



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	MSS Security Pty Limited
Trading name/s	MSS Training Academy
RTO number	110044
CRICOS number	n/a

AUDIT TEAM

Lead auditor	Jen Adlington
Auditor/s	n/a
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	1055132
Audit number/s	1006060
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	41 Pentax Street, Salisbury
Date/s of audit	15 & 16 July 2014
Organisation's contact for audit	Margaret Stinson margaret.stinson@msssecurity.com.au National Training Manager 07 3722 4118
NVR standards audited	Selected Standards for Continuing Registration: 15, 16, 17, 18, 20.2, 22.2, 22.3, 23.1, 24.1 & 25

BACKGROUND

MSS Security Pty Limited trading as MSS Training Academy was first registered in 2009 and is located at 41 Pentax Street, Salisbury. MSS Security is a national business that provides staff for security; and is the parent company of MSS Training Academy who provide training to meet licensing requirements for security officers at MSS Security training offices in South Australia, Western Australia and Queensland.

The organisational structure consists of Margaret Stinson as CEO/ National Training Manager; Sarah Fraser, National Training Coordinator; Emily Rochester, Training & Compliance Administrator; and State HR managers. The business structure of the parent company has Mike McKinnon as Managing Director;



and Martha Travis, General Manager People and Culture who is also the direct reporting line for Margaret Stinson.

Both accredited and non-accredited training is offered and all training is conducted in-house. The non-accredited courses are customised training and focus on client specific requests, including compliance, customer service, emergency response and emergency procedures.

There are no partnerships or agreements.

The organisation delivers CPP20212 Certificate II in Security Operations to those members of the public who want to gain employment in the security industry.

Security training target groups included non-English speaking background, long term unemployed, up-skilling for staff, and traineeships (commonwealth funding).

Revenue is fee for service except for traineeships that are funded by User Choice funding.

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

- 53

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
BSB40507	Certificate IV in Business Administration	Workplace Face to Face, Distance	3
BSB40812	Certificate IV in Frontline Management	Workplace, Face to Face, Distance	5
CPP20212	Certificate II in Security Operations	Face to Face	19
CPP30411	Certificate III in Security Operations	Face to Face, onsite	26
HLTAID003	Provide first aid	Face to Face	0
HLTAID001	Provide cardiopulmonary resuscitation	Face to Face	0
SITHFAB201	Provide responsible service of alcohol	Face to Face	0

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

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Margaret Stinson	National Training Manager	All
Emily Rochester	Training Administrator	All
Sarah Fraser	National Training Coordinator	All

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 16/7/2014: Significant non-compliance

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



- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 05/09/2014: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Not compliant	Compliant
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	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
	<i>Reasons for finding of non-compliance:</i> CPP20212 Certificate II in Security Operations CPP30411 Certificate III in Security Operations BSB40507 Certificate IV in Business Administration BSB40812 Certificate IV in Frontline Management HLTAID003 Provide first aid SITHFAB201 Provide responsible service of alcohol The organisation provided training and assessment strategies for the above listed qualifications / units of competency. <ul style="list-style-type: none">• The assessment materials provided as evidence do not support compliance with the requirements of 15.3. <i>In order to become compliant, the organisation is required to:</i> CPP20212 Certificate II in Security Operations CPP30411 Certificate III in Security Operations BSB40507 Certificate IV in Business Administration BSB40812 Certificate IV in Frontline Management HLTAID003 Provide first aid SITHFAB201 Provide responsible service of alcohol <ul style="list-style-type: none">• Provide evidence to demonstrate the assessment materials meet training package and unit requirements for the above listed qualifications/units of competency.
	<i>Analysis of rectification evidence:</i> CPP20212 Certificate II in Security Operations CPP30411 Certificate III in Security Operations BSB40507 Certificate IV in Business Administration BSB40812 Certificate IV in Frontline Management HLTAID003 Provide first aid SITHFAB201 Provide responsible service of alcohol The organisation has provided evidence that demonstrates assessment materials meet training package and unit requirements for the above listed qualifications/units of competency.
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:

CPP20212 Certificate II in Security Operations

Assessment does not meet all requirements of the CPP07 Property Services Training Package and does not ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.

CPPSEC2004B Respond to a security risk situation

Assessment material provided:

- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Case scenario (3)
- Assessment 3 Practical demonstration with MSS security material contextualised (scenario) to client needs.
- Assessment booklet with answers (marking guide)
- Assessment mapping tool
- Incident report template.

The tools do not address all requirements of the elements/performance criteria, required skills and knowledge and some critical aspects for assessment for the above unit of competency.

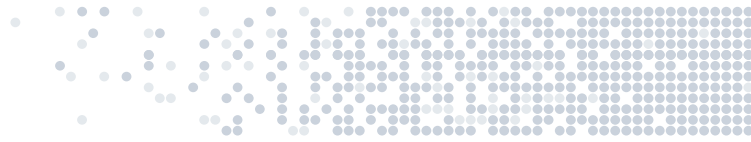
Gaps identified where the required knowledge has not been addressed include *but not limited to*:

- basic legislation applicable to the conduct of security responses
- first aid procedures and their application
- procedures for establishing a sterile area
- procedures to contact emergency services.

The observation checklist does not include observable behaviours that the student must demonstrate in either a workplace setting or simulated environment as required by the unit of competency. Additionally it does not demonstrate the organisation has developed assessment criteria that define the acceptable level of performance required for use by the assessor to ensure consistency in the judgments being made by the assessor/s.

Although there is some instruction for the participant and assessor for the practical assessment there is not sufficient information provided about the conduct of assessment to ensure reliability of assessment. The assessment of the required skills could not be determined.

The critical aspects of assessment are not being met, in particular using effective communication processes and equipment to convey clear and accurate information in a form which is preferred and understood by the receiver and participating in review and debrief processes to evaluate effectiveness of response and related personal stress, and identifying areas for improvement to future practices and



stress reduction.

Student assessment records examined demonstrated that students have been determined competent however there is insufficient evidence to support the determination of competence.

CPPSEC2015A Patrol premises

Assessment material provided:

- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Case scenario (1)
- Assessment 3 Practical demonstration with MSS security material contextualised (scenario) to client needs.
- Assessment booklet with answers (marking guide)
- Assessment mapping tool.

The tools do not address all requirements of the elements/performance criteria, required skills and knowledge and critical aspects for assessment for the above unit of competency.

The written test did not assess all the knowledge requirements of the unit, as the questions do not examine the breadth and depth of knowledge in the unit.

The practical demonstration observation checklist does not sufficiently address the required skills and does not demonstrate the organisation has developed assessment criteria that define the acceptable level of performance required for use by the assessor to ensure consistency in the judgments being made by the assessor/s.

Additionally, although there is some instruction for the participant and assessor for the practical assessment there is not sufficient information provided about the conduct of assessment to ensure reliability of assessment and meet the principles of assessment.

The assessment of the required skills and the critical aspects for assessment and evidence required to demonstrate competency in this unit could not be determined.

CPP30411 Certificate III in Security Operations

Assessment does not meet all requirements of the CPP07 Property Services Training Package and does not ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.

CPPSEC3003A Determine response to security risk situation

Assessment material provided:

- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Case scenario (1)
- Assessment 3 Observation in the workplace
- Assessment 4 Project – written report
- Assessment booklet with answers (marking guide)
- Assessment mapping tool

The tools do not address all requirements of the elements/performance criteria, required skills and knowledge and critical aspects for assessment for the above unit of competency.

Gaps identified where the required knowledge has not been addressed include *but not limited to*:

- approved communication terminology
- phonetic alphabet
- structure and responsibilities of the emergency services agencies.

The practical demonstration observation checklist does not include observable behaviours that the student must demonstrate in either a workplace setting or simulated environment as required by the unit of competency. Additionally it does not sufficiently address the required skills and does not demonstrate



the organisation has developed assessment criteria that define the acceptable level of performance required for use by the assessor to ensure consistency in the judgments being made by the assessor/s. The assessment of the required skills and the critical aspects for assessment and evidence required to demonstrate competency in this unit could not be determined.

Although there is some instruction for the participant and assessor for the practical assessment there is not sufficient information provided about the conduct of assessment to ensure reliability of assessment and meet the principles of assessment. For example *but not limited to*:

- 'you will be asked to perform a series of tasks within your job role'
- the RTO advised that the practical assessment also included oral questioning however this is not reflected in the assessment tool and no other method of gathering evidence was provided.

CPPSEC3013A Control persons using empty hand techniques

Assessment material provided:

- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Case scenario (1)
- Assessment 3 Observation in the workplace
- Assessment 4 Project – written report
- Assessment booklet with answers (marking guide)
- Assessment mapping tool.

The tools do not address all requirements of the elements/performance criteria, required skills and knowledge and critical aspects for assessment for the above unit of competency.

The critical aspects of assessment are not being met, in particular using effective communication techniques to provide warning and clear directions to subject, and conduct basic negotiation to defuse conflict in a manner which engages minority groups.

The written assessments did not assess all the knowledge requirements of the unit, as the questions do not examine the breadth and depth of knowledge in the unit.

Assessment three: the practical demonstration observation checklist does not sufficiently address the required skills and does not demonstrate the organisation has developed assessment criteria that define the acceptable level of performance required for use by the assessor to ensure consistency in the judgments being made by the assessor/s.

Assessment four: The organisation did not demonstrate how it would gather assessment evidence for the project/written report to ensure reliability in the conduct of assessment, consistency in the judgments being made by assessors, and that sufficient and valid evidence will be gathered to support judgements about candidate competency.

The organisation did not demonstrate that all of its assessment tools/tasks provide clear and accurate information/instructions about assessment requirements for students.

The following examples contain conflicting information:

Ass. Task	Participant instructions	Assessor instructions / Assessment instructions
Three: Item 9	"If the duties at the participant's site don't provide an opportunity for carrying out certain functions outlined in the checklist, the trainer will simulate in the environment to ensure the student can be observed carrying out the specified functions."	"Please note that this is a particular unit of competency where only select criteria can be observed in an everyday situation. For this reason please only select the applicable and refer to the mapping. All criteria are assessed over a range (tasks 1, 2 and 4 also) to ensure that competency will be achieved."
Four: Item 2	"If your assessment is not yet competent, your assessor will provide feedback and coaching as required."	"The report needs to effectively address all the criteria detailed above. If this is not the case, refer to mapping tool for further judgement on



	determining competence.”
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BSB40507 Certificate IV in Business Administration

Assessment does not meet all requirements of the BSB07 Business Services Training Package and does not ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.

BSBCUS402B Address customer needs

Assessment material provided:

- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Oral questions
- Assessment 3 Third Party Report
- Assessment 4 Project
- Assessment booklet with answers (marking guide)
- Assessment mapping tool
- RPL assessment.

The tools do not address all requirements of the elements/performance criteria, required skills and knowledge, critical aspects for assessment, specific resources for assessment and range statement for the above unit of competency.

Although there is assessment criteria developed in the benchmark answers in the assessment tools there are no parameters set in many of the questions in assessment task 1 that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.

Assessment four: The organisation did not demonstrate how it would gather assessment evidence for the project/report to ensure reliability in the conduct of assessment, consistency in the judgments being made by assessors, and that sufficient and valid evidence will be gathered to support judgements about candidate competency.

Recognition of prior learning (RPL): The organisation did not demonstrate how it would gather sufficient assessment evidence to ensure reliability in the conduct of assessment, consistency in the judgments being made by assessors, and that sufficient and valid evidence will be gathered to support judgements about candidate competency.

The organisation did not demonstrate how it makes provision for specific resources for assessment to be available to the student at the time of assessment.

The organisation did not demonstrate that all of its assessment tools/tasks provide clear and accurate information/instructions about assessment requirements for students.

The following examples contain unclear information:

Ass. Task	Participant instructions	Third party instructions
Three	There is no instruction as to when the third party report should be provided to their supervisor/line manager to ensure sufficient time is provided for the gathering of evidence.	“Whilst the report can be completed in a short time frame, the participant needs to have demonstrated that they carry out the functions in the workplace consistently and over a period of time, not just a one off occurrence.”
	Participant instructions	Assessor instructions
Four	There is no information to the participant that suggests there should be documentation to attach to the assessment.	“When marking the project, ensure all documentation is completed and <u>attached</u> .”



BSBADM405B Organise meetings

Assessment material provided:

- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Case Scenario (1)
- Assessment 3 Third Party Report
- Assessment 4 Project
- Assessment booklet with answers (marking guide)
- Assessment mapping tool.

The tools do not address all requirements of the elements/performance criteria, required skills and knowledge, critical aspects for assessment for the above unit of competency.

Assessment task one: Although there is assessment criteria developed in the benchmark answers in the assessment tools there are no parameters set in question three that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.

Assessment task two: The assessment tool benchmark answer to the question “why is it necessary to have a working knowledge of the legislation involved in business” does not clearly articulate to the assessor whether the benchmark answer descriptions are an actual assessment or a learning activity.

Assessment four: The organisation did not demonstrate how it would gather assessment evidence for the project/report to ensure reliability in the conduct of assessment, consistency in the judgments being made by assessors, and that sufficient and valid evidence will be gathered to support judgements about candidate competency.

The organisation did not demonstrate that all of its assessment tools/tasks provide clear and accurate information/instructions about assessment requirements for students.

The following examples contain unclear information:

Ass. Task	Participant instructions	Third party instructions
Three	There is no instruction as to when the third party report should be provided to their supervisor/line manager to ensure sufficient time is provided for the gathering of evidence.	“Whilst the report can be completed in a short time frame, the participant needs to have demonstrated that they carry out the functions in the workplace consistently and over a period of time, not just a one off occurrence.”

BSB40812 Certificate IV in Frontline Management

BSBINN301A Promote innovation in a team environment

Assessment material provided:

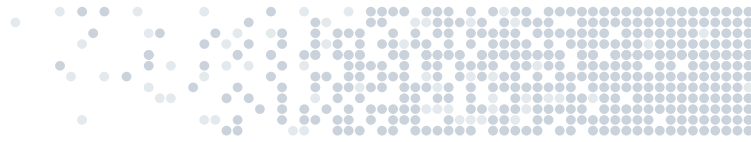
- Assessment 1 Underpinning (written) Knowledge
- Assessment 2 Case Scenario (1)
- Assessment 3 Practical demonstration
- Assessment 4 Project
- Assessment booklet with answers (marking guide)
- Assessment mapping tool.

The tools do not address all requirements of the required knowledge for the above unit of competency.

A gap identified where the required knowledge has not been addressed include *but not limited to*:

- different roles that people may play within a team.

Although there is assessment criteria developed in the benchmark answers in the assessment tools there are no parameters set in many of the questions in assessment task 1 that outline acceptable



performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.

Assessment four: The organisation did not demonstrate how it would gather assessment evidence for the project/report to ensure reliability in the conduct of assessment, consistency in the judgments being made by assessors, and that sufficient and valid evidence will be gathered to support judgements about candidate competency.

HLTAID003 Provide first aid

Assessment material provided:

- Purchased resource from Safework
- Unit assessment tool-Summative assessment Assessor version
- Unit assessment tool-Summative assessment Student version
- Assessment tools include theory and practical assessment
- Training and assessment support manual for assessors
- Practical training checklist.

The organisation did not demonstrate that all of its assessment tools/tasks provide clear and accurate information/instructions about assessment requirements for students.

The practical assessment comprises of 8 scenarios and the same details of what, how and where are repeated in each scenario. The information in each scenario lacks context as to how the scenarios will be undertaken, what resources will be used and how the student will participate in the practical activities. All the scenarios include:

- “how” details that do not include specific resources relevant to the actual activities to be undertaken. Instead the scenarios list equipment that may not be relevant to the activity e.g. hard hat, safety vest, communications equipment, security officer notebook.
- ‘where’ – environmental considerations state; although undertaken in a classroom, scenarios will be simulated and participants will be required to factor in lighting, weather in the scenario. There is no information/instruction that describes how the scenario will actually be simulated.

SITHFAB201 Provide responsible service of alcohol

Assessment material provided:

- Assessment booklet marking guide
- Assessment booklet student version
- Assessment task 1: Question/answer, multiple choice, true/false (49)
- Assessment task 2: Case scenario (1)
- Assessment task 3: Practical demonstration based on a scenario.

The tools do not address all requirements of the elements/performance criteria and required skills for the above unit of competency.

The critical aspects of assessment are not being met, in particular responsibly sell or serve alcohol on multiple occasions to customers; satisfy the legal requirements for responsible sale or service of alcohol for the local state or territory law and follow organisational policies and procedures for the responsible service of alcohol.

Assessment three: The practical demonstration observation checklist does not include observable behaviours that the student must demonstrate in either a workplace setting or simulated environment as required by the unit of competency.

Additionally it does not sufficiently address the required skills and does not demonstrate the organisation has developed assessment criteria that define the acceptable level of performance required for use by the assessor to ensure consistency in the judgments being made by the assessor/s. The assessment of the required skills and the critical aspects for assessment and evidence required to demonstrate competency in this unit could not be determined.

The organisation did not demonstrate that all of its assessment tools/tasks provide clear and accurate information/instructions about assessment requirements for students. Although there is some instruction



for the participant and assessor for the practical assessment there is not sufficient information provided about the conduct of assessment to ensure reliability of assessment.

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

CPP20212 Certificate II in Security Operations

CPPSEC2004B Respond to a security risk situation

CPPSEC2015A Patrol premises

CPP30411 Certificate III in Security Operations

CPPSEC3003A Determine response to security risk situation

CPPSEC3013A Control persons using empty hand techniques

- Provide a full set of assessment materials which fully address the units of competency as specified in the training package including all elements/performance criteria, required skills, knowledge and critical aspects for assessment for the above units.
- Provide evidence to demonstrate the organisation has developed criteria that defines the acceptable performance is outlined for all its assessment tools, including practical checklists to ensure consistency in the judgments being made by its assessor/s.
- Furthermore, the assessment must include clear instructions for the student and assessor.

BSB40507 Certificate IV in Business Administration

BSBADM405B Organise meetings

- Provide a full set of assessment materials which fully address the units of competency as specified in the training package including all elements/performance criteria, required skills, knowledge and critical aspects for assessment for the above units.
- Provide evidence to demonstrate the developed benchmark answers in the assessment tools that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.
- Furthermore, the assessment must include clear instructions for the student and assessor.

BSBCUS402B Address customer needs

- Provide a full set of assessment materials including RPL which fully address the units of competency as specified in the training package including all elements/performance criteria, required skills, knowledge and critical aspects for assessment for the above units.
- Provide evidence to demonstrate the developed benchmark answers in the assessment tools that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.
- Furthermore, the assessment must include clear instructions for the student and assessor.

BSB40812 Certificate IV in Frontline Management

BSBINN301A Promote innovation in a team environment

- Provide a full set of assessment materials which fully address the units of competency as specified in the training package including all elements/performance criteria, required knowledge for the above unit.
- Provide evidence to demonstrate the developed benchmark answers in the assessment tools that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.

HLTAID003 Provide first aid

- Provide evidence to demonstrate that all of its assessment tools/tasks provide clear and accurate information/instructions about assessment requirements to assessors and students. In particular, the context as to how the scenarios will be undertaken, what resources will be used and how the student will participate in the practical activities.

SITHFAB201 Provide responsible service of alcohol

- Provide a full set of assessment materials which fully address the units of competency as specified in the training package including all elements/performance criteria, required skills for the above unit.
- Provide evidence to demonstrate the organisation has developed criteria that defines the



acceptable performance is outlined for all its assessment tools, including practical checklists to ensure consistency in the judgments being made by its assessor/s.

- Furthermore, the assessment must include clear instructions for the student and assessor.

Analysis of rectification evidence:

CPP20212 Certificate II in Security Operations

CPPSEC2004B Respond to a security risk situation

CPPSEC2015A Patrol premises

CPP30411 Certificate III in Security Operations

CPPSEC3003A Determine response to security risk situation

CPPSEC3013A Control persons using empty hand techniques

The organisation has demonstrated it now has assessment materials that address the units of competency as specified in the training package including all elements/performance criteria, required skills, knowledge and critical aspects for assessment for the above units.

Evidence provided demonstrates the organisation has:

- developed criteria that defines the acceptable performance is outlined for all its assessment tools, including practical checklists to ensure consistency in the judgments being made by its assessor/s;
- assessment that contains clear instructions for the student and assessor.

BSB40507 Certificate IV in Business Administration

BSBADM405B Organise meetings

BSBCUS402B Address customer needs

The organisation has demonstrated it now has assessment materials which fully address the units of competency as specified in the training package including all elements/performance criteria, required skills, knowledge and critical aspects for assessment for the above unit.

Evidence provided demonstrates the organisation has:

- developed benchmark answers in the assessment tools that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students;
- assessment that contains clear instructions for the student and assessor;
- developed assessment tools for recognition of prior learning (RPL) assessment.

BSB40812 Certificate IV in Frontline Management

BSBINN301A Promote innovation in a team environment

The organisation has demonstrated it now has assessment materials which fully address the units of competency as specified in the training package including all elements/performance criteria and required knowledge for the above unit.

Evidence provided demonstrates the organisation has:

- developed benchmark answers in the assessment tools that outline acceptable performance requirements to ensure fairness, consistency and reliability of the assessment process and sufficiency in the answers made by students.

HLTAID003 Provide first aid

The organisation has provided evidence to demonstrate its assessment tools/tasks now provide clear and accurate information/instructions about assessment requirements to assessors and students. In particular, the context as to how the scenarios will be undertaken, what resources will be used and how the student will participate in the practical activities.

SITHFAB201 Provide responsible service of alcohol

The organisation has demonstrated its assessment materials fully address the unit of competency as specified in the training package including all elements/performance criteria, required skills for the above unit.

Evidence provided demonstrates the organisation has:



- developed criteria that defines the acceptable performance is outlined for all its assessment tools, including practical checklists to ensure consistency in the judgments being made by its assessor/s.
- assessment that contains clear instructions for the student and assessor.

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: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation did not demonstrate how it provides guidance to learners on how they could access records that relate to their participation and progress in a timely manner.

At audit the organisation provided evidence which demonstrated how it ensures learners are informed of how to gain access to accurate records of their participation and progress in a timely manner. No further evidence is required.

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:		
	<ul style="list-style-type: none">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:		
	<ul style="list-style-type: none">Rectifying all the non-compliances identified at audit will address the non-compliances identified.		
	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:	Not audited	Following rectification:	n/a

SNR 20 Compliance with legislation

20.1	The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.		
Original finding:	Not audited	Following rectification:	n/a

20.2	The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.		
Original finding:	Compliant	Following rectification:	n/a

SNR 21 Insurance

21.1	The NVR registered training organisation must hold public liability insurance throughout its registration period.		
Original finding:	Not audited	Following rectification:	n/a

SNR 22 Financial management

22.1	The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.		
Original finding:	Not audited	Following rectification:	n/a

22.2	The NVR registered training organisation must provide the following fee information to each client: (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges; (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee; (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course; (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed
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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;
 - (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.

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: Compliant

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a



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

This element was not audited.

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

This element was not audited.

SNR 24 Accuracy and integrity of marketing

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a