

12 July 2013

W & R French  
39-53 Virginia Way  
Logan Village QLD 4207



Australian Government  
Australian Skills Quality Authority

Ref No: 1002780

Dear Mrs French

**Notice of audit non-compliance**

I refer to the VET Quality Framework post initial registration audit of AQ Training conducted on 26 & 27 June 2013. The audit focused on the qualifications or units of competency listed in your organisation's application of registration.

While the audit identified evidence of compliance with some requirements of the VET Quality Framework, some areas of non-compliance were also identified, which indicate that your organisation is not fully compliant with all requirements. I have attached an audit report which outlines the audit findings (including each area of non-compliance).

You have an opportunity to address the identified areas of non-compliance by providing rectification evidence which must be forwarded to me at the address below or email to [compliancebrisbane@asqa.gov.au](mailto:compliancebrisbane@asqa.gov.au) on (or before) 12 August 2013. Please note that rectification evidence **must** be sent as a single response, be logically organised and referenced to the relevant component/standard.

Jen Adlington  
Lead Compliance Auditor  
Australian Skills Quality Authority  
GPO Box 9928  
Brisbane, Qld 4000

ASQA will consider the rectification evidence that you submit. If your organisation demonstrates compliance, you will be notified of this outcome accordingly.

However, if non-compliance is still identified, the audit report will be finalised and action may commence in accordance with ASQA's powers as prescribed under the *National Vocational Education and Training Regulator Act 2011* (the Act). Briefly, these actions may include:

- Refusal of the registration application—refer to the Act, ss. 17, 31 or 33 (as applicable)
- Notification of intent to impose one or more administration sanctions across all or part of your existing scope of registration—refer to the Act, s. 36
- Imposition of additional conditions of registration across all or part of your existing scope of registration—refer to the Act, s. 29
- Other enforcement action as considered appropriate—refer to the Act, s. 40.

If determined non-compliant, your organisation will be advised in writing of the actions to be taken.

Please note that the audit report only references non-compliance identified within the scope of the audit. It is expected that your organisation will review all related materials and processes following the audit to determine whether similar rectification effort is needed in other areas not included in the audit scope. Future audits may examine the extent of improvements that have been made across your scope of registration as a result of the issues identified in this audit.

Should you wish to discuss any of the issues raised above, please contact me on (07) 3223 1340 or by email at [Jen.Adlington@asqa.gov.au](mailto:Jen.Adlington@asqa.gov.au).

Yours sincerely



Jen Adlington  
Lead Compliance Auditor



## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	W and R French
Trading name/s	AQ Training
RTO number	32456
CRICOS number	N/A

#### AUDIT TEAM

Lead auditor	Jen Adlington
Auditor/s	N/A
Technical adviser/s	N/A

#### AUDIT DETAILS

Application number/s	N/A	
Audit number/s	1002780	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	39-53 Virginia Way Logan Village Qld 4207	
Date/s of audit	26 & 27 June 2013	
Organisation's contact for audit	Mrs Ruth Frency ruth.french1@bigpond.com	Manager 07 5546 0367
NVR standards audited	All Standards for Continuing Registration	

#### BACKGROUND

AQ Training was established as an RTO in November 2011 and the head office is located at 39-53 Virginia Way, Logan Village.

The organisational structure is a partnership between wife Ruth French as the CEO / Trainer & assessor and husband Wayne French with additional assistance from an administration officer and office assistant.

There are no significant partnerships or co-providers however the Ruth French is contracted to Allens Training as a trainer/assessor for first aid training.

Core clients consist of persons already in industry (approximately 80%) wanting to improve/update their skills and/or attain a qualification with the remaining 20% being school leavers or unemployed job seekers looking to up skill for employment opportunities.

All delivery is conducted at the client's site with delivery venues are located across the Queensland city region and regional areas.

Delivery consists of full qualifications and single units delivered as short courses.

CSQ Construction Skills Qld funding contract 1/10/12 to 30/9 13 tender process tender was applied to a selection of units in RII30809 Certificate III in Civil Construction Plant Operations and unit of competency TLILIC2001A Licence to operate a forklift truck

All other revenue is fee for service.

Total number of current enrolments in RTO as at audit date: 26 June 2013

- 64

#### AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
AHC20410	Certificate II in Horticulture	Face to Face/Onsite	0
RII30809	Certificate III in Civil Construction Plant Operations	Face to Face/Onsite	21
CPCCOHS1001A	Work safely in the construction industry	Face to Face/Onsite	0
TLILIC2001A	Licence to operate a forklift truck	Face to Face/Onsite	43

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

#### INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Ruth French	CEO/Manager	All Qualifications per person
Jo French	Administration	AHC20410, RII30809,
Jan Neal	Administration	CPCCOHS1001A,
Carol Hunter	Consultant	TLILIC2001A

#### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

**Audit finding as at 27 June 2013: Minor 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 dd/mm/yyyy: n/a

#### **AUDIT FINDING BY STANDARD**

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

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

**TLILIC2001A Licence to operate a forklift truck**

- The organisation did not provide sufficient evidence to demonstrate the training and assessment strategy information was consistent with resources to be used. In particular there is conflicting instruction about the requirement to complete a written assignment as part of the mandatory assessment instruments. X
- In addition, the delivery and assessment arrangements contained in the training and assessment strategy document do not reflect the organisation's current approach to the delivery of training and assessment, namely, Recognised Prior Learning (RPL) and Industry Placement. None

**RII30809 Certificate III in Civil Construction Plant Operations**

- The training and assessment strategy document (Version 2, February 2013) provided by the organisation for the above qualification makes reference to the 'AQTF Essential Standards for Registration rather than referencing SNR 15 of the Standards for NVR Registered Training Organisations.
- In addition, the delivery and assessment arrangements contained in the training and assessment strategy document do not reflect the organisation's current approach to the delivery of training and assessment, namely, Recognised Prior Learning (RPL) and Industry Placement that are not offered.

**CPCCOHS1001A Work safely in the construction industry.**

- The delivery and assessment arrangements contained in the training and assessment strategy document do not reflect the organisation's current approach to the delivery of training and assessment. In particular, recognised prior learning (RPL) and the evidence gathering techniques of role play and scenarios.
- Additionally the training and assessment strategy has not identified any suitably qualified trainer and/or assessor/s.

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

**TLILIC2001A Licence to operate a forklift truck**

- Provide an updated training and assessment strategy for the above unit of competency that reflects current requirements and practice in relation to the delivery of training and assessment.

**RII30809 Certificate III in Civil Construction Plant Operations**

- Provide an updated training and assessment strategy for the above qualification that reflects current requirements and practice in relation to the delivery of training and assessment.

**PCCOHS1001A Work safely in the construction industry.**

- Provide an updated training and assessment strategy for the above unit of competency that reflects current requirements and practice in relation to the delivery of training and assessment and identifies suitably qualified trainer and/or assessor/s.

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*Analysis of rectification evidence:*

- Evidence yet to be supplied

*Reasons for outstanding non-compliance:*

- Not applicable at this time

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- 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.

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**Original finding:** Compliant

**Following rectification:** n/a

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- 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.

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**Original finding:** Not compliant

**Following rectification:** n/a

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*Reasons for finding of non-compliance:*

**AHC20410 Certificate II in Horticulture**

**AHCARB205A Operate and maintain a chainsaw**

Assessment tools examined for the above unit did not fully address the requirements of the AHC10 Agriculture, Horticulture and Conservation and Land Management Training Package. While most of skill requirements had been addressed, there was insufficient evidence provided to

demonstrate the assessment material met all required skills and critical aspects of evidence.

Specifically,

Required skills:

- ✓ recognise caution or hazard signs and symbols and read and interpret Material Safety Data Sheets (MSDSs)

Critical aspects for assessment:

- maintain records of chainsaw training and certification, risk assessment and use.

Student assessment records examined identified that a student had been determined competent; however, there was insufficient evidence gathered to substantiate the judgement made by the assessor.

### AHCLSC202A Construct low-profile timber or modular retaining walls

Assessment tools examined for the above unit did not fully address the requirements of the AHC10 Agriculture, Horticulture and Conservation and Land Management Training Package. While some of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material addressed all the essential skills and knowledge, for example but not limited to:

Required skills:

- Q - • sort soil and waste material from the excavation site in an environmentally aware and sensitive manner, such as sorting it into organic, inorganic and recyclable piles;
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities

Required knowledge:

- Q • the environmental impact of soil disturbance when excavating an area to be retained and the environmental effects of altering water flow when installing retaining walls, with or without drainage media (Spoon Drain) ~~PIPE~~ GRAVEL
- Q • Building Code of Australia relating to constructing retaining walls.

### RII30809 Certificate III in Civil Construction Plant Operations

#### RIIMPO320B Conduct civil construction excavator operations

Assessment tools examined for the above unit did not fully address the requirements of the RII09 Resources and Infrastructure Industry Training Package. While some of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills, knowledge and critical aspects for assessment. For example but not limited to:

Required skills and knowledge:

- Q • interpret materials safety data sheets and (apply materials handling methods)
- apply JSA's/Safe work method statement ~~JSA'S~~ SWMS ✓
- materials safety data sheets and materials handling methods
- JSA's/Safe work method statement

Additionally, the identified gaps in the critical aspects for assessment included:

- implementation of requirements, procedures and techniques for the safe, effective and efficient completion of excavator operations, including:
  - o in a minimum of two different soil types; and
  - ✓ o to include the mandatory tasks of loading, bulk excavation, backfilling, trench excavation, stockpiling, battering and benching (only italic underlined items need to be addressed)
- ✓ • laser guidance or ATS are not to be used to assist in control of the machine during



assessment

#### **RIIMPO318B Conduct civil construction skid steer loader operations**

Assessment tools examined for the above unit did not fully address the requirements of the RI109 Resources and Infrastructure Industry Training Package. While most of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills and knowledge, for example but not limited to 'perform safe working load calculations' and 'materials safety data sheet and materials handling methods'.

#### **CPCCOHS1001A Work safely in the construction industry.**

Assessment tools examined for the above unit did not fully address the requirements of the CPC08 Construction, Plumbing and Services Training Package. While some of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills, knowledge and critical aspects for assessment.

In particular, all the communication and comprehension required skills as well as the required knowledge including general first aid response requirements and OHS hierarchy of controls.

Additionally the identified gaps in the critical aspects for assessment included:

- the range of common construction hazards and procedures for the assessment of risk and application of the hierarchy of control;
- OHS communication processes, information and documentation including the role of the OHS committees and representatives, the meaning of common safety signs and symbols and procedures for reporting hazards, incidents and injuries. (only italic underlined items need to be addressed).

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

#### **AHC20410 Certificate II in Horticulture**

AHCARB205A Operate and maintain a chainsaw

- Provide updated assessment material for the unit of competency listed above to demonstrate it fully addresses all the performance criteria, required skills and critical aspects for assessment.
- Furthermore, the organisation is required to provide evidence to demonstrate that there is clear and accurate information /instructions about assessment requirements to assessors.

AHCLSC202A Construct low-profile timber or modular retaining walls

- Provide updated assessment material for the unit of competency listed above to demonstrate it fully addresses all the performance criteria and required skills and knowledge.

#### **RI130809 Certificate III in Civil Construction Plant Operations**

RIIMPO320B Conduct civil construction excavator operations

- Provide updated assessment material for the unit of competency listed above to demonstrate they fully address all the performance criteria, required skills, knowledge and critical aspects for assessment.
- Provide evidence to demonstrate the organisation has developed criteria that defines the acceptable performance is outlined for the assessment material to ensure consistency in the judgments being made by its assessor/s and that assessment is conducted consistently across a range of assessors and learner

RIIMPO318B Conduct civil construction skid steer loader operations

- Provide updated assessment material for the unit of competency listed above to

demonstrate it fully addresses all the performance criteria and required skills and knowledge.

**CPCCOHS1001A Work safely in the construction industry.**

The organisation is required to provide a complete suite of assessment tools/tasks for the unit of competency listed above to demonstrate it fully addresses all the performance criteria, required skills and knowledge and critical aspects for assessment.

Provide evidence to demonstrate the organisation has developed criteria that defines the acceptable performance is outlined for all the assessment materials, to ensure consistency in the judgments being made by its assessor/s.

Furthermore, the organisation is required to provide evidence to demonstrate the assessment tools include or be accompanied by guidance for assessors that ensure performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

*Analysis of rectification evidence:*

- Evidence yet to be supplied

*Reasons for outstanding non-compliance:*

- Not applicable at this time

**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:** Compliant

**Following rectification:** n/a

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

**Original finding:** Compliant

**Following rectification:** n/a

**16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.**

**Original finding:** Compliant

**Following rectification:** n/a

**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

<b>16.5</b>	<b>Learners receive training, assessment and support services that meet their individual needs.</b>	<b>Original finding: Compliant</b>	<b>Following rectification: n/a</b>
<b>16.6</b>	<b>Learners have timely access to current and accurate records of their participation and progress.</b>	<b>Original finding: Compliant</b>	<b>Following rectification: n/a</b>
<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: Compliant</b>	<b>Following rectification: n/a</b>
<b>SNR 17</b>	<b>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>		
<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: Compliant</b>	<b>Following rectification: n/a</b>
<b>17.2</b>	<b>The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.</b>	<b>Original finding: Compliant</b>	<b>Following rectification: n/a</b>
<b>17.3</b>	<b>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.</b>	<b>Original finding: Compliant</b>	<b>Following rectification: n/a</b>
<b>17.4</b>	<b>The NVR registered training organisation manages records to ensure their accuracy and integrity.</b>	<b>Original finding: Compliant</b>	<b>Following rectification: n/a</b>

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

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**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:** n/a

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

- The non-compliances identified at audit demonstrate the organisation's chief executive has not ensured the NVR registered training organisation has complied with the VET Quality Framework across its operations and entire scope of registration.

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

- Rectifying all the non-compliances identified at audit will address the non-compliances identified. No further evidence is required.

***Analysis of rectification evidence:***

- Evidence yet to be supplied

***Reasons for outstanding non-compliance:***

- Not applicable at this time

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**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

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

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

**Original finding:** Compliant

**Following rectification:** n/a

**SNR 20 Compliance with legislation**

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

Original finding: 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: Compliant

Following rectification: n/a

**SNR 22 Financial management**

**22.1** 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: Compliant

Following rectification: n/a

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

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

Original finding: Not compliant

Following rectification: Compliant

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

- Evidence was not provided that demonstrated the organisation met the AQF Qualifications Issuance Policy

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

- Provide evidence to demonstrate that organisation has met the AQF Qualifications Issuance Policy.

**Analysis of rectification evidence:**

- Evidence at time of audit was provided that demonstrated the organisation had met the AQF Qualifications Issuance Policy requirements.

**Reasons for outstanding non-compliance:**

- N/A

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

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Original finding: Compliant

Following rectification: n/a

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**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.

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Original finding: Compliant

Following rectification: n/a

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

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This element was not audited

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**SNR 24 Accuracy and integrity of marketing**

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**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.

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Original finding: Not compliant

Following rectification: n/a

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

- The RTO did not provide evidence to demonstrate its marketing and advertising of AQF and VET qualifications were clear, accurate or consistent with its scope of registration.
- In particular, the statement under the 'About' tab - 'Certificates issued by Allens Training (RTO No: 90909)' implies that delivery is conducted by the organisation for the units HLTF301A - Apply First Aid HLTCP201B - Perform CPR units. However these units are not included within the organisations scope of registration

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

- Provide evidence to demonstrate the marketing and advertising of AQF and VET qualification is clear, accurate and consistent with the organisations scope of registration.
  - Additionally, references to Allen's Training require definition and context as to the role it has with the organisation.
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**Analysis of rectification evidence:**

- Evidence yet to be supplied

**Reasons for outstanding non-compliance:**

- Not applicable at this time

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

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**Original finding: Compliant**

**Following rectification: n/a**

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

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**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.**

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**Original finding: Compliant**

**Following rectification: n/a**

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**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.**

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**Original finding: Compliant**

**Following rectification: n/a**

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11 October 2013



Australian Government  
Australian Skills Quality Authority

Mrs Ruth Elizabeth French  
Manager  
W and R French  
39-53 Virginia Way  
LOGAN VILLAGE QLD 4207

File No: 32456  
Ref No: 1002780

Dear Mrs French

**Re: Audit finalised**

This notice is to advise that the recent post-initial audit conducted on W and R French has been finalised and that your registered training organisation (RTO) has been noted for its ongoing compliance with the Standards for NVR Registered Training Organisations.

The findings of this audit will contribute to the records retained of your RTO's compliance history and to the risk rating assigned to your organisation.

A copy of the final audit report is attached for your reference.

Thank you for your organisation's cooperation throughout this audit activity.

You are reminded that an ongoing condition of your registration is compliance with the Standards for NVR Registered Training Organisations.

**Further information and assistance**

If you require further information or assistance in relation to this matter, please contact the ASQA Info Line on telephone 1300 701 801.

Yours sincerely

A handwritten signature in black ink, appearing to read 'D Garner'.

DAVID GARNER  
Regional Manager Compliance

Australian Skills  
Quality Authority  
ABN 72 581 678 650  
GPO Box 9928  
Melbourne VIC 3001  
Info line 1300 701 801  
www.asqa.gov.au





## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	W and R French
Trading name/s	AQ Training
RTO number	32456
CRICOS number	N/A

#### AUDIT TEAM

Lead auditor	Jen Adlington
Auditor/s	N/A
Technical adviser/s	N/A

#### AUDIT DETAILS

Application number/s	N/A	
Audit number/s	1002780	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	39-53 Virginia Way Logan Village Qld 4207	
Date/s of audit	26 & 27 June 2013	
Organisation's contact for audit	Mrs Ruth French ruth.french1@bigpond.com	Manager 07 5546 0367
NVR standards audited	All Standards for Continuing Registration	

#### BACKGROUND

AQ Training was established as an RTO in November 2011 and the head office is located at 39-53 Virginia Way, Logan Village.

The organisational structure is a partnership between wife Ruth French as the CEO / Trainer & assessor and husband Wayne French with additional assistance from an administration officer and office assistant.

There are no significant partnerships or co-providers however the Ruth French is contracted to Allens Training as a trainer/assessor for first aid training.

Core clients consist of persons already in industry (approximately 80%) wanting to improve/update their skills and/or attain a qualification with the remaining 20% being school leavers or unemployed job seekers looking to up skill for employment opportunities.

All delivery is conducted at the client's site with delivery venues are located across the Queensland city region and regional areas.

Delivery consists of full qualifications and single units delivered as short courses.

CSQ Construction Skills Qld funding contract 1/10/12 to 30/9 13 tender process tender was applied to a selection of units in RII30809 Certificate III in Civil Construction Plant Operations and unit of competency TLILIC2001A Licence to operate a forklift truck

All other revenue is fee for service.

#### Total number of current enrolments in RTO as at audit date: 26 June 2013

- 64

#### AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
AHC20410	Certificate II in Horticulture	Face to Face/Onsite	0
RII30809	Certificate III in Civil Construction Plant Operations	Face to Face/Onsite	21
CPCCOHS1001A	Work safely in the construction industry	Face to Face/Onsite	0
TLILIC2001A	Licence to operate a forklift truck	Face to Face/Onsite	43

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

#### INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Ruth French	CEO/Manager	All Qualifications per person
Jo French	Administration	AHC20410, RII30809,
Jan Neal	Administration	CPCCOHS1001A,
Carol Hunter	Consultant	TLILIC2001A

#### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

##### Audit finding as at 27 June 2013: Minor 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 02/09/2013: Compliant

#### AUDIT FINDING BY STANDARD

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

**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:***

**TLILIC2001A Licence to operate a forklift truck**

- The organisation did not provide sufficient evidence to demonstrate the training and assessment strategy information was consistent with resources to be used. In particular there is conflicting instruction about the requirement to complete a written assignment as part of the mandatory assessment instruments.
- In addition, the delivery and assessment arrangements contained in the training and assessment strategy document do not reflect the organisation's current approach to the delivery of training and assessment, namely, Recognised Prior Learning (RPL) and Industry Placement.

**RII30809 Certificate III in Civil Construction Plant Operations**

- The training and assessment strategy document (Version 2, February 2013) provided by the organisation for the above qualification makes reference to the 'AQTF Essential Standards for Registration rather than referencing SNR 15 of the Standards for NVR Registered Training Organisations.
- In addition, the delivery and assessment arrangements contained in the training and assessment strategy document do not reflect the organisation's current approach to the delivery of training and assessment, namely, Recognised Prior Learning (RPL) and Industry Placement that are not offered.

**CPCCOHS1001A Work safely in the construction industry.**

- The delivery and assessment arrangements contained in the training and assessment strategy document do not reflect the organisation's current approach to the delivery of training and assessment. In particular, recognised prior learning (RPL) and the evidence gathering techniques of role play and scenarios.
- Additionally the training and assessment strategy has not identified any suitably qualified trainer and/or assessor/s.

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

**TLILIC2001A Licence to operate a forklift truck**

- Provide an updated training and assessment strategy for the above unit of competency that reflects current requirements and practice in relation to the delivery of training and assessment.

**RII30809 Certificate III in Civil Construction Plant Operations**

- Provide an updated training and assessment strategy for the above qualification that reflects current requirements and practice in relation to the delivery of training and assessment.

**CPCCOHS1001A Work safely in the construction industry.**

- Provide an updated training and assessment strategy for the above unit of competency that reflects current requirements and practice in relation to the delivery of training and assessment and identifies suitably qualified trainer and/or assessor/s.

*Analysis of rectification evidence:*

**TLILIC2001A Licence to operate a forklift truck**

- The RTO has provided an updated training and assessment strategy for the above unit of competency that now reflects current requirements and practice in relation to the delivery of training and assessment.

**RII30809 Certificate III in Civil Construction Plant Operations**

- The RTO has provided an updated training and assessment strategy for the above qualification that now reflects current requirements and practice in relation to the delivery of training and assessment.

**CPCCOHS1001A Work safely in the construction industry.**

- The RTO has provided an updated training and assessment strategy for the above unit of competency that now reflects current requirements and practice in relation to the delivery of training and assessment and identifies suitably qualified trainer and/or assessor/s.

**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

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

**AHC20410 Certificate II in Horticulture**

**AHCARB205A Operate and maintain a chainsaw**

Assessment tools examined for the above unit did not fully address the requirements of the AHC10 Agriculture, Horticulture and Conservation and Land Management Training Package. While most of skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills and critical aspects of evidence.

Specifically,

Required skills:

- recognise caution or hazard signs and symbols and read and
- interpret Material Safety Data Sheets (MSDSs)

Critical aspects for assessment:

- maintain records of chainsaw training and certification, risk assessment and use.

Student assessment records examined identified that a student had been determined competent; however, there was insufficient evidence gathered to substantiate the judgement made by the assessor.

**AHCLSC202A Construct low-profile timber or modular retaining walls**

Assessment tools examined for the above unit did not fully address the requirements of the AHC10 Agriculture, Horticulture and Conservation and Land Management Training Package. While some of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material addressed all the essential skills and knowledge, for example but not limited to:

Required skills:

- sort soil and waste material from the excavation site in an environmentally aware and sensitive manner, such as sorting it into organic, inorganic and recyclable piles;
- use interpersonal skills to relate to people from a range of social, cultural and ethnic backgrounds and with a range of physical and mental abilities

Required knowledge:

- the environmental impact of soil disturbance when excavating an area to be retained and the environmental effects of altering water flow when installing retaining walls, with or without drainage media
- Building Code of Australia relating to constructing retaining walls.

**RII30809 Certificate III in Civil Construction Plant Operations**

**RIIMPO320B Conduct civil construction excavator operations**

Assessment tools examined for the above unit did not fully address the requirements of the RII09 Resources and Infrastructure Industry Training Package. While some of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills, knowledge and critical aspects for assessment. For example but not limited to:

Required skills and knowledge:

- interpret materials safety data sheets and apply materials handling methods
- apply JSA's/Safe work method statement
- materials safety data sheets and materials handling methods
- JSA's/Safe work method statement



Additionally, the identified gaps in the critical aspects for assessment included:

- implementation of requirements, procedures and techniques for the safe, effective and efficient completion of excavator operations, including:
  - in a minimum of two different soil types; and
  - to include the mandatory tasks of loading, *bulk excavation*, backfilling, trench excavation, stockpiling, *battering and benching* (only italic underlined items need to be addressed)
- laser guidance or ATS are not to be used to assist in control of the machine during assessment

#### **RIIMPO318B Conduct civil construction skid steer loader operations**

Assessment tools examined for the above unit did not fully address the requirements of the RII09 Resources and Infrastructure Industry Training Package. While most of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills and knowledge, for example but not limited to 'perform safe working load calculations' and 'materials safety data sheet and materials handling methods'.

#### **CPCCOHS1001A Work safely in the construction industry.**

Assessment tools examined for the above unit did not fully address the requirements of the CPC08 Construction, Plumbing and Services Training Package. While some of the knowledge & skill requirements had been addressed, there was insufficient evidence provided to demonstrate the assessment material met all required skills, knowledge and critical aspects for assessment.

In particular, all the communication and comprehension required skills as well as the required knowledge including general first aid response requirements and OHS hierarchy of controls.

Additionally the identified gaps in the critical aspects for assessment included:

- the range of common construction hazards and procedures for the assessment of risk and application of the *hierarchy of control*;
- OHS communication processes, information and documentation including the role of the OHS committees and representatives, *the meaning of common safety signs and symbols* and procedures for reporting hazards, incidents and injuries. (only italic underlined items need to be addressed).

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

#### **AHC20410 Certificate II in Horticulture**

##### **AHCARB205A Operate and maintain a chainsaw**

- Provide updated assessment material for the unit of competency listed above to demonstrate it fully addresses all the performance criteria, required skills and critical aspects for assessment.
- Furthermore, the organisation is required to provide evidence to demonstrate that there is clear and accurate information /instructions about assessment requirements to assessors.

##### **AHCLSC202A Construct low-profile timber or modular retaining walls**

- Provide updated assessment material for the unit of competency listed above to demonstrate it fully addresses all the performance criteria and required skills and knowledge.

#### **RII30809 Certificate III in Civil Construction Plant Operations**

##### **RIIMPO320B Conduct civil construction excavator operations**

- Provide updated assessment material for the unit of competency listed above to demonstrate they fully address all the performance criteria, required skills, knowledge and critical aspects for assessment.

- Provide evidence to demonstrate the organisation has developed criteria that defines the acceptable performance is outlined for the assessment material to ensure consistency in the judgments being made by its assessor/s and that assessment is conducted consistently across a range of assessors and learner

**RIIMPO318B Conduct civil construction skid steer loader operations**

- Provide updated assessment material for the unit of competency listed above to demonstrate it fully addresses all the performance criteria and required skills and knowledge.

**CPCCOHS1001A Work safely in the construction industry.**

The organisation is required to provide a complete suite of assessment tools/tasks for the unit of competency listed above to demonstrate it fully addresses all the performance criteria, required skills and knowledge and critical aspects for assessment.

Provide evidence to demonstrate the organisation has developed criteria that defines the acceptable performance is outlined for all the assessment materials, to ensure consistency in the judgments being made by its assessor/s.

Furthermore, the organisation is required to provide evidence to demonstrate the assessment tools include or be accompanied by guidance for assessors that ensure performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

*Analysis of rectification evidence:*

**AHC20410 Certificate II in Horticulture**

**AHCARB205A Operate and maintain a chainsaw**

The RTO has provided updated assessment material for the unit of competency listed above that demonstrates it fully addresses all the performance criteria, required skills and critical aspects for assessment and with clear and accurate information /instructions about assessment requirements to assessors.

**AHCLSC202A Construct low-profile timber or modular retaining walls**

The RTO has provided updated assessment material for the unit of competency listed above that now demonstrates it fully addresses all the performance criteria and required skills and knowledge.

**RII30809 Certificate III in Civil Construction Plant Operations**

**RIIMPO320B Conduct civil construction excavator operations**

The RTO has provided updated assessment material for the unit of competency listed that demonstrates they fully address all the performance criteria, required skills, knowledge and critical aspects for assessment, as well as developed criteria that defines the acceptable performance is outlined for the assessment material to ensure consistency in the judgments being made by its assessor/s and that assessment is conducted consistently across a range of assessors and learner.

**RIIMPO318B Conduct civil construction skid steer loader operations**

The RTO has provided updated assessment material for the unit of competency listed above that now demonstrates it fully addresses all the performance criteria and required skills and knowledge.

**CPCCOHS1001A Work safely in the construction industry.**

The RTO has provided a complete suite of assessment tools/tasks for the unit of competency listed above to demonstrate it fully addresses all the performance criteria, required skills and knowledge and critical aspects for assessment.

Additionally the RTO has provided evidence that now demonstrates criteria has been developed and defines the level of performance students are required to demonstrate; ensures consistency in the competency judgements made across assessors and students as well as guidance for assessors.

**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: Compliant**

**Following rectification: n/a**

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

**Original finding: Compliant**

**Following rectification: n/a**

**16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.**

**Original finding: Compliant**

**Following rectification: n/a**

**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**

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

**Original finding: Compliant**

**Following rectification: n/a**

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

**Original finding: Compliant**

**Following rectification: n/a**

**16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.**

**Original finding: Compliant**

**Following rectification: n/a**

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

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

**Original finding: 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: Compliant**

**Following rectification: n/a**

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

**Original finding: Compliant**

**Following rectification: n/a**

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

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

**Original finding: Not compliant**

**Following rectification: Compliant**

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

- The non-compliances identified at audit demonstrate the organisation's chief executive has not ensured the NVR registered training organisation has complied with the VET Quality Framework across its operations and entire scope of registration.

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

- Rectifying all the non-compliances identified at audit will address the non-compliances identified. No further evidence is required.

***Analysis of rectification evidence:***

- The organisation has provided sufficient evidence that demonstrates all non-compliances identified at audit have been rectified

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

**Original finding: Compliant**

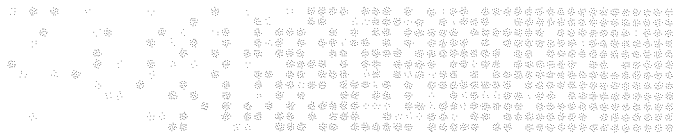
**Following rectification: n/a**

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

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

**Original finding: Compliant**

**Following rectification: n/a**



**SNR 20 Compliance with legislation**

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

**Original finding: 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: Compliant**

**Following rectification: n/a**

**SNR 22 Financial management**

**22.1 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 testimonial 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: Compliant

Following rectification: n/a

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

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

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

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

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

Original finding: Not compliant

Following rectification: Compliant

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

- Evidence was not provided that demonstrated the organisation met the AQF Qualifications Issuance Policy

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

- Provide evidence to demonstrate that organisation has met the AQF Qualifications Issuance Policy.

**Analysis of rectification evidence:**

- Evidence at time of audit was provided that demonstrated the organisation had met the AQF Qualifications Issuance Policy requirements.

**Reasons for outstanding non-compliance:**

- N/A

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

**Original finding:** Compliant

**Following rectification:** n/a

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

**Original finding:** Compliant

**Following rectification:** n/a

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

This element was not audited

#### **SNR 24 Accuracy and integrity of marketing**

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

**Original finding:** Not compliant

**Following rectification:** n/a

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

- The RTO did not provide evidence to demonstrate its marketing and advertising of AQF and VET qualifications were clear, accurate or consistent with its scope of registration.
- In particular, the statement under the 'About' tab - 'Certificates issued by Allens Training (RTO No: 90909)' implies that delivery is conducted by the organisation for the units HLTF301A - Apply First Aid HLTCP201B - Perform CPR units. However these units are not included within the organisations scope of registration

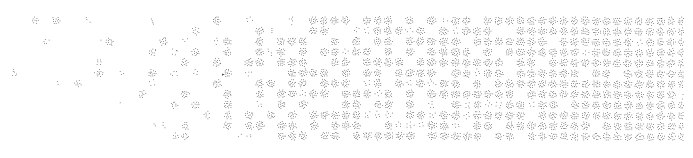
***In order to become compliant, the organisation is required to:***

- Provide evidence to demonstrate the marketing and advertising of AQF and VET qualification is clear, accurate and consistent with the organisations scope of registration.
- Additionally, references to Allen's Training require definition and context as to the role it has with the organisation.

***Analysis of rectification evidence:***

- The RTO has provided evidence that demonstrates the marketing and advertising of AQF and VET qualification is clear, accurate and consistent with the organisations scope of registration.
- Additionally, references to Allen's Training require definition and context as to the role it has with the organisation have been removed from the website





<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> Compliant	<b>Following rectification:</b> n/a

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

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

<b>25.2</b>	<b>The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a

