



## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	<b>Currumbin Palm Beach RSL &amp; Services Memorial Club</b>
Trading name/s	Ignite Education
RTO number	5897
CRICOS number	N/A

#### AUDIT TEAM

Lead auditor	Tracey Hancock
Auditor/s	N/A
Technical adviser/s	N/A

#### AUDIT DETAILS

Application number/s	1047311	
Audit number/s	1004366	
Audit reason 1	Application - renewal	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	164 Duringan Street, Currumbin	
Date/s of audit	30/10/2013	
Organisation's contact for audit	Mrs Anne Stovin admin@ignite.edu.au	CEO 07 5559 5077
NVR standards audited	Selected Standards for Continuing Registration: 15,16,17,18,20 & 22.2	

#### BACKGROUND

Ignite Education was established in 1998 and specialises in providing hospitality and business qualification.

The organisation currently does:

- have a partnering arrangement
- receives government training contracts
- accepts fees in advance from students
- delivers training and/or assessment services to apprentices or trainees
- delivers training and/or assessment services to school students



- delivers training and/or assessment services students under the age of 18

The organisation currently **does not**:

- deliver training from multiple sites
- deliver training off shore/ outside Australia
- deliver training and/or assessment services to overseas students studying in Australia

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

- 141

#### AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
SIT20207	Certificate II in Hospitality	Face to Face, Workplace	31
SIT30707	Certificate III in Hospitality	Face to Face, Workplace	78
BSB51107	Diploma of Management	Face to Face, Workplace	10
BSB40807	Certificate IV in Frontline Management	Face to Face, Workplace	22

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

#### INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Anne Stovin	CEO	N/A
Jane Renata	College Principal	N/A
Elaine Robinson	Office Administrator	N/A

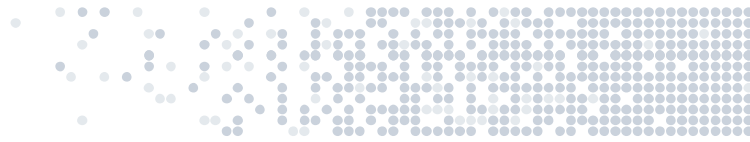
#### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

##### Audit finding as at 30/10/2013: Significant non-compliance

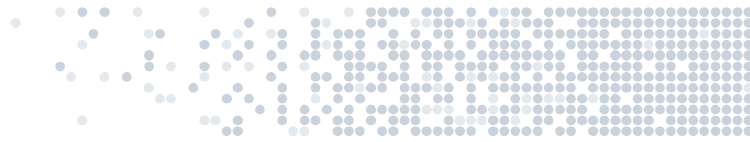
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

#### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

##### Audit finding following analysis of additional evidence provided on 11/12/2013: Compliant



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

**Following rectification:** n/a

**15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.**

**Original finding:** Compliant

**Following rectification:** n/a

**15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

- As non-compliances were identified in SNR 15.5, the organisation did not demonstrate it had assessment materials which met the requirements of the relevant training packages.

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

- Evidence provided to satisfactorily address the non-compliances identified in SNR 15.5 will demonstrate the organisation has assessment materials which meet the requirements of the relevant training packages.

*Analysis of rectification evidence:*

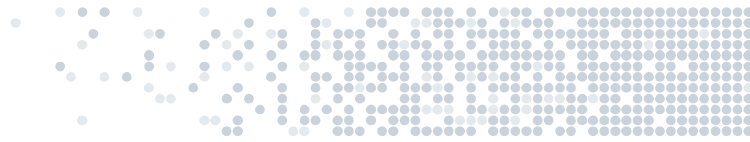
- Refer to analysis of rectification provided for SNR 15.5. The organisation provided evidence that its assessment material for the units of competency reviewed comply with requirements of SNR 15.5 and are consistent with the requirements of the relevant training packages.

**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:** Compliant

**Following rectification:** n/a

**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

It was identified at audit that training and assessment is currently being conducted for the unit of competency SITHFAB201 Provide Responsible Service of Alcohol from the current qualification **SIT30712 Certificate III in Hospitality** on the organisation scope of registration. The audit scope was changed at audit and the training and assessment materials for the SITHFAB201 Provide Responsible Service to Alcohol were reviewed.

#### **SIT30712 Certificate III in Hospitality**

SITHFAB201 Provide Responsible Service of Alcohol

##### *Reasons for finding of non-compliance:*

The evidence provided for the above unit did not demonstrate that assessment is being conducted in accordance with the principles of assessment and rules of evidence for example:

- the assessment tools/tasks provided were identified as having gaps in assessment and did not fully address all the performance criteria, required skills and the context of assessment as defined in the unit of competency. Therefore they do not meet training package requirements.
- the organisation provides the students with role play tasks, however did not provide evidence it had developed an assessment tool such as a practical checklist to gather evidence of assessment.

#### **SIT20207 Certificate II in Hospitality**

SITXCOMM001A Work with colleagues and customers

As this unit has been superseded and the organisation has transition arrangements in place to replace the unit, rectification evidence is to be provided against the unit of competency SITXCCS303 Provide service to customers from the current qualification **SIT30712 Certificate III in Hospitality**.

The evidence provided for the above unit did not demonstrate that assessment is being conducted in accordance with the principles of assessment and rules of evidence for example:

- the assessment tools /tasks provided as evidence for the above unit of competency did not provide trainers and assessors and students with clear information regarding the assessment requirements, in particular, how the assessment tasks will be conducted, under what conditions and how assessment will be recorded.

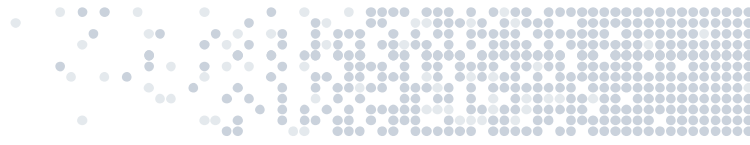
#### **SIT30707 Certificate III in Hospitality**

SITHGAM006A Provide responsible gambling services

As this unit has been superseded and the organisation has transition arrangements in place to replace the unit the rectification evidence is to be provided against the unit of competency SITHGAM201 Provide responsible gambling services from the current qualification **SIT30712 Certificate III in Hospitality**

The evidence provided for the above unit did not demonstrate that assessment is being conducted in accordance with the principles of assessment and rules of evidence for example:

- the assessment tools/tasks provided were identified as having gaps in assessment and did not fully address all the performance criteria, range statement and the critical aspects of assessment as defined in the unit of competency. Therefore they do not meet training package requirements.



## **BSB51107 Diploma of Management**

BSBMGT502B Manage people performance

BSBWOR501B Manage personal work priorities and professional development

The evidence provided for the above unit did not demonstrate that assessment is being conducted in accordance with the principles of assessment and rules of evidence for example:

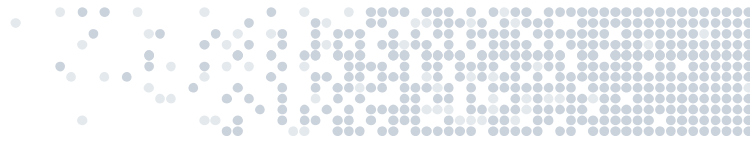
- the assessment tools/tasks provided were identified as having significant gaps in assessment and did not fully address all the performance criteria, range statement, the required knowledge, required skills and the critical aspects for assessment as defined in the unit of competency. Therefore they do not meet training package requirements.
- the assessment tools/tasks provided did not include a criterion defining minimum acceptable performance required for a competency judgement to ensure that assessment is conducted consistently across a range of assessors and learners.
- the assessment tools /tasks provided as evidence did not provide trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace, in particular, how the assessment tasks will be conducted, under what conditions and how assessment will be recorded.
- the organisation did not provide evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

## **BSB40807 Certificate IV in Frontline Management**

BSBMGT402A Implement an operational plan

The evidence provided for the above unit did not demonstrate that assessment is being conducted in accordance with the principles of assessment and rules of evidence for example:

- the assessment tools/tasks provided were identified as having significant gaps in assessment and did not fully address all the performance criteria and the required skills as defined in the unit of competency. Therefore they do not meet training package requirements.
- the organisation did not provide evidence how it is gathering evidence of assessment in the workplace. The assessment information provided referenced that assessment is gathered in a third party evidence report which was unable to be provided as evidence at the audit.
- the assessment tools/tasks provided did not include a criterion defining minimum acceptable performance required for a competency judgement to ensure that assessment is conducted consistently across a range of assessors and learners.
- the assessment tools /tasks provided as evidence did not provide trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace, in particular, how the assessment tasks will be conducted, under what conditions and how assessment will be recorded.
- the organisation did not provide evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.



#### BSBCMM401A Make a presentation

The evidence provided for the above unit did not demonstrate that assessment is being conducted in accordance with the principles of assessment and rules of evidence for example:

- the assessment tools/tasks provided were identified as having significant gaps in assessment and did not fully address all the performance criteria, range statement, the required knowledge and skills and the critical aspects for assessment as defined in the unit of competency. Therefore they do not meet training package requirements.
- the assessment tools/tasks provided did not include a criterion defining minimum acceptable performance required for a competency judgement to ensure that assessment is conducted consistently across a range of assessors and learners.
- the assessment tools /tasks provided as evidence did not provide trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace, in particular, how the assessment tasks will be conducted, under what conditions and how assessment will be recorded.
- the organisation did not provide evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

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

#### **SIT30712 Certificate III in Hospitality**

SITHFAB201 Provide Responsible Service of Alcohol

- provide a full suite of assessment tools/tasks which fully address all the performance criteria, required skills and the context of assessment as defined in the unit of competency including providing an assessment tool to gather evidence of assessment of the role play tasks. The assessment tools/tasks provided must ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.

#### **SIT20207 Certificate II in Hospitality**

SITXCOMM001A Work with colleagues and customers

As this unit has been superseded and the organisation has transition arrangements in place to replace the unit rectification evidence can be provided against the unit of competency SITXCCS303 Provide service to customers from the current qualification **SIT30712 Certificate III in Hospitality**

- provide evidence the assessment tools/tasks for the above unit of competency provides the trainers and assessors and students with clear information regarding the assessment requirements.

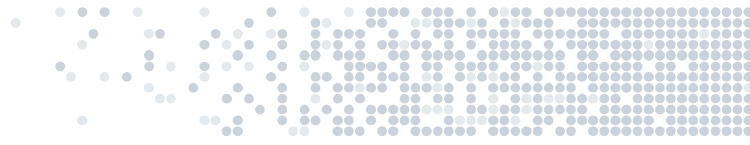
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- provide a full suite of assessment tools/tasks which fully address all the performance criteria, range statement and the critical aspects of assessment as defined in the unit of competency. The assessment tools/tasks provided must ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.





## **BSB51107 Diploma of Management**

BSBMGT502B Manage people performance

BSBWOR501B Manage personal work priorities and professional development

- provide a full suite of assessment tools/tasks which fully address all the performance criteria, range statement, the required knowledge, required skills and the critical aspects for assessment as defined in the unit of competency. The assessment tool/task provided must ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provide evidence its assessment tools/tasks include or are accompanied by a criterion defining minimum acceptable performance required for a competency judgement thus ensuring that assessment is conducted consistently across a range of assessors and learners.
- provide evidence its assessment tools/tasks provide trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace.
- provide evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

## **BSB40807 Certificate IV in Frontline Management**

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- provide a full suite of assessment tools/tasks that fully address all the performance criteria and the required skills as defined in the unit of competency. The assessment tools/tasks provided must ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provide evidence how it is gathering evidence of assessment in the workplace.
- provide evidence its assessment tools/tasks include or are accompanied by a criterion defining minimum acceptable performance required for a competency judgement thus ensuring that assessment is conducted consistently across a range of assessors and learners.
- provide evidence the assessment tools/tasks provides the trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace.
- provide evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

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- provide evidence its assessment tools/tasks include or are accompanied by a criterion defining minimum acceptable performance required for a competency judgement thus ensuring that assessment is conducted consistently across a range of assessors and learners.
- provide evidence the assessment tools/tasks provides the trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace.





- provide evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

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*Analysis of rectification evidence:*

**SIT30712 Certificate III in Hospitality**

SITHFAB201 Provide Responsible Service of Alcohol

The organisation:

- provided a full suite of assessment tools/tasks which fully address all the performance criteria, required skills and the context of assessment as defined in the unit of competency and provided an assessment tool which gathers evidence of assessment of the role play tasks. The assessment tools/tasks provided demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.

**SIT20207 Certificate II in Hospitality**

SITXCOMM001A Work with colleagues and customers

As this unit has been superseded and the organisation has transition arrangements in place to replace the unit rectification evidence can be provided against the unit of competency

SITXCCS303 Provide service to customers from the current qualification **SIT30712 Certificate III in Hospitality**

The organisation:

- provided evidence the assessment tools/tasks for the above unit of competency provides the trainers and assessors and students with clear information regarding the assessment requirements.

**SIT30707 Certificate III in Hospitality**

SITHGAM006A Provide responsible gambling services

As this unit has been superseded and the organisation has transition arrangements in place to replace the unit the rectification is to be provided against the unit of competency SITHGAM201

Provide responsible gambling services from the current qualification **SIT30712 Certificate III in Hospitality**

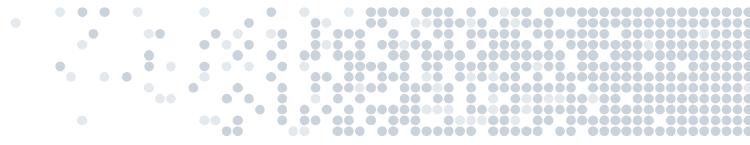
The organisation:

- provided a full suite of assessment tools/tasks which fully address all the performance criteria, range statement and the critical aspects of assessment as defined in the unit of competency. The assessment tools/tasks provided demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.

**BSB51107 Diploma of Management**

BSBMGT502B Manage people performance

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The organisation:

- provided a full suite of assessment tools/tasks which fully address all the performance criteria, range statement, the required knowledge, required skills and the critical aspects for assessment as defined in the unit of competency. The assessment tools/tasks provided demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provided evidence its assessment tools/tasks include a criterion defining minimum acceptable performance required for a competency judgement and demonstrates how it ensures assessment is conducted consistently across a range of assessors and learners.
- provided evidence its assessment tools/tasks provide trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace.
- provided evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

### **BSB40807 Certificate IV in Frontline Management**

BSBMGT402A Implement an operational plan

The organisation:

- provided a full suite of assessment tools/tasks which fully address all the performance criteria and the required skills as defined in the unit of competency. The assessment tools/tasks provided demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provided evidence how it is gathering evidence of assessment in the workplace.
- provided evidence its assessment tools/tasks include a criterion defining minimum acceptable performance required for a competency judgement which demonstrates how it ensures assessment is conducted consistently across a range of assessors and learners.
- provided evidence the assessment tools/tasks provides the trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace.
- provided evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

BSBCMM401A Make a presentation

The organisation:

- provided a full suite of assessment tools/tasks which fully address all the performance criteria, range statement, the required knowledge and skills and the critical aspects for assessment as defined in the unit of competency. The assessment tools/tasks provided demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provided evidence its assessment tools/tasks include a criterion defining minimum acceptable performance required for a competency judgement thus ensuring that assessment is conducted consistently across a range of assessors and learners.



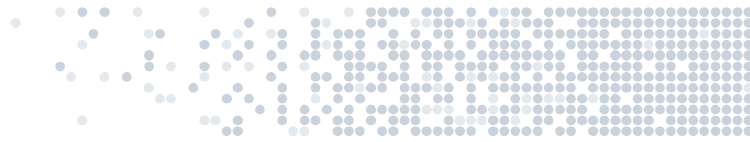
- provided evidence the assessment tools/tasks provides the trainers and assessors and students with clear information regarding the assessment requirements in the classroom and in the workplace.
- provided evidence to demonstrate how its assessment tools for the above units of competency have been validated to ensure they meet all the requirements of the current training package, qualification and unit of competency.

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

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

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

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

**Original finding:** Compliant

**Following rectification:** n/a

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

**Original finding:** Compliant

**Following rectification:** n/a

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

**Original finding:** Not compliant

**Following rectification:** Compliant

**BSB51107 Diploma of Management**

BSBMGT502B Manage people performance

BSBWOR501B Manage personal work priorities and professional development

**BSB40807 Certificate IV in Frontline Management**

BSBMGT402A Implement an operational plan

BSBCMM401A Make a presentation

The organisation has a Memorandum of Understanding agreement with McCue Consulting Pty Ltd to deliver training and assessment services on their behalf for the above qualifications and units of competency.

*Reasons for finding of non-compliance:*

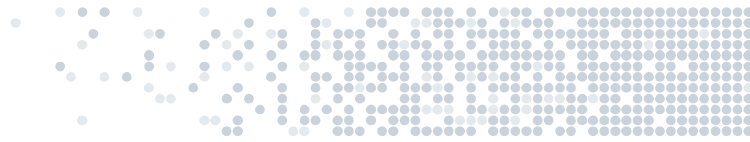
- Appendix 1 of the MOU states Ignite Education will monitor the process/s to ensure compliance with the Essential Standards for NVR Registered training organisations. The organisation did not provide evidence to demonstrate how it will ensure the training and assessment services provided on its behalf complies with all aspects of the VET quality framework nor did it demonstrate it has a systematic approach to monitoring training and assessment services provided on its behalf.

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

- provide evidence to demonstrate how it will ensure the training and assessment services provided on its behalf complies with all aspects of the VET quality framework and demonstrate how it will ensure it has a systematic approach to monitoring training and assessment services provided on its behalf.

*Analysis of rectification evidence:*

- provided evidence to demonstrate how it will ensure the training and assessment services provided on its behalf complies with all aspects of the VET quality framework and demonstrates how it will ensure it has a systematic approach to monitoring training and assessment services provided on its behalf.



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

**Original finding:** Compliant

**Following rectification:** n/a

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

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

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

- Due to non-compliances identified across other standards the NVR registered training organisation's chief executive has not ensured the NVR registered training organisation complies with all requirements of the VET Quality Framework.

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

- the rectification evidence provided to address the non-compliances identified in the other SNR standards will suffice to cover this requirement, so long as the rectification evidence is compliant.

*Analysis of rectification evidence:*

- The rectification evidence provided address the non-compliances identified in the other SNR standards.

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

**Original finding:** Compliant

**Following rectification:** n/a

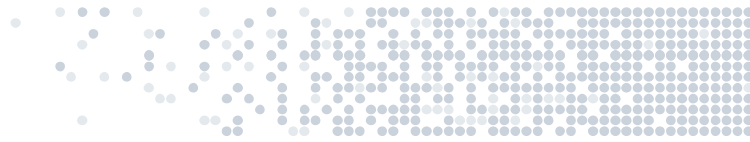
**SNR 19 Interactions with the National VET Regulator**

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

**Original finding:** 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:** Compliant

**Following rectification:** n/a

## **SNR 21 Insurance**

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

**Original finding:** Not audited

**Following rectification:** n/a

## **SNR 22 Financial management**

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

**Original finding:** Not audited

**Following rectification:** n/a

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

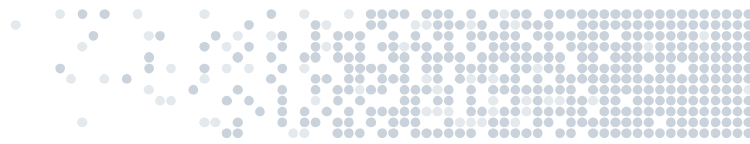
- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;**
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;**
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;**
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and**
- (e) the organisation's refund policy.**

**Original finding:** Compliant

**Following rectification:** n/a

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

- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;**
- (b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]**
- (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.**



Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;

(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or

(e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

**Original finding:** Not audited

**Following rectification:** n/a

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

**23.1** The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:

(a) meets the Australian Qualifications Framework (AQF) requirements;

(b) identifies the NVR registered training organisation by its national provider number from the National Register and

(c) includes the NRT logo in accordance with its current conditions of use.

**Original finding:** Not audited

**Following rectification:** n/a

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

**Original finding:** Not audited

**Following rectification:** n/a

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

**Original finding:** Not audited

**Following rectification:** n/a

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

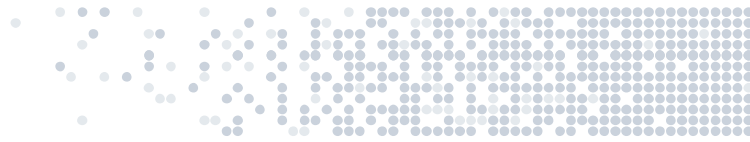
This element was not audited.

**23.5** The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

### SNR 24 Accuracy and integrity of marketing





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

**Original finding:** Not audited

**Following rectification:** n/a

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

**Original finding:** Not audited

**Following rectification:** n/a

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

**25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.**

**Original finding:** Not audited

**Following rectification:** n/a

**25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.**

**Original finding:** Not audited

**Following rectification:** n/a