

## Audit report – VET Quality Framework

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

#### ORGANISATION DETAILS

Organisation's legal name	Change Safety & Training Pty. Ltd.
Trading name/s	CSAT
RTO number	32466
CRICOS number	N/A

#### AUDIT TEAM

Lead auditor	Ms Sonja Anders
Auditor/s	N/A
Technical adviser/s	N/A

#### AUDIT DETAILS

Application number/s	N/A	
Audit number/s	1002689	
Audit reason 1	Post initial VET	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	5 Prospect Street, Rosslyn Qld 4703	
Date/s of audit	16/05/2014	
Organisation's contact for audit	Mrs Cherie Willcox willcox1@iinet.net.au	CEO 0417 005 239
NVR standards audited	Selected Standards for Continuing Registration: 15, 16, 17, 18, 20.2, 21.1, 22.2, 22.3, 23.1, 24.1 and 25	

#### BACKGROUND

- The organisation is a family operated business.
- There are no partnerships.
- The organisation has been registered since 2011 but had no enrolments until 2012 in the areas of First Aid, Responsible Service of Alcohol and Training and Assessment.
- This year the organisation added the Beauty and Hairdressing industry areas to their scope of registration.
- Core clients are high school students or individuals looking at an apprenticeship.
- Recently the organisation removed the mining industry training areas from their scope of registration.



- **Delivery site for Beauty is located at 18 Upper Dawson Road, Rockhampton.**

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

- 37

<b>AUDIT SAMPLE</b>			
<b>Code</b>	<b>Qualification/Course/Unit name</b>	<b>Mode/s of delivery/assessment*</b>	<b>Current enrolments (If not yet on scope, record N/A)</b>
SIB20210	Certificate II in Nail Technology	Face to face	37
SIB30111	Certificate III in Hairdressing	Face to face	N/A
TAE40110	Certificate IV in Training and Assessment	Face to face	N/A
<i>HLTCPR211A</i>	<i>Perform CPR</i>	Face to face	N/A
<i>SITHFAB201</i>	<i>Provide responsible service of alcohol</i>	Face to face	N/A
<i>HLTAID003</i>	<i>Provide first aid</i>	Face to face	N/A

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

<b>INTERVIEWEES</b>		
<b>Name</b>	<b>Position</b>	<b>Qualification/Course/Unit code/s</b>
Mrs Cherie Louise Willcox	Director	SIB20210 Certificate II in Nail Technology (partial) SIB30111 Certificate III in Hairdressing TAE40110 Certificate IV in Training and Assessment HLTCPR211A Perform CPR SITHFAB201 Provide responsible service of alcohol HLTAID003 Provide First Aid

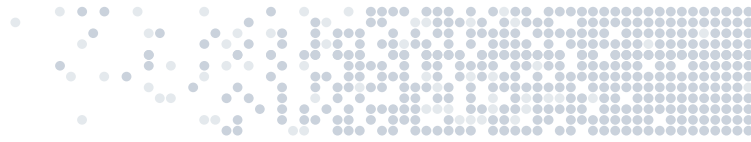
#### **ORIGINAL AUDIT FINDING AT TIME OF AUDIT**

##### **Audit finding as at 16/05/14: 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**

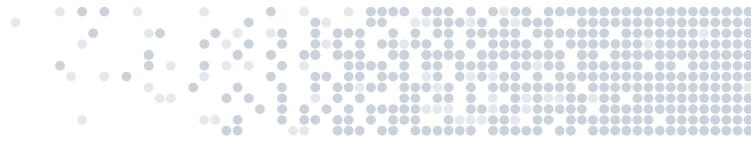
##### **Audit finding following analysis of additional evidence provided on 07/07/2014: Compliant**



<b>AUDIT FINDING BY STANDARD</b>		
<b>Standard</b>	<b>Original finding</b>	<b>Finding following rectification</b>
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a



<b>SNR 15</b>	<b>The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:</b>
<b>15.1</b>	<b>The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.</b>
	<b>Original finding:</b> Compliant <b>Following rectification:</b> n/a
<b>15.2</b>	<b>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.</b>
	<b>Original finding:</b> Compliant <b>Following rectification:</b> n/a
<b>15.3</b>	<b>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.</b>
	<b>Original finding:</b> Compliant <b>Following rectification:</b> n/a
<b>15.4</b>	<b>Training and assessment is delivered by trainers and assessors who:</b> <b>(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and</b> <b>(b) have the relevant vocational competencies at least to the level being delivered or assessed; and</b> <b>(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and</b> <b>(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</b>
	<b>Original finding:</b> Not compliant <b>Following rectification:</b> Compliant
	<i>Reasons for finding of non-compliance:</i>
	<b>SIB30111 Certificate III in Hairdressing</b> <b>Wayne Bradbury</b> There was no evidence of current industry skills (SNR 15.4c), or how this trainer/assessor continues to develop his VET and industry knowledge and skills (SNR 15.4d).
	<b>Rebecca Mossman</b> The evidence provided by the RTO did not demonstrate that this trainer and assessor has the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors (SNR 15.4a).  There was no evidence of current industry skills (SNR 15.4c), or how this trainer/assessor continues to develop his VET and industry knowledge and skills (SNR 15.4d).
	<i>In order to become compliant, the organisation is required to:</i>
	<b>SIB30111 Certificate III in Hairdressing</b>  The RTO is required to provide evidence that Wayne Bradbury and Rebecca Mossman have current industry skills and describe how they will continue to develop their VET and industry knowledge and skills or; provide evidence that training and assessment will be delivered by a



person(s) who meets all the requirements of 15.4.

*Analysis of rectification evidence:*

The RTO provided the following evidence in relation to:

**Wayne Bradbury**

- Resume attached showing Wayne’s employment history.
- Staff currency matrix for vocational and training and assessing currency.
- Facebook page and link showing Wayne is a current salon owner.
- PD plan for Wayne Bradbury.
- CSaT’s VET Trainers and Assessors Qualifications and Competency Policy.

**Rebecca Mossman**

- Staff Qualifications and Experience Profile showing Rebecca’s employment history and Cherie Willcox as her training and assessment supervisor. Cherie’s staff profile and qualifications were checked at audit.
- CSaT’s VET Trainers and Assessors Qualifications and Competency Policy showing Direct Supervision and Team Assessment Statement.
- CSaT’s Supervision Procedure signed by Rebecca Mossman and Cherie Willcox.
- Record of Progress showing Rebecca is enrolled in TAE40110 Certificate IV in Training and Assessment.
- Staff Currency Matrix for vocational competency.
- Copy of Facebook page and link showing Rebecca is a current salon owner of RM Hair.
- PD Plan for Rebecca Mossman.

The evidence provided demonstrates that the training and assessment will be delivered by trainers/assessors who have current industry skills and continues to develop their VET and industry knowledge and skills.

It also demonstrated that Rebecca has the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors, for example, the Trainer and Assessors supervision procedure between Cherie Willcox and Rebecca Mossman.

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

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

**SIB20210 Certificate II in Nail Technology**

SIBBNS205A Apply nail art

SIBBNS202A Provide manicure and pedicure services

**SIB30111 Certificate III in Hairdressing**

SIHHCS308A Design and maintain beards and moustaches

SIHHRS303A Perform chemical straightening and relaxing services

The evidence provided does not demonstrate that the assessment has been systematically validated in accordance with the principles of assessment and the rules of evidence.



*NOTE: Prior to conclusion of the audit, the organisation provided evidence to rectify this non-compliance. Consequently, no further evidence is required.*

**TAE40110 Certificate IV in Training and Assessment**

TAEASS402B Assess competence

BSBCMM401A Make a presentation

The evidence provided does not demonstrate that there are systems in place to ensure the assessment evidence gathered is the student’s own work and is conducted in accordance with the principles of assessment and the rules of evidence.

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

**TAE40110 Certificate IV in Training and Assessment**

TAEASS402B Assess competence

BSBCMM401A Make a presentation

Provide evidence to demonstrate that there are systems in place to ensure assessment evidence gathered is the student’s own work and is in accordance with the principles of assessment and the rules of evidence.

*Analysis of rectification evidence:*

**TAE40110 Certificate IV in Training and Assessment**

TAEASS402B Assess competence

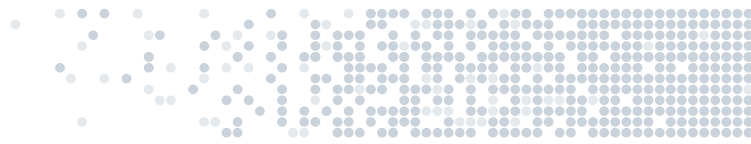
BSBCMM401A Make a presentation

The RTO provided the following evidence:

- CSaT’s Assessment Policy showing their commitment to ensure that evidence received is based on the ‘Principles of Assessment’ and the ‘Rules of evidence.’ In particular a new procedure for digital submission of assessment.

This evidence demonstrates that there are systems in place to ensure assessment evidence gathered will be the student’s own work and is in accordance with the principles of assessment and the rules of evidence to meet training package requirements.

<b>SNR 16</b>	<b>The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:</b>
<b>16.1</b>	<b>The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.</b>
	<b>Original finding:</b> Compliant <span style="float: right;"><b>Following rectification:</b> n/a</span>
<b>16.2</b>	<b>The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.</b>
	<b>Original finding:</b> Compliant <span style="float: right;"><b>Following rectification:</b> n/a</span>
<b>16.3</b>	<b>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.</b>
	<b>Original finding:</b> Compliant <span style="float: right;"><b>Following rectification:</b> n/a</span>



<b>16.4</b>	<b>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.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.5</b>	<b>Learners receive training, assessment and support services that meet their individual needs.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.6</b>	<b>Learners have timely access to current and accurate records of their participation and progress.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>16.7</b>	<b>The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>SNR 17</b>	<b>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:</b>
<b>17.1</b>	<b>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.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>17.2</b>	<b>The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>17.3</b>	<b>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.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>17.4</b>	<b>The NVR registered training organisation manages records to ensure their accuracy and integrity.</b>
<b>Original finding:</b> Compliant	<b>Following rectification:</b> n/a
<b>SNR 18</b>	<b>The NVR registered training organisation has governance arrangements in place as follows:</b>
<b>18.1</b>	<b>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,</b>



**as listed on the National Register.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*Reasons for finding of non-compliance:*

- The non-compliances identified demonstrate the Chief Executive did not ensure that the organisation complied with the VET Quality Framework.

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

- Once the outstanding non-compliance has been rectified this will indicate that the Chief Executive complies with the VET Quality Framework.

*Analysis of rectification evidence:*

- All the outstanding non-compliance have now been rectified which indicates that the Chief Executive has ensured the organisation complies with the VET Quality Framework.

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

**Original finding:** Compliant

**Following rectification:** n/a

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

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

**Original finding:** Not audited

**Following rectification:** n/a

#### **SNR 20 Compliance with legislation**

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

**Original finding:** Not audited

**Following rectification:** n/a

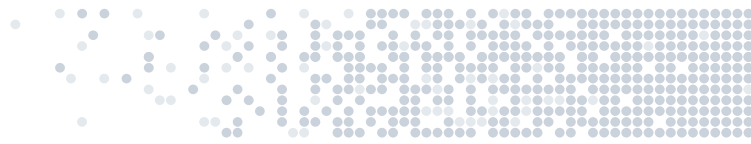
**20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.**

**Original finding:** Compliant

**Following rectification:** n/a

#### **SNR 21 Insurance**





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

**Original finding:** Compliant

**Following rectification:** n/a

**SNR 22 Financial management**

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

**Original finding:** Not audited

**Following rectification:** n/a

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

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

**Original finding:** Compliant

**Following rectification:** n/a

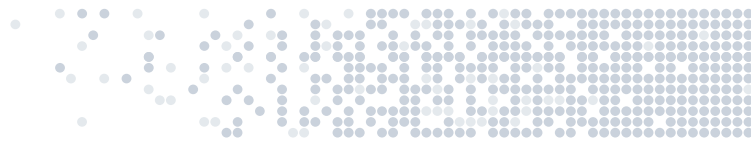
**22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:**

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

**Original finding:** Compliant

**Following rectification:** n/a

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



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

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

**Original finding:** Compliant

**Following rectification:** n/a

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

**Original finding:** Not audited

**Following rectification:** n/a

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

**Original finding:** Not audited

**Following rectification:** n/a

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

This element was not audited.

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

This element was not audited.

## **SNR 24 Accuracy and integrity of marketing**

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

**Original finding:** Compliant

**Following rectification:** n/a

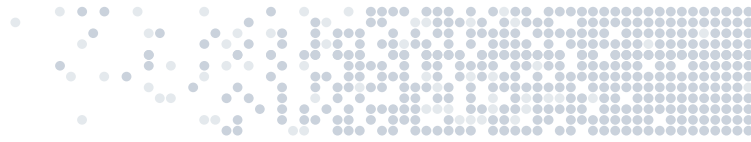
**24.2** The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

**Original finding:** Not audited

**Following rectification:** n/a

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

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



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**Original finding:** Compliant

**Following rectification:** n/a

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**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.**

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**Original finding:** Compliant

**Following rectification:** n/a

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