Audit report – VET Quality Framework
Standards for Registered Training Organisations 2015

ORGANISATION DETAILS

Organisation's legal name: Australian Institute of Personal Trainers Pty Ltd
Trading name/s: Australian Institute of Personal Trainers Pty Ltd
RTO number: 32363
CRICOS number: n/a

AUDIT TEAM

Lead auditor: Christine Williams
Assistant/s: Sonja Anders
Technical advisor/s: n/a

AUDIT DETAILS

Application number/s: 1084548
Audit number/s: 1008810
Audit reason 1: Application - renewal
Audit reason 2: n/a
Audit reason 3: n/a
Activity type: Site visit
Address of site/s visited: Suite 501A, 543 Lutwyche Road, Lutwyche, Qld 4030
Date/s of audit: 19, 20, 21 January 2015
Organisation’s contact for audit: Ms Nicole Briggs
Position Manager, People and Quality 1300138434
Clauses audited: 1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 1.10, 1.11, 1.12, 1.1, 1.14, 1.16, 1.26, 1.27, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 4.1, 5.1, 5.2, 5.3, 5.4, 6.1, 6.2, 6.3, 6.4, 6.5, 8.2, 8.6. The following clauses were included in the audit scope but found to be not applicable to the audit and were therefore not audited. 1.17 to 1.20, 6.6, 7.3.

BACKGROUND

Australian Institute of Personal Trainers Pty Ltd (AIPT) first gained registration on the 20 January 2011. The business was purchased in 2010 with the organisation wanting to take the brand into health and other areas, particularly corporate training and grow its other RTO, Foundation Education Pty Ltd (22557) which gained registration in 2013.
The RTO has a parent company, Foundation Holdings, with three private Directors who own Foundation Holdings and 100% of AIPT and Foundation Education Pty Ltd. The management structure has a Group CEO Kylie Fahey, CEO of Foundation Education Andrew Cotterill, CEO AIPT Adam Jacobs. These ensure business success. GM of education Bradley Low, CFO Adam Woollard, GM careers Hennie Stoltz shared with Group head of marketing A/ Kylie Fahey (this role includes compliance), plus a Manager people and quality. These roles are supported by marketing and groups of careers advisors. Student support is divided into trainers/assessors and pastoral support.

The organisation has administration offices in Sydney (North Sydney), Melbourne (South Yarra), South Australia which has two staff members working remotely to interface with industries, Perth (Joondalup). No delivery conducted from these offices. Each State office is a front facing office conducting industry engagement. AIPT has third party arrangements with a range of gyms whereby the trainer/assessor is employed within the gym.

AIPT only delivers VET, there are no non-vet programs within the organisation. Target groups are VET in schools programs conducting training face-to-face with online theory assessment (blended model), with fitness clients being fee-for-service and a range of qualifications registered for VFH. The organisation rents training rooms as required for example, Willows Health and Wellness Centre, Sports Super Centre, plus the organisations head office at Lutwyche and the South Yarra office has a training capacity of up to 15 students.

- Total number of current enrolments in RTO as at audit date: 10,076

- Traineeships: 39
- Fee-for-service (VET in Schools): 107
- Fee-for-service (Other VET): 5129
- VET FEE Help: 4801

- Total number split into Online/Blended and face-to-face:
  - Online/Blended: 9660
  - Face-to-face: 416

**AUDIT SAMPLE**

<table>
<thead>
<tr>
<th>Code</th>
<th>Training products</th>
<th>Mode/s of delivery / assessment</th>
<th>Current enrolments</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB50215</td>
<td>Diploma of Business</td>
<td>Face-to-face / online</td>
<td>FTF38 Onl196 VFH234</td>
</tr>
<tr>
<td>BSB51215</td>
<td>Diploma of Marketing</td>
<td>Online</td>
<td>FTF 0 Onl 18 VFH 18</td>
</tr>
<tr>
<td>CHC50113</td>
<td>Diploma of Early Childhood Education and Care</td>
<td>Face-to-face / online</td>
<td>FTF34 Onl118 VFH152</td>
</tr>
<tr>
<td>FNS50215</td>
<td>Diploma of Accounting</td>
<td>Online only</td>
<td>FTF0 Onl64 VFH 64</td>
</tr>
<tr>
<td>HLT52012</td>
<td>Diploma of Practice Management</td>
<td>Online only</td>
<td>FTF0 Onl790 VFH789</td>
</tr>
<tr>
<td>HLT52015</td>
<td>Diploma of Remedial Massage</td>
<td>Online only /blended</td>
<td>NIL</td>
</tr>
</tbody>
</table>
SIR50112  Diploma of Retail Management  Online only  FTF0 Onl17 VFH16
SIS30313  Certificate III in Fitness  Face-to-face / online / blended  FTF143 Onl397 VFH0
SIS40210  Certificate IV in Fitness  Face-to-face / online / blended  FTF54 Onl 4564 VFH 0
SIT50112  Diploma of Travel and Tourism  Online only  FTF0 Onl16 VFH 14
SIT50313  Diploma of Hospitality  Online only blended  FTF 0 Onl 94 VFH 93
TAE40110  Certificate IV in Training and Assessment  Face-to-face / online / blended  FTF 79 Onl 13 VFH 0
10136NAT  Diploma of Nutrition (Non-Clinical Advisor)  Online only / blended  FTF 0 Onl 68 VFH 63

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

INTERVIEWEES

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Training products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kylie Fahey</td>
<td>Group CEO</td>
<td>n/a</td>
</tr>
<tr>
<td>Bradley Low</td>
<td>GM, Education</td>
<td>n/a</td>
</tr>
<tr>
<td>Nicole Briggs</td>
<td>HR and Quality</td>
<td>n/a</td>
</tr>
<tr>
<td>Alex Black</td>
<td>Quality Coordinator</td>
<td>n/a</td>
</tr>
<tr>
<td>Matthew Hunt</td>
<td>Trainer/assessor</td>
<td>SIS30313 &amp; SIS40210</td>
</tr>
</tbody>
</table>

ORIGINAL FINDING AT TIME OF AUDIT

Audit finding: Significant non-compliance
Report completed by: Christine Williams
Date: 28/01/2016

- 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 26/02/2016: Compliant
Report completed by: Madelain McCann
Date: 10/03/2016
AUDIT FINDING BY STANDARD

<table>
<thead>
<tr>
<th>Standard</th>
<th>Original finding</th>
<th>Finding following rectification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard 1</td>
<td>Not compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>Standard 2</td>
<td>Not compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>Standard 3</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard 4</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard 5</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard 6</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard 7</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
<tr>
<td>Standard 8</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
</tbody>
</table>

ABOUT THIS REPORT

This report details findings against the Standards for Registered Training Organisations 2015. The evidence guidance included against each clause is designed to guide the auditor and RTO on the requirements of the clause. The evidence guidance is not designed to limit the audit findings and there may be other factors an auditor takes into consideration when determining whether compliance has been demonstrated.

Where evidence of non-compliance is identified, the ‘Reasons for finding of non-compliance’ section of the report will document the issues that were considered in the formulation of a finding of non-compliance.
STANDARD 1
The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.
To be compliant with Standard 1 the RTO must meet the following:

Clause 1.1
The RTO’s training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Original finding: Not compliant  Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A training and assessment strategy (or strategies) was provided for each training product sampled</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Each strategy is consistent with the requirements of the training product</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Each strategy provides a framework to guide the learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment process</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Each strategy identifies an amount of training to be provided to learners that is consistent with the requirements of the training product</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Each strategy has been consistently implemented</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Reasons for finding of non-compliance:

**HLT52015 Diploma of Remedial Massage**
**10136NAT Diploma of Nutrition (Non-Clinical Advisor)**
**SIS30313 Certificate III in Fitness**

- **HLTAID003 Provide first aid**
  The organisation is not resourced to deliver the above unit of competency. Therefore, the organisation has not evidenced how the amount of training it provides will enable the learner to meet the requirements for the above unit of competency.

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

**HLT52015 Diploma of Remedial Massage**
**10136NAT Diploma of Nutrition (Non-Clinical Advisor)**
**SIS30313 Certificate III in Fitness**

- **HLTAID003 Provide first aid**
  Provide evidence of how it has the ability to resource the above unit of competency within the above qualifications and accredited course evaluated at the audit site visit. If the organisation is to deliver this through third party arrangements and conduct of credit transfer or any other means, this is to be clearly articulated in the organisation’s strategies and all information provided to students both in writing and online. The preference of the organisation to just reimburse a student after they pay and achieve the HLTAID003 unit at another provider is not a preferred method unless there are very clear guidelines for both staff and student.

Analysis of rectification evidence:

- The organisation provided the following evidence:
  - Cover letter
The evidence provided demonstrates the organisation has a ‘national agreement’ with St John Ambulance (Qld) for the delivery of HLTAID003 Provide first Aid. Alternatively, learners are provided a link within the student handbook to a list of other providers who they may use to complete the unit of competency. Learners are reimbursed for the training they undertake with either St John or other provider.

This information is communicated to students via the organisations website and the student handbook is sent to the student prior to enrolment which at page 5 advises the student of their requirement to complete HLTAID003 Provide first aid through an external provider.

The organisation has demonstrated compliance with Clause 1.1.

**Clause 1.2**
For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:
- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

<table>
<thead>
<tr>
<th>Original finding</th>
<th>Following rectification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compliant</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Evidence guidance**

| For each training product sampled, the amount of training to be provided identified in each strategy is consistent with: |
|---------------------------------|-----------------------------|
| the existing skills, knowledge and experience of learners | ☑ | ☐ |
| the mode/s of delivery | ☑ | ☐ |
| the number of units and/or modules being delivered | ☑ | ☐ |

**Clause 1.3**
The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:
- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

<table>
<thead>
<tr>
<th>Original finding</th>
<th>Following rectification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not compliant</td>
<td>Compliant</td>
</tr>
</tbody>
</table>

**Evidence guidance**

| | Y | N |
|---------------------------------|-----------------------------|
| For trainers and assessors to deliver the training and assessment | ☑ | ☐ |
For all training products sampled, there are sufficient:

- trainers and assessors
- educational and support services to meet the needs of learners
- learning resources that address the requirements of all components of the relevant training product and are accessible to all learners
- facilities and equipment to accommodate the number of learners

Consistency is evident between each strategy and the above resources

**Reasons for finding of non-compliance:**
- **HLTAID003 Provide first aid**
  Whilst the organisation has a significant number of support staff and learning resources, as the organisation does not provide any resources for the delivery of the above unit of competency it has not evidenced that it has the support services and learning resources to address the requirements of all components of the above unit of competency.

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

- **HLTAID003 Provide first aid**
  Provide evidence of support services and resources for the delivery and assessment of the above unit of competency. Refer also to evaluation at Clauses 1.1 and 1.8.

**Analysis of rectification evidence:**
- **HLTAID003 Provide first aid**
  The organisation has provided evidence of support services and resources to ensure learners are informed and achieve the unit of competency stated above. Refer clauses 1.1 and 1.8.

The organisation has demonstrated compliance with Clause 1.3.

**Clause 1.4**
The RTO meets all requirements specified in the relevant training package or VET accredited course.

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and assessment strategies and resources are consistent with the requirements of each training product sampled</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>Training and assessment practices are consistent with the requirements of each training product sampled</td>
<td>☐</td>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Reasons for finding of non-compliance:**
- The organisation was found not-compliant at clauses 1.1, 1.3, 1.6, 1.8 and therefore has not met the requirements of Clause 1.4.

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

- Provide the rectification evidence required at clauses 1.1, 1.3, 1.6, 1.8.
Analysis of rectification evidence:

- The organisation provided sufficient evidence to address the non-compliances noted at clauses 1.1, 1.3, 1.6 and 1.8 within this report and therefore has demonstrated compliance with Clause 1.4.

The organisation has demonstrated compliance with Clause 1.4.

### Clause 1.5
The RTO’s training and assessment practices are relevant to the needs of industry and informed by industry engagement.

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>Training and assessment practices are informed by and consistent with the outcomes from industry engagement strategies</td>
<td>✗</td>
</tr>
</tbody>
</table>

### Clause 1.6
The RTO implements a range of strategies for industry engagement and systematically uses the outcome of that industry engagement to ensure the industry relevance of:

a) its training and assessment strategies, practices and resources; and
b) the current industry skills of its trainers and assessors.

<table>
<thead>
<tr>
<th>Original finding: Not compliant</th>
<th>Following rectification: Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>A range of industry engagement strategies have been developed</td>
<td>✗</td>
</tr>
<tr>
<td>Industry engagement strategies have been implemented</td>
<td>✗</td>
</tr>
</tbody>
</table>

Outcomes from industry engagement strategies have been systematically used to inform:

- training and assessment strategies
- training and assessment practices
- resources, including facilities and equipment
- current industry skills required to be held by trainers and assessors

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

- HLTAID003 Provide first aid
  
  Whilst the organisation has a significant number of support staff and learning resources, as the organisation does not provide any resources for the delivery of the above unit of competency it has not evidenced that it has the support services and learning resources to address the requirements of all components of the above unit of competency.

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

- HLTAID003 Provide first aid
  
  Provide evidence of support services and resources for the delivery and assessment of the above unit of competency. Refer also to evaluation at clauses 1.1, 1.3, 1.4 and 1.8.

**Analysis of rectification evidence:**

- HLTAID003 Provide first aid
The organisation has provided evidence of support services and resources to ensure learners are informed and achieve the unit of competency stated above. Refer clauses 1.1.

The organisation has demonstrated compliance with Clause 1.6.

Clause 1.7
The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>Support needs of learners have been identified</td>
<td>☒</td>
</tr>
<tr>
<td>Learners have access to educational and support services necessary for them to meet the requirements of the relevant training product</td>
<td>☒</td>
</tr>
</tbody>
</table>

Clause 1.8
The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

a) complies with the assessment requirements of the relevant training package or VET accredited course; and

b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

<table>
<thead>
<tr>
<th>Fairness</th>
<th>Flexibility</th>
<th>Validity</th>
</tr>
</thead>
</table>
| The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. | Assessment is flexible to the individual learner by:
- reflecting the learner’s needs;
- assessing competencies held by the learner no matter how or where they have been acquired; and
- drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. | Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:
- assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- assessment of knowledge and skills is integrated with their practical application;
- assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- judgement of competence is based on evidence of learner performance that is
aligned to the unit/s of competency and associated assessment requirements.

<table>
<thead>
<tr>
<th>Reliability</th>
<th>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Validity</td>
<td>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</td>
</tr>
<tr>
<td>Sufficiency</td>
<td>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.</td>
</tr>
<tr>
<td>Authenticity</td>
<td>The assessor is assured that the evidence presented for assessment is the learner’s own work.</td>
</tr>
<tr>
<td>Currency</td>
<td>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</td>
</tr>
</tbody>
</table>

| Original finding: Not compliant | Following rectification: Compliant |

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
</table>

**BSB50215** Diploma of Business  
**BSBPMG522** Undertake project work  
**BSBSMB404** Undertake small business planning  
Assessment complies with the assessment requirements of the relevant training package or VET accredited course.  
Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**BSB51215** Diploma of Marketing  
**BSBPMG522** Undertake project work  
**BSBMKG502** Establish and adjust the marketing mix  
Assessment complies with the assessment requirements of the relevant training package or VET accredited course.  
Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**CHC50113** Diploma of Early Childhood Education and Care  
**CHCCE003** Provide care for children  
**CHCDIV002** Promote Aboriginal and/or Torres Strait Islander cultural safety  
Assessment complies with the assessment requirements of the relevant training package or VET accredited course.  
Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2
<table>
<thead>
<tr>
<th>Code</th>
<th>Course Description</th>
<th>Assessment Compliance</th>
</tr>
</thead>
<tbody>
<tr>
<td>FNS50215</td>
<td>Diploma of Accounting</td>
<td>Assessment complies with the assessment requirements of the relevant training package or VET accredited course.</td>
</tr>
<tr>
<td></td>
<td>FNSACC501 Provide financial and business performance information</td>
<td>Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2</td>
</tr>
<tr>
<td></td>
<td>BSBITU402 Develop and use complex spreadsheets</td>
<td></td>
</tr>
<tr>
<td>HLT52012</td>
<td>Diploma of Practice Management</td>
<td>Assessment complies with the assessment requirements of the relevant training package or VET accredited course.</td>
</tr>
<tr>
<td></td>
<td>BSBADM502B Manage meetings</td>
<td>Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2</td>
</tr>
<tr>
<td></td>
<td>HLTIN403C Implement and monitor infection control policy and procedures</td>
<td></td>
</tr>
<tr>
<td>HLT52015</td>
<td>Diploma of Remedial Massage</td>
<td>Assessment complies with the assessment requirements of the relevant training package or VET accredited course.</td>
</tr>
<tr>
<td></td>
<td>HLTMSG003 Perform remedial massage musculoskeletal assessments</td>
<td>Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2</td>
</tr>
<tr>
<td></td>
<td>HLTMSG005 Provide remedial massage treatments</td>
<td></td>
</tr>
<tr>
<td>SIR50112</td>
<td>Diploma of Retail Management</td>
<td>Assessment complies with the assessment requirements of the relevant training package or VET accredited course.</td>
</tr>
<tr>
<td></td>
<td>BSBHRM506A Manage recruitment, selection and induction process</td>
<td>Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2</td>
</tr>
<tr>
<td></td>
<td>SIRXLSLS009A Manage sales teams</td>
<td></td>
</tr>
<tr>
<td>SIS30313</td>
<td>Certificate III in Fitness</td>
<td>Assessment complies with the assessment requirements of the relevant training package or VET accredited course.</td>
</tr>
<tr>
<td></td>
<td>SISFFIT305A Apply anatomy and physiology principles in a fitness context</td>
<td>Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2</td>
</tr>
<tr>
<td></td>
<td>SISFFIT308A Plan and delivery gym programs</td>
<td></td>
</tr>
</tbody>
</table>
Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**SIS40210 Certificate IV in Fitness**
SISFFIT417A Undertake long term exercise programming
SISFFIT421A Plan and deliver personal training

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.

Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**SIT50112 Diploma of Travel and Tourism**
SITXFIN401 Interpret financial information
BSBMKG507 Interpret market trends developments

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.

Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**SIT50313 Diploma of Hospitality**
SITXHRM401 Roster staff
BSBCMM401A Make a presentation

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.

Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**TAE40110 Certificate IV in Training and Assessment**
TAEDEL402A Plan, organise and facilitate learning in the workplace
TAEASS402B Assess competence

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.

Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2

**10136NAT Diploma of Nutrition (Non-Clinical Advisor)**
HLTINF001 Comply with infection prevention and control policies and procedures
NUTNWM502A Provide specialised nutrition advice for weight management

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.

Assessment is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of evidence contained in Table 1.8-2.

Reasons for finding of non-compliance:

**HLT52012 Diploma of Practice Management**

**BSBADM502B Manage meetings**

- The organisation uses Catapult for the delivery and assessment of this qualification. There is a variety of formative and summative assessment conducted. The student must be in the workplace to successfully complete the qualification and for the purpose of carrying out the practical component.

- The supervisor report collects the evidence of all practical activities with the theory component completed by the student online. The supervisor’s report does not allow for sufficiency of evidence as required under the skills within the above unit of competency for example, but not limited to, a student conducting complex meetings, interpersonal exchanges and to interact with others, encourage feedback and conduct oral presentations to a group and to consult with participants and answer questions.

**HLT52015 Diploma of Remedial Massage**

**HLTMSG005 Provide remedial massage treatments**

- The organisation uses a commercial resource by ‘Enhance Your Future Pty Ltd’ which has been moderated and enhanced. The above unit of competency requires a large amount of practical evidence to be collected by the ‘Practice’ owner/qualified remedial massage therapist. However, the organisation does not have a mechanism in place for a qualified VET assessor to conduct any assessment for example by video, Skype or other means.

**CHC50113 Diploma of Early Childhood Education and Care**

**CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety**

- Assessment materials comprise of:
  - Two Projects
  - Observation checklist.

The evidence provided does not clearly support or demonstrate that the essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit is meeting the requirements of the training package including:

  - Legislative context for Aboriginal and/or Torres Strait Islander cultural safety
  - Factors that contribute to Aboriginal and/or Torres Strait Islander ill health and common diseases experienced by these groups of people.

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

Provide the following rectification evidence:

**HLT52012 Diploma of Practice Management**

**BSBADM502B Manage meetings**

- In order to evidence compliance, the organisation is to provide evidence of sufficient information being provided to the workplace supervisor to ensure a clear understanding of the collection of
valid, reliable evidence reporting by the workplace supervisor to ensure all aspects of the practical requirements of the above unit of competency are met to enable the trainer/assessor to make a judgement of competent and ensure the rules of evidence and principals of assessment are adhered to.

**HLT52015 Diploma of Remedial Massage**

*HLTMSG005 Provide remedial massage treatments*

- In order to evidence compliance for the above unit of competency, the organisation is to provide evidence of how it will ensure valid and reliable assessment is conducted by a qualified assessor, meets the unit of competency requirements and is conducted by what medium. The workplace supervisor is provided with sufficient information to ensure a clear understanding of the collection of valid, reliable evidence. In the case of massage some form of visual recording for example, but not limited to, video, Skype etc.

**CHC50113 Diploma of Early Childhood Education and Care**

*CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety*

- Provide an assessment tool that clearly supports or demonstrates that the essential knowledge required to effectively complete tasks outlined in the elements and performance criteria of this unit are meeting the requirements of the training package including:
  - Legislative context for Aboriginal and/or Torres Strait Islander cultural safety
  - Factors that contribute to Aboriginal and/or Torres Strait Islander ill health and common diseases experienced by these groups of people.

**Analysis of rectification evidence:**

**HLT52012 Diploma of Practice Management**

*BSBADM502B Manage meetings*

The organisation provided the following evidence:

- Att 6 – BSBADM502B Manage Meeting_Assessment Project and Assessor Guide.pdf
  - The evidence provided demonstrates the organisation has developed a new assessment task which requires the student to manage a meeting in the workplace (if the required depth is possible) or alternatively the organisation will coordinate an online forum for the student to participate in.
  - The observation checklist provides sufficient guidance to the workplace supervisor to ensure a clear understanding of the collection of valid, reliable evidence reporting by the workplace supervisor to ensure all aspects of the practical requirements of the above unit of competency are met.

**HLT52015 Diploma of Remedial Massage**

*HLTMSG005 Provide remedial massage treatments*

The organisation provided the following evidence:

- Att 7 – HLTMSG005 Provide Remedial Massage Treatments_Simulation Assessment Activity.pdf
  - The evidence provided demonstrates that the organisation has developed an additional assessment task which ensures valid and reliable assessment is conducted by a qualified assessor and meets the unit of competency requirements.
  - The additional assessment task requires the learners to submit a video (60 minute film) of them providing remedial massage treatments to a client, which will be assessed by a qualified assessor.
CHC50113 Diploma of Early Childhood Education and Care
CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

The organisation provided the following evidence:

- Att 8 – CHCDIV002 – Projects 1 and 2.pdf
- Att 9 – CHCDIV002 – Summative Assessment Questions.pdf

- The organisation has developed an additional 2 projects and 3 additional summative theory questions.
- The evidence provided demonstrates that the organisations additional theory questions and projects ensure the elements and performance criteria of this unit are meeting the requirements of the training package including:
  - Legislative context for Aboriginal and/or Torres Strait Islander cultural safety
  - Factors that contribute to Aboriginal and/or Torres Strait Islander ill health and common diseases experienced by these groups of people.

The organisation has demonstrated compliance with Clause 1.8.

<table>
<thead>
<tr>
<th>Clause 1.9</th>
<th>The RTO implements a plan for ongoing systematic validation of assessment practices and judgements that includes for each training product on the RTO’s scope of registration:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a) when assessment validation will occur;</td>
</tr>
<tr>
<td></td>
<td>b) which training products will be the focus of the validation;</td>
</tr>
<tr>
<td></td>
<td>c) who will lead and participate in validation activities; and</td>
</tr>
<tr>
<td></td>
<td>d) how the outcomes of these activities will be documented and acted upon.</td>
</tr>
</tbody>
</table>

Original finding: Compliant  Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A plan for ongoing systematic validation of assessment has been developed that identifies:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- when assessment validation will occur for each training product on the RTO’s scope of registration</td>
<td>☒</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>- who will lead and participate in validation activities</td>
<td>☒</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>- how the validation outcomes will be documented and acted upon</td>
<td>☒</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>The plan for validation has been implemented</td>
<td>☒</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Clause 1.10
For the purposes of **Clause 1.9**, each training product is validated at least once every five years, with at least 50% of products validated within the first three years of each five year cycle, taking into account the relative risks of all of the training products on the RTO’s scope of registration, including those risks identified by the VET Regulator.

Original finding: Compliant  Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>The plan for validation of assessment ensures:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- all training products will be validated at least once every five years</td>
<td>☒</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>- at least 50% of training products will be validated in the first three years of the above cycle</td>
<td>☒</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>- relative risk of all training products are taken into account in scheduling</td>
<td>☒</td>
<td>☐</td>
<td></td>
</tr>
</tbody>
</table>
Clause 1.11
For the purposes of Clause 1.9, systematic validation of an RTO’s assessment practices and judgements is undertaken by one or more persons who are not directly involved in the particular instance of delivery and assessment of the training product being validated, and who collectively have:

a) vocational competencies and current industry skills relevant to the assessment being validated;
b) current knowledge and skills in vocational teaching and learning; and
c) the training and assessment qualification or assessor skill set referred to in Item 1 or 3 of Schedule 1.

Industry experts may be involved in validation to ensure there is the combination of expertise set out in (a) to (c) above.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

Y N

Validation of assessment has been completed for at least one training product.

If no, clause is not audited. If yes:

Validation of assessment has been undertaken by one or more persons who, collectively, hold:

- relevant vocational competencies and current industry skills
- current knowledge and skills in VET teaching and learning
- TAE40110 Certificate IV in Training and Assessment (or its successor) or TAESS00001 Assessor skill set (or its successor)

Final validation decisions are made by a person who was not directly involved with the delivery and assessment of the training product being validated

Clause 1.12
The RTO offers recognition of prior learning to individual learners.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

Y N

RPL has been offered to individual learners

Clause 1.13
In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO’s training and assessment is delivered only by persons who have:

a) vocational competencies at least to the level being delivered and assessed;
b) current industry skills directly relevant to the training and assessment being provided; and
c) current knowledge and skills in vocational training and learning that informs their training and assessment.
Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
</table>

**Evidence guidance**

Each trainer / assessor **must meet all** requirements for each training product being delivered:

<table>
<thead>
<tr>
<th>Trainer / Assessor name</th>
<th>Training product code/s delivered</th>
<th>1.13 (a)</th>
<th>1.13 (b)</th>
<th>1.13 (c)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Y</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>

- Kaneez Selim: FNS50215
  - 1.13 (a): ☒
  - 1.13 (b): ☐
  - 1.13 (c): ☒

- Dipti Arora: CHC50113
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Glen Chipperfield: TAE40110
  - 1.13 (a): ☒
  - 1.13 (b): ☐
  - 1.13 (c): ☒

- Megan Turner: SIT50112
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Kahlile Barringer: SIT50313
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Stephanie Crisp: SIT50112
  - 1.13 (a): ☒
  - 1.13 (b): ☐
  - 1.13 (c): ☒

- Hayley Gorlitz-Wilson: BSB51215
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Matthew Hunt: SIS30313, SIS40210
  - 1.13 (a): ☒
  - 1.13 (b): ☐
  - 1.13 (c): ☒

- Ben Wildey: Eddie
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Eddie Medina: HLT50212
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Tammy Dayan: HLT52015
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒

- Courtney Ellis: 10136NAT
  - 1.13 (a): ☒
  - 1.13 (b): ☒
  - 1.13 (c): ☒
Clause 1.14
The RTO’s training and assessment is delivered only by persons who have:
   a) prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1, or demonstrated equivalence of competencies; and
   b) from 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.

Original finding: Compliant
Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>VET qualifications of trainers and assessors have been verified</td>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

Each trainer / assessor must meet at least one of the following requirements:

<table>
<thead>
<tr>
<th>Trainer / Assessor name</th>
<th>Schedule 1 Item 1</th>
<th>Schedule 1 Item 2</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Y</td>
<td>N</td>
</tr>
<tr>
<td>Matthew Hunt</td>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

All other trainers/assessors noted above in clause 1.13

Schedule 1, Item 1: TAE40110 Certificate IV in Training and Assessment or its successor
Schedule 1, Item 2: A Diploma or higher level qualification in adult education

Clause 1.15
Where a person conducts assessment only, the RTO ensures that the person has:
   a) prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1, or demonstrated equivalence of competencies; and
   b) from 1 January 2016, Item 1 or Item 2 or Item 3 of Schedule 1.

Original finding: Not audited
Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>The RTO uses assessors that conduct assessment only. If no, clause is not audited. If yes:</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

Each assessor must meet at least one of the following requirements:

<table>
<thead>
<tr>
<th>Assessor name</th>
<th>Schedule 1 Item 1</th>
<th>Schedule 1 Item 2</th>
<th>Schedule 1 Item 3</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Y</td>
<td>N</td>
<td>Y</td>
</tr>
</tbody>
</table>

Schedule 1, Item 1: TAE40110 Certificate IV in Training and Assessment or its successor
Schedule 1, Item 2: A Diploma or higher level qualification in adult education
Schedule 1, Item 3: TAESS00001 Assessor Skill Set or its successor
Clause 1.16
The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

Original finding: Compliant  
Following rectification: n/a

Evidence guidance

| Trainers and assessors undertake professional development in the knowledge and practice of vocational training, learning and assessment, including competency based training and assessment |
|---|---|
| Y | N |

Clause 1.17
Where the RTO, in delivering training and assessment, engages an individual who is not a trainer or assessor, the individual works under the supervision of a trainer and does not determine assessment outcomes.

Original finding: Not audited  
Following rectification: n/a

Evidence guidance

| People delivering training under supervision are utilised |
|---|---|
| Y | N |
| If no, clauses 1.17 – 1.20 are not audited, go to Clause 1.22. If yes: |
| Supervision is provided by a trainer that meets the requirements of clauses 1.13 and 1.14 |
| Y | N |
| People under supervision do not determine assessment outcomes |
| Y | N |

Clause 1.18
The RTO ensures that any individual working under the supervision of a trainer under Clause 1.17:

- a) holds the skill set defined in Item 4 of Schedule 1 or, prior to 1 January 2016, is able to demonstrate equivalence of competencies;
- b) has vocational competencies at least to the level being delivered and assessed; and
- c) has current industry skills directly relevant to the training and assessment being provided.

Original finding: Not audited  
Following rectification: n/a

Evidence guidance

| Each individual who works under the supervision of a trainer must meet all requirements for each training product being delivered: |
|---|---|
| Individual working under supervision name | Training product code/s delivered |
| | 1.18 (a) | 1.18 (b) | 1.18 (c) |
| | Y | N | Y | N | Y | N |

Schedule 1, Item 4: TAESS00003 Enterprise trainer and assessor skill set or its successor, or
TAESS00007 Enterprise trainer – presenting skill set or its successor; or
TAESS00008 Enterprise trainer – mentoring skill set or its successor

Clause 1.19
Where the RTO engages an individual under Clause 1.17, it ensures that the training and assessment complies with Standard 1.
Original finding: Not audited  
Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training and assessment complies with Standard 1</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Clause 1.20**

Without limiting Clauses 1.17 - 1.19, the RTO:

a) determines and puts in place:
   i) the level of the supervision required; and
   ii) any requirements, conditions or restrictions considered necessary on the individual’s involvement in the provision of training and collection of assessment evidence; and

b) ensures that trainers providing supervision monitor and are accountable for all training provision and collection of assessment evidence by the individual under their supervision.

Original finding: Not audited  
Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Supervision arrangements have been identified</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>People delivering training under supervision have been monitored by the supervising trainer</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Clause 1.21**

Prior to 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor) the RTO must ensure all trainers and assessors delivering the training and assessment:

a) hold the training and assessment qualification at least to the level being delivered; or

b) have demonstrated equivalence of competencies.

Not audited - clause does not apply from 1 January 2016 (Clause 1.22 applies from this date)

**Clause 1.22**

From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor) the RTO must ensure all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered.

Note: from 1 January 2017, the requirements set out in Clause 1.22 continue to apply to any other AQF qualification or skill set from the Training and Education Training Package (or its successor).

Original finding: Not audited  
Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>A TAE qualification or skill set is included in the audit scope</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

If no, clause is not audited. If yes:

**Clause 1.23**

From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1, or any assessor skill set from the Training and Education Training Package (or its successor), the RTO must ensure all trainers and assessors delivering the training and assessment:

a) hold the qualification specified in Item 5 of Schedule 1; or
b) work under the supervision of a trainer that meets the requirement set out in (a) above.

Not audited as clause does not commence until 1 January 2017

Clause 1.24
The RTO must ensure that any individual working under supervision under Clause 1.23.b) holds the qualification specified in Item 1 of Schedule 1 and does not determine assessment outcomes.

Not audited as clause does not commence until 1 January 2017

Clause 1.25
From 1 January 2016, to deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), the RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation).

Original finding: Not audited  Following rectification: n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>A TAE qualification or the assessor skill set is included in the audit scope?</td>
<td>☐</td>
<td>☐</td>
<td></td>
</tr>
<tr>
<td>If no, clause is not audited.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes and RTO is applying to add training product to scope, Schedule 2 a) and c) apply</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>If yes and training product is already on scope, Schedule 2 b) and c) apply</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Schedule 2 a) (addition to scope only)
Validation of the RTO’s assessment tools, processes and outcomes for other AQF qualifications and/or units of competency on its scope has occurred.

Schedule 2 b) (RTOs that already have TAE training products on scope)
Validation of the assessment system used for delivery of the training and assessment qualification or assessor skill set has occurred.

Validation of the RTO’s assessment tools, processes and outcomes in relation to the training and assessment qualification or assessor skill set has occurred.

Schedule 2 c)
Validation has been carried out by a validator/s who:

- collectively have current knowledge and skills in vocational teaching and learning

- hold the training and assessment qualification or assessor skill set at least to the level being validated

- are not employed or subcontracted by the RTO to provide training and assessment

- have no other involvement or interest in the operations of the RTO

Clause 1.26
Subject to Clause 1.27 and unless otherwise approved by the VET Regulator, the RTO ensures that:
a) where a training product on its scope of registration is superseded, all learners’ training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register;

b) where an AQF qualification is no longer current and has not been superseded, all learners’ training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register;

c) where a skill set, unit of competency, accredited short course or module is no longer current and has not been superseded, all learners’ training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register; and

d) a new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

**Original finding:** Compliant  
**Following rectification:** n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>One or more training products on the RTO’s scope of registration has been superseded, removed or deleted since 1 April 2015</td>
<td>✘</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Learners have been completed and issued certification or transferred to the replacement within one year of training products being superseded</td>
<td>☐</td>
<td>☐</td>
<td>✘</td>
</tr>
<tr>
<td>Learners have been completed and issued certification within two years of qualifications being removed or deleted</td>
<td>☐</td>
<td>☐</td>
<td>✘</td>
</tr>
<tr>
<td>Learners have been completed and issued certification within one year of skill sets, units, modules or short courses being removed or deleted</td>
<td>☐</td>
<td>☐</td>
<td>✘</td>
</tr>
<tr>
<td>Learners are not commenced in training products that have been removed or deleted</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

**Clause 1.27**  
The requirements specified in **Clause 1.26 (a)** do not apply where a training package requires the delivery of a superseded unit of competency.

**Original finding:** Compliant  
**Following rectification:** n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>One or more training products on the RTO’s scope of registration requires delivery of a superseded unit of competency</td>
<td>✘</td>
<td>☐</td>
</tr>
<tr>
<td>The superseded unit of competency has continued to be delivered as required by training product packaging rules</td>
<td>✘</td>
<td>☐</td>
</tr>
</tbody>
</table>

**STANDARD 2**  
The operations of the RTO are quality assured.

To be compliant with Standard 2 the RTO must meet the following:

**Clause 2.1**  
The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.
Original finding: Not compliant  Following rectification: Compliant

**Evidence guidance**

The RTO is compliant with the clauses sampled across all operations within its scope of registration

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

- As the organisation has been identified as not-compliant at clauses within this report, the organisation has not evidenced that it complies with these Standards at all times.

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

- Provide the required rectification evidence noted within this report at clauses 1.1, 1.3, 1.4, 1.6, 1.8 of this report.

**Analysis of rectification evidence:**

- The organisation provided rectification evidence to address the non-compliances as noted within this report at clauses 1.1, 1.3, 1.4, 1.6 and 1.8 and therefore has demonstrated compliance with Clause 2.1.

The organisation has demonstrated compliance with Clause 2.1.

---

**Clause 2.2**

The RTO:

- a) systematically monitors the RTO’s training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
- b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO’s training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.

Original finding: Compliant  Following rectification: n/a

**Evidence guidance**

Training and assessment strategies and practices are systematically monitored, including evaluation of:

- AVETMISS data
- quality indicator data
- validation outcomes
- client feedback
- trainer and assessor feedback
- complaints and appeals

Outcomes of monitoring have informed improvement activities

---

**Clause 2.3**

The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.

Original finding: Compliant  Following rectification: n/a
### Evidence guidance

<table>
<thead>
<tr>
<th>Third party arrangements are in place for delivery of services</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>If no, clauses 2.3 – 2.4 are not audited. If yes:</td>
<td>☒</td>
<td>☐</td>
</tr>
<tr>
<td>A written agreement is in place for each arrangement (also refer Clause 8.2)</td>
<td>☒</td>
<td>☐</td>
</tr>
</tbody>
</table>

#### Clause 2.4

**The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.**

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>Strategies have been developed to systematically monitor third party arrangements to ensure services comply with these Standards</td>
<td>☒</td>
</tr>
<tr>
<td>The above strategies have been implemented</td>
<td>☒</td>
</tr>
</tbody>
</table>

#### STANDARD 3

**The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.**

To be compliant with Standard 3 the RTO must meet the following:

<table>
<thead>
<tr>
<th>Clause 3.1</th>
<th>The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>Only learners who have been assessed as meeting the requirements of the training product are issued with AQF certification documentation</td>
<td>☐</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clause 3.2</th>
<th>All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>AQF certification documentation:</td>
<td></td>
</tr>
<tr>
<td>- complies with the AQF Qualifications Issuance Policy</td>
<td>☒</td>
</tr>
<tr>
<td>- complies with the requirements of Schedule 5 to these Standards</td>
<td>☒</td>
</tr>
<tr>
<td>- a register of all qualifications issued is maintained</td>
<td>☒</td>
</tr>
</tbody>
</table>

Reference: [AQF Qualifications Issuance Policy](#), [AQF Qualifications Register Policy](#)
<table>
<thead>
<tr>
<th>Clause 3.3</th>
<th>AQF certification documentation is issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program in which the learner is enrolled is complete, and providing all agreed fees the learner owes to the RTO have been paid.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>AQF certification documentation is issued within 30 days of all requirements being met</td>
<td>✗</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clause 3.4</th>
<th>Records of learner AQF certification documentation are maintained by the RTO in accordance with the requirements of Schedule 5 and are accessible to current and past learners.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>Records of qualifications and statements of attainment issued, sufficient to enable reissuance, are retained for a period of 30 years</td>
<td>✗</td>
</tr>
<tr>
<td>The above records are accessible to current and past learners</td>
<td>✗</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clause 3.5</th>
<th>The RTO accepts and provides credit to learners for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by: a) AQF certification documentation issued by any other RTO or AQF authorised issuing organisation; or b) authenticated VET transcripts issued by the Registrar.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
<tr>
<td>Evidence guidance</td>
<td>Y</td>
</tr>
<tr>
<td>Credit is provided to learners for units or modules where evidenced by AQF certification documentation or an authenticated VET transcript (unless licensing or regulatory requirements prevent this)</td>
<td>✗</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Clause 3.6</th>
<th>The RTO meets the requirements of the Student Identifier scheme, including: a) verifying with the Registrar, a Student Identifier provided to it by an individual before using that Student Identifier for any purpose; b) ensuring that it will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier for that individual, unless an exemption applies under the Student Identifiers Act 2014; c) ensuring that where an exemption described in Clause 3.6 (b) applies, it will inform the student prior to either the completion of the enrolment or commencement of training and assessment, whichever occurs first, that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar; and d) ensuring the security of Student Identifiers and all related documentation under its control, including information stored in its student management systems.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
</tbody>
</table>
Evidence guidance

<table>
<thead>
<tr>
<th></th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Identifiers are verified before being used</td>
<td></td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>AQF certification document is only issued to an individual with a verified Student Identifier, unless an exemption applies</td>
<td></td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>Where an exemption applies, learners are informed prior to commencement that results will not be included in the USI system</td>
<td></td>
<td></td>
<td>✗</td>
</tr>
<tr>
<td>Security of Student Identifiers and related records is ensured</td>
<td></td>
<td></td>
<td>✗</td>
</tr>
</tbody>
</table>

STANDARD 4

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

To be compliant with Standard 4 the RTO must meet the following:

Clause 4.1

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
  - i) a learner will successfully complete a training product on its scope of registration; or
  - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
  - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

<table>
<thead>
<tr>
<th></th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
</table>

Advertising and marketing:
- is accurate and factual
- accurately represents the services provided
- accurately represents the RTO scope of registration
- includes the RTO code
- only refers to a person or organisation with their consent
- uses the NRT logo in accordance with the conditions of use specified in Schedule 4 of these Standards
- identifies where a third party is recruiting prospective learners on behalf of the RTO
- identifies where training and assessment is being provided on behalf of another RTO
- identifies where training and assessment is being provided by a third party
- distinguishes between national recognised training and other training
- includes the code and title of each training product as per www.training.gov.au
- includes accurate information about licensed or regulated outcomes
- includes details about financial support provided, including VET FEE-HELP
- includes details about relevant government funding subsidies

Does not guarantee that a learner:
- will successfully complete a training product
- can complete a training product in a manner not compliant with Clauses 1.1 or 1.2
- will obtain a particular employment outcome unless this is in the control of the RTO

**STANDARD 5** Each learner is properly informed and protected.

To be compliant with Standard 5 the RTO must meet the following:

**Clause 5.1**
Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies.

**Original finding:** Compliant  **Following rectification:** n/a

<table>
<thead>
<tr>
<th>Evidence guidance</th>
<th>Y</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Information is provided to prospective learners, prior to enrolment or commencement of training or assessment whichever comes first, about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies</td>
<td>🔴</td>
<td>🔵</td>
</tr>
</tbody>
</table>
Clause 5.2
Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;

b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
   i) estimated duration;
   ii) expected locations at which it will be provided;
   iii) expected modes of delivery;
   iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
   v) any work placement arrangements.

c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.

d) the learner's rights, including:
   i) details of the RTO's complaints and appeals process required by Standard 6; and
   ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;

e) the learner's obligations:
   i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
   ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
   iii) any materials and equipment that the learner must provide; and

f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

Original finding: Compliant Following rectification: n/a

Evidence guidance

<table>
<thead>
<tr>
<th></th>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior to enrolment or commencement, written information is provided on the following:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• code and title of the training product as per <a href="http://www.training.gov.au">www.training.gov.au</a></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• currency of the training product</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• estimated duration of training and/or assessment</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• location/s where training and/or assessment will be provided</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• mode/s of delivery</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• name and contact details of any third party providing services</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• work placement arrangements</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• confirmation that the RTO is responsible for compliance of training and/or assessment</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• confirmation that the RTO is responsible for issuance of AQF certification documentation</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• details of the RTO complaints and appeals processes (also refer Clauses 6.1 – 6.4)</td>
<td>X</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
• the learner’s rights if the RTO or a third party closes or ceases to deliver the agreed training and/or assessment

• the learner’s obligation to repay any VET FEE-HELP debt

• any entry requirements

• any materials and equipment the learner must provide

• any implications on the learner’s entitlement to access government funding by undertaking the training and/or assessment

Clause 5.3
Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

a) all relevant fee information including:
   i) fees that must be paid to the RTO; and
   ii) payment terms and conditions including deposits and refunds;

b) the learner’s rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;

c) the learner’s right to obtain a refund for services not provided by the RTO in the event the:
   i) arrangement is terminated early; or
   ii) the RTO fails to provide the agreed services.

Original finding: Compliant
Following rectification: n/a

Evidence guidance

| Fees are collected from individual learners | Y | N | N/A |
| Written information is provided on the following, prior to enrolment or commencement: | | | |
| • all fees that must be paid | x | x | |
| • payment terms and conditions | x | x | |
| • refund terms and conditions | x | x | |
| • the learner’s statutory right to a cooling-off period | x | x | |

Clause 5.4
Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Original finding: Compliant
Following rectification: n/a

Evidence guidance

| Learners are advised of any changes to agreed services | x | x | |

Australian Skills Quality Authority
Audit report - Australian Institute of Personal Trainers Pty Ltd
### STANDARD 6
Complaints and appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively.

Subject to **Clause 6.6**, to be compliant with Standard 6 an RTO must meet the following:

<table>
<thead>
<tr>
<th>Clause 6.1</th>
<th>The RTO has a complaints policy to manage and respond to allegations involving the conduct of:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a) the RTO, its trainers, assessors or other staff;</td>
</tr>
<tr>
<td></td>
<td>b) a third party providing services on the RTO’s behalf, its trainers, assessors or other staff;</td>
</tr>
<tr>
<td></td>
<td>c) a learner of the RTO.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
</table>

**Evidence guidance**

- The RTO is an employer or volunteer organisation and:
  - learners consist only of employees or members, and
  - learners do not pay any fees, and
  - an organisational complaints and appeals policy is in place broad enough to cover all training and/or assessment services provided.

If yes to the above, Clauses 6.1 – 6.4 are not audited, go to **Clause 6.5**. If no:

- A complaints policy (may be combined with appeals) has been developed to respond to complaints about:
  - the RTO
  - RTO staff
  - learners
  - third parties

<table>
<thead>
<tr>
<th>Clause 6.2</th>
<th>The RTO has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by the RTO or a third party providing services on the RTO’s behalf.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
</table>

**Evidence guidance**

- An appeals policy has been developed covering decisions made for or on behalf of the RTO (may be combined with complaints):

<table>
<thead>
<tr>
<th>Clause 6.3</th>
<th>The RTO’s complaints policy and appeals policy:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>a) ensure the principles of natural justice and procedural fairness are adopted at every stage of the complaint and appeal process;</td>
</tr>
<tr>
<td></td>
<td>b) are publicly available;</td>
</tr>
<tr>
<td></td>
<td>c) set out the procedure for making a complaint or requesting an appeal;</td>
</tr>
<tr>
<td></td>
<td>d) ensure complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable; and</td>
</tr>
<tr>
<td></td>
<td>e) provide for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal.</td>
</tr>
</tbody>
</table>
Original finding: Compliant  Following rectification: n/a

Evidence guidance

The complaints and appeals policy/ies:

- adopt the principles of natural justice and procedural fairness by:
  - informing those involved of the allegations
  - providing those involved an opportunity to present their side of the matter
  - operating in a fair an unbiased way
- are publicly available
- include a procedure for submitting a complaint or appeal
- ensure complaints and appeals are acknowledged in writing
- ensure complaints and appeals are finalised as soon as practicable
- provide for review of complaints and appeals by an independent party

Clause 6.4
Where the RTO considers more than 60 calendar days are required to process and finalise the complaint or appeal, the RTO:
  a) informs the complainant or appellant in writing, including reasons why more than 60 calendar days are required; and
  b) regularly updates the complainant or appellant on the progress of the matter.

Original finding: Compliant  Following rectification: n/a

Evidence guidance

Where more than 60 calendar days have been required to process a complaint or appeal:

- the complainant or appellant is advised in writing of the reasons
- the complainant or appellant is regularly updated in writing

Clause 6.5
The RTO:
  a) securely maintains records of all complaints and appeals and their outcomes; and
  b) identifies potential causes of complaints and appeals and takes appropriate corrective action to eliminate or mitigate the likelihood of reoccurrence.

Original finding: Compliant  Following rectification: n/a

Evidence guidance

Secure records are maintained of all complaints and appeals and their outcomes
Potential cause of complaints and appeals are identified and corrective action taken

Clause 6.6
Where the RTO is an employer or a volunteer organisation whose learners solely consist of its employees or members, does not charge fees for the training and/or assessment, and does not have in place a specific complaints and appeals policy in accordance with Clauses 6.1 & 6.2, the
The organisation has a complaints and appeals policy which is sufficiently broad to cover the services provided by the RTO.

**Original finding:** Not audited  
**Following rectification:** n/a

**Evidence guidance**

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>An organisational complaints and appeals policy is in place broad enough to cover all training and/or assessment services provided.</td>
</tr>
</tbody>
</table>

### STANDARD 7

The RTO has effective governance and administration arrangements in place.

To be compliant with Standard 7 the RTO must meet the following:

#### Clause 7.1

The RTO ensures that its executive officers or high managerial agent:

- a) are vested with sufficient authority to ensure the RTO complies with the RTO Standards at all times; and
- b) meet each of the relevant criteria specified in the Fit and Proper Person Requirements in Schedule 3.

**Not audited**

#### Clause 7.2

The RTO satisfies the Financial Viability Risk Assessment Requirements.

**Not audited**

#### Clause 7.3

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of $1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

**Original finding:** Not audited  
**Following rectification:** n/a

**Evidence guidance**

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Where an RTO collects fees in advance in excess of $1500 from individual learners:</td>
</tr>
</tbody>
</table>

**Government entities and universities**

The RTO implements a policy addressing learner fee protection arrangements. This policy details how, if the RTO is unable to provide services for which the learner has prepaid, the learner will either:

- be placed into an equivalent course such that:
  - the new location is suitable to the learner
  - the learner receives the full services for which they have prepaid at no additional cost to the learner; or

- be refunded for all fees paid in advance over $1500 for services yet to be delivered

**Other RTOs**

All learners are protected by one or more of the following:

- the RTO holds an unconditional financial guarantee from a bank operating in Australia where:
  - the guarantee is for an amount no less than the total amount of
prepaid fees held by the RTO in excess of $1500 for each learner for services yet to be delivered; and
- all establishment and ongoing maintenance costs for the bank guarantee are met by the RTO
- the RTO holds current membership of a Tuition Assurance Scheme approved by ASQA
- any other fee protection measure approved by ASQA

Clause 7.4
The RTO holds public liability insurance that covers the scope of its operations throughout its registration period.

Original finding: Not audited
Following rectification: n/a

Evidence guidance
Y  N

Public liability insurance is in place that:
- provides coverage for the RTO
- covers training and assessment activities

Clause 7.5
The RTO provides accurate and current information as required by the Data Provision Requirements as updated from time to time.

Not audited

STANDARD 8  The RTO cooperates with the VET Regulator and is legally compliant at all times.

To be compliant with Standard 8 the RTO must meet the following:

Clause 8.1
The RTO cooperates with the VET Regulator:
- a) by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO’s registration;
- b) in the conduct of audits and the monitoring of its operations;
- c) by providing quality/performance indicator data;
- d) by providing information about substantial changes to its operations or any event that would significantly affect the RTO’s ability to comply with these standards within 90 calendar days of the change occurring;
- e) by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and
- f) in the retention, archiving, retrieval and transfer of records.

Original finding: Not audited
Following rectification: n/a

Evidence guidance
Y  N

The RTO co-operates with ASQA:
- by providing accurate and truthful responses to information requests relevant to the RTO’s registration
- in the conduct of audits and the monitoring of its operations
- by providing quality/performance indicator data
The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:

a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and
b) in the conduct of audits and the monitoring of its operations.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

<table>
<thead>
<tr>
<th>Clause 8.2</th>
<th>Third party arrangements are in place for delivery of services (also refer Clause 2.3)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>N</td>
</tr>
</tbody>
</table>

Written agreements include a clause requiring that third parties co-operate with ASQA in:

- providing accurate and factual responses to information requests from ASQA
- in the conduct of audits and the monitoring of its operations

Not audited

The RTO provides an annual declaration on compliance with these Standards to the VET Regulator and in particular whether it:

a) currently meets the requirements of the Standards across all its scope of registration and has met the requirements of the Standards for all AQF certification documentation it has issued in the previous 12 months; and
b) has training and assessment strategies and practices in place that ensure that all current and prospective learners will be trained and assessed in accordance with the requirements of the Standards.

Not audited

The RTO complies with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

Not audited

Reference: ASQA General Direction – Retention requirements for completed student assessment items
**Clause 8.6**  
The RTO ensures its staff and clients are informed of any changes to legislative and regulatory requirements that affect the services delivered.

<table>
<thead>
<tr>
<th>Original finding: Compliant</th>
<th>Following rectification: n/a</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Evidence guidance</strong></td>
<td>Y</td>
</tr>
<tr>
<td>Staff and clients are informed of changes to legislative and regulatory requirements that affect the services delivered</td>
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