



VET Quality Framework audit report

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

Legal name of organisation	Jarra Creek Marketing Pty Ltd
Date/s of audit	16 and 17 January 2013

ORGANISATION DETAILS					
RTO legal name	Jarra Creek Marketing Pty Ltd		RTO ID number	32381	
Registered business trading name	Civil Safety		ABN	79097336206	
Address	Corner of Bacon Street and Belyando Avenue, Moranbah QLD			Postcode	4744
Phone	0419 443 090	Fax	07 4941 8708		
E-mail	robert@civilsafety.com.au		Website	www.civilsafety.com.au	
Registration contact	Name	Robert Kerridge	Position	Director	

AUDIT TEAM			
Lead auditor	Jane Connellan	Technical adviser/s	N/A
Audit team members	Sonja Anders		

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	jane.connellan@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input checked="" type="checkbox"/> Extension to scope of registration <input checked="" type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	16 and 17 January 2012
Site/s visited	Corner of Bacon Street and Belyando Avenue, Moranbah QLD 4744
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>Prior to becoming registered as an RTO the organisation was working in partnership with another RTO. It brought over a range of systems and material from the partner organisation. Since becoming registered the organisation has developed or purchased new materials.</p> <p>The organisation identified it has struggled with continuity of an RTO Coordinator. It believes it has now addressed this issue. Additionally, the organisation has engaged a VET consultant, Tony Feagan, to assist it with enhancing its RTO systems and materials.</p> <p>After being notified a post-initial audit was going to be conducted the organisation submitted change to scope applications to:</p> <ul style="list-style-type: none"> • update its scope to include BSB41412 Certificate IV in Work Health and Safety • remove HLT21107 Certificate II in Emergency Medical Service First Response and HLT21112 Certificate II in Emergency Medical Service First Response from its scope of registration and add the single unit <i>HLTFA311A Apply first aid</i> to its scope • amend its registration to assessment only for RII40109 Certificate IV in Surface Extraction Operations, RII40212 Certificate IV in Surface Coal Mining (Open Cut Examiner) and <i>RIIRIS601A Establish and maintain the risk management system</i>. <p>Additionally, the organisation recently submitted a material change application to add two executive officers - Nola Waddell (Contracts Manager) and Kerryng Lingard (Account Manager).</p>

The organisation also provides a consultancy service and offers non-accredited training including a safety representative course.

The delivery venue is in Moranbah. Training also occurs at the clients' sites. The website identifies training is available in Brisbane, Gladstone, Rockhampton, Townsville, Tully, Moranbah and Mackay. This is due to the organisation having trainers available in these areas.

The organisation engages in a range of partnership arrangements:

- Abel Mine Training
- Amelia Mann
- Athol Carter
- Brendon Geard
- Champion Plant Hire
- Depco Drilling
- Global Cranes
- Jamie Barker
- Madsen Investments GLS
- Monadelphous Caval Ridge
- Monadelphous KME Project
- Moorvale Earthmoving
- Paul Camilleri
- Peter Doherty
- Peter Peckett

The data received by ASQA in October 2012 identified the organisation has the following completions in the last 12 months:

39253QLD	Course in Low Voltage Electrical Work Rescue	272
BSB41407	Certificate IV in Occupational Health and Safety	3
BSB51307	Diploma of Occupational Health and Safety	4
CPCCLDG3001A	Licence to perform dogging	0
CPCCOHS1001A	Work safely in the construction industry	70
HLTFA301C	Apply First Aid	197
RIIRIS601A	Establish and maintain the risk management system	1
RII20509	Certificate II in Resource Processing	
	<i>RIIOHS204A Work safely at heights</i>	1014
RII30112	<i>RIIPO310A Conduct grader operations</i>	345
	Certificate III in Surface Extraction Operations	
RII30809	<i>RIIMPO311A Conduct haul truck operations</i>	1111
	<i>RIICCM205A Carry out manual excavation</i>	467
RII40212	Certificate III in Civil Construction Plant Operations	
	<i>RIICCM203A Read and interpret plans and specifications</i>	6
TAE40110	<i>RIICCM205A Carry out manual excavation</i>	6
	Certificate IV in Surface Coal Mining (Open Cut Examiner)	2
TLILIC2001A	Licence to operate a forklift truck	60
TLILIC2005A	Licence to operate a boom-type elevating work platform (boom length 11 meters or more)	12
TLILIC4009A	Licence to operate a slewing mobile crane (up to 60 tonnes)	6
		0

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
Current scope		
39253QLD	Course in Low Voltage Electrical Work Rescue	Face to face
BSB41407/BSB41412	Certificate IV in Occupational Health and Safety/Certificate IV In Work Health and Safety	Face to face
BSB51307	Diploma of Occupational Health and Safety	Face to face
CPCCLDG3001A	Licence to perform dogging	Face to face
CPCCOHS1001A	Work safely in the construction industry	Face to face
HLTFA301C/HLTFA311A	Apply First Aid	Face to face
RIIRIS601A	Establish and maintain the risk management system	Face to face
RII20509	Certificate II in Resource Processing	Face to face
RII30112	Certificate III in Surface Extraction Operations	Face to face
RII30809	Certificate III in Civil Construction Plant Operations	Face to face
RII40212	Certificate IV in Surface Coal Mining (Open Cut Examiner)	Face to face
TAE40110	Certificate IV in Training and Assessment	Face to face
TLILIC2001A	Licence to operate a forklift truck	Face to face and logbook
TLILIC2005A	Licence to operate a boom-type elevating work platform (boom length 11 meters or more)	Face to face and logbook
TLILIC4009A	Licence to operate a slewing mobile crane (up to 60 tonnes)	Face to face and logbook
Change to scope		
CPCCLHS3001A	Licence to operate a personnel and materials hoist	Face to face and logbook
CPCCLRG3002A	Licence to perform rigging – intermediate level	Face to face and logbook
CPCCLRG4001A	Licence to perform rigging advanced level	Face to face and logbook
CPCCLSF3001A	Licence to erect, alter and dismantle scaffolding intermediate level	Face to face and logbook
CPCCLSF3001A	Licence to erect, alter and dismantle scaffolding advanced level	Face to face and logbook
CPCCLTC4001A	Licence to operate a tower crane	Face to face and logbook
CPCCLTC4002A	Licence to operate a self-erecting tower crane	Face to face and logbook

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Robert Kerridge	CEO	BSB, RII, TAE
Nola Kerridge (Waddell)	Contracts Manager	N/A
Brianna Burnett	RTO Compliance	N/A

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME**Audit status as at 17 January 2013**

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be significant when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Jane Connellan	Date of Report	01 February 2013
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AUDIT RECTIFICATION**Audit status following additional evidence received 27 February 2013**

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Jane Connellan	Date of Report	19 March 2013
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AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The organisation demonstrated compliance with the Standards for NVR Registered Training Organisations 2011 (SNR) - Essential Standards for Continuing Registration 19, 20, 21, 24 and 25. The organisation was identified as non-compliant with SNR 15, 16, 17, 18, 22 and 23. The level of non-compliance was considered to be significant as similar issues were identified at the organisation's initial audit and the organisation has allowed the non-compliances to reoccur.

SNR 15

Training and assessment strategies

The training and assessment strategies provided for the audit scope included a range of generic information that did not reflect the relevant training product or the organisation's current practices. For example, some included the following, or similar, generic statement regarding required equipment '*the appropriate high risk equipment will be available*'. All strategies stated '*Validation is conducted as per Civil Safety's validation procedure as per the validation procedure. This review process is necessary to maintain currency, reliability and consistency of the training and assessment that Civil Safety deliver. The outcomes of this process are documented*'. The organisation was unable to demonstrate this had occurred.

The strategies were all dated 9 January 2013. In the evaluation criteria section the strategies stated '*Assessment guidelines MUST comply with the AQTF 2010 guidelines*'. The human resource requirements section stated '*All trainers are requested to complete the upgrade to TAE40110 to meet AQTF requirements*'. Although recently updated the strategies referred to the AQTF Standards rather than the NVR Standards which the organisation currently needs to comply with.

The strategies listed the companies the organisation had consulted with. When requested to demonstrate effective industry consultation had occurred the organisation searched its email archives in an attempt to source examples of interaction with industry. Although in most cases the organisation was able to demonstrate industry consultation had occurred but its system for sourcing and evidencing the effectiveness was adhoc.

HLTFA301C/HLTFA311A Apply First Aid

The packaging rules section of the strategy stated 'Before a Statement of Attainment can be issued by Civil Safety the learner must undertake specific on the job training in a work environment or replicated industrial work environment'. This statement does not reflect the organisation's workshop delivery method.

CPCCOHS1001A Work safely in the construction industry

The target group section of the strategy stated 'The main target group for training with Civil Safety are people working within the Civil / Mining and any other relevant industry workers, wishing to access learning opportunities, increase their skill base and further employment opportunities. Units are selected based on the roles, responsibilities and desired career pathways of each individual and or the needs of the employer and the workplace'. This statement does not accurately reflect the target group for the unit. Additionally, the statement about unit selection is not relevant as the strategy is for a single unit with no option for unit selection.

BSB41407 Certificate IV in Occupational Health and Safety

The pathways section of the strategy stated 'As per Civil Safety's Licence Agreement, including the accredited Course Products- all requirements for training and assessment will be adhered to. A Statement of Attainment will be issued when competency is achieved. After achieving TAE40110 Certificate IV in Training and Assessment, candidates may undertake TAA50104 Diploma of Training and Assessment or may choose to undertake TAE70110 Vocational Graduate Certificate in Adult Language, Literacy and Numeracy Practice'. This statement incorrectly identifies a statement of attainment will be issued rather than a qualification on achieving competency.

The packaging rules section states 'This course consists of 10 units of competency'. This does not meet the qualification packaging rules which state the course consists of 9 units. The strategy identifies the organisation is offering all of the possible elective units; however, the organisation is only resources to offer a set selection of elective units.

BSB41407 Certificate IV in Occupational Health and Safety

BSB51307 Diploma of Occupational Health and Safety

The strategies stated 'This delivery strategy has been developed in conjunction with the following companies: Laing O'Rourke; Leighton's; T & M Mining; Boom Logistics'. It was noted this statement appeared in a number of the other strategies. The organisation was not able to provide evidence to support consultation had occurred with the stated companies.

Assessment

HLTFA301C Apply First Aid

The assessment tools had minor gaps in addressed the unit of competency requirements. This unit has been superseded by HLTFA311A Apply first aid. The assessment tools for the new unit addresses the unit of competency requirements. No further rectification is required.

CPCCOHS1001A Work safely in the construction industry

The assessment consisted of a 46 question theory exam which focused on the performance criteria and did not address all the required knowledge, skills and critical aspects.

BSB41407 Certificate IV in Occupational Health and Safety

Student records for RPL assessments were reviewed for Mr George Stewart (assessed by Mr Robert Kerridge) and Mr Robert Kerridge (assessed by Mr George Stewart). The assessment records did not include information regarding why the assessors believed the evidence provided meet the unit of competency requirements. Based on the evidence retained on file it is likely the 'students' would be able to demonstrate equivalent competence to the qualification issued; however, the assessors did not articulate how they came to the decision the evidence aligned to the units of competency requirements.

BSBOHS404B Contribute to the implementation of strategies to control OHS risk

The purchased assessment material touched on a range of the unit of competency requirements; however, it did not address all the requirements of the unit. It was noted the mapping included in the material identified all the unit requirements were addressed; however, following discussions based on the content of the tools the organisation agreed the mapping was flawed.

BSBOHS407A Monitor a safe workplace

The purchased assessment material touched on a range of the unit of competency requirements; however, the instructions focused on completing the assessment items in a group or pairs and therefore did not ensure each individual was tested to ensure they demonstrated the required knowledge and skill. Additionally, it was noted the mapping included in the material only identified the performance criteria. It did not identify how the required knowledge, skills and

critical aspects were intended to be addressed.

BSB51307 Diploma of Occupational Health and Safety

The student record for RPL assessment was reviewed for Amelia Mann (assessed by Mr Robert Kerridge). The RPL tool was created by Polytechnic West. The tool required a large range of evidence to be gathered. The organisation did not have access to any information regarding how Polytechnic West believed the evidence requested aligned to the units of competency requirements. The organisation had not undertaken its own assessment to confirm how/if the required evidence meets all the units' requirements.

RII30112 Certificate III in Surface Extraction Operations

RIIMPO311A Conduct Haul Truck Operations

RIIMPO310A Conduct Grader Operations

It was noted the old version of the practical assessment tools included limited criteria/instructions to ensure the gathering of sufficient evidence and consistency in performance. The current versions of the assessment tools addressed this issue.

RII20509 Certificate II in Resource Processing

RIIOHA204A Work safely at heights

The retained assessment for Marie Chronopalos identified the practical assessment was incomplete as it had not been marked by the trainer and assessor (George Stewart). The organisation identified it would implement a checklist to ensure all assessments are marked before issuing an award. No further rectification is required.

RIIOHS202A Enter and work in confined spaces

The retained assessment for Ian Kegie identified the practical assessment was incomplete as it had not been marked by the trainer and assessor (Shane Warke). The organisation identified it would implement a checklist to ensure all assessments are marked before issuing an award. No further rectification is required.

TAE40110 Certificate IV in Training and Assessment

The training and assessment strategy identifies RPL as an assessment method; however, the organisation did not have access to RPL tools for the qualification. As the organisation's RPL process was identified as deficient in other qualifications concerns were raised that an RPL assessment of this qualification would not be adequate.

SNR 16

The student handbook included the incorrect code for the Diploma of Occupational Health and Safety. Instead of BSB51307 it had RII51307. It was noted this was rectified on the day of the audit.

SNR 17

The organisation identified its system for storing completed student assessments was uploading them to RTO Pro. In a number of cases when reviewing student records in RTO Pro not all assessment items were available. It was noted the organisation was able to locate the other completed assessment items from either the training or paper archives overnight and provide them to the audit team on the second day of the audit. The audit team was satisfied all students had completed the required assessments; however, the review of completed student assessments in RTO Pro uncovered deficiencies in the implementation of the organisation's records management processes. The organisation identified it would implement a student assessment record checklist to ensure all assessments are uploaded to RTO Pro prior to a statement of attainment or qualification being issued. Additionally, the organisation spoke with RTO Pro and organised a system upgrade and more training for its staff. No further rectification is required.

SNR 18

The non-compliances identified at audit demonstrate the NVR registered training organisation's chief executive has not ensured that the NVR registered training organisation complies with the VET Quality Framework across all of its operations.

SNR 22

The organisation did not provide fee information regarding 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 unless the students spoke to the staff.

SNR 23

The example qualification in the policy and procedure manual did not meet the AQF requirements as it included wording that was required on a statement of attainment rather than a qualification. The organisation amended the qualification template on the day of the audit. No further rectification required.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15

Training and assessment strategies

The organisation is required to demonstrate it has reviewed its strategy for sourcing and evidencing effective consultation with industry to ensure it is planned rather than adhoc.

The organisation is required to demonstrate its training and assessment strategies for the audit scope:

- articulate specific details regarding the required equipment
- include content that reflects its current practices i.e. the processes it actually uses for validation
- includes information that reflects the NVR Standards rather than the AQTF Standards.

HLTFA301C/HLTFA3011A Apply First Aid

The organisation is required to demonstrate the strategy accurately reflects its delivery method.

CPCCOHS1001A Work safely in the construction industry

The organisation is required to demonstrate the strategy accurately reflects its target group. Additionally, if the strategy relates to a single unit it should not include statements regarding unit selection.

BSB41407 Certificate IV in Occupational Health and Safety

The organisation is required to demonstrate the strategy:

- accurately reflects the qualification pathways
- correctly identifies the award that will be issued
- meets the qualification packaging rules
- only includes units of competency the organisation has the resources to deliver.

BSB41407 Certificate IV in Occupational Health and Safety

BSB51307 Diploma of Occupational Health and Safety

The organisation is required to demonstrate effective industry consultation has occurred.

Assessment

CPCCOHS1001A Work safely in the construction industry

The organisation is required to provide assessment tools that address all the required knowledge, skills and critical aspects.

BSB41407 Certificate IV in Occupational Health and Safety

The organisation is required to provide RPL tools that will ensure assessors are able to articulate how they came to the decision the evidence aligned to the units of competency requirements.

BSBOHS404B Contribute to the implementation of strategies to control OHS risk

The organisation is required to provide assessment tools that address all the requirements of the unit.

BSBOHS407A Monitor a safe workplace

The organisation is required to provide assessment tools that address all the requirements of the unit and ensure each individual will be tested to ensure they demonstrated the required knowledge and skill.

BSB51307 Diploma of Occupational Health and Safety

The organisation is required to provide RPL assessment tools with supporting information to demonstrate how it will ensure the tools will assess evidence against all the units of competency requirements.

TAE40110 Certificate IV in Training and Assessment

Should the organisation choose to continue to offer RPL the organisation is required to demonstrate it has access to appropriate RPL assessment tools.

SNR 18

Rectification evidence that satisfactorily address the non-compliances identified at audit will demonstrate the NVR registered training organisation's chief executive has ensured the NVR registered training organisation complies with the VET Quality Framework across all of its operations.

SNR 22

The organisation is required to demonstrate how it will make fee information regarding 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 readily available to students.

Analysis of rectification

Note: following the audit the organisation applied for and was approved to deliver BSB41412 Certificate IV in Work Health and Safety. The organisation submitted rectification evidence for the new qualification rather than BSB41407 Certificate IV in Occupational Health and Safety.

SNR 15

Training and assessment strategies

The organisation provided an industry consultation procedure to demonstrate it has reviewed its strategy for sourcing and evidencing effective consultation with industry to ensure it is planned rather than adhoc.

The organisation provided evidence it had amended its training and assessment strategies for the audit scope to:

- include more detail regarding the required equipment – it is noted that the training material will be provided to trainers and assessors directly by the organisation
- include content that reflects its current practices
- include information that reflects the NVR Standards rather than the AQTF Standards
- address the specific non-compliances identified at audit.

BSB41412 Certificate IV in Work Health and Safety

BSB51307 Diploma of Occupational Health and Safety

The organisation provided an email from Mr Gavin Sellick, ES&H Manager Broadmeadows Sustaining Operations and a letter from Ms Debbie Millwood, Safety Manager Hutchinsons Builders that summarised the outcome of consultation regarding unit selection for the above qualifications.

Assessment

The organisation provided an assessment validation procedure and a record of validation of assessment practices form.

CPCCOHS1001A Work safely in the construction industry

The organisation provided Easy Guides Australia assessment tools including a Queensland supplement that addressed the required knowledge, skills and critical aspects.

BSB41412 Certificate IV in Workplace Health and Safety

The organisation provided evidence the purchased assessment materials had been amended to ensure individual responses from students are gathered rather than group responses. As the units reviewed at audit do not have equivalent units in the new qualification two new units were sampled for review. The assessment tools for BSBWHS406A Assist with responding to incidents and BSBWHS405A Contribute to implementing and maintain WHS management systems appear to address the unit requirements at a minimum. Implementation of these tools will confirm if they capture the intended evidence.

The organisation provided an 'RPL Assessment Tool Kit' for the whole qualification. The 'RPL Assessment Tool' grouped the units of competency into three clusters. Each cluster had a number of interview questions and practical tasks. 'Cluster 2 – Risk management' that related to the units BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control and BSBWHS408A Assist with effective WHS management of contractors was reviewed in detail. *It was noted the unit requirements of BSBWHS404A appeared to be addressed;* however, the unit requirements of BSBWHS408A that related specifically to contractors was not addressed. A review of a number of the other units confirmed not all of the unit of competency requirements have been addressed. Supporting information regarding how the evidence gathered aligns to the unit requirements was not provided. *See note below regarding RPL.*

BSB51307 Diploma of Occupational Health and Safety

The organisation provided an 'RPL/RCC Kit A Recognition Guide' for the whole qualification. The 'RPL/RCC Kit A Recognition Guide' identified 'indicative evidence' for each unit to support the student in gathering evidence. Although the kit listed the elements and performance criteria of the units it did not include a provision for the assessor to confirm if they had been addressed. Supporting information regarding how the evidence gathered aligns to the unit requirements was not provided. Overall, the RPL kit did not provide a mechanism for the assessor to make a judgement and record a judgement that demonstrates the student holds competence in all the units of competency requirements. *See note below regarding RPL.*

TAE40110 Certificate IV in Training and Assessment

The organisation provided an 'Application for Recognition' that is to be used to apply for recognition and credit transfers. No further supporting evidence was provided. The RPL application included ideas for evidence the student could provide. It did not include appropriate content to support the assessor in making and recording a judgement as to whether the student's education and experience demonstrate equivalent competence in all the units of competency requirements. For example, for the unit TAEDS401A Design and develop learning programmes the suggestion for the student was '*Examples of defining Learning Program parameters, developing content, ensuring a safe learning environment, designing and reviewing a learning program structure*'. The tool did not ensure evidence was gathered, and assessed by an assessor, against all the unit of competency requirements. As an example, the critical aspects state:

'Evidence of the ability to:

- *design, develop and review learning programs within the VET context*
- *prepare and develop a minimum of two learning programs:*
 - *that contain differentiated learning program designs to reflect particular needs, contexts and timelines*
 - *at least one of which must be based on competency standards or accredited courses and must cover at least one entire unit of competency or accredited course module*'.

Additionally, the tool identified RPL is available for this qualification if students held 30108QLD Course in functioning as a workplace health and safety officer or MNCG1002A Implement and apply the risk management processes. It was not clear what units RPL will be granted for based on the workplace health and safety training. The relevance of above workplace health and safety course and unit to a training and assessment qualification was not clear. *See note below regarding RPL.*

RPL

The organisation was contacted to confirm if it had submitted all (the student and assessor) tools used to complete an RPL assessment. The organisation identified '*The RPL forms are not completely mapped to the unit of competencies, however we do have written and practical assessment tools in which we can utilise to perform any RPL's that are required*'. The assessment tools that were reviewed at audit for BSB51307 and TAE40110 and as part of rectification for BSB41412 addressed the unit of competency requirements. The organisation's commitment to use the assessment tools rather than the RPL kits ensures it has access to appropriate assessment resources for an assessment only pathway.

SNR 18

The rectification evidence provided demonstrates the NVR registered training organisation's chief executive has ensured that the NVR registered training organisation complies with the VET Quality Framework across all of its operations.

SNR 22

The organisation provided a student handbook that outlined 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.