



AUDIT REPORT

VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Trustee for the Salvation Army (NSW) Property Trust, The
Trading name/s	Booth College
RTO number	0328
CRICOS number	00985J

AUDIT TEAM

Lead auditor	Robyn Trigg
Auditors	Ruth Walker
Technical adviser/s	Click here to enter text.

AUDIT DETAILS

Application number/s	1038843	
Audit number/s	1003167, 1003185	
Audit reason 1	Application – RenewalSpecify other	
Audit reason 2	Other - specify:	
Audit reason 3	Choose an item.Specify other	
Activity type	Site visit	
Address of site/s visited	32A Barnsbury Grove BEXLEY NORTH NSW 67 Cleary St HAMILTON NSW 342 Upper Roma St BRISBANE QLD	
Date/s of audit	22/5/13 (Bexley North), 3/6/13 (Hamilton), 21/6/13 (Brisbane) and 4/7/13 (Bexley North)	
Organisation's contact for audit	Margaret Herring Kylie Casey	Dean of Vocational Training Program Manager Vocational Training
	kylie.casey@ae.salvationarmy.org	95020483
NVR Standards audited	All Essential Standards for Continuing Registration Specify selected Essential Standards #	

BACKGROUND

The Trustee for the Salvation Army (NSW) trading as Booth College was first registered as a training organisation in 1999.

The current VET scope is for 26 qualifications and 3 accredited courses which are being delivered across thirteen delivery sites (three sites in QLD and ten in NSW), not including the Bexley North headquarters. There is one CRICOS student currently enrolled in a long term residential program for youth leadership at the Berkeley Vale NSW site.

A number of programs are not being delivered at any one time because the RTO delivers on an "on demand" basis.

Booth College operates as an enterprise RTO delivering training to Salvation Army staff and a not for profit RTO delivering training to the socially marginalised.

Some sites are training assessment specific facilities. Other sites are for providing community care services but also incorporate program training and assessment delivery as a pathway for staff and clients.

Socially marginalised clients may be facing life challenges such as homelessness, being a youth at risk, being long term unemployed, having a disability and/or other crises. For this reason training is highly dependant upon government funding and programs are generally scheduled as funding becomes available.

The RTO has two partnership arrangements in place for delivering specific scope items.

As indicated in the Audit Sample tables, for purposes of this audit, visits were made to the Bexley North NSW headquarters, (two visits, the second for conducting a closing meeting post delivery site audits), a site in Hamilton NSW and Brisbane QLD. For CRICOS audit purposes, in addition to information provided in the renewal application and at Bexley North headquarter audit, the Berkeley Vale site delivery staff were surveyed by email. That site, with one CRICOS enrolment, had been audited in a NSW VETAB strategic audit just 2 years ago and at that time the audit outcome indicated compliance to the level of best practice. The evidence of that audit was available in ASQA RTO records.

Total number of current enrolments in RTO as at audit date:
Approximately 344

AUDIT SAMPLE

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments
AHC10110	Certificate I in Conservation and Land Management	<input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input checked="" type="checkbox"/> Other – Social Inclusion Program specify	14
AHC20410	Certificate II in Horticulture	<input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input checked="" type="checkbox"/> Other - Jobseekers	21
CPC10111	Certificate I in Construction	<input checked="" type="checkbox"/> Face to face <input checked="" type="checkbox"/> Other – White Card only	0
LMF20309	Certificate II in Furniture Making	<input checked="" type="checkbox"/> Workplace	10
CHC40708	Certificate IV in Community Services	<input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other – Delivery to Salvos staff and volunteers	13 and 7

CHC52108	Diploma of Community Services (Financial Counselling)	<input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other – Delivery to Salvos staff and volunteers	2
CHC41812	Certificate IV in Youth Work	<input checked="" type="checkbox"/> Face to face <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other – Residential campus	7
CHC42212	Certificate IV in Telephone Counselling Skills	<input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other – Delivery to Salvos staff and volunteers	36
TAE40110	Certificate IV in Training and Assessment	<input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other – No scheduled classes	15
SIT20207	Certificate II in Hospitality	<input checked="" type="checkbox"/> Face to face <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other –Program for early school leavers and young people at risk.	9
SIT30707	Certificate III in Hospitality	<input checked="" type="checkbox"/> Face to face <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Other –Program for early school leavers and young people at risk.	1

INTERVIEWEES - Staff

Name	Position	Qualification/course
Major Howard Smart	Principal - Booth College Bexley North NSW	
Major Donna Evans	Vice Principal Bexley North NSW	
Margaret Herring	Dean Vocational Training Bexley North NSW	TAE40110
Kylie Casey	Training Program Manager Bexley North NSW	
Helen Brooks	System Manager Bexley North NSW	
Jacqueline Gluyas	Administration Assistant Bexley North NSW	
Chris Blanch	Catering Coordinator /Trainer & Assessor - OASIS Olive	SIT20207 SIT30707

	Branch Café Hamilton NSW	
Andrew Humphries (by email survey for CRICOS)	Manager School for Youth Leadership - Berkeley Vale NSW	CHC41812
Melissa Humphreys (by email survey for CRICOS)	Manager School for Youth Leadership - Berkeley Vale NSW	CHC41812
Len Matthews	Manager - OASIS Upper Roma Street Brisbane QLD	CHC42212
Gryda Otterman	Program coordinator - OASIS Upper Roma Street Brisbane QLD	CHC42212

AUDIT FINDING

ORIGINAL AUDIT FINDING

Audit finding as at Thursday, 11 July 2013:

The organisation has not demonstrated compliance with one or more compliance requirements examined for the audit.

Level of non-compliance:critical

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 additional evidence received Friday, 27 September 2013

Choose an item.

AUDIT FINDING BY REQUIREMENT

Standards for NVR Registered Training Organisations 2012 – Essential Standards for Continuing Registration

Standard	Original finding	Following rectification
SNR 15	Not-compliant	Compliant
SNR 16	Compliant	Choose an item.
SNR 17	Compliant	Choose an item.
SNR 18	Not-compliant	Compliant
SNR 19	Compliant	Choose an item.
SNR 20	Compliant	Choose an item.
SNR 21	Compliant	Choose an item.
SNR 22	Compliant	Choose an item.
SNR 23 / AQF	Compliant	Choose an item.
SNR 24	Compliant	Choose an item.
SNR 25	Compliant	Choose an item.

**STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS –
ESSENTIAL STANDARDS FOR CONTINUING REGISTRATION**

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.

Select one:

- Compliance with the requirements of this element was **not examined**
- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- NA

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

Select one:

- Compliance with the requirements of this element was **not examined**
- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

- The RTO has demonstrated effective consultation with industry however specific strategies for training and assessment have not demonstrated that the requirements of the relevant training packages are being met. There is a strategy in place for each item sampled for audit purposes. Each strategy correctly identifies codes and titles, describes the type of course, the packaging rules, the consulting research regarding industry demand, course details (work placement/resources/equipment/student support, RPL kit/LL&Nsupport/venue) and structure/proposed delivery plan, summative assessment methods, training and assessment staff, assessment validation processes, methods of gathering stakeholder feedback and potential pathways. Each strategy is endorsed by a Program/Course Coordinator and has version control and pagination.
- However some specific strategies sampled lack details regarding specific target client groups and specific delivery durations (days/hours), reasons for packaging with regard to selection/choice of elective units, consistency between course delivery clustering and course assessment clustering. This was the case with TAE40110 and LMF20309. They also made reference to outdated terminology such as AQTF.

In order to become compliant the organisation is required to:

- The RTO should demonstrate that it has taken action to review, amend and update these strategies.

Analysis of rectification evidence

- For TAE40110 Certificate IV in Training and Assessment, an additional form has been implemented, a training schedule, which is to be completed for each cohort of students commencing through the BPGTV, providing specific details of each cohort, including client group, delivery duration and choice of elective units. The form provided is TAE40110 BPG Training Schedule V1 Sept 2013.
- For LMF20309 Certificate II in Furniture Making an updates TAS (V7 Sept 2013) has been developed. It includes evidence of demand for the program, identification of local industry consultation groups/organisations, the local projects for which target groups are training and the specialised LLN resources and WHS resources sourced from ISC's such as Manufacturing Skills Australia. Course duration, organisation and proposed delivery details, resources and infrastructure requirements are clearly stated.

Audit finding following review of rectification evidence

- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- N/A

15.3 Staff, facilities and 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.

Select one:

- Compliance with the requirements of this element was **not examined**
- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- N/A

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 Quality 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.

Select one:

- Compliance with the requirements of this element was **not examined**
- The organisation has **demonstrated** compliance with the requirements of this element.

<input checked="" type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	<p>Reasons for finding of non-compliance:</p> <ul style="list-style-type: none"> The RTO trainer/assessor records do not meet the requirements for SNR 15.4 (b) because evidence has not been provided to demonstrate that all trainers and assessors hold the competencies as required by the NSSC determination. (It is noted that the previous 8 December 2011 determination is being replaced by a new determination as of 1 July 2013). Specifically it has not been demonstrated that: Andrew Humphreys holds the relevant vocational competencies at least to the level being delivered or assessed. Melissa Humphreys holds the relevant vocational competencies at least to the level being delivered or assessed. Katherine Mills holds the relevant vocational competencies at least to the level being delivered or assessed <p>In order to become compliant the organisation is required to:</p> <ul style="list-style-type: none"> Demonstrate that trainers and assessors identified above who do not meet the requirements of SNR 15.4 (b), that is, who do not hold the vocational competencies at least to the level being delivered, actually have the required competency equivalence, to the unit level.

Analysis of rectification evidence

	<ul style="list-style-type: none"> A trainer competency matrix, resume and TAE40110 certificate have been provided for Andrew Humphreys. The matrix lists Advanced Diploma of Salvation Army Ministry and (commenced by RPL pathway) CHC41812 Certificate IV in Youth Work. It also describes Andrew's relevant work history/experience to demonstrate currency of industry skills spanning a period of almost 20 years in roles such as ministry, program direction, youth co-ordination and corps officer in multiple Salvation Army schools and corps along the NSW East Coast. A qualification alignment mapping shows how Andrew's qualifications, experience and ongoing professional development listed in matrix and resume, provide evidence of competence to train and assess eight specific units of competency in CHC41812 A trainer competency matrix, resume and TAE40110 certificate provided for Melissa Humphreys contains almost the same information except that vocational industry currency activities and PD skills development are different and Melissa's qualification alignment mapping is to just 2 units of competency, CHCCOM403A Use targeted communication skills to build relationships and HLTHIR403C Work effectively with culturally diverse clients and co-workers. The Booth College response notes that Katherine Mills has been on extended sick leave since 15/7/2003 and is not currently training and assessing. A trainer competency matrix, resume and CHC40602 Certificate IV in Youth Work and TAE40110 have been provided. The Booth College response notes that Jodie Mills has taken on some training and assessing for CHC40602. The matrix lists TAE40110 certificate (2013), Bachelor of Social Work from Charles Sturt University (2002) and work history/experience as a youth worker, community group worker, adolescent and family worker and youth support coordinator between 2000 and 2004. Jodie's vocational industry currency and professional training and assessment skills development is extensive since 2009. Jodie's qualification alignment mapping is to 16 units from or relevant to CHC40602.
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Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:

- 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.**

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input checked="" type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- The RTO has demonstrated that that it has undertaken validation of its assessment however it has not demonstrated that sufficient guidance or instructions are provided for the student/candidate so that students know exactly what is expected of them and what they are required to supply. Specifically, it has not been demonstrated that: TAE40110 units in delivery cluster TAEDEL401A, TAEDEL402A TAEDEL301A and BSBCMM401A provide sufficient guidance or instructions.
- The RTO has not demonstrated that assessment tools for direct observation such as checklists, questions to accompany checklists and instructions to students/candidates and assessors/other evidence gatherers are available for all units and or unit clusters for which observation/demonstration is identified as a method of assessment. Specifically, it has not been demonstrated that: AHPCPM202A, AHCNSY203A, LMFFM2001B and LMFFM2002B have such assessment tools available.

In order to become compliant the organisation is required to:

- Demonstrate through the provision of samples relevant to TAE40110, that the RTO ensures that sufficient guidance or instructions are provided for the student/candidate. instructions for the student/candidate.
- Demonstrate through the provision of samples relevant to LMF20309 and AHC20410, that assessment tools for direct observation are available for all relevant qualification units and/or unit clusters.

Analysis of rectification evidence

- Required amendments have been made to the assessment tools identified, namely the cluster of units, TAEDEL401A, DADEL402A, TAEDEL301A and BSBCMM401A. (V2 Sept 2013). Instructions to candidates are clear and detailed with an inbuilt checking system to ensure that the candidate completes each task as required.
- Amended assessment tasks and the marking/answer guides for each: AHC20410 Certificate II in Horticulture units AHPCPM201A Recognise plants and AHCNSY203A Undertake propagation activities (TQCC V2 Sept 2013) have been provided. Booth College response noted that it does not offer the elective AHPCPM202A. Each identifies the assessor, provides clear and detailed instructions to the assessor and the candidate, has clear instructions for 3 activities (short answer questions, a table completion task, a field trip, and an observation checklist) and provides for outcome and feedback to an identified candidate including strengths and weaknesses, areas for

improvement, recommended actions and candidate's comments/feedback. Required signatures and dates are recorded. Unit mapping matrix performance criteria is provided for each.

- Amended assessment tasks and marking/answer guides for each: LMF20309 Certificate II in Furniture Making units LMFFM2001B Use furniture making sector hand and power tools (TQCC V2 Sep 2013) and LMFFM2002B Assemble furnishing components. Activities such as short answer questions, identification table completion, observation checklist and a kitchen design activity have been developed in the same style as those for AHC20410 above with all the same components such as instructions, outcomes/feedback and unit mapping matrix.

Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> • N/A

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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> • N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> • N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> • N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- 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.

Select one:

Compliance with the requirements of this element was **not examined**

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- N/A

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

Select one:

Compliance with the requirements of this element was **not examined**

The organisation has **demonstrated** compliance with the requirements of this element.

<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:

- 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.

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input checked="" type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- | | |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element |

Reason for finding of non-compliance:

- 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.

Select one:

Compliance with the requirements of this element was **not examined**

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- N/A

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

Select one:

Compliance with the requirements of this element was **not examined**

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- 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.

Select one:

Compliance with the requirements of this element was **not examined**

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element.

Reasons for finding of non-compliance:

N/A

In order to become compliant the organisation is required to:

N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

The organisation has **demonstrated** compliance with the requirements of this element.

The organisation has **not demonstrated** compliance with the requirements of this element

Reason for finding of non-compliance:

- N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> The RTO does not currently comply with the VET Quality Framework across all of the operations within its scope of registration. 	
In order to become compliant the organisation is required to:	
<ul style="list-style-type: none"> Demonstrate through rectification evidence submission that it has taken effective corrective actions to ensure compliance across all of the operations within its scope of registration. 	

Analysis of rectification evidence

- Through demonstrating compliance with the requirements of all SNR standards, the organisation has demonstrated compliance with the requirements of this element.

Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
Reason for finding of non-compliance:	
<ul style="list-style-type: none"> N/A 	

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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
Reasons for finding of non-compliance:	

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> • 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.

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input checked="" type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- | | |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element |
| | Reason for finding of non-compliance: |
| | <ul style="list-style-type: none"> • 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.

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input checked="" type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- | | |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element |
| | Reason for finding of non-compliance: |
| | <ul style="list-style-type: none"> • 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.

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input checked="" type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- | | |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element |

Reason for finding of non-compliance:

- N/A

SNR 21: Insurance

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> N/A

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

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
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<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> 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:

- (Option 1) the NVR registered training organisation is administered by a state, territory or Commonwealth government agency**
- (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme [Not available]**
- (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**
- (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**
- (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [Option not available]**

Fee protection option/s nominated by organisation:

<input type="checkbox"/> Not applicable	<input type="checkbox"/> Option 1	<input type="checkbox"/> Option 2	<input checked="" type="checkbox"/> Option 3	<input type="checkbox"/> Option 4	<input type="checkbox"/> Option 5
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Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.

☐	The organisation has not demonstrated compliance with the requirements of this element.
	<p>Reasons for finding of non-compliance:</p> <ul style="list-style-type: none"> • N/A <p>In order to become compliant the organisation is required to:</p> <ul style="list-style-type: none"> • N/A
Analysis of rectification evidence	
<ul style="list-style-type: none"> • N/A 	
Audit finding following review of rectification evidence	
☐	The organisation has demonstrated compliance with the requirements of this element.
☐	<p>The organisation has not demonstrated compliance with the requirements of this element</p> <p>Reason for finding of non-compliance:</p> <ul style="list-style-type: none"> • 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> • N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> • N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> • N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> • N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> • 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> • N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> • N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> • 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none"> N/A

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier.

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was not examined
<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul style="list-style-type: none"> N/A
	In order to become compliant the organisation is required to:
	<ul style="list-style-type: none"> N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none">• N/A

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.

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input checked="" type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- | | |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element |
| | Reason for finding of non-compliance: |
| | <ul style="list-style-type: none"> • N/A |

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

Select one:

- | | |
|-------------------------------------|------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | Compliance with the requirements of this element was not examined |
| <input checked="" type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element. |

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- please enter the analysis of rectification evidence here or enter N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul style="list-style-type: none">• 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> N/A 	
In order to become compliant the organisation is required to:	
<ul style="list-style-type: none"> N/A 	

Analysis of rectification evidence

<ul style="list-style-type: none"> N/A

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
Reason for finding of non-compliance:	
<ul style="list-style-type: none"> 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.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> N/A 	
In order to become compliant the organisation is required to:	

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

- | | |
|--------------------------|-----------------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | The organisation has not demonstrated compliance with the requirements of this element |

Reason for finding of non-compliance:

- N/A