

Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Integrated Training Solutions (Aust) Pty Ltd & Intercare Training
Trading name/s	Integrated Training Solutions (Aust) Pty Ltd & Intercare Training
RTO number	21099
CRICOS number	N/A

AUDIT TEAM

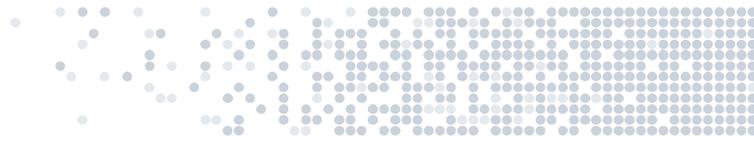
Lead auditor	F. Garai
Auditor/s	NIL
Technical adviser/s	NIL

AUDIT DETAILS

Application number/s	1046678
Audit number/s	1004332
Audit reason 1	Application - change To assess compliance with the VQF – focus is on evidence of preparedness to deliver units/qualifications/course in application SNR 15.2, 15.3, 15.4, 15.5, 16.3, 16.4, 17.3 & 23.1
Audit reason 2	n/a specify or delete
Audit reason 3	n/a specify or delete
Activity type	Site visit
Address of site/s visited	205 Thomas Street Dandenong Vic 3175
Date/s of audit	22 - 23 October 2013
Organisation's contact for audit	David Clews CEO info@integratedtrainingsolution 1300102273 s.com.au
NVR standards audited	Selected Standards for Continuing Registration: To assess compliance with the VQF – focus is on evidence of preparedness to deliver units/qualifications/course in application SNR 15.2, 15.3, 15.4, 15.5, 16.3, 16.4, 17.3 & 23.1

BACKGROUND

The organisation has been operating since 2001 and is a privately owned training provider. It has recently moved to a new business premises where it is sharing training facilities for the delivery of training.



RTO Management structure

The RTO's management comprises of a board of management where David Clewes is the Managing Director of the board, a management team operated the RTO in its daily activities, the management team consists of a programme manager, and a compliance manager.

Other strategic & operational groups that assist the RTO

The RTO does not utilise any industry advisory groups, consultants, and industry associations to assist them with developing and validating training and assessment.

General description of RTO location & facilities

The RTO has offices/training facilities in Dandenong, prior to recently moving its operational head office to the Dandenong location the RTO use to operate from a private residence in Templestowe.

General description of training modes used by the RTO/organisation

The RTO organisation provides training using:

- classroom based delivery
- workplace based delivery
- Traineeships

The RTO delivers courses and qualifications interstate, but does not deliver courses or qualifications overseas.

RTO/Organisation scope of registration

The RTO current scope of registration is for a suite of qualifications from the BSB training package.

The RTO is registered to deliver the following qualifications:

BSB10107 Certificate I in Business

BSB20107 Certificate II in Business

BSB30407 Certificate III in Business Administration

RTO/organisation current enrolment/s details

There are no students currently enrolled at the time of the audit.

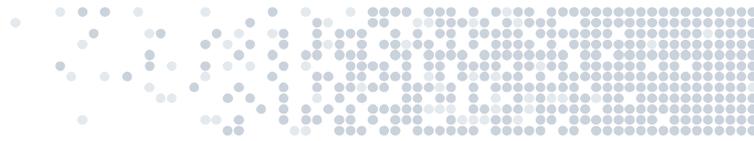
RTO/organisation fee or funding information

The RTO offers its training and services as fee for service provider, and will be applying to become a government funded provider in the future.

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

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments
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			(If not yet on scope, record N/A)
BSB30412	Certificate III in Business administration	Face to face	N/A
CHC30212	Certificate III in Aged Care	Workplace, Mixed	N/A
CHC40108	Certificate IV in Aged Care	Workplace, Mixed	N/A

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
David Clewes	CEO	ALL
Mandy Lingard	Programs Manager	ALL
William Green	Compliance Manager	ALL

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 23 October 2013: Significant non-compliance

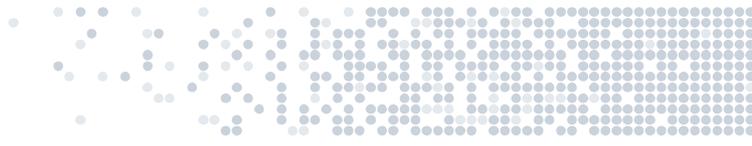
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

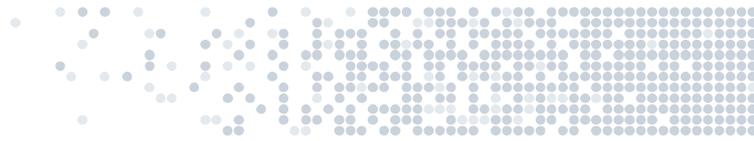
AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 5 December 2013: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Not compliant	Compliant
SNR 17	Not compliant	Compliant
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Not audited	n/a
SNR 21	Not audited	n/a
SNR 22	Not audited	n/a
SNR 23/AQF	Not compliant	Compliant
SNR 24	Not audited	n/a
SNR 25	Not audited	n/a





SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Not audited

Following rectification: n/a

15.2 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

Training and Assessment Policy Ver. 3.0

Training and Assessment Strategies for:

1. BSB30412 Certificate III in Business Administration
2. CHC30212 Certificate III in Aged Care
3. CHC40108 Certificate IV in Aged Care

ITS Business Plan Summary; 2013-2016

Meeting notes with Aged care providers

The training and assessment strategies listed all of the elective units of competency for the qualification giving the impression that the RTO is capable of delivering all of the units of competency listed.

The evidence provided does not support the requirements of the relevant training package. The training and assessment strategies do not identify the target audience that is accepted for enrolment e.g. the organisation accepts under 18 year olds for enrolment in all of the qualifications being applied for.

The training and assessment strategies do not identify that a police check is required to be undertaken by the student for the Certificate III and IV in aged care, and

The LLN level is not identified, as part of the enrolment process new applicants are assessed to determine their LLN standard.

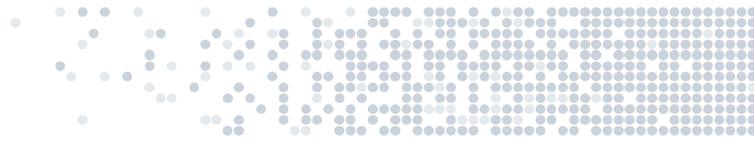
In order to become compliant, the organisation is required to:

Comply with the training package qualification packaging rules of only listing the core and selected elective units of competency that have been identified as required to be delivered and assessed by the client target audience needs and from industry consultation.

Clearly identify the target audience that it accepts for enrolment e.g. the organisation accepts under 18 year olds for enrolment.

Identify that a police check is required to be undertaken by the student for the Certificate III and IV in aged care, and

To show the standard that new applicants are to have for their LLN enrolment requirements.



Analysis of rectification evidence:

Evidence audited:

DOCID15.2-1; ITSTD1.98 BSB30412 TAS

DOCID15.2-2; ITSTD1.127 CHC30212 C3 Aged Care TAS

DOCID15.2-3; ITSTD1.138 CHC40108 C4 Aged Care TAS

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.

15.3 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

Training and assessment resources for:

BSB30412 Certificate III in Business Administration

CHC30212 Certificate III in Aged Care

CHC40108 Certificate IV in Aged Care

Training class rooms and student amenities at 205 Thomas Street Dandenong

The organisation could not demonstrate that it had access to all required resources to deliver each qualification/course being sought in its registration application, mainly that the organisation had no aged care premises for the practical delivery and assessment required by the training package for the Certificate III and IV in Aged care being sought in its registration application.

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

Secure agreement with aged care providers to enable the practical delivery required by the training package for the Certificate III and IV in Aged care being sought in its registration application.

Analysis of rectification evidence:

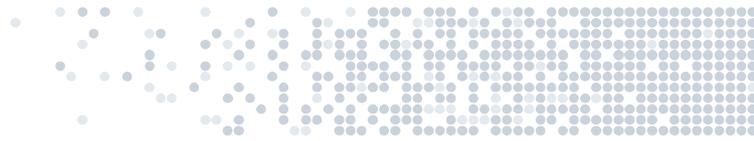
Evidence audited:

DOCID15.3-1; Intercare - Anzac Lodge RACF Signed MOU

DOCID15.3-2; Intercare - Bethel Aged Care RACF Signed MOU

DOCID15.3-3; Intercare - The Alexander RACF Signed MOU

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.



15.4 Training and assessment is delivered by trainers and assessors who:
(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and
(b) have the relevant vocational competencies at least to the level being delivered or assessed; and
(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

Trainer & assessor files for:

Noel Younger

Paul Hanrahan

Sandra Edwards

Trainer & assessor file Noel Younger:

The trainer & assessors file had no evidence of an industry required police check, in the trainer & assessors resume & staff matrix trainer states they are a practicing nurse practitioner; therefore they should have evidence of a police check being done.

The trainer assessor had no evidence, detailing how they are maintaining VET skills and knowledge, and trainer and assessor competence.

Trainer & assessor file Paul Hanrahan:

Trainer Assessor does not demonstrate an accurate equivalence of vocational competencies at least to the level being delivered and assessed. The trainer and assessor holds a Masters of Education and a Certificate IV in health (Nursing/enrolled nurse) as the qualifications that make them suitable to deliver and assess the Certificate III and IV in Aged care.

The trainer assessor had no evidence, detailing how they are maintaining VET skills and knowledge, and trainer and assessor competence.

Trainer & assessor file Sandra Edwards:

The trainer assessor had no evidence, detailing how they are maintaining VET skills and knowledge, industry currency, and trainer and assessor competence.

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

Provide evidence detailing how the trainers and assessors are maintaining VET skills and knowledge, industry currency, and trainer and assessor competence appropriate for the identified trainers and assessors listed above.

Analysis of rectification evidence:

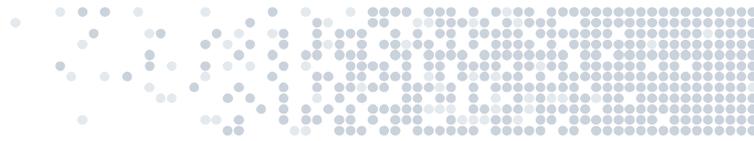
Evidence audited:

DOCID15.4-1; Intercare Noel Younger PD Log November 2013

DOCID15.4-2; Intercare Paul Hanrahan PD Log November 2013

DOCID15.4-3; Intercare - Sandra Edwards PD Log November 2013

DOCID15.4-4; Noel Younger Cert IV Aged Care Certificate



DOCID15.4-5; Paul Hanrahan Cert IV Aged Care Certificate

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.

15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

RPL tools for:

BSB30412 Certificate III in Business Administration

CHC30212 Certificate III in Aged Care

CHC40108 Certificate IV in Aged Care

Unit of competency assessment tools and instruments for:

BSBWHS201A Contribute to health and safety of self and others

BSBWOR301B Organise work personal priorities and development

HLTAP301B Recognise healthy body systems in a health care context

CHCCS411C Work effectively in the community sector

CHCICS402B Facilitate individualised plans

Policy & procedure for the development of training and assessment tools & instruments

The RPL Assessment tools and Unit of Competency assessment tools were not compliant because the assessment tools did not meet with the Principles of assessment and the Rules of evidence because:

The RPL tools for CHC30212 Certificate III in Aged Care and CHC40108 Certificate IV in Aged Care did not collect sufficient evidence required by the Training package.

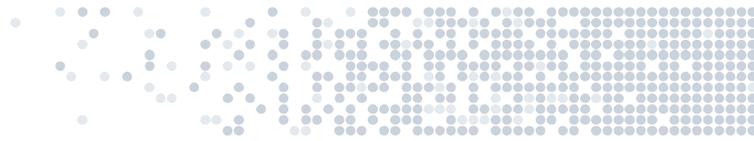
The instructions to the assessor and the candidate did not identify the standards and conditions that the assessment was required to be deemed competent.

The assessment for task 3 for Unit of competency CHCCS411C Work effectively in the community sector is asking for evidence from the candidate on material that has not been delivered during training.

The organisation's Training and Assessment tools were purchased from a second party provider, and were not contextualised in accordance with the training package requirements.

Assessment task 3 for CHCICS402B Facilitate individualised plans instructs the candidate to get a care plan & adopt it to satisfy the assessment requirements. There is no allowable adjustment identified in the event that the candidate is not able to obtain a care plan form either their work place or from any other source.

Several of the scenarios in the assessment tool & instruments for CHCCS411C Work effectively in



the community sector were referring to the candidate working in either the Community services work, Children's services, and disability, the scenarios had no context with the aged care work requirements.

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

Ensure the assessment tools meet with the training packages requirements for the Principles of assessment and the Rules of evidence.

Amend the RPL tools for CHC30212 Certificate III in Aged Care and CHC40108 Certificate IV in Aged Care collect sufficient evidence required by the Training package.

Ensure the instructions to the assessor and the candidate identify the standards and conditions that the assessment is required to be deemed competent.

Amend assessment for task 3 for Unit of competency CHCCS411C Work effectively in the community sector to collect evidence from the candidate that has been delivered during training.

Amend the conditions for Assessment task 3 for CHCICS402B Facilitate individualised plans, to identify how the candidate can still ensure that evidence provided, sufficiently satisfies the critical evidence required from the Units of Competence, and the Rules of Evidence.

Amend the scenarios in the assessment tool & instruments for CHCCS411C Work effectively in the community sector to be in context with the aged care work requirements.

Analysis of rectification evidence:

Evidence audited:

DOCID15.5-1; CHC30212_RPL Kit_V2_November 2013

DOCID15.5-2; CHC40108_RPL Kit_V2_November 2013

DOCID15.5-3; Assesment Workbook_CHCCS411C_V2_November 2013

DOCID15.5-4; Assessment Workbook_CHCICS402B_V2_November 2013

DOCID15.5-5; Assessment Workbook_BSBWOR301B_V2_November 2013

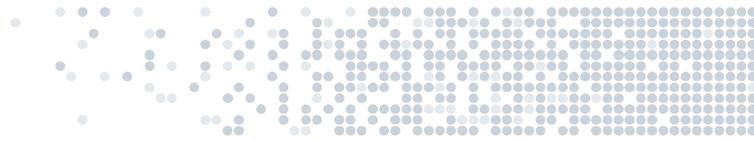
DOCID15.5-6; ITSPS1.68 Assessment Policy v 2.0

DOCID15.5-7; Supplementary Handout with Model Answers_Aged Care_CHCCS411C_V1_November 2013

DOCID15.5-8; CHCICS402B_Handout Assessement Task 3_Care Plan_V1_November 2013

DOCID15.5-9; CHCCS411C_Learner Guide_V2_Nov2013

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.



SNR 16 The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Original finding: Not audited

Following rectification: n/a

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.

Original finding: Not audited

Following rectification: n/a

16.3 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

Pre-enrolment procedure Ver. 4.0

Enrolment policy Ver. 2.0

Student support policy & procedure Ver. 1.0

Student hand book

Intercare Student & Employer hand book Ver. 2.0

Student induction/orientation

No evidence of the student attending induction/orientation session, and they have received information about the training and assessment, and their rights and obligations.

The organisation did not show how improvements to client information services are to be affected.

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

Provide evidence of how a student attending induction/orientation session, have received information about the training and assessment, and their rights and obligations.

Show how improvements to client information services are to be affected.

Analysis of rectification evidence:

Evidence audited:

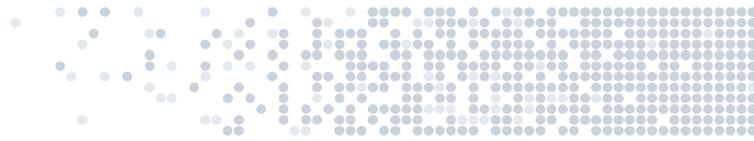
DOCID16.3-1; InterCare Certificate III Aged Care_Induction and Orientation_V2_Nov2013

DOCID16.3-2; Student Induction and Orientation Sign-off Form_V1_Nov2013

DOCID16.3-3; Student Support Officer Consultation Form_V1_Nov2013

DOCID16.3-4; ITSG1.33 Welfare Guide

DOCID16.3-5; Working with Childrens Check Policy v1 0

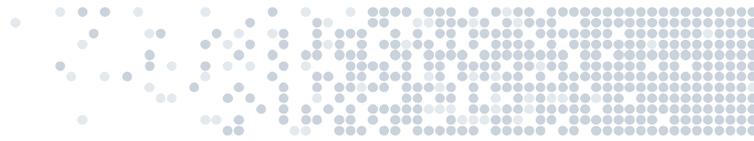


DOCID16.3-6; Intercare EEO Policy (Anti Discrimination Anti Harassment and Bullying) v1.0

DOCID16.3-7; Employee handbook 1.0

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.

16.4	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.
Original finding: Compliant	Following rectification: n/a
<u>Evidence audited:</u> Workplace based training and assessment policy Ver. 1.0 Intercare training record for work placement hand book guidelines for facilitators and students InterCare- MOU Workplace trainer companion guide Letter of understanding defining responsibilities of parties	
16.5	Learners receive training, assessment and support services that meet their individual needs.
Original finding: Not audited	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.
Original finding: Not audited	Following rectification: n/a
16.7	The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.
Original finding: Not audited	Following rectification: 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: Not audited

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: Not audited

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 compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

Partnership & auspicing policy & procedure Ver. 1.0

Trainer & assessor position descriptions

InterCare- MOU

Workplace trainer companion guide

Letter of understanding defining responsibilities of parties

No evidence of agreements between the RTO and the contract trainers and assessors for the provision of training and assessment services.

The agreements did not describe the responsibilities of each party and the management strategies to be implemented, including monitoring arrangements.

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

Provide evidence of agreements between the RTO and the contract trainers and assessors for the provision of training and assessment services.

Describe the responsibilities of each party and the management strategies to be implemented, including monitoring arrangements in the agreement.

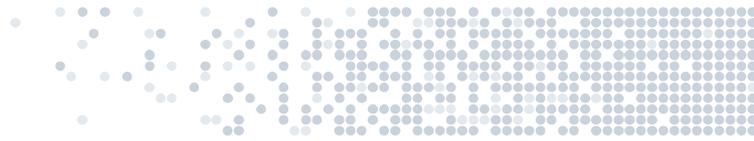
Analysis of rectification evidence:

Evidence audited:

DOCID17.3-1; Casual Employment Contract - Noel Younger

DOCID17.3-2; Casual Employment Contract - Paul Hanrahan

DOCID17.3-3; Casual Employment Contract - Sandra Edwards



DOCID17.3-4; Requirements for the Provision of Training & Assessment Services - Noel Younger

DOCID17.3-5; Requirements for the Provision of Training & Assessment Services - Paul Hanrahan

DOCID17.3-6; Requirements for the Provision of Training & Assessment Services - Sandra Edwards

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.

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

Original finding: Not audited

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:

Evidence audited:

SNRs: 15.2, 15.3, 15.4, 15.5, 16.3, 16.4, 17.3, & 23.1

Compliance management framework policy Ver. 1.0

ASQA obligations register for the CEO

The organisation was found to non-compliant with SNRs: 15.2, 15.3, 15.4, 15.5, 16.3, 17.3, & 23.1

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

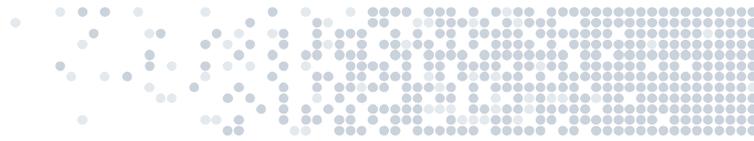
The organisation is to rectify the noncompliance found with SNRs: 15.2, 15.3, 15.4, 15.5, 16.3, 17.3, & 23.1

Analysis of rectification evidence:

Evidence audited:

Rectification evidence for SNRs: 15.2, 15.3, 15.4, 15.5, 16.3, 16.4, 17.3, & 23.1

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.



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: Not audited

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: Not audited

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 audited

Following rectification: n/a

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: Not audited

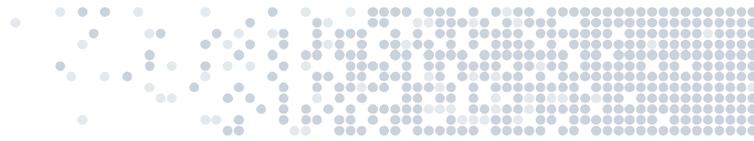
Following rectification: n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Original finding: Not audited

Following rectification: n/a



SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Not audited

Following rectification: n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;**
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;**
- (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;**
- (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**
- (e) the organisation's refund policy.**

Original finding: Not audited

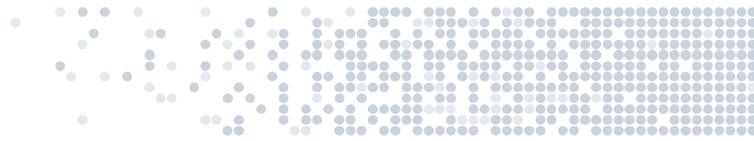
Following rectification: n/a

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;**
- (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;~~ [option 2 not currently available]**
- (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;**
- (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**
- (e) ~~(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]**

Original finding: Not audited

Following rectification: n/a



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: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Evidence audited:

Sample Testamur/qualification certificate

Sample statement of attainment

Sample of AQF qualifications register

The organisation was found to be non-compliant with the following AQF policies and procedures:

AQF qualifications issuance policy 2.1.6 dot points c & f

AQF Contents of statement of attainment policy 2.5.5, in that the RTO had the incorrect statement.

AQF qualifications register policy & procedure policy 2.4.2, the RTO did not show the code and full title of the qualification issued in the register.

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

Amend its Testamur, statement of attainment and qualifications register to be in accordance with the AQF policies and procedures identified in the Reasons for finding of non-compliance.

Analysis of rectification evidence:

Evidence audited:

DOCID23.1-1; Certificate Template

DOCID23.1-2; Statement of Attainment Template

DOCID23.1-3; Issued Qualifications Register

DOCID23.1-4; Authority to issue certificates register

The rectification evidence provided satisfies the required rectifications detailed in the audit report above.

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

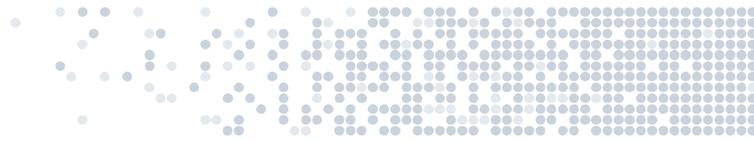
Original finding: Not audited

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: Not audited

Following rectification: n/a



23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET 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.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [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: Not audited

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 audited

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 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.

Original finding: Not audited

Following rectification: n/a

25.2 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.

Original finding: Not audited

Following rectification: n/a