



## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	Fire Industry Training Pty Ltd
Trading name/s	Fire Industry Training Pty Ltd
RTO number	22101
CRICOS number	N/A

#### AUDIT TEAM

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

#### AUDIT DETAILS

Application number/s	1042103
Audit number/s	1003891
Audit reason 1	Application - renewal To assess ongoing compliance with the VQF – focus is on evidence of effective ongoing deployment of systems auditing against SNRs: 15, 16, 17, 18, 20, 22.2 & 23.1
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	22-28 Phoenix Street Brunswick Vic 3056
Date/s of audit	8 - 9 October 2013
Organisation's contact for audit	Lucas Blyth CEO lblyth@fireindustrytraining.com. (03) 9356 8955 au
NVR standards audited	Selected Standards for Continuing Registration: To assess ongoing compliance with the VQF – focus is on evidence of effective ongoing deployment of systems auditing against SNRs: 15, 16, 17, 18, 20, 22.2 & 23.1

#### BACKGROUND

Fire Industry Training Pty. Ltd. has been operating as Registered Training Organisation (RTO) since 2007. The RTO an Enterprise RTO formed from the Plumbing Trades Employees Union, various Fire fighting and prevention industry organisations and is privately owned.



### **RTO Management structure**

The RTO has a board of management and includes members from the Plumbing Trades Employees Union, Fire prevention & fighting industry and a management team that manages the daily operations of the RTO.

### **Other strategic & operational groups that assist the RTO**

The RTO also utilises the Plumbing Trades Employees Union training organisation, contracted consultants, and industry associations to assist them with developing and validating training and assessment.

### **General description of RTO location & facilities**

The RTO has moved offices and training facilities from 306 Albert Street Brunswick to 22 – 28 Phoenix Street Brunswick six weeks before the conduct of the audit. All training and assessment is delivered and conducted at the Phoenix Street facilities, and the Plumbing Trades Industry training facilities that are in the vicinity of the Phoenix Street facilities.

### **General description of training modes used by the RTO/organisation**

The RTO provides training using:

- classroom based delivery (Phoenix 22-28 Street & 306 Albert Street Brunswick)
- workplace based delivery at students employers location
- Apprenticeships (Phoenix 22-28 Street & 306 Albert Street Brunswick & employers work location)

### **RTO/Organisation scope of registration**

The RTOs scope of registration has qualifications/accredited courses/Units of Competency from the following industry training packages:

CPC08 Construction, Plumbing and Services Training Package

The RTO is registered to deliver the following qualifications

CPC32811 Certificate III in Fire Protection (Superseded by CPC32812 Certificate III in Fire Protection)

CPC50509 Diploma of Fire Systems Design

CPPFES2025A Inspect, test and maintain gaseous fire-suppression systems

CPPFES2043A Prevent ozone depleting substance and synthetic greenhouse gas emissions

CPPFES2047A Inspect and test control and indicating equipment

CPPFES3044A Interpret installation requirements for gaseous fire-suppression systems

CPPFES3045A Install gaseous agent containers and actuators

CPPFES3046A Decommission gaseous agent containers and actuators

### **RTO/organisation current enrolment/s details**

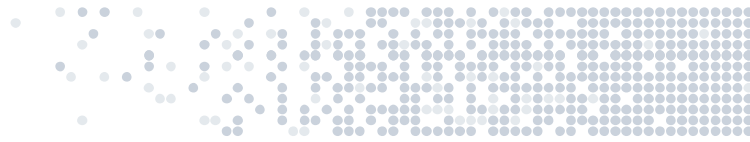
At the time of the site audit the following enrolments were identified:

EAHL = 10 students

Inspect & Test CIE = 6 students

CPC50509 Diploma of Fire Systems Design = 17

CPC32811 Certificate III in Fire Protection = 108 students



Auto CAD form the Diploma of fire systems =2 students

**RTO/organisation fee or funding information**

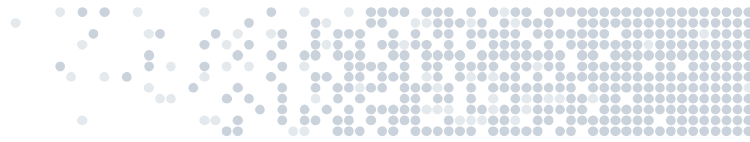
The RTO offers its training and services as a fee for service and government funded provider with government funding service agreements with Victoria, Tasmania, and Northern Territory.

Total number of current enrolments in RTO as at audit date: 143

<b>AUDIT SAMPLE</b>			
<b>Code</b>	<b>Qualification/Course/Unit name</b>	<b>Mode/s of delivery/assessment*</b>	<b>Current enrolments (If not yet on scope, record N/A)</b>
CPC32811	Certificate III in Fire Protection	Apprenticeship, Traineeship, Face to face, Workplace	108
CPC50509	Diploma of Fire Systems Design	Face to face, Workplace	17
CPPFES2025A	Inspect, test and maintain gaseous fire-suppression systems	Apprenticeship, Traineeship, Face to face, Workplace	6
CPPFES2043A	Prevent ozone depleting substance and synthetic greenhouse gas emissions	Apprenticeship, Traineeship, Face to face, Workplace	6
CPPFES2047A	Inspect and test control and indicating equipment	Apprenticeship, Traineeship, Face to face, Workplace	6
CPPFES3044A	Interpret installation requirements for gaseous fire-suppression systems	Apprenticeship, Traineeship, Face to face, Workplace	6
CPPFES3045A	Install gaseous agent containers and actuators	Apprenticeship, Traineeship, Face to face, Workplace	6
CPPFES3046A	Decommission gaseous agent containers and actuators	Apprenticeship, Traineeship, Face to face, Workplace	6

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

<b>INTERVIEWEES</b>		
<b>Name</b>	<b>Position</b>	<b>Qualification/Course/Unit code/s</b>
Lucas Blyth	CEO	ALL
Donna Poole	Registration Officer	ALL
Anne-Louise Allen	VET Consultant	ALL
Carmel Coate	Chair Fire Industry Training	ALL



## ORIGINAL AUDIT FINDING AT TIME OF AUDIT

### Audit finding as at 9 October 2013: Critical non-compliance

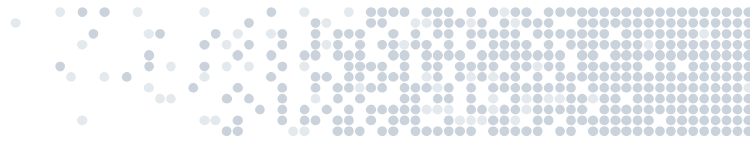
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

## AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

### Audit finding following analysis of additional evidence provided on 9 December 2013: n/a

## 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 compliant	Compliant
SNR 21	Not audited	n/a
SNR 22	Not compliant	Compliant
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 compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Policy and Procedure Assessment Validation. 20 July 2013

Continuous Improvement register

Student feedback form. FF08 Feb 2012

Employer Questionnaire. FF38

Internal audits

The organisation failed to show that their processes for analysing the data, planning and implementing improvements are determined were followed. The organisation collects data from learner/student feedback & employer surveys, staff meetings, and internal quality audits, but it does not record the collection of the data it has collected and the results of the analysis in the continuous improvement register.

The organisation does not implement its policies and procedures for monitoring continuous improvement activities and for reviewing data collection, continuous improvement processes and outcomes. The organisations has policies and procedures on how continuous improvement is to be affected, the policies do not cross reference with each other to ensure that the required actions are implemented by the staff.

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

The organisation is to show that their processes for analysing the data, planning and implementing improvements are determined are followed by updating their continuous improvement register..

The organisation is to review and amend its policies and procedures for monitoring continuous improvement activities and for reviewing data collection, continuous improvement processes and outcomes, and ensure that they are cross referenced with each other to ensure that staff will carry out the required actions.

*Analysis of rectification evidence:*

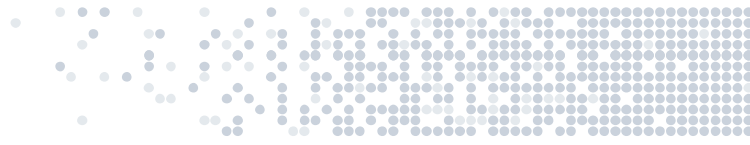
**Evidence audited:**

FD61 Policies and procedures 2013-1

FD62 Continuous Improvement Register V3 (2)

FF61 Internal compliance audit

The rectification evidence audited satisfies the required rectifications identified in the audit report above.



**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 Strategies for:***

CPC32811 Certificate III in Fire Protection

CPC50509 Diploma of Fire Systems Design

The Training and Assessment Strategies were not in accordance with the Training Package requirements for the Principles of assessment and the Rules of evidence because:

What units of competency or parts thereof are to be delivered and/or assessed by work based training.

How many hours of work based training will be required in the course.

The Training and Assessment strategy did not specify how the work based training and/or assessment will be supervised and monitored, how it provides for workplace induction for students and provides for appropriate English language support in the workplace.

They did not identify the target groups for the training, as the organisation trains apprentices there are enrolment requirements specific to apprentices, which were not identified in the Training & Assessment Strategies.

The conditions for enrolment were not stated in the Training & Assessment Strategies e.g. enrolment age, minimum education standard, required LLN level.

The standard to be achieved to be deemed competent, to be awarded the qualification not stated.

The nature of the task to be performed (the how). This component outlines the information to be provided to the candidate.

The organisations Training and Assessment strategies did not include processes to be used for its monitoring and review.

The organisation had no strategy for assessing and decision making from multiple sources of assessment evidence across different methods and or tasks in relation to clustered units of competency.

The organisation did not provide evidence of how assessment appeals and grievances are to be managed.

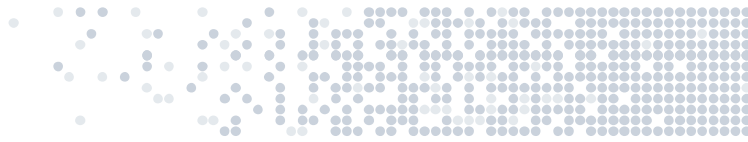
There was no information regarding the method to be used to inform students of the assessment reporting process as required by the Training Package.

Did not demonstrate how cheating and plagiarism will be monitored and managed.

The Training and Assessment Strategies did not demonstrate how reasonable adjustments will be applied.

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

Amend the Training and Assessment Strategies to ensure that they meet the Training Packages requirements, the Principles of assessment and the Rules of evidence



*Analysis of rectification evidence:*

**Evidence audited:**

CPC32811 TAS 2013-1

CPC50509 TAS 2013-1

EAHL TAS 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

<b>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.</b>	
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a

**Evidence audited:**

***Training materials:***

Certificate III Basic Plumbing skills, 2<sup>nd</sup> edition, Pearson Education 2012, TAFE NSW CPC50509

Diploma of Fire Systems Design facilitators guide

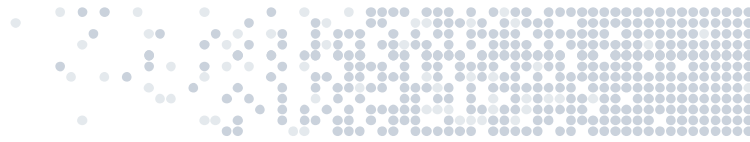
Workplace skill development guide

Assessment guide

CPPFES2046A Participant guide

Training facilities at 22 – 28 Phoenix Street Brunswick

Training facilities at unit 6. 306 Albert Street Brunswick



**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:**

Staffing policy number 17. 4 July 2013

***Staff files for:***

David Schulz

Regina Moran

Donna Poole

John Arnel

Lucas Blyth

Shae Mete

The organisation had no current position descriptions for trainers and assessors.

The organisation had no strategy, or policy and procedure detailing how trainers and assessors are to maintain vocational currency, VET skills and knowledge, and trainer and assessor competence.

PD plans did not show any historical PD and the planned PD was insufficient in the information provided to demonstrate VET skills and knowledge, and trainer and assessor competence.

Trainers/assessors are expected to be competent practitioners in all units they are delivering/assessing to be considered as 'vocationally competent'. This competence must be current. In other words, they must be able to undertake all tasks described by each unit to current industry standards at the time they are training or assessing.

Regina Moran:

The staff member is undertaking study to gain the TAE10 CERT IV Training & Assessment over the period August, September, October. There were no supervisor records for any training and assessment conducted by the staff member over the period of not holding the TAE10.

Shae Mete

The staff member is undertaking RPL to gain the TAE10 CERT IV Training & Assessment during the period 1 July 2013 to 19 September 2013. There were no supervisor records for any training and assessment conducted by the staff member over the period of not holding the TAE10.

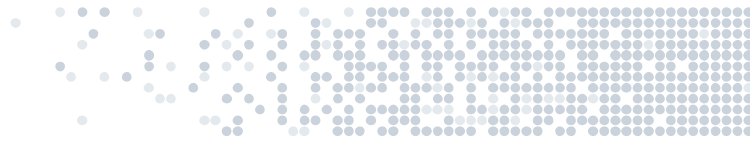
*In order to become compliant, the organisation is required to:*

Have current position descriptions for trainers and assessors that detail their roles and responsibilities in their staff files.

Have a strategy, or policy and procedure detailing how trainers and assessors are to maintain vocational currency, VET skills and knowledge, and trainer and assessor competence.

Show historical PD and the planned PD is sufficient to demonstrate vocational currency, VET skills





and knowledge, and trainer and assessor competence.

Its trainers and assessors are competent practitioners in all units they are delivering/assessing to be considered as 'vocationally competent'. This competence must be current. In other words, they must be able to undertake all tasks described by each unit to current industry standards at the time they are training or assessing.

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*Analysis of rectification evidence:*

**Evidence audited:**

FF23 Staff induction Checklist

FD 21 trainer and professional development registers

FF 21 Trainer assessor qualifications and experience

FD21 Trainer Professional development register DP13

FD21 Trainer Professional development register DS13

FD21 Trainer Professional development register JA13

FD21 Trainer Professional development register LB13

FD21 Trainer Professional development register SM13

FF21 Trainer assessor qualifications and experience DP

FF21 Trainer assessor qualifications and experience DS

FF21 Trainer assessor qualifications and experience JA

FF21 Trainer assessor qualifications and experience LB

FF21 Trainer assessor qualifications and experience SM

FF21 Trainer assessor qualifications and experience SM

FF25 Direct Supervision Arrangement

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified 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:**

Application to transition superseded qualification CPC32811 Certificate III in Fire Protection (Superseded by CPC32812 Certificate III in Fire Protection)

Assessment procedures policy Number 23. 4 Oct 2011

***RPL assessment tools for:***

CPC32811 Certificate III in Fire Protection

CPC50509 Diploma of Fire Systems Design

CPPFES2025A Inspect, test and maintain gaseous fire-suppression systems

CPPFES2043A Prevent ozone depleting substance and synthetic greenhouse gas emissions

CPPFES2047A Inspect and test control and indicating equipment

CPPFES3044A Interpret installation requirements for gaseous fire-suppression systems

CPPFES3045A Install gaseous agent containers and actuators

CPPFES3046A Decommission gaseous agent containers and actuators

***Unit of Competency assessment tools for:***

CPPFES2025A Inspect, test and maintain gaseous fire-suppression systems

CPPFES2043A Prevent ozone depleting substance and synthetic greenhouse gas emissions

CPPFES2047A Inspect and test control and indicating equipment

CPPFES3044A Interpret installation requirements for gaseous fire-suppression systems

CPPFES3045A Install gaseous agent containers and actuators

CPPFES3046A Decommission gaseous agent containers and actuators

CPCSFS5006A Create detailed designs for fire sprinkler systems

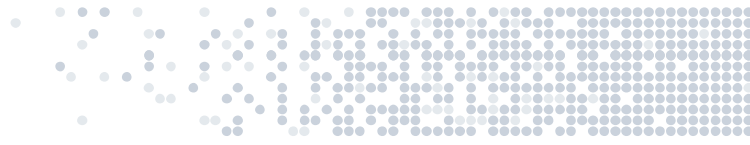
CPCSFS5014A Conduct annual fire systems certification inspections

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:

There were no instructions to the assessor or the candidate on how to conduct the assessment in regards to the standard the candidate is required to meet, to be deemed competent and no conditions of the assessment were stated. (fair, valid, reliable, flexible) (sufficient, valid, authentic, current)

The organisations assessment tools did not specify all of the resources, both human and physical, that will be used to meet the requirements for conducting the assessment,

There were no assessment instructions for the assessor to assist making decision from multiple



sources of assessment evidence across different methods and or tasks in relation to clustered units of competency.

There were no instructions or reference on how assessment appeals are to be managed and conducted.

There were no instructions to either the assessor or the candidate on how reassessment is to be conducted.

Multiple assessments were identified for a Unit of Competency; it was not clear which assessments are to determine a student's progress (Formative Assessments) and which assessments are to determine a student's competence against the Unit of Competency (Summative Assessments).

The organisations Training and Assessment tools were purchased from a second party provider, and were not contextualised to the Training and assessment strategies of the organisation conducting the training and assessment, in accordance with the requirements in the relevant Training Package.

There were no instructions to the assessor to refer to the organisations Policy on Access, Equity and Additional Support Services in regards to allowable reasonable adjustments in accordance with the relevant Training Package requirements.

There were no instructions for the assessor on what type of assessment information is to be recorded, how assessments are to be recorded and stored, including duration of storage, and what is to be reported, and to whom in accordance with the relevant Training Package requirements.

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

Amend its RPL Assessment tools and Unit of Competency assessment tools to meet with the relevant Training Packages requirements for the Principles of assessment and the Rules of evidence.

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*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

RPL Assessment tools for: CPC32811 RPL 2013-1, CPC50509 RPL 2013-1, CPPFES2025C RPL 2013-1, CPPFES2043A RPL 2013-1, CPPFES2047A RPL 2013-1, CPPFES3044A RPL 2013-1, CPPFES3045A RPL 2013-1, CPPFES3046A RPL 2013-1

Assessor & Students guides 2013-1 for: CPCSFS5006A, CPCSFS5014A, CPPFES2025C, CPPFES2043A, CPPFES2043A, CPPFES2047A, CPPFES3044A, CPPFES3045A, CPPFES3046A

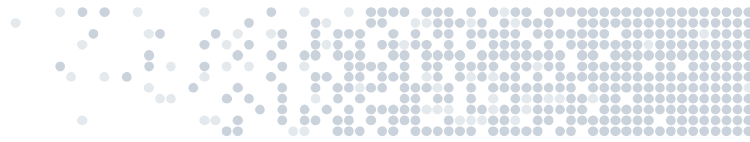
Underpinning knowledge test for : CPPFES2025A, CPPFES2047A, CPPFES3044A, CPPFES3045A, CPPFES3046A

Study review questions for: CPPFES2043A 1, 2, 3, & 4

CPPFES2043A Type of Work

V2.5 AG CPPFES2043A Assessment Tasks GE

The rectification evidence audited satisfies the required rectifications identified 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 compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Pre-training review: LLN assessment

Enrolment form

Schedule of fees

Student Induction/orientation process

Staff Induction/orientation process

The organisation did not have a strategy and or policy and procedure that ensures the needs of clients are established, how client services are put into place or accessed to address the identified needs, and how the provision of services is monitored to ensure that they continue to address the identified needs. e.g. how the organisation manages the needs of students under the age of 18 years whilst they are studying and working around adults.

The organisation did not provide sufficient information about the grounds on which the student's enrolment may be deferred, suspended, or cancelled.

The organisation did not have a strategy and or policy and procedure demonstrating how students have access to any available support services, and their student files.

The organisations pre-enrolment, enrolment forms and student hand book do not have sufficient information about the needs of the student and what services the organisation is delivering to the student.

The organisations induction/orientation process for the staff and students does not identify what is presented at the time of the induction/orientation, particularly in relation to the staffs and students requirements and responsibilities under the NVR Act 2011.

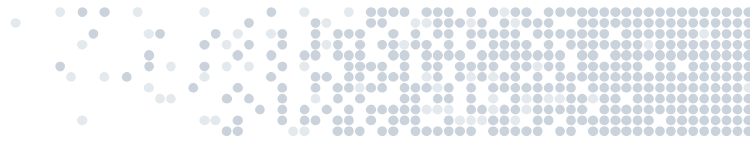
*In order to become compliant, the organisation is required to:*

Have a strategy and or policy and procedure that ensures the needs of clients are established, how client services are put into place or accessed to address the identified needs, and how the provision of services is monitored to ensure that they continue to address the identified needs.

To provide sufficient information about the grounds on which the student's enrolment may be deferred, suspended, or cancelled.

Have a strategy and or policy and procedure demonstrating how students have access to any available support services, and their student files.

Amend its pre-enrolment, enrolment forms and student hand book to have sufficient information



about the needs of the student and what services the organisation is delivering to the student.

Identify in its induction/orientation process for the staff and students what is presented at the time of the induction/orientation, particularly in relation to the staffs and students requirements and responsibilities under the NVR Act 2011.

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*Analysis of rectification evidence:*

**Evidence audited:**

FF10 Course Enrolment Form V8

FF61 Internal compliance audit

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FF19 Staff induction checklist lists

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

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

**Original finding:** Not compliant

**Following rectification:** Compliant

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*Reasons for finding of non-compliance:*

**Evidence audited:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Policy and Procedure Assessment Validation. 20 July 2013

Continuous Improvement register

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student feedback form. FF08 Feb 2012

Employer Questionnaire. FF38

Internal audits

The organisation could not demonstrate that the organisation continuous improvement approach is systematic, and that the data on the effectiveness of services provided to clients is collected and analysed systematically.

The organisation could not demonstrate that the range of data collected, was sufficient to provide the organisation with valuable improvement opportunities.

The organisation could not demonstrate that the processes for analysing the data and planning and implementing improvements are determined, and that its processes for monitoring continuous improvement activities and for reviewing data collection, continuous improvement processes and outcomes are decided are effective.

The organisation could not demonstrate that the Improvements to client services are demonstrated.

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

Demonstrate that the organisation continuous improvement approach is systematic, and that the data on the effectiveness of services provided to clients is collected and analysed systematically.



Demonstrate that the range of data collected, is sufficient to provide the organisation with valuable improvement opportunities.

Demonstrate that the processes for analysing the data and planning and implementing improvements are effective and that its processes for monitoring continuous improvement activities and for reviewing data collection, continuous improvement processes and outcomes are decided are effective.

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*Analysis of rectification evidence:*

**Evidence audited:**

FF61 Internal compliance audit

FD62 Continuous Improvement Register V3 (2)

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

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**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:** Compliant

**Following rectification:** n/a

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**Evidence audited:**

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

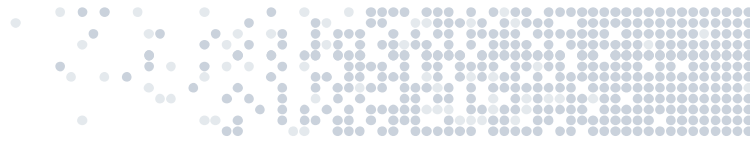
Student Pre-training review: LLN assessment

Enrolment form

Schedule of fees

Student Induction/orientation process

Staff Induction/orientation process



**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

**Evidence audited:**

Service agreements for:  
Victoria

Tasmania

Northern Territory

Supervisors handbook for Apprentices

Work place based training plans for:

CPC32811 Certificate III in Fire Protection (Apprentices)

CPC50509 Diploma of Fire Systems Design

CPPFES2025A Inspect, test and maintain gaseous fire-suppression systems

CPPFES2043A Prevent ozone depleting substance and synthetic greenhouse gas emissions

CPPFES2047A Inspect and test control and indicating equipment

CPPFES3044A Interpret installation requirements for gaseous fire-suppression systems

CPPFES3045A Install gaseous agent containers and actuators

CPPFES3046A Decommission gaseous agent containers and actuators

**16.5 Learners receive training, assessment and support services that meet their individual needs.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Pre-training review: LLN assessment

Enrolment form

Schedule of fees

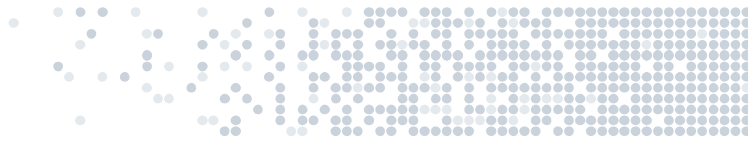
Student Induction/orientation process

Staff Induction/orientation process

The organisations learners' training and learning support needs are not systematically assessed.

The organisations Training, assessment and learning support services provided to each client are not consistent with the training and assessment strategies.

The organisations learning, assessment and learning support services are not monitored and improved in a consistent manner.



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

Systematically assess the organisations learners' training and learning support needs.

Ensure the organisations Training, assessment and learning support services provided to each client are consistent with the training and assessment strategies.

Demonstrate that the organisations learning, assessment and learning support services are monitored and improved in a consistent manner.

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*Analysis of rectification evidence:*

**Evidence audited:**

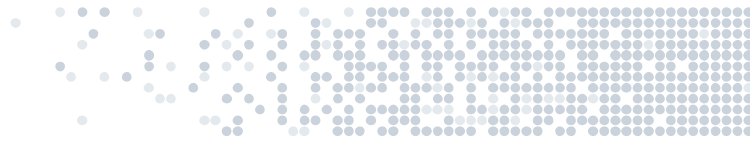
FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.





**16.6 Learners have timely access to current and accurate records of their participation and progress.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Administrative and Records management policy, policy number 12: April 2013

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Induction/orientation process

Staff Induction/orientation process

***Student files:***

Damien Schroder: EAHL

Brett Laidlow: EAHL

Henry Coles: Inspect & Test CIE

Anthony Scullion: Inspect & Test CIE

Ren Jakovitch: CPC50509 Diploma of Fire Systems Design

Danile Westacott: CPC50509 Diploma of Fire Systems Design

Michael Tripp: CPC32811 Certificate III in Fire Protection (Apprentices)

Daniel Pascole: CPC32811 Certificate III in Fire Protection (Apprentices)

The organisation could not demonstrate sufficient evidence of how learners are informed about how to gain access to their records.

The organisation could not demonstrate sufficient evidence of how Records of learners' participation and progress through their training program are systematically collected, recorded and stored.

The following student files were missing evidence of learners' participation and progress through their training program are systematically collected, recorded and stored:

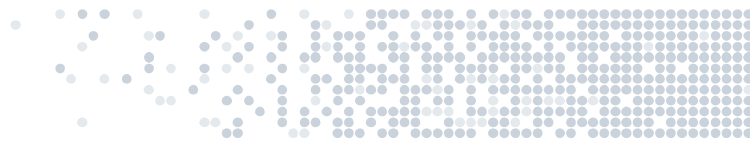
Student file for Daniel Westcott did not confirm if Daniel's RPL application was processed, assessed, and had no assessment outcome recorded.

Student file for Ren Jakovitch did not confirm if Ren's RPL application was processed, assessed, and had no assessment outcome recorded.

Student file for Brett Laidlow does not identify the course he is enrolled in or show his current progress in the course.

The organisation could not demonstrate sufficient evidence of how Records management practices are monitored and improvements are demonstrated.

Student file for Damien Schroder had a cheque for \$50.00 as a part of its contents, there was no reference to why the cheque was in his file and what it was to be applied to.



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

Demonstrate evidence of how learners are informed about how to gain access to their records.

Demonstrate evidence of how Records of learners' participation and progress through their training program are systematically collected, recorded and stored. i.e. the student files cited at audit have been amended to be in accordance with the requirements of the SNR.

Demonstrate evidence of how Records management practices are monitored and improvements are demonstrated. i.e. the student files cited at audit have been amended to be in accordance with the requirements of the SNR.

---

*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

---

**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 compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Induction/orientation process

Staff Induction/orientation process

The organisation could not demonstrate sufficient evidence of how; Complaints and appeals are monitored and reviewed to prevent their recurrence, and to improve the organisation's operations or services.

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

Demonstrate evidence of how; Complaints and appeals are monitored and reviewed to prevent their recurrence, and to improve the organisation's operations or services.

---



*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

**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:**

<b>17.1</b>	<b>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.</b>	
	<b>Original finding:</b> Not compliant	<b>Following rectification:</b> Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Pre-training review: LLN assessment

Enrolment form

Schedule of fees

Student Induction/orientation process

Staff Induction/orientation process

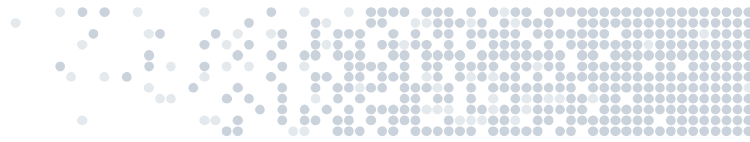
The organisations systems were not sufficient to support the provision of quality training, assessment and client services,

The organisation did not demonstrate how it monitors and reviews the provision of services to clients and demonstrates improvements.

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

Demonstrate that its systems are able to support the provision of quality training, assessment, and client services.

Demonstrate how it monitors and reviews the provision of services to clients and demonstrates improvements.



*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

<b>17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.</b>	
<b>Original finding:</b> Not compliant	<b>Following rectification:</b> Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Policy and Procedure Assessment Validation. 20 July 2013

Continuous Improvement register

Staffing policy number 17. 4 July 2013

Administrative and Records management policy, policy number 12: April 2013

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Pre-training review: LLN assessment

Enrolment form

Schedule of fees

Student Induction/orientation process

Staff Induction/orientation process

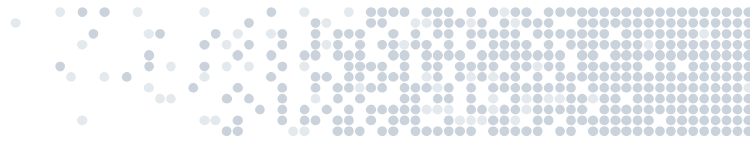
The organisation could not demonstrate that the management of its operations was consistently implemented across all of the organisations operations.

The organisation could not demonstrate that the management of its operations was systematically monitored and improved.

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

Demonstrate evidence of how the management of its operations will be consistently implemented across all of the organisations operations.

Demonstrate evidence of how the management of its operations will be systematically monitored and improved.



*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

FF23 Staff induction Checklist

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

**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:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Policy and Procedure Assessment Validation. 20 July 2013

Continuous Improvement register

Staffing policy number 17. 4 July 2013

Administrative and Records management policy, policy number 12: April 2013

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Induction/orientation process

Staff Induction/orientation process

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

The organisation could not demonstrate the implementation of the agreement is monitored to ensure that it is being adhered to and that improvements are made, where required.

The organisation could not demonstrate improvements to arrangements for the establishment, monitoring and implementation of agreements are demonstrated.

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

Amend agreements with workplace employers to describe the responsibilities of each party and the management strategies to be implemented, including monitoring arrangements.

Demonstrate the implementation of the agreement is monitored to ensure that it is being adhered to and that improvements are made, where required.



Demonstrate improvements to arrangements for the establishment, monitoring and implementation of agreements are demonstrated.

*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

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

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Continuous Improvement register

Administrative and Records management policy, policy number 12: April 2013

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Student handbook Ver. 5: 9 July 2013

Trainer and assessor handbook: Feb 2013

Student Induction/orientation process

Staff Induction/orientation process

The organisation could not demonstrate how records are systematically managed.

The organisation could not demonstrate evidence of how Records for demonstrating compliance with the *VET Quality Framework* are maintained; the organisation relocated to a new premises address six weeks prior to the conduct of the audit, and did not notify ASQA of the change of the head office address.

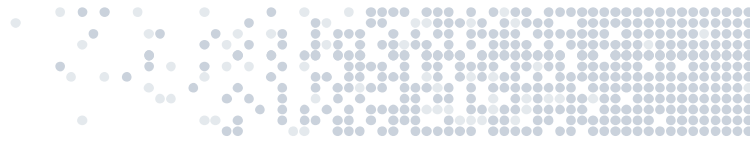
The organisation could not demonstrate evidence of how Staff meet their responsibilities for records management.

The organisation could not demonstrate evidence of how the effectiveness of records management is monitored and reviewed.

The organisation could not demonstrate evidence of how the continuous improvement of record management systems is demonstrated.

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

Demonstrate how records are systematically managed.



Demonstrate evidence of how Records for demonstrating compliance with the *VET Quality Framework* are maintained, the organisation relocated to a new premises address six weeks prior to the conduct of the audit, and did not notify ASQA of the change of the head office address.

Demonstrate evidence of how Staff meet their responsibilities for records management.

Demonstrate evidence of how the effectiveness of records management is monitored and reviewed.

Demonstrate evidence of how the continuous improvement of record management systems is demonstrate.

*Analysis of rectification evidence:*

**Evidence audited:**

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

**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:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Continuous Improvement register

Administrative and Records management policy, policy number 12: April 2013

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

CEO Position description; FF06

Organisations position flow chart: FF04 Feb 2013

Student handbook Ver. 5: 9 July 2013

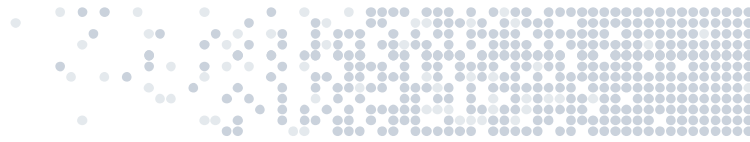
Trainer and assessor handbook: Feb 2013

Student Induction/orientation process

Staff Induction/orientation process

Assessed the organisations ongoing compliance with the VQF – where the focus was on evidence of effective ongoing deployment of systems auditing against SNRs: 15, 16, 17, 18, 20, 22.2 & 23.1

The organisation was found not compliant with SNRs: 15.1, 15.2, 15.4, 15.5, 16.1, 16.2, 16.5, 16.6, 16.7, 17.1, 17.2, 17.3, 17.4, 18.1, 18.2, 20.2, 22.2 & 23.1



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

Demonstrate the organisations ongoing compliance with the VQF – where the focus was on evidence of effective ongoing deployment of systems.

Rectify the noncompliance found with SNRs: 15.1, 15.2, 15.4, 15.5, 16.1, 16.2, 16.5, 16.6, 16.7, 17.1, 17.2, 17.3, 17.4, 18.1, 18.2, 20.2, 22.2 & 23.1

*Analysis of rectification evidence:*

Evidence to rectify the noncompliance found with SNRs: 15.1, 15.2, 15.4, 15.5, 16.1, 16.2, 16.5, 16.6, 16.7, 17.1, 17.2, 17.3, 17.4, 18.1, 18.2, 20.2, 22.2 & 23.1

**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 compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Continuous Improvement register

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Organisations position flow chart: FF04 Feb 2013

Trainer and assessor handbook: Feb 2013

Staff Induction/orientation process

The organisation did not have a strategy and or policy and procedure that demonstrates how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

The organisation did not have a strategy and or policy and procedure of how Trainers and assessors provide input to business decisions so that these decisions promote quality VET practices.

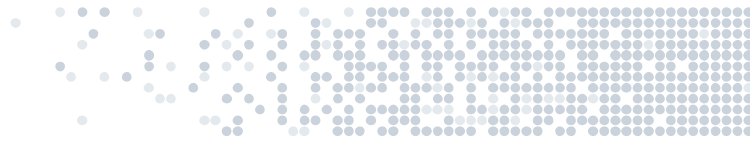
The organisation did not have a strategy and or policy and procedure of how the ORGANISATION must demonstrate how it includes the considerations of trainers and assessors' experiences in decision-making.

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

Develop a strategy and or policy and procedure that explicitly demonstrates how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors. The strategy and or policy and procedure is to include how Trainers and assessors provide input to business decisions so that these decisions promote quality VET practices.

Demonstrate how it includes the considerations of trainers' and assessors' experiences in decision-making.





Analysis of rectification evidence:

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

**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:** Compliant

**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 compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Quality Management and Continuous Improvement Policy. Policy 01 June 2013

Continuous Improvement register

Complaints and appeals policy, policy number 02: April 2013

Complaints and appeals procedure policy number 03: April 2013

Organisations position flow chart: FF04 Feb 2013



Trainer and assessor handbook: Feb 2013

Staff Induction/orientation process

Student handbook

Student induction/orientation process

The organisation could demonstrate how it 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. e.g. VET regulator Act 2011, NSSC policies for Trainers & Assessors.

Staff hand book and induction/orientation process does not reference the legislative and regulatory requirements that affect their duties or participation in vocational education and training.

The organisations student handbook and induction/orientation process is to reference the legislative and regulatory requirements that affect their participation in vocational education and training.

The organisation enrolls apprentices, who are under the age of 18 years, it does not have a strategy on how these clients are to be managed and are to behave.

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

Demonstrate how it 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.

Amend its Staff hand book and induction/orientation process to reference the legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Amend the student handbook and induction/orientation process does not reference the legislative and regulatory requirements that affect their participation in vocational education and training.

Show that it has a strategy for apprentices, who are under the age of 18 years, on how these clients are to be managed and are to behave.

*Analysis of rectification evidence:*

**Evidence audited:**

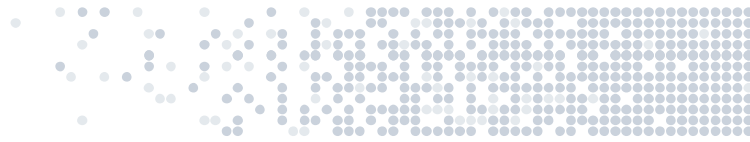
FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

<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>	Not audited
<b>Following rectification:</b>	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 compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**Evidence audited:**

Charges, fees protection and refund policy, policy number 11: 4 October 2011

Administrative and Records management policy, policy number 12: April 2013

Student Services Policy Number 16. 4 July 2013

Student enrolment policy and procedure Number 14: 4 Oct 2011

Trainer and assessor handbook: Feb 2013

Staff Induction/orientation process

Student handbook

Student induction/orientation process

The organisation could not demonstrate the total amount of all fees including course fees, administration fees, materials fees and any other charges.

The organisation could not demonstrate evidence about payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee. e.g. deposit cheque for \$50.00 found in Damien Shroeders student file.

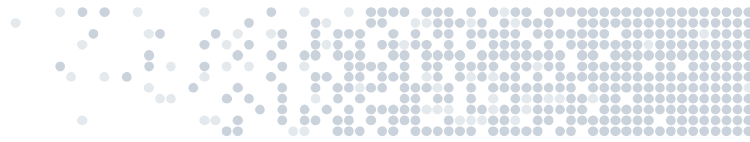
The organisation could not demonstrate evidence about the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course.

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

Demonstrate the total amount of all fees including course fees, administration fees, materials fees deposits, and any other charges.

Demonstrate evidence about payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.

Demonstrate evidence about 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.

*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

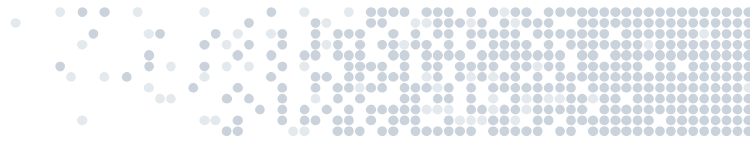
FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

- 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:*

After auditing SNR 16 and 17 approval was granted by the Regional Manager Compliance to extend the scope of the audit to include SNR 23.1

**Evidence audited:**

Charges, fees protection and refund policy, policy number 11: 4 October 2011

Administrative and Records management policy, policy number 12: April 2013

Trainer and assessor handbook: Feb 2013

Staff Induction/orientation process

Student handbook

Student induction/orientation process

The organisation could not demonstrate that it is compliant with AQF Testamur issuance policy 2.1.6 the testamur did not show the awarded AQF qualification by its code and full title.

The organisation could not demonstrate that it is compliant with AQF Statement of Attainment policy 2.5.5, the statement of attainment did include the statement:

*'A statement of attainment is issued when an individual has completed one or more accredited units'.*

The organisation could not demonstrate that it is compliant with AQF register policies 2.3.2. The auditable register did not correctly identify:

The authorised issuing organisation

The responsible person or persons that signed the AQF qualification Testamur

The AQF qualification by its code and full title

The accreditation period and any caveats if applicable

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

Demonstrate that it is compliant with AQF Testamur issuance policy 2.1.6.

Demonstrate that it is compliant with AQF Statement of Attainment policy 2.5.5.

Demonstrate that it is compliant with AQF register policies 2.3.2.



*Analysis of rectification evidence:*

**Evidence audited:**

FD10 Student's handbook 2013-1

FD22 Trainer assessor handbook 2013-1

FD61 Policies and procedures 2013-1

The rectification evidence audited satisfies the required rectifications identified in the audit report above.

<b>23.2</b>	<b>The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.</b>
<b>Original finding:</b> Not audited	<b>Following rectification:</b> n/a

<b>23.3</b>	<b>The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.</b>
<b>Original finding:</b> Not audited	<b>Following rectification:</b> n/a

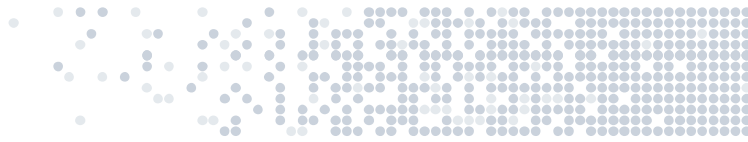
<b>23.4</b>	<b>The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]</b>
This element was not audited.	

<b>23.5</b>	<b>The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]</b>
This element was not audited.	

**SNR 24 Accuracy and integrity of marketing**

<b>24.1</b>	<b>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.</b>
<b>Original finding:</b> Not audited	<b>Following rectification:</b> n/a

<b>24.2</b>	<b>The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.</b>
<b>Original finding:</b> Not audited	<b>Following rectification:</b> 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