

# AUDIT REPORT VET Quality Framework

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

ORGANISATION DETAILS	
Organisation's legal name	Ergon Energy Corporation Limited
Trading name/s	Ergon Energy Corporation Limited
RTO number	5235
CRICOS number	N/A

AUDIT TEAM	
Lead auditor	Denise Middleton
Auditors	Judith Keller
Technical adviser/s	Owen Pezet, Electrical Safety Office (Licensing)

AUDIT DETAILS		
Application number/s	1037087	
Audit number/s	1033242	
Audit reason 1	Application – RenewalSpecify	y other
Audit reason 2	N/ASpecify other	
Audit reason 3	N/ASpecify other	
Activity type	Site visit	
Address of site/s visited	Corner Hampton and South S	Streets, Toowoomba Q 4350
Date/s of audit	27 June 2013	
Organisation's contact for audit	Lynne Knop	Training Quality Facilitator
	Lynne.knop@ergon.com.au	07 46870824
NVR Standards audited	Selected Essential Standards 15, 16, 17, 18, 20, 22.2	s for Continuing Registration:

### **BACKGROUND**

- \* This organisation is an Enterprise Specific registered training organisation which trains and assesses primarily their own aprentices
- \* The organistion has training centres at Cairns, Townsville, Mackay, Rockhampton, Maryborough, Toowoomba, Brisbane and Dalby
- \* The organisation is divided into three delivery regions which includes northern, central and southern regions. Staff from all regions were present at the audit.
- \* The organisation delivers various non-accredited training courses to suit the needs of their employees
- \* The organisation uses Ellipse to capture all training data and commenced to use TRIM for their apprentice program this year
- \* All high risk units of competency are delivered by another registered training organisation and then apprentices are given credit transfer for these units of competency
- \* The organisation also delivers 30864QLD Course in Implement Traffic Guidance Schemes which compliments its electrical suite of training.
- \* The organisation has roughly 280 apprentices enrolled at various stages of their apprenticeships. Previously the organisation enrolled apprentices from outside their own workforce but this practice will be discontinued as currently enrolled apprentices complete their qualifications.

Total number of current enrolments in RTO as at audit date: 280

AUDIT SAME	PLE		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments
UET30512	Certificate III in ESI - Power Systems - Transmission Overhead	☐ Apprenticeship☐ Distance☐ Face to face☐ Online☐ Mixed☐ Workplace☐ Traineeship☐ Other — specify	131
UET30812	Certificate III in ESI - Power Systems - Distribution Cable Jointing	☐ Apprenticeship ☐ Distance ☑ Face to face ☐ Online ☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other — specify	141
30864QLD	Course in Traffic Guidance Schemes	☐ Apprenticeship ☐ Distance ☑ Face to face ☐ Online ☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other – specify	N/A
RIIOHS205A	Control traffic with stop slow bat	□ Apprenticeship □ Distance □ Face to face □ Online	N/A

		☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other – specify	
HLTCPR211A	Perform CPR	☐ Apprenticeship☐ Distance☐ Face to face☐ Online☐ Mixed☐ Workplace☐ Traineeship☐ Other — specify	N/A
UETTDDRF06B	Perform rescue from live LV panel	☐ Apprenticeship☐ Distance☐ Face to face☐ Online☐ Mixed☐ Workplace☐ Traineeship☐ Other — specify	N/A
UETTDRRF11A	Testing of connections to low voltage electricity networks	☐ Apprenticeship ☐ Distance ☑ Face to face ☐ Online ☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other – specify	N/A

INTERVIEWEES - Staff		
Name	Position	Qualification/course
Bruce McMahon	TT & D Manager	N/A
Lynne Knop	Training Quality Facilitator	N/A
Michael Heinemann	Northen Delivery Manager	N/A
Jamie Irwin	Central Delivery Manager	N/A
John Wieck	Southern Delivery Manager	N/A
Shayne Jeans	Electrical Industry Advisor	N/A
Jenelle Bourke	Works Planner	N/A
John Lewis	Senior Trainer/Assessor	30864QLD Course in Implement Traffic Guidance Schemes
Anne Vlaemick	Instructional Design Manager	N/A
Glen Bau	Technical Training Program Facilitator	Various electrical qualifications
Donna Wieck	Scheduler	N/A

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### **AUDIT FINDING**

### **ORIGINAL AUDIT FINDING**

Audit finding as at Thursday, 27 June 2013:

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

Level of non-compliance:minor

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

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

### **AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE**

Audit finding following additional evidence received Friday, 2 August 2013

The organisation has demonstrated compliance with all 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	Compliant
SNR 16	Not-compliant	Compliant
SNR 17	Compliant	Choose an item.
SNR 18	Compliant	Choose an item.
SNR 19	Compliant	Choose an item.
SNR 20	Compliant	Choose an item.
SNR 21	Compliant	Choose an item.
SNR 22	Not-compliant	Compliant
SNR 23 / AQF	Compliant	Choose an item.
SNR 24	Compliant	Choose an item.
SNR 25	Compliant	Choose an item.

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

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

The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.
one:
Compliance with the requirements of this element was <b>not examined</b>
The organisation has <b>demonstrated</b> compliance with the requirements of this element.
The organisation has <b>not demonstrated</b> 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:
please provide requirements or enter N/A
sis of rectification evidence
please enter analysis of rectification evidence here or enter N/A
finding following review of rectification evidence
The organisation has <b>demonstrated</b> compliance with the requirements of this element.
The organisation has <b>not demonstrated</b> compliance with the requirements of this element
Reason for finding of non-compliance:
please provide reasons for finding non-compliance or enter 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 <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analy	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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 <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A

### Analysis of rectification evidence please enter analysis of rectification evidence here or enter 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: please provide reasons for finding non-compliance or enter N/A 15.4 Training and assessment is delivered by trainers and assessors who: (a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and (b) have the relevant vocational competencies at least to the level being delivered or assessed; and (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and (d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. Select one: Compliance with the requirements of this element was **not examined** The organisation has **demonstrated** compliance with the requirements of this element. $\times$ The organisation has **not demonstrated** compliance with the requirements of this element. Reasons for finding of non-compliance: The organisation could not provide evidence to demonstrate that some trainers have continued to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. In order to become compliant the organisation is required to: The organisation is to provide evidence to demonstrate that some trainerss have continued to develop their vocational education and training (VET) knowledge and skills as as well as their industry currency and trainer/assessor competence. Analysis of rectification evidence The organisation provided a log of professional development activities undertaken by the abo ve staff which demonstrated that the trainers and assessors comply with the requirements of this standard.

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

Audit finding following review of rectification evidence

 $\times$ 

	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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
	<ul><li>(c) meets workplace and, where relevant, regulatory requirements; and</li><li>(d) is systematically validated.</li></ul>
Select	one:
	Compliance with the requirements of this element was <b>not examined</b>
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
X	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	<ul> <li>RIIOHS205A Control traffic with stop slow bat</li> <li>The organisation could not demonstrate that the assessment met the following requirements: <ul> <li>(a) meets the requirements of the relevant competency</li> <li>(b) is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>(c) is systematically validated</li> </ul> </li> </ul>
	In order to become compliant the organisation is required to:
	<ul> <li>RIIOHS205A Control traffic with stop slow bat</li> <li>The organisation is required to demonstrate the following: <ul> <li>(a) all aspects of the unit of competency is being assessed including radio control</li> <li>(b) assessment is sufficient and valid</li> <li>(c) assessment has been systematically validated</li> </ul> </li> </ul>
Analy	sis of rectification evidence
•	The organisation provided updated assessment tools which addressed all outstanding non-compliances inlcuding the assessment of radio control.
Audit	finding following review of rectification evidence
$\boxtimes$	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A

SNR 16: The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows: 16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs. Select one:  $|\mathbf{x}|$ 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: please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to: please provide requirements or enter N/A Analysis of rectification evidence please enter analysis of rectification evidence here or enter 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: please provide reasons for finding non-compliance or enter 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** X 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: • please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to:

please provide requirements or enter N/A

Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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:
	Compliance with the requirements of this element was <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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 <b>not examined</b>

X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> 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:
	please provide reasons for finding non-compliance or enter N/A
16.5	Learners receive training, assessment and support services that meet their individual needs.
16.5 Select	needs.
	needs.
Select	needs. one:
Select	needs.  one:  Compliance with the requirements of this element was not examined
Select	needs. one:  Compliance with the requirements of this element was not examined The organisation has demonstrated compliance with the requirements of this element.
Select	needs.  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.
Select	needs.  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:
Select	needs.  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:  • please provide reasons for finding non-compliance or enter N/A
Select	needs.  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:  • please provide reasons for finding non-compliance or enter N/A  In order to become compliant the organisation is required to:
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:  • please provide reasons for finding non-compliance or enter N/A  In order to become compliant the organisation is required to:  • please provide requirements or enter N/A
Select  Analys	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:  • please provide reasons for finding non-compliance or enter N/A  In order to become compliant the organisation is required to:  • please provide requirements or enter N/A  sis of rectification evidence
Select  Analys	needs. 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:  • please provide reasons for finding non-compliance or enter N/A  In order to become compliant the organisation is required to:  • please provide requirements or enter N/A  sis of rectification evidence  please enter analysis of rectification evidence here or enter N/A

### Reason for finding of non-compliance: please provide reasons for finding non-compliance or enter N/A 16.6 Learners have timely access to current and accurate records of their participation and progress. Select one: Compliance with the requirements of this element was **not examined** The organisation has **demonstrated** compliance with the requirements of this element. X The organisation has **not demonstrated** compliance with the requirements of this element. Reasons for finding of non-compliance: The organisation could not provide evidence to demonstrate how learners can have access to current and accurate records of their participation and progress. In order to become compliant the organisation is required to: The organisation is to provide evidence to demonstrate how learners can acquire access to curent and accurate records of their participation and progress. Analysis of rectification evidence The organisation provided an updated version of its student handbook which included information directing learners to specific personnel to access their current records of participation and progress. Audit finding following review of rectification evidence X 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: please provide reasons for finding non-compliance or enter 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: Compliance with the requirements of this element was not examined X 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: please provide reasons for finding non-compliance or enter N/A

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

• please provide requirements or enter N/A

### Analysis of rectification evidence

Please enter analysis of rectification evidence here or enter N/A

Audit	Audit finding following review of rectification evidence	
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.	
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element	
	Reason for finding of non-compliance:	
	please provide reasons for finding non-compliance or enter N/A	

SNR 1	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 <b>not examined</b>	
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.	
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.	
	Reasons for finding of non-compliance:	
	please provide reasons for finding non-compliance or enter N/A	
	In order to become compliant the organisation is required to:	
	please provide requirements or enter N/A	
Analys	sis of rectification evidence	
•	please enter analysis of rectification evidence here or enter N/A	
Audit	finding following review of rectification evidence	
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.	
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element	
	Reason for finding of non-compliance:	
	please provide reasons for finding non-compliance or enter 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 <b>not examined</b>	
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.	
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.	
	Reasons for finding of non-compliance:	
	please provide reasons for finding non-compliance or enter N/A	

	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit 1	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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 <b>not examined</b>
$\boxtimes$	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here enter N/A
Audit 1	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element  Reason for finding of non-compliance:

17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity		
Select	one:		
	Compliance with the requirements of this element was <b>not examined</b>		
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.		
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.		
	Reasons for finding of non-compliance:		
	please provide reasons for finding non-compliance or enter N/A		
	In order to become compliant the organisation is required to:		
	please provide requirements or enter N/A		
Analy	sis of rectification evidence		
•	please enter analysis of rectification evidence here or enter N/A		
Audit	Audit finding following review of rectification evidence		
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.		
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element		
	Reason for finding of non-compliance:		
	please provide reasons for finding non-compliance or enter N/A		

SNR 1	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:
	Compliance with the requirements of this element was <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
18.2	The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.
Select	one:
	Compliance with the requirements of this element was <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A

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

• please provide requirements or enter N/A

### Analysis of rectification evidence

• please enter analysis of rectification evidence here or enter N/A

	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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:

X	Compliance with the requirements of this element was <b>not examined</b>
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A

### **Analysis of rectification evidence**

• please enter analysis of rectification evidence here or enter N/A

Ц	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul> <li>please provide reasons for finding non-compliance or enter N/A</li> </ul>

SNR 2	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:
	Compliance with the requirements of this element was <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analys	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter 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:
	Compliance with the requirements of this element was <b>not examined</b>
X	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:

• please provide requirements or enter N/A

### Analysis of rectification evidence

• please enter analysis of rectification evidence here or enter N/A

	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	<ul> <li>please provide reasons for finding non-compliance or enter N/A</li> </ul>

SNR 2	SNR 21: Insurance	
21.1	The NVR registered training organisation must hold public liability insurance throughout its registration period.	
Select	one:	
X	Compliance with the requirements of this element was <b>not examined</b>	
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.	
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.	
	Reasons for finding of non-compliance:	
	please provide reasons for finding non-compliance or enter N/A	
	In order to become compliant the organisation is required to:	
	please provide requirements or enter N/A	
Analys	sis of rectification evidence	
•	Please enter analysis of rectification evidence here or enter N/A	
Audit	finding following review of rectification evidence	
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.	
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element	
	Reason for finding of non-compliance:	
	please provide reasons for finding non-compliance or enter N/A	

SNR 2	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:
X	Compliance with the requirements of this element was <b>not examined</b>
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	Reasons for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
	In order to become compliant the organisation is required to:
	please provide requirements or enter N/A
Analy	sis of rectification evidence
•	please enter analysis of rectification evidence here or enter N/A
Audit	finding following review of rectification evidence
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	Reason for finding of non-compliance:
	please provide reasons for finding non-compliance or enter N/A
22.2	The NVR registered training organisation must provide the following fee information to each client:  (a) the total amount of all fees including course fees, administration fees, materials fees
	and any other charges; (b) payment terms, including the timing and amount of fees to be paid and any non-
	refundable deposit/administration fee; (c) the nature of the guarantee given by the NVR registered training organisation to
	complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
	(d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are
	deemed not yet competent on completion of training and assessment; and (e) the organisation's refund policy.
Select	one:
	Compliance with the requirements of this element was <b>not examined</b>

	The organisation has <b>demonstrated</b> compliance with the requirements of this element.						
X	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.						
	Reasons for finding of non-compliance:						
	stude	organisation could ents which will enat menced to train witl	ole them to co	mplete their cours			
	In order to become compliant the organisation is required to:						
	stude	organisation is requents which will enatemented to train with	ole them to co	mplete their cours			
Analy	sis of rectific	cation evidence					
•	statement sta	ation provided an up ating that the organ neant transfering to	saiont would	support students to			
Audit	Audit finding following review of rectification evidence						
X	The organis	sation has <b>demons</b>	trated compli	ance with the requ	irements of this e	lement.	
	The organis	sation has <b>not dem</b>	onstrated co	mpliance with the	requirements of th	nis element	
	Reason for finding of non-compliance:						
	• pleas	se provide reasons	for finding no	n-compliance or e	nter N/A		
22.3	ensure it c  (a) (Option territor)  (b) (Option approximate)  (c) (Option than \$7 Follow require any give other s  (d) (Option guarantheld by studentheld organis  (e) (Option measure)	NVR registered tracemplies with one of an 1) the NVR registry or Commonweath 2) the NVR registred Tuition Assurant 3) the NVR registred Tuition Assurant 3) the NVR registrem time, the total services yet to be on 4) the NVR registrem to those studies at 1000 from a bank of the NVR registrem to those studies at 1000 from the NVR registrem to the NVR registrem to the NVR registrem to those studies of equal rigour not available]	of the following tered training tered training tered training tered training dividual studencement, the tered training perating in A ged training opents) for tuiticudents tered training	ing acceptable or gorganisation is ent agency gorganisation had been ent prior to the company and the student does gorganisation had been entered to be paid with estudent does gorganisation had been to be provided or ganisation which to be provided or gorganisation had been entered to be provided or ganisation had been entered to be provided to	administered by administered by adds current mem ay accept payme ommencement of training organise student but on hich is attributation exceed \$1,50 and unconditions than the full as the prepayment by the NVR regions alternative fee	a state,  thership of an  nt of no more f the course, sation may ly such that at ble to tuition or onal financial mount of funds its from istered training	
	Fee protection option/s nominated by organisation:						
☐ Not applicable ☐ Option 1 Option 1		Option 2		☐ Option 4	Option 5		

Select one:					
X	Compliance with the requirements of this element was not examined				
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.				
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.				
	Reasons for finding of non-compliance:				
	please provide reasons for finding non-compliance or enter N/A				
	In order to become compliant the organisation is required to:				
	please provide requirements or enter N/A				
Analy	sis of rectification evidence				
•	please enter analysis of rectification evidence or enter N/A				
Audit	finding following review of rectification evidence				
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.				
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element				
	Reason for finding of non-compliance:				
	please provide reasons for finding non-compliance or enter N/A				

### **SNR 23:** Certification, issuing and recognition of qualifications & statements of attainment The NVR registered training organisation must issue to persons whom it has assessed as 23.1 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: X 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: please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to: please provide requirements or enter N/A Analysis of rectification evidence please enter analysis of rectification evidence here or enter 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: please provide reasons for finding non-compliance or enter 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: X 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:

	please provide reasons for finding non-compliance or enter N/A						
	In order to become compliant the organisation is required to:						
	please provide requirements or enter N/A						
Analy	sis of rectification evidence						
•	please enter analysis of rectification evidence here or enter N/A						
Audit	finding following review of rectification evidence						
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.						
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element						
	Reason for finding of non-compliance:						
	please provide reasons for finding non-compliance or enter 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:						
X	Compliance with the requirements of this element was <b>not examined</b>						
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.						
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.						
	Reasons for finding of non-compliance:						
	please provide reasons for finding non-compliance or enter N/A						
	In order to become compliant the organisation is required to:						
	please provide requirements or enter N/A						
Analy	sis of rectification evidence						
•	please enter the analysis of rectification evidence here or enter N/A						
Audit	finding following review of rectification evidence						
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.						
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element						
	Reason for finding of non-compliance:						
	please provide reasons for finding non-compliance or enter 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:			
X	Compliance with the requirements of this element was not examined			
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.			
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.			
	Reasons for finding of non-compliance:			
	please provide reasons for finding non-compliance or enter N/A			
	In order to become compliant the organisation is required to:			
	please provide requirements or enter N/A			
Analys	sis of rectification evidence			
•	please enter the analysis of rectification evidence here or enter N/A			
Audit	finding following review of rectification evidence			
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.			
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element			
	Reason for finding of non-compliance:			
	please provide reasons for finding non-compliance or enter N/A			
23.5	The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier.			
Select	one:			
X	Compliance with the requirements of this element was not examined			
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.			
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.			
	Reasons for finding of non-compliance:			
	please provide reasons for finding non-compliance or enter N/A			
	In order to become compliant the organisation is required to:			
	please provide requirements or enter N/A			
Analys	sis of rectification evidence			

•	please enter the analysis of rectification evidence here or enter N/A			
Audit	finding following review of rectification evidence			
	The organisation has <b>demonstrated</b> compliance with the requirements of this element.			
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element			
	Reason for finding of non-compliance:			
	please provide reasons for finding non-compliance or enter 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: X 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: please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to: • please provide requirements or enter N/A Analysis of rectification evidence please enter the analysis of rectification evidence here or enter N/A Audit finding following review of rectification evidence 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: please provide reasons for finding non-compliance or enter N/A 24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use. Select one: X 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: please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to: please provide requirements or enter N/A

# Analysis of rectification evidence • please enter the analysis of rectification evidence here or enter N/A Audit finding following review of rectification evidence □ 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: • please provide reasons for finding non-compliance or enter 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: X 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: please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to: • please provide requirements or enter N/A Analysis of rectification evidence please enter the analysis of rectification evidence here or enter N/A Audit finding following review of rectification evidence 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: please provide reasons for finding non-compliance or enter 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: X 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: • please provide reasons for finding non-compliance or enter N/A In order to become compliant the organisation is required to:

• please provide requirements or enter N/A

### Analysis of rectification evidence

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

	The organisation has <b>demonstrated</b> compliance with the requirements of this element.			
	The organisation has <b>not demonstrated</b> compliance with the requirements of this element			
	Reason for finding of non-compliance:			
	<ul> <li>please provide reasons for finding non-compliance or enter N/A</li> </ul>			