an Australian RTO.

Our RTO context:
- RTO name: [NAME]
- Size: [NUMBER] students, [NUMBER] staff
- Delivery modes: [FACE-TO-FACE / ONLINE / WORKPLACE-BASED]
- Industry areas: [LIST MAIN INDUSTRY AREAS]

The policy must comply with:
- Standards for RTOs 2025, specifically [RELEVANT CLAUSES]
- [ANY OTHER RELEVANT LEGISLATION e.g. ESOS Act, Privacy Act]

Include: purpose, scope, definitions, policy statements, procedures,
roles and responsibilities, related documents, and review date.

Tone: professional but accessible. Avoid unnecessary jargon.
```

Tip: *After drafting, ask Claude: "Review this policy against [SPECIFIC CLAUSE] and identify any gaps or non-compliant elements."*

#19 Continuous Improvement Entry — *Claude.ai*

```
Write a continuous improvement register entry for the following issue or
improvement.

What happened / what was identified:
[DESCRIBE THE ISSUE, COMPLAINT, FEEDBACK, OR IMPROVEMENT OPPORTUNITY]

Source: [STUDENT FEEDBACK / STAFF OBSERVATION / AUDIT FINDING / SELF-REVIEW]
Date identified: [DATE]

Please write:
1. A clear description of the issue and its impact on quality
2. The root cause (if identifiable)
3. Three suggested improvement actions with responsible person and timeframe
4. How we will measure whether the improvement has been effective
5. The relevant Standard/clause this improvement addresses
```

#20 Risk Register Entry — *Claude.ai*

```
Create a risk register entry for the following compliance risk.

Risk description: [DESCRIBE THE RISK]
Area affected: [TRAINING DELIVERY / ADMINISTRATION / GOVERNANCE / FINANCIAL]

For this risk, provide:
- Risk statement (cause → event → consequence format)
- Likelihood rating (1-5) with brief justification
- Consequence rating (1-5) with brief justification
- Risk level (likelihood x consequence)
- 3 specific mitigation actions with responsible person
- Residual risk level after mitigation
- Relevant Standards for RTOs 2025 clause(s) affected
- Suggested review date
```

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Management & Marketing Prompts

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Governance & Reporting

#21 Governance Meeting Summary — *Claude.ai / MS Copilot / Otter.ai*

```
Summarise the following governance meeting transcript/notes into a formal meeting
summary.

[PASTE TRANSCRIPT OR MEETING NOTES HERE]

Format the summary as:
- Meeting details (date, attendees, quorum confirmed)
- Decisions made (numbered list)
- Actions arising (action, responsible person, due date — in table format)
- Items noted for information
- Next meeting date

Use formal governance language. Keep it concise — one decision/action per line.
Do not include discussion detail — outcomes only.
```

Tip: *If using Otter.ai, export the transcript and paste it directly into Claude for instant summaries. Set up a standard template once and reuse it every meeting.*

#22 Quality Indicator Report Narrative — *Claude.ai*

```
Write a quality indicator narrative for our RTO's governance report.

Our data for [PERIOD]:
- Completion rate: [X%] (sector benchmark: [Y%])
- Student satisfaction: [X%] (benchmark: [Y%])
- Employer satisfaction: [X%] (benchmark: [Y%])
- Complaints received: [NUMBER] (resolved: [NUMBER])

Context: [BRIEF DESCRIPTION OF ANY FACTORS AFFECTING THESE RESULTS]

Write a 200-word narrative that:
- Interprets the data (do not just repeat the numbers)
- Identifies areas of strength and areas for improvement
- Connects to our continuous improvement actions
- Is suitable for presentation to Governing Persons
```

Marketing & Social Media

#23 LinkedIn Post — Course Promotion — *Claude.ai / ChatGPT / Canva AI*

```
Write a LinkedIn post promoting our [QUALIFICATION / SHORT COURSE].

Key details:
- Course name: [COURSE NAME]
- Target audience: [WHO IT'S FOR]
- Key outcome/benefit: [WHAT THEY WILL BE ABLE TO DO]
- Delivery: [MODE AND LOCATION/ONLINE]
- Enrolment link: [URL]
- Intake dates: [DATES]

Post requirements:
- Under 150 words
- Start with a hook (not with our RTO name)
- Include 3-5 relevant hashtags
- One clear call to action
- Tone: professional but human — not corporate or salesy
```

Tip: *Test two different opening hooks and ask Claude which performs better for LinkedIn, then choose your preferred.*

#24 Course Description — Website / Brochure — *Claude.ai / ChatGPT*

```
Write a compelling course description for [QUALIFICATION / COURSE NAME] for our
RTO website.

Target audience: [WHO THIS IS FOR]
Key career outcomes: [WHAT ROLES / CAREER PATHS THIS LEADS TO]
Key skills covered: [3-5 KEY SKILL AREAS]
Delivery: [MODE, DURATION, LOCATION]
Entry requirements: [ANY PREREQUISITES]

Write two versions:
1. Short version (under 75 words) — for listing pages and ads
2. Full version (150-200 words) — for the course detail page

Both versions should:
- Lead with the student outcome, not the course structure
- Use "you" language (speak directly to the prospective student)
- Avoid qualifications jargon
- End with a clear call to action
```

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#25 Complaint Response Letter — *Claude.ai*

```
Draft a formal complaint response letter for our RTO.

Complainant: [NAME]
Nature of complaint: [BRIEF DESCRIPTION — do not include personally sensitive details]
Our investigation found: [SUMMARY OF FINDINGS]
Outcome / resolution: [WHAT WE ARE DOING / HAVE DONE]

The letter must:
- Acknowledge the complaint and thank them for raising it
- Confirm the investigation process we followed
- Clearly state our findings and resolution
- Outline their right to escalate to ASQA if dissatisfied
- Be signed by [NAME / ROLE]

Tone: professional, empathetic, and direct. Avoid defensive language.
Length: 250-350 words.
```

Tip: *Always have a senior staff member review complaint responses before sending. AI drafts the structure — your judgment shapes the tone.*

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