



## Audit report – VET Quality Framework

### Continuing registration as a national VET regulator (NVR) registered training organisation

#### ORGANISATION DETAILS

Organisation's legal name	<b>Tursa Employment &amp; Training Ltd</b>
Trading name/s	Tursa Employment & Training Ltd
RTO number	90325
CRICOS number	n/a

#### AUDIT TEAM

Lead auditor	Jane Connellan
Auditor/s	n/a
Technical adviser/s	n/a

#### AUDIT DETAILS

Application number/s	1041822	
Audit number/s	1003483	
Audit reason 1	Application - renewal	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	11-15 Carrington Street LISMORE NSW 2480 (refer to background notes regarding other sites sampled for student assessment and resources)	
Date/s of audit	15 - 16/07/2013	
Organisation's contact for audit	Debra Fry debbie.fry@tursa.com.au	General Manager 02 6621 9666
NVR standards audited	All Standards for Continuing Registration	

#### BACKGROUND

The organisation:

- is a regional employment and training service provider.
- has a Board of Directors including a Managing Director, General Manager, Deputy General Manager, Chief Operating Officer and Chief Financial Officer who are all supported by a management team and support staff and coordinators. The organisation's trainers are a mix of staff and seasonal contractors.
- operates from 22 shop-front offices in Grafton, Maclean, Yamba, Nambucca Heads, Bellingen,



Woolgoolga, Coffs Harbour, Casino, Kyogle, Lismore, Ballina, Byron Bay, Mullumbimby, Brunswick Heads, Murwillumbah, Kingscliff, Tweed Heads, Coolangatta, Robina, Nerang, Southport and Oxenford.

- delivers training and assessment in NSW and Queensland with Skills Centres in Lismore, Ballina, Coffs Harbour, Coolangatta, Grafton, Mullumbimby, Nerang, South Tweed Heads and Southport.
- has qualifications on its scope in the areas of horticulture, business, frontline management, management, community services, aged care, disability, employment services, construction pathways, information/digital media and technology, retail, hospitality and training and assessment.
- focuses on outcomes based training that leads to employment for job seekers.
- does not engage in any partnership arrangements for the delivery of training and assessment services. It does share some resources with TAFE, Nova Skill and Royal Life Saving. Additionally, where appropriate the organisation forwards students to these other RTOs where the other RTOs can offer courses to assist the students with training leading to the job outcomes they are seeking.
- receives funding from Apprenticeship and Traineeship Training Programs, Employment Pathway Fund, National Workforce Development Fund, Strategic Skills Program and Queensland User Choice.
- will remove AHC30710 Certificate III in Horticulture from its scope of registration once its last 3 trainees have completed.
- is utilising a number of co-assessment and training under supervision arrangements. It should be noted the current National Skills Standards Council *Determination for trainer and assessor competencies* requires persons delivering training under the supervision of a trainer to hold 'either the TAESS00007 Enterprise Trainer – Presenting Skill Set or be able to demonstrate equivalence of competencies, or the TAESS00008 Enterprise Trainer – Mentoring Skill Set or be able to demonstrate equivalence of competencies within two years of commencing to deliver training while under supervision'.

Although the audit was conducted at the Lismore site completed student assessments were reviewed for training and assessment that had occurred at most of the deliver sites in NSW and Qld. Additionally, the organisation has an assets and facilities manager at the Lismore location that manages the equipment and physical resources needed to deliver the training and assessment of all qualifications at each location. Training kits have been developed that are couriered to the training venues as required. Additionally, the necessary equipment and physical resources are transported to the training venue on a needs basis. The training kits, assets register, equipment and physical resources lists were reviewed at the Lismore site.

**Total number of current enrolments in RTO as at audit date:**

347

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
AHC30710	Certificate III in Horticulture	Traineeship	3
BSB20112	Certificate II in Business	Traineeship; Face to face with work placement for job seekers	79
BSB51107	Diploma of Management	Workbased	0
CHC20112	Certificate II in Community Services	Traineeship; Face to face with work placement for job	10



		seekers	
CHC30212	Certificate III in Aged Care	Traineeship; Face to face with work placement for job seekers	21
CHC42012	Certificate IV in Employment Services	Workshops with supported independent study	31
CPC20211	Certificate II in Construction	Traineeship; Face to face with work placement for job seekers	0
ICA10111	Certificate I in Information, Digital Media and Technology	Traineeship; Face to face	5
SIR20212	Certificate II in Retail Services	Traineeship; Face to face with work placement for job seekers	63
SIT20212	Certificate II in Hospitality	Traineeship; Face to face with work placement for job seekers	90
TAE40110	Certificate IV in Training and Assessment	Face to face	8

\*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Ronald Rathborne	Managing Director	n/a
Debra Fry	General Manager	n/a
Peter Geary	Chief Financial Officer	n/a
Ann Runciman	Manager – Skills & Development	TAE40110; CHC42012; BSB51107
Lisa Wilkinson	Coordinator – training Services Liaison	n/a

### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

#### Audit finding as at 16/08/2013: Significant non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE



**Audit finding following analysis of additional evidence provided on 30/08/2013: Compliant**

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<b>AUDIT FINDING BY STANDARD</b>		
<b>Standard</b>	<b>Original finding</b>	<b>Finding following rectification</b>
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Compliant	n/a
SNR 20	Not compliant	Compliant
SNR 21	Compliant	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Not compliant	Compliant
SNR 25	Compliant	n/a



<b>SNR 15</b>	<b>The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:</b>
<b>15.1</b>	<b>The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>15.2</b>	<b>Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>15.3</b>	<b>Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>15.4</b>	<b>Training and assessment is delivered by trainers and assessors who:</b> <b>(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and</b> <b>(b) have the relevant vocational competencies at least to the level being delivered or assessed; and</b> <b>(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and</b> <b>(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>15.5</b>	<b>Assessment including Recognition of Prior Learning (RPL):</b> <b>(a) meets the requirements of the relevant Training Package or VET accredited course; and</b> <b>(b) is conducted in accordance with the principles of assessment and the rules of evidence; and</b> <b>(c) meets workplace and, where relevant, regulatory requirements; and</b> <b>(d) is systematically validated.</b>
<b>Original finding:</b>	<b>Not compliant</b>
<b>Following rectification:</b>	<b>Compliant</b>

*Reasons for finding of non-compliance:*

Overarching assessment tool issues: Unless specified otherwise below the organisation has been utilising assessment tools that it has developed in-house. The organisation's assessment tool resources consisted of four assessment tasks which included short answer questions, a project, a workplace/practical observation and a third party report. The organisation allowed the trainer/assessor to determine which assessment tasks were used. This greatly impacted the volume of supporting assessment evidence collected. In some cases the project and or workplace/practical observation template were blank and required the assessor to nominate a task, populate the template with the task details and record their assessment judgement. The project and workplace/practical observation templates did not include all the components of an assessment tool as outlined in the ASQA assessment tool definition which states: 'Assessment tools include the following components – context and conditions of assessment, tasks to be



administered to the student, an outline of the evidence to be gathered from the candidate and evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules). This term also takes in the administration, recording and reporting requirements'. The third party report was a direct copy of the unit of competency requirements and did not interpret the requirements of the training package for the third party. For further supporting information refer to the ASQA Fact sheet Using third party evidence to assess competence which states: 'Training package information is written to guide assessors in making competency judgements, and the language is sometimes complex. Therefore, the behaviours and/or knowledge that the third party is being asked to collect evidence of must be 'interpreted'. The 'interpreted' information should describe how a competent worker would perform the task described by the unit. This may include describing how a competent worker might meet standards in effect in the workplace (for example, standards relating to the speed or amount of work to be undertaken or other quality measures)'.

Specific gaps in the requirements of the Training Package for each qualification are highlighted below:

### **AHC30710 Certificate III in Horticulture**

#### *AHCPGD301A Implement a plant establishment program*

- Although a student has enrolled in this unit the organisation has not as yet developed assessment tools for this unit. The organisation therefore did not demonstrate it has assessment tools that meet the requirements of the relevant Training Package and will ensure assessment is conducted in accordance with the principles of assessment and the rules of evidence.

#### *AHCIRG302A Install irrigation system*

- In the student files reviewed the only assessment tasks completed were the short answer questions and the third party report. The workplace observation had not been completed. Even if the workplace observation had been completed as it only includes a copy of the critical aspects from the unit it does not include sufficient detail to ensure an assessor makes a judgement regarding all the required skills. Additionally, the assessor instructions in the workplace observation identified the assessor needs to document the context of the assessment. Overall, the workplace observation tool did not include all the components of an assessment tool as outlined in the ASQA assessment tool definition (see above). It could therefore not be confirmed the critical aspects would be addressed.
- It was noted the project, if supported by the 14 written questions, would address the required knowledge however, all completed student assessments reviewed did not include a completed project.

### **BSB20112 Certificate II in Business**

#### *BSBITU202A Create and use spreadsheets*

- There were two sets of assessment tools for this unit. When undertaken as part of BSB20112 Certificate II in Business the organisation used its own assessment resource. When undertaken as part of a cluster of units with other ICA units the organisation assessment included the use of a Watsonia Publishing resource. In both cases the assessment tools did not address all the required skills.

### **BSB20112 Certificate II in Business**

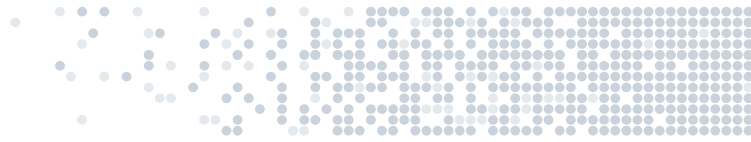
#### *BSBWOR202A Organise and complete daily work activities*

- The assessment tools did not address all the critical aspects, required skills and required knowledge.

### **BSB51107 Diploma of Management**

#### *BSBMGT502B Manage people performance*

- The assessment tools did not address all the critical aspects and required knowledge.



#### *BSBMGT515A Manage operational plan*

- The assessment tools did not address all the critical aspects and required knowledge and skills.

#### **CHC20112 Certificate II in Community Services**

##### *CHCCS308B Provide first point of contact*

##### *CHCDIS220B Prepare for disability work*

- The assessment tools did not address all the critical aspects and required knowledge and skills. For CHCCS308B it was noted the organisation amended its role play on the day of the audit to include assessment of all the critical aspects and required skills. For CHCDIS220B it was noted the organisation amended its role play and workplace observation on the day of the audit to include assessment of consistency in performance (from the critical aspects) and the required skills.

#### **CHC30212 Certificate III in Aged Care**

##### *CHCPA301B Deliver care services using a palliative approach*

- Two versions of assessment tools were reviewed for this unit. There were significant gaps in the older tools. The current version of the assessment tools address the required knowledge however, due to the practical tools being blank templates, assessment did not address all the critical aspects and the required skills. It was noted the organisation amended its assessment tools on the day of the audit to include activities that address the critical aspects and the required skills.

##### *CHCICS301B Provide support to meet personal care needs*

- The assessment tools did not address all the critical aspects and required skills.

#### **CHC42012 Certificate IV in Employment Services**

##### *CHCES404B Promote clients to employers*

##### *CHCES416A Plan and provide job search support*

- The organisation was using smallPRINT assessment resources for the above two units. The assessment tools did not address all the required knowledge. From completing the range of questions and activities the student may demonstrate they understand the theory behind how a range of the tasks (as implied by the required skills) could be completed however, direct evidence was not available regarding a student's ability to demonstrate the required skills. Additionally, not all of the critical aspects were addressed.

#### **CPC20211 Certificate II in Construction Pathways**

##### *CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground*

- The student files reviewed identified the workplace observation had not been completed in all cases. As a result the method of assessment in the unit had not been addressed as it is a requirement that assessment includes direct observation of tasks in a real or simulated work environment. Additionally, competency must be demonstrated over a period of time and must relate to a number of performances assessed at different points in time. Even if the workplace observation had been completed as it closely reflects the critical aspects from the unit it does not include sufficient detail to ensure an assessor makes a judgement regarding all the required skills. The workplace observation tool did not include all the components of an assessment tool as outlined in the ASQA assessment tool definition (see above). It could therefore not be confirmed the critical aspects would be addressed.
- The project had not been completed on the student files reviewed. It was noted the project if completed may have addressed some of the required knowledge. Overall, the project and 14 short answer questions did not address all the required knowledge.

##### *CPCCCM2006B Apply basic levelling procedures*

- The workplace observation closely reflects the critical aspects from the unit. Where it had been used and was supported by information regarding the task that was completed it provided evidence towards supporting a range of the critical aspects. The observation did not include



sufficient detail to ensure an assessor makes a judgement regarding all the required skills. It was noted as a master tool it did not include all the components of an assessment tool as outlined in the ASQA assessment tool definition (see above). It could therefore not be confirmed the critical aspects would always be addressed as it relied on the assessor recording additional supporting information and their criteria for defining acceptable performance.

- The method of assessment in the unit had not been addressed as it requires assessment to include direct observation of tasks in a real or simulated work environment (this had only occurred on one of the student files reviewed). Additionally, competency must be demonstrated over a period of time and must relate to a number of performances assessed at different points in time.
- The project had not been completed on the student files reviewed. It was noted the project if completed may have addressed some of the required knowledge. Overall, the project and the short answer questions did not address all the required knowledge.

### **ICA10111 Certificate I in Information, Digital Media and Technology**

#### *ICAICT105A Operate spreadsheet applications*

- The organisation was using Watsonia Publishing assessment resources. The assessment tools did not address all the required knowledge.

#### *ICAICT101A Operate a personal computer*

- The assessment tools did not address all the required knowledge and skills.

### **SIR20212 Certificate II in Retail Services**

#### *SIRXFIN201 Balance and secure point-of-sale terminal*

- It was noted there was a mix of self developed and smallPRINT resources on student files. The practical was a role play activity undertaken in the organisation's training centre. This does not meet the context and specific resources for assessment which requires access to a retail work environment. Additionally, as a result of the practical being undertaken in the training centre the assessment did not address all the required skills including the planning and organising skills to complete tasks in a set timeframe in an operating retail environment. The assessment did not address all the critical aspects specifically, removing takings from a register or terminal. Additionally, the assessment did not address all the required knowledge.

#### *SIRXINV001 Perform stock control procedures*

- It was noted there was a mix of self developed and smallPRINT resources on student files. The practical was a role play activity undertaken in the organisation's training centre. This does not meet the context and specific resources for assessment which requires access to a retail work environment. Additionally, the assessment did not address all the critical aspects, required knowledge and required skills.

### **SIT20212 Certificate II in Hospitality**

#### *SITFAB204 Prepare and serve espresso coffee*

- The practical observation was undertaken in a café and via class-based observation. It was noted both observations used the same six assessment criteria. The assessment criteria was overarching and did not provide sufficient detail to ensure an assessor would make a judgement regarding a student's ability to perform all the required skills and the critical aspects regarding consistency in quality, volume and appearance and working with speed and efficiency to deal with numerous service operational tasks simultaneously. Additionally, the practical assessment did not ensure a student was assessed in their ability to prepare and present a piccolo latte and ristretto as required by the critical aspects. Further, the required knowledge includes a large range of requirements. In the 12 short answer questions and the research project not all of the required knowledge was addressed.

#### *SITHAC202 Prepare rooms for guests*

- Of the two student files reviewed one assessor used the workplace and role play tools the other typed a statement regarding what she observed. In both cases evidence was not retained regarding how an assessor made a judgement regarding all the literacy, numeracy





and problem-solving skills as identified in the required skills. The practicals undertaken did not make it clear the cleaning and preparing of multiple rooms as required by the critical aspects had been addressed. Inconsistencies in the two files regarding the theory assessments that had been completed did not demonstrate all the required knowledge would be addressed in all cases.

#### **TAE40110 Certificate IV in Training and Assessment**

*TAEASS402B Assess Competence*

*TAEDEL402A Plan, organise and facilitate learning in the workplace*

- The assessment tools did not have a mechanism for recording an assessor's judgement regarding a student's ability to demonstrate the required skills. The instructions to the student for the projects included the content of the critical aspects. A mechanism was not available for an assessor to record a judgement regarding a student's ability to demonstrate the critical aspects. In the case of both assessment tools above criteria defining acceptable performance was also not available. Additionally, the assessment tools did not address all the required knowledge.

*In order to become compliant, the organisation is required to:*

#### **AHC30710 Certificate III in Horticulture**

*AHCPGD301A Implement a plant establishment program*

*AHCIRG302A Install irrigation system*

#### **BSB20112 Certificate II in Business**

*BSBITU202A Create and use spreadsheets*

#### **BSB20112 Certificate II in Business**

*BSBWOR202A Organise and complete daily work activities*

#### **BSB51107 Diploma of Management**

*BSBMGT502B Manage people performance*

*BSBMGT515A Manage operational plan*

#### **CHC20112 Certificate II in Community Services**

*CHCCS308B Provide first point of contact*

*CHCDIS220B Prepare for disability work*

#### **CHC30212 Certificate III in Aged Care**

*CHCICS301B Provide support to meet personal care needs*

#### **CHC42012 Certificate IV in Employment Services**

*CHCES404B Promote clients to employers*

*CHCES416A Plan and provide job search support*

#### **CPC20211 Certificate II in Construction Pathways**

*CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground*

*CPCCCM2006B Apply basic levelling procedures*

#### **ICA10111 Certificate I in Information, Digital Media and Technology**

*ICAICT105A Operate spreadsheet applications*

*ICAICT101A Operate a personal computer*

#### **SIR20212 Certificate II in Retail Services**

*SIRXFIN201 Balance and secure point-of-sale terminal*

*SIRXINV001 Perform stock control procedures*

#### **SIT20212 Certificate II in Hospitality**

*SITFAB204 Prepare and serve espresso coffee*

*SITHAC202 Prepare rooms for guests*

#### **TAE40110 Certificate IV in Training and Assessment**

*TAEASS402B Assess Competence*

*TAEDEL402A Plan, organise and facilitate learning in the workplace*



- For the units of competency above the organisation is required to provide assessment tools that address all the requirements of the Training Package. For specific gaps in Training Package requirements refer to the detailed information provided in the non-compliances above.
  - The assessment tools are required to include the context and conditions of assessment, the tasks to be administered to the student, an outline of the evidence to be gathered from the candidate, the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules) and the requirements for recording the assessor's assessment judgement. Should the organisation allow its trainers and assessors to determine which assessment tasks they will use the organisation is required to demonstrate how it will ensure all Training Package requirements will be addressed.
  - Should third party report reports form part of the assessment the reports are to include information interpreted from the requirements of the training package i.e. the behaviours and/or knowledge that the third party is being asked to collect evidence of.
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*Analysis of rectification evidence:*

**AHC30710 Certificate III in Horticulture**

*AHCPGD301A Implement a plant establishment program*

*AHCIRG302A Install irrigation system*

**BSB20112 Certificate II in Business**

*BSBITU202A Create and use spreadsheets*

**BSB20112 Certificate II in Business**

*BSBWOR202A Organise and complete daily work activities*

**BSB51107 Diploma of Management**

*BSBMGT502B Manage people performance*

*BSBMGT515A Manage operational plan*

**CHC20112 Certificate II in Community Services**

*CHCCS308B Provide first point of contact*

*CHCDIS220B Prepare for disability work*

**CHC30212 Certificate III in Aged Care**

*CHCPA301B Deliver care services using a palliative approach*

*CHCICS301B Provide support to meet personal care needs*

**CHC42012 Certificate IV in Employment Services**

*CHCES404B Promote clients to employers*

*CHCES416A Plan and provide job search support*

**CPC20211 Certificate II in Construction Pathways**

*CPCCA2003A Erect and dismantle formwork for footings and slabs on ground*

*CPCCCM2006B Apply basic levelling procedures*

**ICA10111 Certificate I in Information, Digital Media and Technology**

*ICAICT105A Operate spreadsheet applications*

*ICAICT101A Operate a personal computer*

**SIR20212 Certificate II in Retail Services**

*SIRXFIN201 Balance and secure point-of-sale terminal*

*SIRXINV001 Perform stock control procedures*

**SIT20212 Certificate II in Hospitality**

*SITFAB204 Prepare and serve espresso coffee*

*SITHAC202 Prepare rooms for guests*

**TAE40110 Certificate IV in Training and Assessment**

*TAEASS402B Assess Competence*

*TAEDEL402A Plan, organise and facilitate learning in the workplace*

- For the units of competency above the organisation provided amended assessment tools that addressed the requirements of the Training Package.



- The assessment tools had been enhanced to include the context and conditions of assessment, the tasks to be administered to the student, an outline of the evidence to be gathered from the candidate, the evidence criteria used to judge the quality of performance (i.e. the assessment decision-making rules) and the requirements for recording the assessor's assessment judgement.

<b>SNR 16</b>	<b>The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:</b>
<b>16.1</b>	<b>The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a
<b>16.2</b>	<b>The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a
<b>16.3</b>	<b>Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a
<b>16.4</b>	<b>Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a
<b>16.5</b>	<b>Learners receive training, assessment and support services that meet their individual needs.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a
<b>16.6</b>	<b>Learners have timely access to current and accurate records of their participation and progress.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a
<b>16.7</b>	<b>The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</b>
<b>Original finding:</b>	Compliant
<b>Following rectification:</b>	n/a



**SNR 17 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:**

**17.1 The NVR registered training organisation’s management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.**

**Original finding:** Compliant

**Following rectification:** n/a

**17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.**

**Original finding:** Compliant

**Following rectification:** n/a

**17.3 The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.**

**Original finding:** Not audited

**Following rectification:** n/a

**17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.**

**Original finding:** Compliant

**Following rectification:** n/a

**SNR 18 The NVR registered training organisation has governance arrangements in place, as follows:**

**18.1 The NVR registered training organisation’s Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation’s scope of registration, as listed on the National Register.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

- The non-compliances identified at audit demonstrate the organisation’s Chief Executive has not ensured the NVR registered training organisation complies with the VET Quality Framework across its scope of registration.

*In order to become compliant, the organisation is required to:*

- Address the non-compliances through this report will demonstrate the organisation’s Chief Executive has ensured the NVR registered training organisation complies with the VET Quality Framework across its scope of registration.

*Analysis of rectification evidence:*

- The rectification evidence provided addressed the non-compliances demonstrating the organisation’s Chief Executive has ensured the NVR registered training organisation complies with the VET Quality Framework.



**18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.**

**Original finding:** Compliant

**Following rectification:** n/a

#### **SNR 19 Interactions with the National VET Regulator**

**19.1 The NVR registered training organisation must co-operate with the National VET Regulator:**  
**(a) in the conduct of audits and the monitoring of its operations;**  
**(b) by providing accurate and timely data relevant to measures of its performance;**  
**(c) by providing information about significant changes by its operations;**  
**(d) by providing information about significant changes to its ownership; and**  
**(e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.**

**Original finding:** Compliant

**Following rectification:** n/a

#### **SNR 20 Compliance with legislation**

**20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

- The organisation has been undertaking work placement in Queensland for **CHC30212 Certificate III in Aged Care** without having a Vocational Placement Scheme registered with the Queensland Department of Education, Training and Employment (DETE). It was noted the organisation submitted an application to DETE during the audit.

*In order to become compliant, the organisation is required to:*

- The organisation is required to provide evidence it has a Vocational Placement Scheme registered for **CHC30212 Certificate III in Aged Care**.

*Analysis of rectification evidence:*

- The organisation provided a notice from the Queensland Department Education, Training and Employment advising it had a Vocational Placement Scheme registered for **CHC30212 Certificate III in Aged Care**.

**20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.**

**Original finding:** Compliant

**Following rectification:** n/a



<b>SNR 21 Insurance</b>	
<b>21.1</b>	<b>The NVR registered training organisation must hold public liability insurance throughout its registration period.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>SNR 22 Financial management</b>	
<b>22.1</b>	<b>Regulator, on request, that it is financially viable at all times during the period of its registration.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>22.2</b>	<b>The NVR registered training organisation must provide the following fee information to each client:</b> <b>(a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;</b> <b>(b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;</b> <b>(c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;</b> <b>(d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and</b> <b>(e) the organisation's refund policy.</b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>
<b>22.3</b>	<b>Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:</b> <b>(a) (Option 1) the NVR registered training organisation is administered by a state, territory or Commonwealth government agency;</b> <b>(b) <del>(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]</del></b> <b>(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;</b> <b>(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or</b> <b>(e) <del>(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]</del></b>
<b>Original finding:</b>	<b>Compliant</b>
<b>Following rectification:</b>	<b>n/a</b>



**SNR 23 Certification, issuing and recognition of qualifications & statements of attainment**

**23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:**  
**(a) meets the Australian Qualifications Framework (AQF) requirements;**  
**(b) identifies the NVR registered training organisation by its national provider number from the National Register and**  
**(c) includes the NRT logo in accordance with its current conditions of use.**

**Original finding:** Compliant

**Following rectification:** n/a

**23.2 The NVR registered training organisation must recognise the AQF qualifications and VET statements of attainment issued by any other RTO.**

**Original finding:** Compliant

**Following rectification:** n/a

**23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.**

**Original finding:** Compliant

**Following rectification:** n/a

**23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.**  
**[no requirements currently exist]**

This element was not audited

**SNR 24 Accuracy and integrity of marketing**

**24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.**

**Original finding:** Compliant

**Following rectification:** n/a

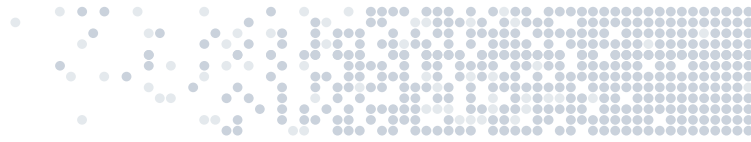
**24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

- The NRT logo was displayed in the footer of the organisation’s website. The NRT logo was therefore visible on all pages of the website even where the organisation is advertising recruitment and employment services. This goes against the NRT logo’s conditions of use as there is not a direct alignment to the advertising of nationally recognised training. *The logo was removed from the website at the time of audit. No further rectification is required.*
- The NRT logo was depicted on the statement of results/transcript that accompanied the qualification certificate. This goes against the NRT logos conditions of use. *The logo was*



*removed from the statement of results/transcript at the time of audit. No further rectification is required.*

<b>SNR 25 Transition to Training Packages/expiry of VET accredited courses</b>	
<b>25.1</b>	<b>The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>25.2</b>	<b>The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a