



AUDIT REPORT

VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	ITHEA Corporation Pty Ltd
Trading name/s	Institute of Tertiary and Higher Education Australia
RTO number	22037
CRICOS number	02892J

AUDIT TEAM

Lead auditor	Sandra Romyn
Auditors	N/A
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	1031474	
Audit number/s	N/A	
Audit reason 1	Other - specify: Sanction Evidence Review	
Audit reason 2	N/A	
Audit reason 3	N/A	
Activity type	Other	
Address of site/s visited	N/A	
Date/s of audit	15 July 2013	
Organisation's contact for audit	Mr Peter Jasonides pj@ithea.vic.edu.au	Managing Director (03) 9620 0008
NVR Standards audited	Selected Essential Standards for Continuing Registration: SNR 15.3, 15.5 and 18.1	

BACKGROUND

ITHEA Corporation Pty Ltd was first registered as an RTO in Victoria on 19 December 2007. They were registered as a CRICOS provider on 8 January 2008. There are four Directors who oversee the organisation. The provider's scope of registration includes qualifications in business, children's services, community services and foundation courses. The organisation does not deliver non-accredited training.

The provider initially had larger numbers of international students, however over its registration period domestic delivery has become the core focus. The organisation's student population consists predominantly of students studying under the Victorian Training Guarantee subsidy.

The provider's application for renewal of VET registration was conducted concurrently with the application for renewal of CRICOS registration audit.

Total number of current enrolments in RTO as at audit date:
1026

AUDIT SAMPLE

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments
CHC30708	Certificate in Children's Services	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	130
CHC50608	Diploma of Community Services Work	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	30

INTERVIEWEES - Staff

Name	Position	Qualification/course
Nil - desk audit		

AUDIT FINDING

ORIGINAL AUDIT FINDING

Audit finding as at Tuesday, 7 May 2013:

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

Level of non-compliance: significant

The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.

If non-compliance has been identified, this audit report describes evidence of the non-compliance. Refer to Notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following additional evidence received Thursday, 18 July 2013

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

AUDIT FINDING BY REQUIREMENT

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

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

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

SNR 15: The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- N/A

15.3 Staff, facilities and equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the training package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Select one:

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

Reasons for finding of non-compliance:

Assessment materials are not compliant with the standard. Discussion of non-compliances can be found below.

In relation to the CHC30708 Certificate III in Children's Services and the unit CHCCN305A Provide Care for Babies the RTO submitted a document entitled 'Practical skills assessed

following procedure and legislation', this document consists of two pages listing eight requirements:

- Assist babies/infants in ensuring adequate rest
- Assist babies/infants while they are provided with nutritionally adequate food and drink
- Assist babies/infants following correct hygiene procedures
- Change an infant/baby following nappy change procedures
- Prepare food and drinks
- Demonstrate awareness of individual routines, rhythms, preferences and cues of infants/babies
- Observe/discuss appropriate interactions with primary caregiver
- Monitor infants/babies ensuring a safe and secure environment both indoors and outdoors

The practical skills assessment requires assessment on two occasions before a competency judgement can be made.

No further revised task or evidence was provided. It could not be confirmed on the evidence submitted that the assessment tasks provide opportunity for a student to demonstrate competency against all unit requirements, for example essential knowledge including: disease spread and transmission, current understanding of use of licensed and approved equipment e.g. cots, pushers, walkers etc and the appropriate and safe use of restraints.

The RTO did not submit an outline of evidence to be gathered from the candidate or of the evidence criteria to be used to judge the quality of performance (i.e. the assessment decision making rules). For example, in relation to the determination of a competency judgement for a student for the unit requirement to prepare food that is nutritious and suitable for babies/infants, assessors are not provided with evidence guidance. The unit states that assessors are recommended to particularly look for:

- food is nutritious and the 5 food groups are provided over a day, as suitable to baby/infant
- food is fresh wherever possible
- Food provided for babies/infants
- food and milk is warmed and tested for temperature
- correct preparation and handling of formulae and expressed breast milk
- solid food is introduced appropriately
- Respond quickly to emergencies and implement correct procedures including administering first aid

This has not been addressed by the RTO.

The assessment task identifies that the RTO assessor visits the student in the workplace on two occasions.

The critical aspects for assessment and evidence required for the unit state that the unit is best assessed in the workplace or in a realistic simulated workplace setting under the normal range of workplace conditions, for a range of age groups, a range of conditions and over a number of assessment situations. The task does not address these unit requirements.

In relation to unit CHCIC301D Interact effectively with children, the RTO provided a Practical Skills Assessed Following Procedures and Legislation document. There are seven requirements including:

- Communicate positively with children
- Supporting and assisting children to share their ideas, discuss limitations and solve problems
- Clearly identify children with allergies/anaphylaxis
- Demonstrate adequate knowledge of the service evacuation procedure
- Locate a first aid kit
- Demonstrate knowledge of legal requirements for child to staff ratio for all age groups
- Adequately redirect challenging behaviour and set age appropriate limits.

The assessment task requires the assessor to visit the student on two occasions and tick whether the student is competent or not yet competent. However, in relation to the above requirements, the RTO does not provide the assessor with a marking guide or other document that provides guidance on the determination of a competency judgement. For example, in

relation to the first bullet point (above), that relates to Element 1 of the unit (communicate positively with children on an ongoing basis) there is no guidance about the evidence required. The range statement makes suggestions such as initiation or reflection of babbling and cooing.

A further example can be found in relation to the units essential skills of: assess and respond appropriately to challenging behaviours, communicate verbally and non-verbally and to set and apply appropriate limits, taking into account child's age, development, culture and needs is assessed. There is no guidance to the assessor about what the student is required to demonstrate to be awarded a competency judgement in relation to 'setting and applying appropriate limits'. The range statement provides guidance across age groups, for example saying no, remove child from problem/trouble, distract to another activity.

Further, the unit's critical aspect of evidence states that the unit must be assessed on the job under the normal workplace conditions for a range of age groups, a range of conditions, over a number of assessment situations. It was not made clear by the assessment tasks that the critical aspects of evidence are being met. It was not made clear how an assessor would ensure that the student is competent across a range of age groups and conditions, the assessment-recording instrument does not record the age groups and the tasks do not specify that the student should demonstrate competency for a range of age groups.

In relation to the CHC50608 Diploma of Community Services Work and the unit CHCGROUP403D Plan and conduct group activities, the RTO submitted a smallPRINT learner guide with assessment activities. AT4 is a Supervisor / Third Party/Assessor Demonstration Checklist.

The following performance criteria are mapped as being assessed by AT4:

Performance Criteria 2.1: actively seek opportunities for collaborative planning and promotion of group activities with clients and solicit, analyse and prioritise information about groups needs and expectations

Performance Criteria 4.2: Seek feedback from all group participants on leadership style, group process, achievement of objectives, other achievements and areas for development

Performance Criteria 4.3 Document evaluation data according to organisation procedures and distribute to relevant people

AT4 does not provide any guidance, instructions or procedures for carrying out the assessment, or for gathering and interpreting evidence. For example, there is no guidance to the assessor on what is required for a student to be awarded a competency judgment in relation to supporting group activities for formal and informal groups. The range statement states that group activities may relate to discussion about relevant issues, sporting and recreation activities, music and performing arts, research, planning and management, informal education, community service and/or action and special interest causes.

Further, the tools do not provide clear guidance and support for candidates and therefore the candidate may be unclear about what is required of them and unclear on the basis on which assessors will make decisions.

In relation to unit CHCAD504A Provide advocacy and representation services the RTO submitted smallPRINT assessment tasks. The tasks submitted are all theory-based tasks and there was no opportunity for the student to demonstrate competency in the unit skills component, for example:

Performance Criteria 2.5: Provide progress and other reports and feedback to key people according to organisational requirements.

Essential skills: Demonstration of effective representation of individual and group concerns and interests; educate and assist clients to access appropriate services, supports and resources

In order to become compliant the organisation is required to:

- Address the non-compliances identified through a written response.

Analysis of rectification evidence

CHC30712 Certificate III in Children's Services

ITHEA advised in a letter dated 26 June 2013 that the organisation had purchased the following new resources - 'Ready.Set.Go CHC30712 Certificate III in Children's Services Assessment Kit' by Karen Kearns and published by Pearson Australia. New assessment instruments were submitted as evidence for the units CHCCN305B Provide care for babies and CHCIC301E Interact effectively with children.

CHCCN305B Provide Care for Babies

The following new assessments tasks were provided:

1. Support infants and toddlers - written responses to scenarios (GBO1)
2. Support self-regulation - written responses to scenarios (GBO2)
3. Infant and toddler environment - written responses to questions based on photographs (GBO3)
4. Care routines - written responses to questions based on photographs and reference to relevant standards (GBO4)
5. Ellie's eating - written responses to questions based on scenario (GBO5)
6. Settle new arrivals - written responses to scenarios (GBO6)
7. Communication - research task (HLO1)
8. Routines - develop four posters (HLO2)
9. Communication - research task (HLO1)
10. Nurturing care - self study task (SSO1)
11. Relationships I - self study task (SSO2)
12. Relationships II - self study task (SSO3)
13. Quality interactions - self study task (SSO4)

The non-compliances have been addressed. Assessment tasks provide sufficient opportunity for a student to demonstrate competency against the unit requirements. The new workplace visit observation assessment instrument addresses the previous non-compliance and requires the assessor to observe competency across all the unit requirements on three occasions in an appropriate workplace setting.

CHCIC301D Interact effectively with children

The following new assessment tasks were provided:

1. Project (HLO1)
2. Supporting interactions task - to prepare open ended questions to ask children (HL02)
3. Collaborative learning task - responses to questions based on photographs provided (HL03)
4. Effective communication II task - written responses to scenarios as a group based activity (GB01)
5. Effective communication I task - self-study task involving review of scenario and completion of questions relating to appropriate strategies (SSO1)
6. Guiding behaviour 1 task - self-study task involving research and responses to questions (SSO2)
7. The excursion task - self-study task involving review of scenario and completion of questions (SS03)
8. Addressing diversity task - self-study task involving scenario and completion of questions (SS04)
9. Engage with children learning task - self-study task involving review of photographs and completion of questions (SS05)
10. Workplace visit observation - for practicum placement and this involves an assessor observing the student on three separate occasions in the workplace and then making a decision on competence.

The previous non-compliances have been addressed as the project and workplace visit observation assessment instruments reflect the requirements of the critical aspects of assessment and provide multiple opportunities for assessors to capture evidence of competency demonstrated in a workplace setting. The other assessment tasks provide evidence that supports confirmation of competence. All of

these tools include sufficient guidance and marking guides to assist assessors in making decisions in relation to competency.

CHC50608 Diploma of Community Services Work

CHCGROUP403D Plan and conduct group activities
The following new assessment tasks were provided:

1. An overview of the task
2. A student information sheet that gives detailed information in relation to the task
3. A trainer information sheet that gives detailed information to support consistency of application and assessor decision making
4. A proposal for an excursion / excursion management plan (Appendix 1) that is a structured template for documentation of the proposal with questions to prompt the learner in preparing the proposal
5. An assessor checklist - a detailed observation checklist that provides instructions for the assessor and included an opportunity for the assessor to note and comment on satisfactory and unsatisfactory performance against the critical aspects of evidence, performance criteria etc
6. An excursion feedback form - this is supplementary evidence to be completed by other members of the group to support the assessor in decision making in relation to the learner's leadership style etc
7. An excursion observation trainer checklist - this checklist includes detailed instructions for the assessor, including a statement to be read to each learner prior to being assessed
8. An assessment mapping tool to competency standard

The revised demonstration checklist and additional tools address the previous non-compliances and provide sufficient guidance and instructions for both the assessor and candidate.

CHCAD504A Provide advocacy and representation services
The following assessment tasks were provided:

1. An overview of the assessment tasks that includes research, written proposal, meeting agenda, questionnaire for meeting participants, conduct of a meeting, meeting minutes, report and presentation to fellow students and assessor
2. A student information sheet that gives detailed information in relation to the tasks
3. A trainer information sheet that gives detailed information to support consistency of application and assessor decision making
4. An assessor checklist - a detailed observation checklist that provides instructions for the assessor
5. A client meeting management plan - a structured template for documentation of the planning process
6. A meeting agenda (template)
7. Meeting minutes (template)
8. A meeting feedback form - this is supplementary evidence to be completed by other members of the group in order to support the assessor in decision making in relation to leadership style etc
9. An observation checklist of the students' final presentation (completed by assessor)

The previous non-compliance has been addressed as the tasks submitted are both practical and theory tasks and there was adequate opportunity for the student to demonstrate competency in the essential skills.

Audit finding following review of rectification evidence

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

- N/A

15.4 Training and assessment is delivered by trainers and assessors who:
(a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
(b) have the relevant vocational competencies at least to the level being delivered or assessed; and
(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Select one:

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
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<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
<p>Reasons for finding of non-compliance:</p> <p>Assessment conducted by the RTO remains non-compliant as it is not conducted in accordance with the principles of assessment and the rules of evidence. Discussion of non-compliances can be found below.</p> <p>In relation to the Work Placement for Fetia Midakso, the RTO provided a Work Placement Handbook. Page 16 (no numbers, manual count) includes four skills sets that are mapped to the unit CHCCN305B Provide care for babies, these include:</p> <ul style="list-style-type: none"> • Undertake both planned and spontaneous interactions with babies/infants • Respond to babies / infants in an unhurried, gentle and sensitive way to promote a relationship of trust • Set up the physical environment to provide a relaxed and flexible atmosphere • Create a safe and secure environment both in and out of doors with equipment of a suitable scale for babies/infants. <p>The Work Placement Handbook identifies that the student is Not Yet Competent against the above four requirements, with the workplace coach dated and signed on 20/03/2013. Underneath the four requirements there is a section that requires a signature from both the workplace supervisor and the RTO assessor, each individual must sign after a statement that reads ' This student has successfully completed the work place requirement for unit CHCCN305B Provide care for babies'. Both the work place supervisor and the assessor has signed the section, stating that the student had successfully completed the work place requirements, despite the workplace coach stating above that the student is not yet competent. There is no notation on the page or other evidence that the student had demonstrated competency against the RTO work placement requirements on another date.</p> <p>The RTO submitted a Work Placement Handbook for Timage Abashi. This identifies that the student commenced the work placement on 6 February 2013 and completed the work placement on 29 March 2013. The student attended Melbcarlton Family Day Care. The student was noted as competent against the CHCCN305B Provide care for babies unit on 28 March 2013. Assessment against the requirements in the Work Placement Handbook appear to have occurred on one occasion, rather than over a range of time, as per the unit requirements.</p> <p>In relation to student Sin Man Gheung, the RTO did not submit further evidence to demonstrate that there has been further/supplementary assessment of the student's competency via the work placement assessment (or other) for unit CHCCN305B Provide care for babies. The previous report noted that the workplace coach signed and dated the student as being competent on 18 January 2013, however the following notation was provided: as Jessman has not set up experiences or changed the room around I do not feel I can say she is competent in this. She is great at resetting the room in accordance with my plan. The workplace supervisor and the Assessor signed that the student had successfully completed the work place requirements for the unit (no date noted). It could not be confirmed that the student had been sufficiently and validly assessed against the skill set 'set up physical environment to provide a relaxed and flexible atmosphere'.</p> <p>NOT COMPLIANT</p> <p>Non-compliances also remain with assessment materials. Refer SNR15.3 above for detailed analysis.</p> <p>In order to become compliant the organisation is required to:</p>	

- Address the non-compliances identified through a written response.

Analysis of rectification evidence

- The non-compliance relating to assessment materials has been addressed with the new and revised assessment instruments submitted meeting the requirements of the Training Package as detailed under SNR 15.3.
- ITHEA provided evidence to address the non-compliance relating to the assessment process that included:
 - (1) a new flow chart of 'Recording of Outcome Process Map', V2.0
 - (2) minutes of a Trainer Meeting conducted on 3 April 2013
 - (3) an internal audit report that was dated as having been reviewed on 10 June 2013.

-The flow chart incorporates a requirement for the Course Coordinator to check the quality of the student work, specifically "Are the rules of evidence met?"

- In a letter from the ITHEA Managing Director dated 26 June 2013 it is stated that 'we conduct regular staff meetings'. However, the Trainer Meeting minutes that were provided were for just one meeting that was held on 3 April 2013 with no additional meeting minutes submitted. There was no evidence of completion of actions from a previous meeting, nor was there evidence of the date of any future meetings. The evidence indicates that just one Trainer Meeting has been conducted and that some professional development was planned but no details such as date, venue etc for the professional development have been confirmed (as per minutes of the Trainer Meeting, dated 3 April 2013).

-The internal audit report is only for the qualification Certificate III in Children's Services and is signed as having been reviewed by the Course Coordinator on 10 June 2013. This two page report identifies the following shortfalls in assessments conducted by assessors employed by ITHEA:

- (i) CHCCN305B Provide care of the babies: The student answered only Q1 of the Case Study but the trainer has ticked the assessment task as Competent
- (ii) CHCCN305B Provide care of the babies:-not complete as not all answers are included
- (iii) Practical placement- age group of children is between 3-10 years old, no under 3's
- (iv) Practical placement- worked with 3-12 years but no babies
- (v) Different handwriting/penmanship of the student is noticeable

The internal audit report does not include any analysis of the audit findings or recommendations for how to address these shortfalls. It would appear that errors have occurred after the Trainer Meeting on 3 April 2013, where trainers/assessors in attendance were advised that random audits would be conducted monthly and where they were advised 'all tasks must be completed'.

The strategy of the 'Recording of Outcome' process, trainer meetings and internal audits has not addressed the non-compliance. Evidence provided indicates that there are still instances where assessment decisions are not valid and where insufficient evidence is being collected by assessors, as per findings contained in ITHEA's internal audit report dated 10 June 2013. No evidence was provided to confirm assessments are now being conducted in accordance with the rules of evidence and principles of assessment as required under this standard.

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- The strategy ITHEA has implemented does not fully address the concerns raised in relation to the conduct of assessments, specifically in relation to the sufficiency of evidence collected and validity of the assessment decisions made. The RTO identified concerns relating to the assessments conducted, as listed above, however, they have not provided evidence showing how these concerns were addressed. The assessors for the CHC30708 Certificate III in Children's Services and CHC50608 Diploma of Community Services Work are not ensuring that assessments are conducted in accordance with the principles of assessment and the rules of evidence.

SNR 16: The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- N/A

16.4 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Select one:

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

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

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

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

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Select one:

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Select one:

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

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

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

Select one:

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

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

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

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

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

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

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was not examined
<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
Reasons for finding of non-compliance:	
The RTO remains non-compliant because the CEO has not ensured that the organisation complies with the VET Quality Framework as this report details areas of non-compliance against the standards audited.	
In order to become compliant the organisation is required to:	
<ul style="list-style-type: none"> Address the non-compliances identified through a written response. 	

Analysis of rectification evidence

- Non-compliances remain against SNR 15.5 in relation to the conduct of assessments by ITHEA assessors.

Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
Reason for finding of non-compliance:	
<ul style="list-style-type: none"> The RTO remains non-compliant because the CEO, Peter Jasonides, has not ensured that the organisation complies with the VET Quality Framework, specifically in relation to assessments being conducted in accordance with the principles of assessment and the rules of evidence as per SNR 15.5 (b). 	

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

Select one:

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

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

Analysis of rectification evidence

	<ul style="list-style-type: none"> • N/A
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Audit finding following review of rectification evidence

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

SNR 19: Interactions with the National VET Regulator

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

SNR 20: Compliance with legislation

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Select one:

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

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

SNR 21: Insurance

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

SNR 22: Financial management

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

- the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- the organisation's refund policy.

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

22.3 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 [Not available]~~

(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students

~~(e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [Option not available]~~

Fee protection option/s nominated by organisation:

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

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

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

Analysis of rectification evidence

<input type="checkbox"/>	<ul style="list-style-type: none"> • N/A
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Audit finding following review of rectification evidence

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

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

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

- (a) meets the Australian Qualifications Framework (AQF) requirements;
- (b) identifies the NVR registered training organisation by its national provider number from the National Register; and
- (c) includes the NRT logo in accordance with its current conditions of use.

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

Select one:

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

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Select one:

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

Select one:

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

SNR 24: Accuracy and integrity of marketing

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

Select one:

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

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

Select one:

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

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

Select one:

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

- N/A

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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