

Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Shoreline Learning and Development Pty Ltd
Trading name/s	Shoreline Learning and Development
RTO number	32433
CRICOS number	N/A

AUDIT TEAM

Lead auditor	Tracey Hancock
Auditor/s	N/A
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	N/A	
Audit number/s	1002646	
Audit reason 1	Post initial	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	29 Flinders Parade, North Lakes, Qld.	
Date/s of audit	12/06/2013 & 13/06/2013	
Organisation's contact for audit	Mr Ian Davies iand@shorelinegroup.com.au	Managing Director 07 3491 5888
NVR standards audited	All Standards for Continuing Registration	

BACKGROUND

The organisation's core clients consist of corporate clients with the main focus of training existing staff in essential skills and knowledge pertaining to their job position.

The organisation has increased its scope of registration since it was initially registered in May 2011; the CEO has identified a level of interest from industry and increased its scope to include industries such as aged care, disability, construction and mining, retail, customer service, sales and business.

Shoreline Learning and Development are affiliated with Shoreline Business Group and Shoreline Accounting and Tax.



The organisation's organisational structure comprises of Ian Davies, Managing Director of the Shoreline Group, Cathy Sanders, National Training and Compliance Director, Dario Prasnikar National Sales and Marketing Manager and Christie Parrish Operations Manager.

The organisation does not receive government funding nor does it partner with other registered training organisations to deliver on its behalf. It does not provide training to international students or provide training overseas.

Shoreline Learning and Development is registered to deliver nationally in QLD, NSW, WA, SA.

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

19

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
TAE40110	Certificate IV in Training and Assessment	Face to face, Workplace	11
SIR30212	Certificate III in Retail	Face to face, Workplace	0
CHC30408	Certificate III in Disability	Face to face, Workplace	0
CHC30212	Certificate III in Aged Care	Face to face, Workplace	0
BSB40507	Certificate IV in Business Administration	Face to face, Workplace	8
BSB50207	Diploma of Business	Face to face, Workplace	0
BSB60607	Advanced Diploma of Occupational Health and Safety	RPL Assessment only	0

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

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Ian Davies	Managing Director	N/A
Brent Walker	Client Services Manager	<ul style="list-style-type: none"> BSB40507 Certificate IV in Business Administration BSB50207 Diploma of Business TAE40110 Certificate IV in Training and Assessment
Cathy Sanders	Compliance Director	<ul style="list-style-type: none"> BSB40507 Certificate IV in Business Administration BSB50207 Diploma of Business TAE40110 Certificate IV in



Training and Assessment

Dario Prasnikar	Sales/Marketing Director	N/A
Christie Parrish	Operations Manager	N/A

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 13/06/2013: Significant non-compliance

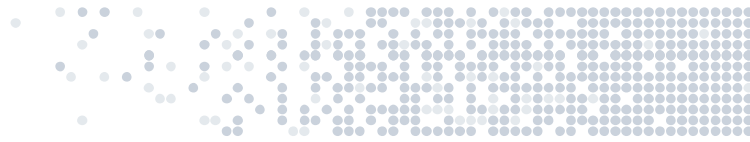
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on dd/mm/yyyy: n/a

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	n/a
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	n/a
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a
SNR 21	Compliant	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Not compliant	Compliant
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a



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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not compliant

Following rectification: n/a

The auditor was advised at audit the assessment for qualification BSB60607 Advanced Diploma of Occupational Health and Safety will provided as RPL assessment only. The organisation will not be providing training in this qualification.

Reasons for finding of non-compliance:

- The organisation did not provide training and assessment strategy for the qualification, BSB60607 Advanced Diploma of Occupational Health and Safety which aligns with the organisation strategy to provide RPL assessment only.

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

- provide a training and assessment strategy for the qualification BSB60607 Advanced Diploma of Occupational Health and Safety which aligns with the organisation strategy to provide RPL assessment only.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

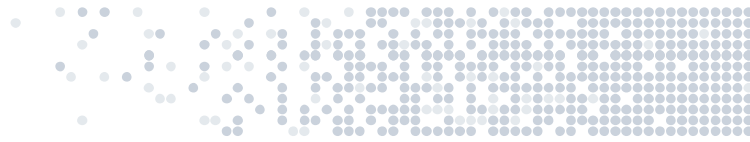
15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are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

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- SIR30212 Certificate III in Retail
- CHC30212 Certificate III in Aged Care
- CHC30408 Certificate III in Disability
- BSB40507 Certificate IV in Business Administration
- BSB50207 Diploma of Business
- TAE40110 Certificate IV in Training and Assessment



- The organisation's assessment materials for the units of competency reviewed against SNR 15.5 relating to the qualifications listed were not consistent with the requirements of the training package.

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

- Refer to the rectification requirements for SNR 15.5. The organisation is not required to provide rectification evidence to directly address this standard (SNR 15.3); however, it is required to provide evidence that its assessment material for the units of competency reviewed against SNR 15.5 complies with requirements of SNR 15.5 and are consistent with the requirements of the relevant training packages.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

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

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

The organisation did not provide evidence the nominated trainer and assessor for qualification CHC30408 Certificate III in Aged Care, Ms Green:

- has current industry skills directly relevant to the to the training and assessment being undertaken
- has continued to develop her industry currency specific to the aged care industry.

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

Provide evidence the trainer and assessor for the qualification CHC30408 Certificate III in Aged Care, Ms Green:

- has the current industry skills directly relevant to the training assessment being undertaken
- has continued to develop her industry currency specific to the aged care industry. If current evidence cannot be provided, the organisation is to provide a professional development plan which outlines those activities to be undertaken to maintain her industry currency.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time



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

Original finding: Not audited

Following rectification: n/a

Reasons for finding of non-compliance:

TAE40110 Certificate IV in Training and Assessment

TAEASS403B Participate in assessment validation

- the assessment tools provided did not allow for sufficient assessment evidence to be gathered in the workplace.
- the organisation did not give clear guidelines to the third party regarding how assessment is to be gathered in or from the workplace.
- the organisation did not provide evidence its assessment tools have been validated to meet the training package requirements.
- practical assessment tools provided did not contain clear criteria defining acceptable level of performance had been developed for the practical assessment tools.
- the assessment tools did not address all the performance criteria, required skills, critical aspects of assessment requirements of the unit of competency and ensure assessment is being conducted in accordance with the principles of assessment and rules of evidence.
- assessment did not provide clear information about assessment requirements for assessors and students.

SIR30212 Certificate III in Retail

SIRXIND101 Work effectively in a customer service environment

SIRXQUA001A Develop innovate ideas at work

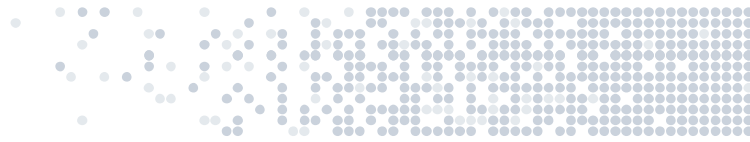
- the assessment tools provided did not allow for sufficient assessment evidence to be gathered in the workplace.
- the organisation did not give clear guidelines to the third party regarding how assessment is to be gathered in or from the workplace.
- the organisation did not provide evidence that its assessment tools have been validated to meet the training package requirements.
- practical assessment tools provided did not contain clear criteria defining acceptable level of performance.

SIRXIND101 Work effectively in a customer service environment

- the assessment tools provided did not fully address the performance criteria, required knowledge and skills, critical aspects of assessment requirements of the unit of competency and ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.

SIRXQUA001A Develop innovate ideas at work

- the assessment tools provided did not address all the performance criteria, required knowledge and skills of the unit of competency and ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.



CHC30408 Certificate III in Disability

CHCDIS323A Contribute to skill development and maintenance

CHCICS305B Provide behaviour support in the context of individualised plans

CHC30212 Certificate III in Aged Care

CHCICS301B Provide support to meet personal care needs

- the assessment tools provided for the units listed did not allow for sufficient assessment evidence to be gathered workplace.
- the organisation did not give clear guidelines to the third party regarding how assessment is to be gathered in or from the workplace.
- the organisation did not provide evidence its assessment tools have been validated to meet the training package requirements.
- practical assessment tools provided did not contain criteria defining acceptable level of performance.
- the assessment tools did not address all the performance criteria, required skills, critical aspects of assessment of the units of competency and ensure assessment is being conducted in accordance with the principles of assessment and rules of evidence.

BSB40507 Certificate IV in Business Administration

BSBWRT401A Write complex documents

BSBADM407B Administer projects

- the assessment tools provided for the units listed did not allow for sufficient assessment evidence to be gathered in the workplace.
- the organisation did not give clear guidelines to the third party regarding how assessment is to be gathered in or from the workplace.
- the organisation did not provide evidence its assessment tools have been validated to meet the training package requirements.

BSBWRT401A Write complex documents

- the assessment tools provided did not address all the performance criteria, required knowledge and skills of the unit of competency and ensure assessment is being conducted in accordance with the principles of assessment and rules of evidence.

BSBADM407B Administer projects

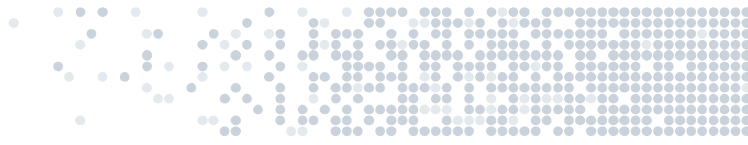
- practical assessment tools provided did not contain criteria defining acceptable level of performance.
- the assessment tools provided did not address all the performance criteria and required skills of the unit of competency and ensure assessment is being conducted in accordance with the principles of assessment and rules of evidence.

BSB50207 Diploma of Business

BSBHRM506A Manage recruitment, selection and induction processes

BSBMGT403A Implement continuous improvement

- the assessment tools provided for the units listed did not allow for sufficient assessment evidence to be gathered in the workplace.



- the organisation did not give clear guidelines to the third party regarding how assessment is to be gathered in or from the workplace.
- the organisation did not provide evidence that its assessment tools have been validated to meet the training package requirements.
- practical assessment tools provided did not contain criteria defining acceptable level of performance.

BSBHRM506A Manage recruitment, selection and induction processes

- the assessment tools provided did not address all the performance criteria, required knowledge and skills and critical aspects of assessment of the unit of competency and ensure assessment is being conducted in accordance with the principles of assessment and rules of evidence.

BSBMGT403A Implement continuous improvement

- the assessment tools provided did not address all the performance criteria, required skills and critical aspects of assessment of the unit of competency and ensure assessment is being conducted in accordance with the principles of assessment and rules of evidence.

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

TAE40110 Certificate IV in Training and Assessment

TAEASS403B Participate in assessment validation

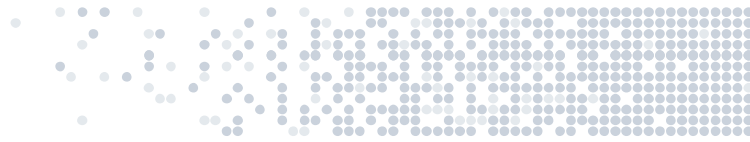
- provide evidence that its assessment tool/s allows for sufficient assessment evidence to be gathered from the workplace.
- provide amended third party report that contains clear guidelines/instructions regarding how assessment is to be gathered in or from the workplace.
- provide evidence its assessment tools have been validated which ensures training package requirements have been met.
- provide amended practical assessment tools/tasks which include or are accompanied with criteria which define the acceptable level of performance required to be demonstrated.
- provide a full suite of assessment tools which address all the requirements of the unit of competency, including the performance criteria, required skills and critical aspects of assessment and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.
- Ensure all assessment tools/tasks contain clear information about assessment requirements for assessors and students.

SIR30212 Certificate III in Retail

SIRXIND101 Work effectively in a customer service environment

SIRXQUA001A Develop innovate ideas at work

- provide evidence that its assessment tool/s allows for sufficient assessment evidence to be gathered from the workplace.
- provide amended third party report that contains clear guidelines/instructions regarding how assessment is to be gathered in or from the workplace.
- provide evidence its assessment tools have been validated which ensures training package



requirements have been met.

- provide amended practical assessment tools/tasks which include or are accompanied with criteria which define the acceptable level of performance required to be demonstrated.

SIRXIND101 Work effectively in a customer service environment

- provide a full suite of assessment tools which address all the requirements of the unit of competency, including the performance criteria, required skills and critical aspects of assessment and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.

SIRXQUA001A Develop innovate ideas at work

- provide a full suite of assessment tools which address all the requirements of the unit of competency including the performance criteria, required knowledge and skills and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.

CHC30408 Certificate III in Disability

CHCDIS323A Contribute to skill development and maintenance

CHCICS305B Provide behaviour support in the context of individualised plans

CHC30212 Certificate III in Aged Care

CHCICS301B Provide support to meet personal care needs

- provide evidence that its assessment tool/s allows for sufficient assessment evidence to be gathered from the workplace.
- provide amended third party report that contains clear guidelines/instructions regarding how assessment is to be gathered in or from the workplace.
- provide evidence its assessment tools have been validated which ensures training package requirements have been met.
- provide amended practical assessment tools/tasks which include or are accompanied with criteria which define the acceptable level of performance required to be demonstrated.
- provide a full suite of assessment tools which address all the requirements of the units of competency listed, including the performance criteria, required skills, critical aspects of assessment and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.

BSB40507 Certificate IV in Business Administration

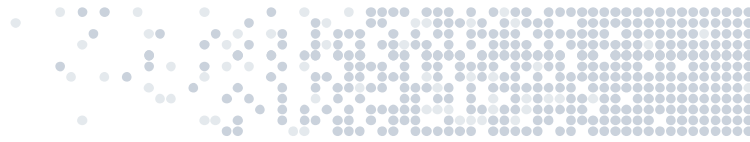
BSBWRT401A Write complex documents

BSBADM407B Administer projects

- provide evidence that its assessment tool/s allows for sufficient assessment evidence to be gathered from the workplace
- provide amended third party report that contains clear guidelines/instructions regarding how assessment is to be gathered in or from the workplace.
- provide evidence its assessment tools have been validated which ensures training package requirements have been met.

BSBWRT401A Write complex documents

- provide a full suite of assessment tools which address all the requirements of the unit of competency, including the performance criteria, required knowledge and skills and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.



BSBADM407B Administer projects

- provide amended practical assessment tools/tasks which include or are accompanied with criteria which define the acceptable level of performance required to be demonstrated.
- provide a full suite of assessment tools which address all requirements of the unit of competency, including the performance criteria and required skills and will ensure assessment will be conducted in accordance with the principles of assessment and rules of evidence.

BSB50207 Diploma of Business

BSBHRM506A Manage recruitment, selection and induction processes

BSBMGT403A Implement continuous improvement

- provide evidence that its assessment tool/s allows for sufficient assessment evidence to be gathered from the workplace
- provide amended third party report that contains clear guidelines/instructions regarding how assessment is to be gathered in or from the workplace.
- provide evidence its assessment tools have been validated which ensures training package requirements have been met..
- provide amended practical assessment tools/tasks which include or are accompanied with criteria which define the acceptable level of performance required to be demonstrated.

BSBHRM506A Manage recruitment, selection and induction processes

- provide a full suite of assessment tools which address all requirements of the unit of competency including the performance criteria, required knowledge and skills and critical aspects of assessment and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.

BSBMGT403A Implement continuous improvement

- provide a full suite of assessment tools which address all requirements of the unit of competency including the performance criteria, required skills and critical aspects of assessment and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence.

Analysis of rectification evidence:

- Evidence yet to be supplied

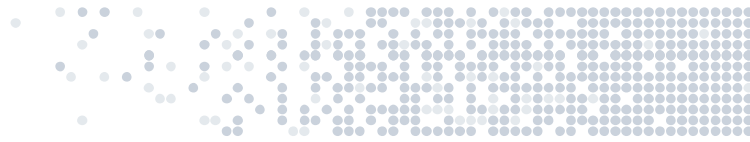
Reasons for outstanding non-compliance:

- Not applicable at this time

SNR 16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:
16.1	The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.
Original finding: Compliant	Following rectification: n/a



16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.
Original finding: Compliant	Following rectification: n/a
16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.
Original finding: Compliant	Following rectification: n/a
16.4	Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
Original finding: Compliant	Following rectification: n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.
Original finding: Compliant	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.
Original finding: Compliant	Following rectification: 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.
Original finding: Compliant	Following rectification: n/a
SNR 17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:
17.1	The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.
Original finding: Compliant	Following rectification: n/a
17.2	The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.
Original finding: Compliant	Following rectification: n/a
17.3	The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.
Original finding: Not audited	Following rectification: n/a



17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity.
Original finding: Compliant	Following rectification: n/a

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

18.1	The NVR registered training organisation’s Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation’s scope of registration, as listed on the National Register.
Original finding: Not compliant	Following rectification: n/a

Reasons for finding of non-compliance:

- Due to non-compliances identified across other standards the NVR registered training organisation’s chief executive has not ensured the RTO complies with all requirements of the VET Quality Framework.

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

- The rectification evidence provided to address the non-compliances identified in the other SNR standards will suffice to cover this requirement, so long as the rectification evidence is compliant.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

18.2	The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.
Original finding: Compliant	Following rectification: n/a

SNR 19 **Interactions with the National VET Regulator**

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

Following rectification: n/a

SNR 20 Compliance with legislation

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

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

Original finding: Compliant

Following rectification: n/a

SNR 22 Financial management

22.1 Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Compliant

Following rectification: n/a

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

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

Original finding: Compliant

Following rectification: n/a

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

- (a) (Option 1) the NVR registered training organisation is administered by a state, territory**



or Commonwealth government agency;
 (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]~~
 (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;
 (d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
 (e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

Original finding: Not audited

Following rectification: n/a

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

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:
 (a) meets the Australian Qualifications Framework (AQF) requirements;
 (b) identifies the NVR registered training organisation by its national provider number from the National Register and
 (c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

The organisation did not provide evidence its statement of attainment and qualification testamur:

- meet the AQF Qualifications Issuance Policy
- meet the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET sector

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

The organisation is to provide rectification evidence which

- met the AQF Qualifications Issuance Policy
- met the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET sector

Analysis of rectification evidence received on day of audit:

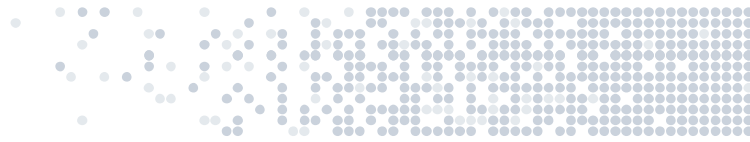
At audit, the organisation provided rectification evidence which

- met the AQF Qualifications Issuance Policy
- met the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET sector

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

Original finding: Compliant

Following rectification: n/a



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

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- the organisation did not provide evidence of how it retains records of qualifications and statement of attainments issued for a period of 30 years.

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

- provide evidence of how the organisation will ensure it will retain records of qualifications and statement of attainments issued for a period of 30 years.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

**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.
[no requirements currently exist]**

This element was not audited

SNR 24 Accuracy and integrity of marketing

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

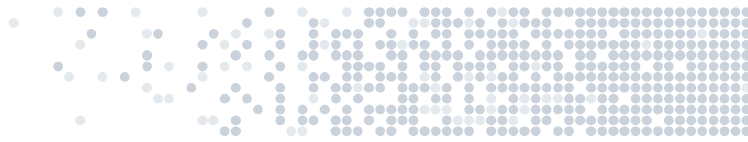
SNR 25 Transition to Training Packages/expiry of VET accredited courses

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

Original finding: Compliant

Following rectification: n/a

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



currently VET accredited courses.

Original finding: Not audited

Following rectification: n/a
