



## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	<b>SAMANTHA JANE &amp; CO PTY LTD</b>
Trading name/s	Gold Training
RTO number	40515
CRICOS number	NA

#### AUDIT TEAM

Lead auditor	Seth Farrington
Auditor/s	NA
Technical adviser/s	NA

#### AUDIT DETAILS

Application number/s	NA	
Audit number/s	1002328	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	Level 3, 77 Mooloolaba Esplanade MOOLOOLABA QLD 4557	
Date/s of audit	19-20/02/2014	
Organisation's contact for audit	Samantha Gregory sam@goldrto.com	CEO 07 5444 4998
NVR standards audited	All Standards for Continuing Registration	

#### BACKGROUND

The RTO has a strong association with Gold Recruitment and had originally identified training needs in the mining and construction sectors. The CEO of the organisation is supported by an RTO manager, a senior trainer/assessor, an administration team and contract trainers/assessors. Training is delivered primarily as a series of workshops supplemented by workplace tasks/projects.

The organisation currently:

- invoices its clients for training and assessment services provided
- delivers training from multiple sites/workplaces



The organisation does not currently:

- deliver training off shore/ outside Australia
- enter into a partnering arrangement
- deliver training and/or assessment services to overseas students studying in Australia
- deliver training and/or assessment services to school students
- deliver training and/or assessment services to apprentices or trainees
- deliver training and/or assessment services to students under the age of 18

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

- 857

#### AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
RIIOHS201A	Work safely and follow OHS policies and procedures	Face to face	92
RIIERR205A	Apply initial response First Aid	Face to face	92
RIIRIS201B	Conduct local risk control	Face to face	92
CPCCOHS1001A	Work safely in the construction industry	Face to face	10
BSB41412	Certificate IV in Work Health and Safety	Face to face	27
BSB20112	Certificate II in Business	Face to face	7

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

#### INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Samantha Gregory	Director	BSB20112
Kerry Barlow	RTO Manager	n/a
Emma Taylor	Administration	n/a
Bruce Gregory	Senior Trainer/Assessor	RIIOHS201A, RIIRIS201B, RIIERR205A, CHCCOHS1001A, BSB41412

#### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

##### Audit finding as at 20/02/2014: 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 10/04/2014: 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	Not compliant	Compliant
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a



<b>SNR 15</b>	<b>The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:</b>		
<b>15.1</b>	<b>The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.</b>		
<b>Original finding:</b>	Compliant	<b>Following rectification:</b>	n/a
<b>15.2</b>	<b>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.</b>		
<b>Original finding:</b>	Compliant	<b>Following rectification:</b>	n/a
<b>15.3</b>	<b>Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.</b>		
<b>Original finding:</b>	Not compliant	<b>Following rectification:</b>	Compliant
<i>Reasons for finding of non-compliance:</i>			
<ul style="list-style-type: none"><li>As non-compliance was identified in SNR 15.5 the organisation has not demonstrated assessment materials are consistent with the requirements of the applicable training package.</li></ul>			
<i>In order to become compliant, the organisation is required to:</i>			
<ul style="list-style-type: none"><li>Provide evidence to satisfactorily address the non-compliances identified in SNR 15.5</li></ul>			
<i>Analysis of rectification evidence:</i>			
<ul style="list-style-type: none"><li>The organisation provided rectification evidence that satisfactorily addressed all of the non-compliances previously identified in relation to SNR 15.5. Consequently, the organisation has demonstrated that its assessment materials are consistent with the requirements of the BSB07 Training Package.</li></ul>			
<b>15.4</b>	<b>Training and assessment is delivered by trainers and assessors who:</b> <b>(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and</b> <b>(b) have the relevant vocational competencies at least to the level being delivered or assessed; and</b> <b>(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and</b> <b>(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</b>		
<b>Original finding:</b>	Compliant	<b>Following rectification:</b>	n/a
<b>15.5</b>	<b>Assessment including Recognition of Prior Learning (RPL):</b> <b>(a) meets the requirements of the relevant Training Package or VET accredited course; and</b> <b>(b) is conducted in accordance with the principles of assessment and the rules of evidence; and</b>		



**(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:*

*CPCCOHS10001A work safely in the construction industry*

Assessment materials

31 Written questions

Practical work task checklist

Completed forms: Hazard report; Safe work method statement; Worker signoff sheet; Incident report

Student file: Gavin Lestrangle

- Analysis of the tools determined they address all requirements of the unit of competency. However, examination of the student file for Gavin Lestrangle demonstrate the assessment process did not ensure all tools were completed by the candidate to provide sufficient evidence before a judgement of competence was made.

#### **BSB41412 Certificate IV in Work Health and Safety**

*BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control*

Assessment materials

Written activity questions

Written project activities

Mapping document

Student files: Ali Khorram, Sallyanne Wood, Bevan Harris

- Analysis of the assessment tools provided determined they did not meet the requirements of the BSB07 Business Services training package (15.5a). They also do not meet the principles of assessment or the rules of evidence (15.5b). The evidence provided did not demonstrate that assessment has been systematically validated (15.5d).
- While knowledge requirements had been addressed the evidence did not demonstrate required skills and critical aspects had been addressed. The project activities focus on the application of knowledge in hypothetical scenarios but do not gather evidence to confirm the demonstration of the associated skills for which compliance gaps remain. For example but not limited to, the provided assessment tools do not gather evidence of the demonstrated performance of the following required skills:
  - Communication skills to communicate with people from a range of backgrounds
  - Evaluation skills to assess WHS information and data
  - Observational skills to identify hazards and to assess and control the risks
- Nor do they ensure evidence is gathered of the candidate contributing to the
  - Identification of a range of hazards
  - Assessment of risks
  - Development, implementation and evaluation of a range or combination of risk controls

*BSBWHS407A Assist with claims management rehabilitation and return to work programs*

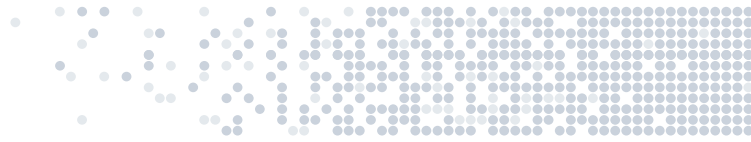
Assessment materials

Assessment questions

Project book tasks

Student files: Ali Khorram, Sallyanne Wood, Bevan Harris

- Analysis of the assessment tools provided determined they did not meet the requirements of the BSB07 Business Services training package (15.5a). They also do not meet the principles of assessment or the rules of evidence (15.5b). The evidence provided did not demonstrate



that assessment has been systematically validated (15.5d).

- While knowledge requirements had been addressed the evidence did not demonstrate required skills and critical aspects had been addressed. The project activities focus on the application of knowledge in hypothetical scenarios but do not gather evidence to confirm the demonstration of the associated skills for which compliance gaps remain. For example but not limited to, the provided assessment tools do not gather evidence of the demonstrated performance of the following required skills:
  - Communication skills and discretion to discuss compensation, treatment, rehabilitation and return-to-work matters sensitively
  - Consultation and negotiation skills
  - Organisational and administrative skills to see that all claims are properly managed
  - Planning skills

### **BSB20112 Certificate II in Business**

*BSBINN201A Contribute to workplace innovation*

Assessment materials

Written questions

Observation

Oral questions

Mapping document

Student files: Aaron Strybis, Joanne Manthey

- Analysis of the assessment tools provided determined they did not meet the requirements of the BSB07 Business Services training package (15.5a). They also do not meet the principles of assessment or the rules of evidence (15.5b). The evidence provided did not demonstrate that assessment has been systematically validated (15.5d).
- While knowledge requirements had been addressed the evidence did not demonstrate required skills and critical aspects had been addressed. The observation tool was not accompanied by information concerning details of the context of the assessment task to ensure consistency of assessment for the task, Consequently, for example but not limited to, the provided assessment tools do not gather evidence of the demonstrated performance of the following required skills:
  - Communication skills to liaise with other team members, to discuss a range of ideas and to be open to different opinions
  - Organisational skills to articulate practical processes and actions for change
  - Problem-solving skills to identify and anticipate problems at a practical operational level and develop possible solutions
- Nor do they ensure evidence is gathered of the candidate demonstrating:
  - Generation of practical ideas in response to a specific workplace situation
  - Effective and open interaction with others to discuss and develop ideas
- Furthermore, the guidance for assessors concerning the practical tasks does not articulate the performance level required to ensure, performance standards are consistent with the requirements of the training package and ensure assessment is conducted consistently across a range of assessors and learners.

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

*CPCCOHS10001A work safely in the construction industry*

- for the above unit provide evidence to demonstrate processes are in place to ensure all evidence requirements have been gathered prior to a determination of competence is made.  
NB: At audit evidence was provided of an updated process to ensure complete evidence is gathered prior to determination of competence – Rectified at audit

### **BSB41412 Certificate IV in Work Health and Safety**

*BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control*



*BSBWHS407A Assist with claims management rehabilitation and return to work programs*

**BSB20112 Certificate II in Business**

*BSBINN201A Contribute to workplace innovation*

- for each of the units of competency above provide a full suite of assessment materials that meets the principles of assessment, the rules of evidence and all the requirements of the unit of competency.
- The assessment materials must include or be accompanied by guidance to assessors to enable them to make consistent judgements about competence and information to students about the assessment process.

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*Analysis of rectification evidence:*

**BSB41412 Certificate IV in Work Health and Safety**

*BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control*

- The organisation provided an amended suite of assessment tools for the above unit of competency, with the noted addition of a practical activity addressing former deficiencies in relation to assessment of required skills and the gathering of evidence as per the critical aspects for assessment specified in the BSB07 Training Package for the unit.
- Review of the assessment tools found that they included information for candidates about the assessment process, and were accompanied by guidance/criteria for assessors to enable them to make consistent judgements about candidate competence.
- Analysis of the evidence affirmed that the organisation's amended assessment tools for *BSBWHS404A Contribute to WHS hazard identification, risk assessment and risk control* met the requirements stipulated in the BSB07 Training Package for the unit, and that assessment will be conducted in accordance with the principles of assessment and rules of evidence.

*BSBWHS407A Assist with claims management rehabilitation and return to work programs*

- The organisation provided an amended suite of assessment tools for the above unit of competency, with the noted addition of a role play and associated practical activity addressing former deficiencies in relation to assessment of required skills and the gathering of evidence as per the critical aspects for assessment specified in the BSB07 Training Package for the unit.
- Review of the assessment tools found that they included information for candidates about the assessment process, and were accompanied by guidance/criteria for assessors to enable them to make consistent judgements about candidate competence.
- Analysis of the evidence affirmed that the organisation's amended assessment tools for *BSBWHS407A Assist with claims management rehabilitation and return to work programs* met the requirements stipulated in the BSB07 Training Package for the unit, and that assessment will be conducted in accordance with the principles of assessment and rules of evidence.

**BSB20112 Certificate II in Business**

*BSBINN201A Contribute to workplace innovation*

- The organisation provided an amended suite of assessment tools for the above unit of competency. It was noted that the tools included a redeveloped observation assessment task addressing former deficiencies in relation to the gathering of evidence of demonstrated performance of required skills and in respect of the critical aspects for assessment specified in the BSB07 Training Package for the unit.
- Review of the assessment tools found that they included information for candidates about the assessment process, benchmarks for the supervisor report and oral questions assessment task, and were accompanied by guidance/criteria for assessors to enable them to make consistent judgements about candidate competence.
- Analysis of the evidence affirmed that the organisation's amended assessment tools for *BSBINN201A Contribute to workplace innovation* met the requirements stipulated in the BSB07 Training Package for the unit, and that assessment will be conducted in accordance





with the principles of assessment and rules of evidence.

<b>SNR 16</b>	<b>The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:</b>
<b>16.1</b>	<b>The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.2</b>	<b>The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.3</b>	<b>Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.4</b>	<b>Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.5</b>	<b>Learners receive training, assessment and support services that meet their individual needs.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.6</b>	<b>Learners have timely access to current and accurate records of their participation and progress.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.7</b>	<b>The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<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>





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**Original finding:** Compliant

**Following rectification:** n/a

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**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

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

**Original finding:** Not audited

**Following rectification:** n/a

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

**Original finding:** Compliant

**Following rectification:** n/a

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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:** Compliant

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*Reasons for finding of non-compliance:*

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

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

- rectify the non-compliances identified in the other SNR Standards will suffice to cover this requirement.
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*Analysis of rectification evidence:*

- The organisation provided evidence that rectified all of the non-compliances previously identified in relation to other SNR Standards in this report. Consequently the organisation's Chief Executive has demonstrated that the NVR registered training organisation complies with the VET Quality Framework.
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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

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

**Original finding:** Compliant

**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:*

- The legal name of the organisation was not listed on the organisation's testamurs.

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

- Include the legal name of the organisation on its testamurs.

*Analysis of rectification evidence:*



- At audit the organisation provided evidence of updated testamurs which address the non-compliance identified.

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

<b>23.3</b>	<b>The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a

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

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

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

<b>24.1</b>	<b>The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a

<b>24.2</b>	<b>The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.</b>
<b>Original finding:</b> 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



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

**Original finding:** Compliant

**Following rectification:** n/a

## Summary of AQTF or VET Quality Framework audit information

As part of the application process to become a Pre-qualified Supplier under the User Choice 2010 – 2015 program and/or the Certificate 3 Guarantee, Gold Training is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF) or VET Quality Framework.

The User Choice program provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited entry-level training to eligible Apprentices and Trainees. The Certificate 3 Guarantee provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited training to eligible participants to gain their first Certificate III qualification.

The AQTF or VET Quality Framework is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.

An AQTF audit reviews evidence of an organisations' compliance with the requirements of the AQTF *Essential Conditions and Standards of Initial/Continuing Registration* to confirm that it is achieving quality training and assessment outcomes. The process also identifies opportunities for improvement on these outcomes.

A VET Quality Framework audit of a registered training organisation reviews evidence of compliance with the requirements of the VET Quality Framework to confirm that it is achieving quality training and assessment outcomes. The process also identifies opportunities for improvement on these outcomes.

This information is published to assist apprentices, trainees and their employers to make informed decisions regarding their selection of a Pre-qualified Supplier for the delivery of training and assessment services.

**Audit Date:** 19 – 20 February 2014

Qualifications audited	
Qualification code	Qualification name
BSB41412	Certificate IV in Work Health and Safety
BSB20112	Certificate II in Business
CPCCOHS1001A	Work safely in the construction industry
RIIOHS201A	Work safely and follow OHS policies and procedures
RIIERR205A	Apply initial response First Aid
RIIRIS201B	Conduct local risk control
RIIOHS201A	Work safely and follow OHS policies and procedures
RIIERR205A	Apply initial response First Aid
RIIRIS201B	Conduct local risk control

Audit Outcome			Rectification	
Was non-compliance identified?	If 'Yes', non-compliance type	Summary of non-compliance	Actions taken to rectify the non-compliance	Has the non-compliance been rectified?
Yes/No	Minor, Significant, Critical			Yes/No
YES	Minor			YES

Explanatory notes:

Non-compliance with the AQTF or VET Quality Framework means that requirements of the have not been met based on the evidence reviewed. Non-compliances are categorised as minor, significant or critical. For the purposes of the User Choice 2010 – 2015 program, only significant and Critical non-compliances need to be published.

Minor: No, or minor, adverse impact on learners with no serious breakdown of provision of quality training and assessment.

Significant: Significant adverse impact on learners with insufficient focus on quality training and assessment outcomes.

Critical: Critical adverse impact on learners with widespread or persistent dissatisfaction with services and outcomes.