

RTO DETAILS			
RTO Name	Accell Pty Ltd t/a Accell Pty Ltd	NTIS #	132213
Address	34 Dale View Lane, Mapleton, Q4560	Website	www.accell.com.au
Registration Contact	Mr Francis (Frank) Feldman		
Phone Number	0754786710	E-mail	frank.feldman@accell.com.au
Student Numbers	Approximate numbers: TLI21309 – 250; TLI30707 – 7; CPCCOHS1001A – 31. Actual numbers are reported as required through the annual statistical return.		
AUDIT TEAM			
Lead Auditor	Kathryn Joan Duffy	Auditor/s	N/A
Technical Advisor/s	N/A	Observer/s	N/A
NARA CONTACT DETAILS			
Contact Person	Lorelle Johnson, Client Relationship Manager, NARA	Official Order	2011/017
Phone Number	02 9409 3211	E-mail	Lorelle.johnson@tvetaustralia.com.au
AUDIT DETAILS			
Type of Audit	Initial <input type="checkbox"/> Post-initial <input checked="" type="checkbox"/> Extension to scope <input checked="" type="checkbox"/> Renewal <input type="checkbox"/> Monitoring <input type="checkbox"/> Complaint <input type="checkbox"/> Strategic <input type="checkbox"/>		
Standards audited	All standards	Audit Date/s	4 April 2011
Conditions audited	All conditions	Site or Desk?	Site audit
Audit outcome	Compliant <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/> Significant non-compliance <input type="checkbox"/> Critical Non-compliance <input type="checkbox"/>		
Other audit notes	<p>For the purpose of this audit, the ‘client’ is the employer group that is contracting the services of Accell Pty Ltd. Individuals are not enrolled.</p> <p>During the post-initial audit process, and following consultation with NARA officers, it was agreed that Accell Pty Ltd could incorporate an ‘Addition to Scope’ to add qualifications to enable the transition to the new TLI10 Transport and Logistics Training Package along with qualifications from two other training packages that are new to Accell Pty Ltd’s current scope: The Electrotechnology Training Package,</p>		



TVET Australia (National Audit and Registration Agency)

AUDIT REPORT – AQTF Essential Conditions & Standards for Continuing Registration



	Version 3.1 and the Resources and Infrastructure Training Package. Refer recommendations under Condition 3 Compliance with Legislation.
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FOCUS OF AUDIT

NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
TLI21309	Certificate II in Rail Infrastructure	Tas, Vic
TLI30707	Certificate III in Transport and Logistics (Rail Infrastructure)	Vic
CPCCOHS1001A	Work safely in the construction industry	Qld, Victoria and Tasmania

Refer Addition to scope application which details of qualifications from the TLI10 Transport and Logistics Training Package which are being added to scope. Some of these qualifications are equivalent to qualifications on the existing scope; others are new or revised qualifications within the training package. The qualifications from the two new training packages that are being added are supported by learning and assessment strategies.

INTERVIEWEE/S

Staff -names and positions	Employers- name and position	Students - (by program, do not list by name)
Frank Feldman, Director		A sample of student files was taken..
Kaye Kurth , Director		
Helen Coombs, Administration Officer		

CONDITIONS OF REGISTRATION - SUMMARY

CONDITION 1 – GOVERNANCE

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO management are directly involved in the day to day operations of the business and engage directly with industry to ensure that training and assessment outcomes meet its needs and expectations. Trainers and assessors engaged are experts in their fields and contribute to the training and assessment system.

CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO is committed to compliance with the *AQTF Essential Conditions and Standards for Continuing Registration* and was able to demonstrate that it takes all measures necessary to ensure that it continues to meet its obligations. Continuing review and improvement of its services to industry is an integral component of business operations.

CONDITION 3 – COMPLIANCE WITH LEGISLATION

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO informs its stakeholders of legislation and regulation that impact on its training and assessment services. Policies and procedures to support implementation and compliance with the legislation and associated regulation, where applicable are also documented and disseminated consistently throughout the organisation and to its external clients.

It is recommended that:

- the RTO include in its contracts/scope of services contract a statement that it is the responsibility of the client to ensure that all workplace safety requirements are met, acknowledging that during training and assessment supervised by the RTO, the RTO will be responsible for ‘duty of care’ of participants.
- where new qualifications and training packages are being added to scope, the RTO acquire the specific requirements of each State/Territory where delivery will occur related to the occupational licensing and for trainers/assessors e.g. in Queensland, to train from the UEE07 Electrotechnology Training Package, trainers/assessors must hold a Queensland electrical licence.

CONDITION 4 – INSURANCE

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO has purchased insurance to cover its obligations under Condition 4.

CONDITION 5 – FINANCIAL MANAGEMENT

Audit conclusion: Compliant Non-compliant Not audited

Comment: Documentation provided by the RTO demonstrated compliance with Condition 5. It was noted that the scope of services contract specifies the services that are to be provided to the client (not the individual) to be delivered for a specific price.

CONDITION 6 – CERTIFICATION & ISSUING OF QUALIFICATIONS & STATEMENTS OF ATTAINMENT

Audit conclusion: Compliant Non-compliant Not audited

Comment: During the audit, the RTO made a slight adjustment to wording on the qualifications/Statement of Attainment to meet current requirements of the *Australian Qualifications Implementation Handbook*.

CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO publicises its policy on acceptance of qualifications issued by other RTOs in its contracts the contents of which are re-iterated to participants at induction.

CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO's marketing is accurate and consistent with its scope of registration. The NRT logo is used only on its qualifications/Statements of Attainment.

CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES

Audit conclusion: Compliant Non-compliant Not audited

Comment: The RTO participates in forums leading up to changes to training packages and revises the scope of registration accordingly to ensure that clients are purchasing a training and assessment service that is current.

CONDITIONS OF REGISTRATION

CONDITIONS OF REGISTRATION

CONDITION 1 – GOVERNANCE

The RTO's Chief Executive must ensure that the RTO complies with the AQTF Essential Conditions and Standards for Continuing Registration and any national guidelines approved by the National Quality Council or its successors. This applies to all of the operations within the RTO's scope of registration, as listed on the National Training Information Service.

The RTO's senior officers and directors or substantial shareholders who are in a position to influence the management of the organisation must satisfy fit and proper person requirements unless these requirements have already been met through other legislative provisions.

The RTO must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- Directors of Accell Pty Ltd present through audit.
- Documentation provided to trainers/assessors about their roles and responsibilities.
- Evidence provided that feedback from trainers/assessors informs management of RTO operations.
- Documentation provided to show support of monitoring and improvement of service provided to stakeholders.
- Evidence that Directors are directly involved with the industry skills council and industry leaders.

FINDING:

The RTO management are directly involved in the day to day operations of the business and engage directly with industry to ensure that training and assessment outcomes meet its needs and expectations. Trainers and assessors engaged are experts in their fields and contribute to the training and assessment system.

CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY

The RTO's Chief Executive must ensure that the RTO co-operates with its registering body:

- in the conduct of audits and the monitoring of its operations
- by providing accurate and timely data relevant to measures of its performance
- by providing information about significant changes to its operations
- by providing information about significant changes to its ownership
- in the retention, archiving, retrieval and transfer of records consistent with its registering body 's requirements

CONDITIONS OF REGISTRATION

- by providing a statement demonstrating its financial viability and/or its annual financial statements and/or a business plan on request of the registering body.

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- Data provided and subject to audit.
- Planned approach to training and assessment service.
- Interaction and cooperation with registering body in lead up to post initial audit.

FINDING:

The RTO is committed to compliant with the *AQTF Essential Conditions and Standards for Continuing Registration* and was able to demonstrate that it takes all measures necessary to ensure that it continues to meet its obligations. Continuing review and improvement of its services to industry is an integral component of business operations.

CONDITION 3 – COMPLIANCE WITH LEGISLATION

The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to its operations and its scope of registration. It ensures that its staff and clients are fully informed of these requirements that affect their duties or participation in vocational education and training..

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- Through its publications and contracts, stakeholders are informed of legislation that impacts on the delivery of services. Individual students are advised through the induction process and through the participant handbook of relevant legislation and support policy and procedures.
- Industry specific legislative requirements are integrated into training programs.
- Safety taken seriously – participants excluded for failure to comply with safety PPE.

FINDING:

The RTO informs its stakeholders of legislation and regulation that impact on its training and assessment services. Policies and procedures to support implementation and compliance with the legislation and associated regulation, where applicable are also documented and disseminated consistently throughout the

CONDITIONS OF REGISTRATION

organisation and to its external clients.

It is recommended that:

- the RTO include in its contracts/scope of services contract a statement that it is the responsibility of the client to ensure that all workplace safety requirements are met, acknowledging that during training and assessment supervised by the RTO, the RTO will be responsible for 'duty of care' of participants.
- where new qualifications and training packages are being added to scope, the RTO acquire the specific requirements of each State/Territory where delivery will occur related to the occupational licensing and for trainers/assessors e.g. in Queensland, to train from the UEE07 Electrotechnology Training Package, trainers/assessors must hold a Queensland electrical licence.

CONDITION 4 – INSURANCE

The RTO must hold insurance for public liability throughout its registration period.

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- AFM Insurance – Policy Number YAPR5001043 – period of insurance: 12 March 2011 to 12 March 2012 for public liability and business insurance (policy terms and conditions tabled).

FINDING:

The RTO has purchased insurance to cover its obligations under Condition 4.

CONDITION 5 – FINANCIAL MANAGEMENT

The RTO must be able to demonstrate to its registering body, on request, that it is financially viable at all times during the period of its registration.

The RTO must provide the following fee information to each client:

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

Where the RTO collects student fees in advance it must ensure it complies with one of the following acceptable options:

CONDITIONS OF REGISTRATION

- (Option 1) the RTO is administered by a state, territory or commonwealth government agency, or
- (Option 2) the RTO holds current membership of an approved Tuition Assurance Scheme, or
- (Option 3) the RTO may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO 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, or
- (Option 4) the RTO holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the RTO which are prepayments from students (or future students) for tuition to be provided by the RTO to those students, or
- (Option 5) the RTO has alternative fee protection measures of equal rigour approved by the registering body.

The RTO must have its accounts certified by a qualified Accountant to Australian Accounting Standards at least annually, and provide the certificate to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide a full audit report on the RTO's financial accounts from a qualified and independent accountant.

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- Note that fees are not accepted from individuals.
- Financial independent auditor report by McFillin Audit Services dated 4 November 2010 having audited the special purpose financial documents comprising the Directors' Declaration, Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows and Notes to the Financial Statements – year ending 30 June 2009. The financial report presents fairly, in accordance with the accounting policies.

FINDING:

Documentation provided by the RTO demonstrated compliance with Condition 5. It was noted that the scope of services contract specifies the services that are to be provided to the client (not the individual) to be delivered for a specific price.

CONDITION 6 – CERTIFICATION & ISSUING OF QUALIFICATIONS & STATEMENTS OF ATTAINMENT

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

- meets the Australian Qualifications Framework (AQF) requirements
- identifies the RTO by its national provider number from the National Training Information Service
- includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.

The RTO must retain client records of attainment of units of competency and qualifications for a period of thirty years.

The RTO must have a student records management system in place that has the capacity to provide the registering body with AVETMISS compliant data.

CONDITIONS OF REGISTRATION
<p>The RTO must provide returns of its client records of attainment of units of competency and qualifications to its registering body on a regular basis, as determined by the registering body.</p> <p>The RTO must meet the requirements for implementation of a national unique student identifier.</p>
<p>Audit conclusion: Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/></p> <p>EVIDENCE:</p> <ul style="list-style-type: none"> • Samples of the Statements of Attainment and qualifications issued to participants were tabled. They comply with the current requirements of the <i>Australian Qualifications Implementation Handbook</i>. <p>FINDING:</p> <p>During the audit, the RTO made a slight adjustment to wording on the qualifications/Statement of Attainment to meet current requirements of the <i>Australian Qualifications Implementation Handbook</i>.</p>
CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs
<p>The RTO must recognise the AQF qualifications and Statements of Attainment issued by any other RTO.</p>
<p>Audit conclusion: Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/></p> <p>EVIDENCE:</p> <ul style="list-style-type: none"> • Advice that Statements of Attainment issued by other RTOs is included in contracts with clients. <p>FINDING:</p> <p>The RTO publicises its policy on acceptance of qualifications issued by other RTOs in its contracts the contents of which are re-iterated to participants at induction.</p>
CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING
<p>The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be employed only in accordance with its conditions of use.</p>

CONDITIONS OF REGISTRATION

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- Each contact with a potential client includes an overview of Accell Pty Ltd's products and services. Each contract includes this information in the introduction of the contract.
- Marketing is through word of mouth and through consultancy services.
- Accell Pty Ltd's website showed that its marketing is accurate and consistent with its scope of registration. It does not use the NRT logo on its website.

FINDING:

The RTO's marketing is accurate and consistent with its scope of registration. The NRT logo is used only on its qualifications/Statements of Attainment.

CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES

The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. The RTO must also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.

Audit conclusion: Compliant Non-compliant Not audited

EVIDENCE:

- Qualifications on scope are current.
- Evidence provided of Director input into the development of new training packages.
- During the audit process, an Addition to Scope sampled in order to make a transition to the TLI10 Transport and Logistics Training Package.

FINDING:

The RTO participates in forums leading up to changes to training packages and revises the scope of registration accordingly to ensure that clients are purchasing a training and assessment service that is current.

STANDARDS OF REGISTRATION

Standard 1: The RTO provides quality training and assessment across all of its operations

Audit conclusion:

Compliant

Non-compliant

Not audited

Element 1.1 The RTO is compliant against Element 1.1.

The strategies used to collect, analyse and continually improve training and assessment services are more than adequate for the nature and size of the organisation. At the time of audit the RTO comprises two directors who are active members of the training organisation; one providing a large component of the design, delivery and assessment service. A small number of contract trainers and assessors with high levels of technical knowledge and skill are also recruited. Contractors contribute to the continuous improvement processes. The current system will remain relevant as the organisation's business grows.

Element 1.2 The RTO is compliant against Element 1.2.

The learning and assessment strategies provided for the post-initial audit and the addition to scope accurately reflect the packaging rule for each of the qualifications, including any pre-requisite requirement. Evidence was provided for the post-initial audit to demonstrate that consultation with industry occurred that resulted in a contract and outcome that met the business objectives of the client and the target group.

Element 1.3 The RTO is compliant against Element 1.3.

The RTO has access to staff, facilities and equipment, training and assessment resources that meet the requirements of the qualifications on scope and are consistent with the training and assessment strategy. The training and assessment resources are designed to meet the specific requirements of a client and assessment occurs within the operational environment. The RTO design process that includes an extensive mapping against requirements of the qualification, consultation with the client and feedback from the client and trainers/assessors and relevant training resources positions the RTO to provide a quality training and assessment service. This design process will be followed in the development of specific resources required to implement the qualifications included in the 'Addition to Scope' application.

Element 1.4 The RTO is compliant against Element 1.4.

The training and assessment qualifications of the RTO's staff meet the requirements of the training package. All staff are highly experienced in the industry and it is RTO policy that only personnel who can demonstrate this high level of experience and current knowledge of the industry are recruited. It is noted that Frank Feldman, one of the RTO's Directors, designs and develops the training and assessment resources that all trainers/assessors implement and which are subject to strict quality control. Staff participate in professional development and industry forums to ensure that skills and knowledge remain current.

Standard 1: The RTO provides quality training and assessment across all of its operations

Element 1.5 The RTO is compliant against Element 1.5.

The RTO has demonstrated that it consistently implements its assessment process across the sampled qualifications. It has made provision for adjustment to meet the needs of clients and individuals participating in the assessment process. RPL has been assessed in accordance with the RTO policy and scope of services using the RPL kit.

Formal feedback from participant and trainers/assessors has contributed to improvements in the assessment process. The client provides informal feedback during discussions with the RTO.

Strengths

The RTO has developed a system to support the delivery of a quality training and assessment service to each of its clients to enable them to achieve their business objectives. Training and assessment staff are highly qualified and experienced in the fields in which they train and are therefore able to provide participants with the support required to achieve the outcomes of the programs in which they are enrolled.

Opportunities for Improvement

N/A. Refer to recommendations under Condition 3.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

Audit conclusion: Compliant Non-compliant Not audited

Element 2.1 The RTO is compliant against Element 2.1.

The RTO has collaborated with stakeholders in the development of learning and assessment resources and the trial of these resources. It was able to demonstrate that its policies surrounding customisation and contextualisation are implemented, and training and assessment resources are adjusted to meet the specific needs of a particular group, while maintaining the integrity of the outcome.

Element 2.2 The RTO is compliant against Element 2.2.

The RTO has collected sufficient relevant data to enable it to demonstrate its continuous improvement to client services and future services.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

Element 2.3 The RTO is compliant against Element 2.3.

The RTO's information to its stakeholders is clear, covers the key components of this standard about the student's rights and obligations and the avenue to address these should they be not adhered to.

Evidence was provided during audit to support compliance with the RTO's policies and procedures.

Element 2.4 The RTO is compliant against Element 2.4.

Clients are involved throughout the training and assessment process. The RTO provides the tools to workplace supervisors to support the collection of evidence in the workplace across the range of skills required to meet the requirements of the training package and to prepare the participant for assessment.

Element 2.5 The RTO is compliant against Element 2.5.

Learners are provided with information on how to access support services to enable them to successfully achieve the qualification in which they are enrolled. Learners' progress is monitored. Post-assessment evaluation enables the participant to comment on their level of satisfaction with the training and assessment service.

Element 2.6 The RTO is compliant against Element 2.6.

The RTO ensures learners are advised of how to access their records. They are engaged in progressive reporting of achievements by staff and workplace supervisors. The successful achievement of units of competency is systematically recorded on the RTO's electronic student management system.

Element 2.7 The RTO is compliant against Element 2.7.

The RTO has a complaints process that is well publicised and when required was applied to deal with a complaint to the satisfaction of all parties concerned. Corrective action was taken to eliminate the risk of further complaints.

Strengths

The RTO has developed and implemented a range of strategies to ensure that all its clients and participants in training programs achieve the outcomes they expect and desire.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

Opportunities for Improvement

N/A.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.		
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/>
<p>Element 3.1 The RTO is compliant against Element 3.1.</p> <p>Within contracts, the RTO clearly articulates the services to be provided. Relevant components of the contract are conveyed to participants by trainers/assessors at the commencement of a training program. Workplace personnel are provided with the necessary tools to monitor participant training and acquisition of skills in the workplace.</p> <p>Element 3.2 The RTO is compliant against Element 3.2.</p> <p>The RTO collects sufficient data to support its continuous improvement approach to management of operations. The policies and procedures set out in its Operations Manual are shown to be consistently implemented. Contract staff is engaged in all aspects of the RTO operations.</p> <p>Element 3.3 N/A</p> <p>Element 3.4 The RTO is compliant against Element 3.4.</p> <p>The RTO has systems in place to manage its compliance with the <i>AQTF Essential Conditions and Standards for Continuing Registration</i> and to ensure that all staff are aware of their responsibilities for records management.</p>		
Strengths		
The RTO’s operation is small with directors taking a hands-on approach to ensuring success of the business. The directors have built a solid reputation for delivery of quality services through their long-term work and consultancy within the industry.		
Opportunities for Improvement		
N/A.		

STANDARDS AND ELEMENTS

Standard 1: The RTO provides quality training and assessment across all of its operations

1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment				
Intent: The RTO improves training and assessment arrangements in accordance with data collected.				
Audit conclusion: Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/> Not Applicable <input type="checkbox"/>				
Evidence reviewed at audit included:				
<ul style="list-style-type: none"> • Operations Manual including Operations Structure – this also serves as an induction process. • Quality assurance process. • Project management software used to track changes. • Survey instruments used to collect data on satisfaction with services provided. • Quality indicator data. • Record of complaint, investigation and outcome. • Trial documentation for training and assessment materials. 				
Findings				
<p>The RTO is compliant against Element 1.1.</p> <p>The strategies used to collect, analyse and continually improve training and assessment services are more than adequate for the nature and size of the organisation. At the time of audit the RTO comprises two directors who are active members of the training organisation; one providing a large component of the design, delivery and assessment service. A small number of contract trainers and assessors with high levels of technical knowledge and skill are also recruited. Contractors contribute to the continuous improvement processes. The current system will remain relevant as the organisation’s business grows.</p>				

1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.				
Intent: All training and assessment strategies meet the requirements of the Training Package or accredited course. All training and assessment strategies are clearly informed by industry consultation and are systematically reviewed.				
Audit conclusion: Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/> Not Applicable <input type="checkbox"/>				

1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.

Evidence reviewed for the post-initial audit included:

- The learning and assessment strategy for:
 - TLI21309 Certificate II in Rail Infrastructure
 - TLI30707 Certificate III in Transport and Logistics (Rail Infrastructure)
 - CPCCOHS1001A Work safely in the construction industry
 - The RTO has demonstrated that it holds extensive consultations with clients to determine their training and assessment needs so that business objectives can be achieved. The contract/scope of services agreed is a formal document between the client and the RTO.
 - Evidence of validation processes show that the design of the training and assessment resources meet the specific industry context and capture the requirements of the training package.
 - Evidence that the large number of experienced workers in the Rail Industry who hold no formal qualifications have access to RPL through an RPL tool that has been developed to capture evidence that the requirements of the qualifications are met.

Addition to Scope

- A learning and assessment strategy for the qualifications to be added as an addition to scope is also available. These strategies accurately reflect the packaging rules for the qualifications including information related to pre-requisite units of competency. Skills sets to meet industry or licensing requirements are also identified. Further, where relevant, it identifies the specialisation and the roles that a competent worker may take. Employability skills are incorporated into the learning and assessment strategy. Outcomes are specified including occupational licensing that applies.
- RPL kit.

A standard approach is used for all qualifications, skills sets and stand alone units of competency. The strategies identify the packaging rule to achieve a qualification. Nominal hours are nominated for delivery/assessment. The strategy is developed in consultation with the client. Generally, the client specifies the outcomes/skills sets it desires as outcomes, with Accell Pty Ltd developing a learning and assessment strategy, and learning and assessment resources to reflect the business objectives of the client/target group. During each consultation with the client, the program is customised to meet the specific industry requirements of the client taking into account the context in which it will be assessed and relevant occupational licensing requirements. This approach applies to the qualifications sampled as part of the post-initial audit and those included in the addition to scope application.

Post-initial audit: The delivery model for the Certificate II in Rail Infrastructure is totally integrated: tasks are mapped against each of the elements. These are transferred into a log book for each trainee. The delivery model for the Certificate III in Transport and Logistics (Rail Infrastructure) may follow a different model depending on client requirements. The strategy is validated by industry experts and the training and assessment resources go through a trial, amended on the basis

1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.

of feedback from trainees, trainers/assessors and the client.

Programs are delivered off/on-the-job at the organisation’s training centre. It combines face-to-face trainer led theory classes and practical sessions involving small group and individual activities. Trainees are provided with training materials and a log book which is progressively completed by the trainee and signed off by the workplace supervisor, assessment materials (other than formal assessment items) and referencing materials.

Three assessment methods/tools are used across all qualifications: written (testing required knowledge); observation in the workplace; third party reports. While some activities will be undertaken as a group, it is the individual’s performance that is assessed. Following assessment using these tools, a trainee’s manager verifies that the outcome is supported and the participant has demonstrated a competent performance in the workplace.

Findings

The RTO is compliant against Element 1.2.

The learning and assessment strategies provided for the post-initial audit and the addition to scope accurately reflect the packaging rule for each of the qualification, including any pre-requisite requirement. Evidence was provided for the post-initial audit to demonstrate that consultation with industry occurred that resulted in a contract and outcome that met the business objectives of the client and the target group.

1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO’s own training and assessment strategies.

Intent: The resources used by the RTO across all of its operations are consistent with current industry standards and Training Package requirements.

Audit conclusion: Compliant Non-compliant Not audited Not Applicable

Evidence reviewed at audit for the post-initial audit included:

Staff

Only trainers/assessors who have extensive experience in the rail sector deliver the qualifications. Details are documented under Element 1.4.

1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.

Facilities and equipment

Formal agreement for scope of services to be provided: Client premises, facilities and equipment are used to deliver and assess the qualifications on scope. [The client is responsible for maintenance of equipment in accordance with operating manuals and for occupational health and safety on site in accordance with legislation and regulation related to the industry and the State/Commonwealth requirements. It is recommended that this be included in the formal contract.]

TLI21309 Certificate II in Rail Infrastructure

TLI30707 Certificate III in Transport and Logistics (Rail Infrastructure)

CPCCOHS1001A Work safely in the construction industry

- The training and assessment resources for each of the qualifications sampled were available at audit. Assessments always include a written, an observation and a third party report. When required additional oral assessments will be administered and recorded along with model answers. If required there is flexibility to extend the program to cater for special needs and an example of this was provided at audit where a group of Macedonian trainees required additional time to achieve the outcomes of the qualification.
- A mapping exercise has been completed to show relationship between tasks that need to be completed to meet the requirements of elements (mapping provided).
- Required knowledge is covered in face-to-face workshops and formal assessment (written tests provided).
- Skills are assessed (tools provided) either through simulation and then in the workplace using an observation tool, marking criteria, and verification by the workplace supervisor.
- After a trainee has been deemed to have satisfactorily completed all assessment items, a manager validates the assessment outcome (tool provided).
- Workbooks, the assessment resources, the marking criteria for the qualifications were tabled at audit for all the qualifications.
- The induction program for contract trainers/assessors was reviewed.

The Qld mandated resources for the CPCCOHS1001A Work safely in the construction industry are used to achieve the outcomes of the unit which result in the issuance of a 'white card'.

Addition to Scope

The systematic approach (policy and procedure) to the development of learning and assessment resources, the recruitment of staff, and the use of client facilities and equipment in the delivery of training and assessment services positions the RTO to deliver a quality training and assessment service that is consistent with training package requirements and the RTO's own learning and assessment strategies. For new training packages being added to scope, training and assessment resources will be designed to capture the requirements of the training package and the specific client requirements incorporating relevant State/Territory licensing

1.4 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 developing their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.**

Accredited provider of course in general safety industry (construction industry) or equivalent in NSW and Queensland

RPL assessor for Certificates I, II and III from the TLI07 Rail Infrastructure for a number of employers

Works inspector for Bovis Lend Lease on Chatswood to Epping Rail Link tunnels (Sydney); 32 years within the rail industry to assist in the determination of the integrity of track and long term maintenance viability through monitoring and reporting of track repairs, monitoring of major track closures and conducting audits. Also conducted inductions for QR limited, train crew, shunters and Infrastructure Services Group for Qld Sugar Limited, bulk Sugar Terminals at Townsville and Lucinda.

Developing competency assessments, logbooks and technical workbooks to meet national requirements for the rail industry

Worked as Occupational Health & Safety Officer (Safety Facilitator) overseeing high standard of OH&S over infrastructure maintenance to meet legislative and QR Safety Management System compliance

Covering period 1988-1992: Track Supervisor, Gladstone; Ganger (maintenance of track to QR standards).

Qualifications issued by Response Learning:

TLI10707 Certificate I in Transport and Logistics (Rail Infrastructure – 2008

TLI20707 Certificate II in Transport and Logistics (Rail Infrastructure) – 2008

TLI30707 Certificate III in Transport and Logistics (Rail Infrastructure) – 2008.

Workplace Health and Safety Officer (Services) issued by Workplace Health and Safety Qld – valid to 2015.

TAA40104 Certificate IV in Training and Assessment issued by Institute of Counselling and Community Studies – 2008.

Current membership of the Institute for Learning Practitioners. Twenty hours professional development annually is required to maintain membership.

Frank Feldman trains/assesses across the scope of registration. Frank has over 25 years experience in the rail industry across project management, business development, technical rail training and assessment, general maintenance, construction, resleepering, relay, ballast cleaning and formation. Responsibilities in the work environment included supervision, management and development of systems for track maintenance and construction methodologies to meet current rail industry standards in a commercial environment.

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- c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
- d) continue to developing their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Qualifications issued by Response Learning:

TLI30707 Certificate III in transport and Logistics (Rail Infrastructure) – 2008

TLI20707 Certificate II in Transport and Logistics (Rail Infrastructure) – 2008

TLI10707 Certificate I in Transport and Logistics (Rail Infrastructure) – 2008

BSZ40198 Certificate IV in Assessment and Workplace Training. Frank has not yet upgraded to the most recent qualification, however he was able to provide evidence that he is currently researching capabilities of RTOs to provide an RPL service for the Certificate IV in Training and Assessment. He also attends regular workshops with the Transport and Logistics Industry Skills Council and is a contributor to improvements within the training package. Documentary evidence was provided of this participation/contribution.

Robert (Bob) Fogarty (trainer/assessor for skills sets aluminothermic and electric arc welding)

BSZ40198 Certificate IV in Assessment and Workplace Training issued by Illawarra Institute of TAFE in 2004.

Bob has worked in the railways industry sector since 1967 having completed an apprenticeship in boilermaker/welder. Since then he has held positions as technical officer/program engineering, welding inspector, project manager, chief inspector welding and lubrication.

Represented Railcorp at a number of conferences in 2005 on a study tour to England, France and Germany looking at welding best practice.

In 2011 established 'Flash Fail' a welding and Lubrication consulting firm.

Findings

The RTO is compliant against Element 1.4.

The training and assessment qualifications of the RTO's staff meet the requirements of the training package. All staff are highly experienced in the industry and it is RTO policy that only personnel who can demonstrate this high level of experience and current knowledge of the industry are recruited. It is noted that Frank Feldman, one of the RTO's Directors, designs and develops the training and assessment resources that all trainers/assessors implement and which are subject to strict quality control. Staff participate in professional development and industry forums to ensure that skills and knowledge remain current.

1.4 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 developing their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Refer to Condition 3 for recommendations relating to trainers/assessors and State/Territory licensing requirements.

1.5 Assessment including Recognition of Prior Learning (RPL);

- a) meets the requirements of the relevant Training Package or accredited course
- b) is conducted in accordance with the principles of assessment and the rules of evidence
- c) meets workplace and, where relevant, regulatory requirements
- d) is systematically validated.

Intent: Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.

Audit conclusion:

Compliant

Non-compliant

Not audited

Not Applicable

Evidence reviewed at audit included:

- Sample of student files showing implementation of assessment tools designed to meet the requirements of the training package, that are consistent with the learning and assessment strategy, and in their application to the target group comply with the principles of assessment and the rules of evidence. Licensing and/or regulatory requirements are integrated into the learning and assessment resources.
- RPL kits - RPL implemented collecting evidence and recorded on the RPL instrument.
- Summary of assessment that includes sign-off that all assessment items have been satisfactorily completed, that the dimensions of competency and employability skills have been addressed.
- Assessment feedback given to trainees. Provision is made for areas to be targeted if trainee's performance has been not satisfactory.
- Feedback from students on the training and assessment process.
- Evidence collected (completed assessment items) using the three assessment tools. Evidence is collected over time with evidence of practical skills recorded in a log book and signed off by workplace supervisor. Workplace supervisor signs-off when participant is ready for assessment.
- Marking criteria to inform assessor judgements.

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

Findings

The RTO is compliant against Element 1.5.

The RTO has demonstrated that it consistently implements its assessment process across the sampled qualifications. It has made provision for adjustment to meet the needs of clients and individuals participating in the assessment process. RPL has been assessed in accordance with the RTO policy and scope of services using the RPL kit.

Formal feedback from participant and trainers/assessors has contributed to improvements in the assessment process. The client provides informal feedback during discussions with the RTO.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

2.1	The RTO establishes the needs of clients and delivers services to meet these needs.			
Intent:	Client services meet clients' needs.			
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included:				
<ul style="list-style-type: none"> • Contract/scope of services document. • Feedback from trainers/assessors, students and clients. • Mediation report about trainer/assessor performance and client satisfaction. • Adjustments made for individual student cohort. • Customisation of training and assessment resources to meet client needs and student's workplace. 				
Findings				
<p>The RTO is compliant against Element 2.1.</p> <p>The RTO has collaborated with stakeholders in the development of learning and assessment resources and the trial of these resources. It was able to demonstrate that its policies surrounding customisation and contextualisation are implemented, and training and assessment resources are adjusted to meet the specific needs of a particular group, while maintaining the integrity of the outcome.</p>				

2.2	The RTO continuously improves client services by collecting analysing and acting on relevant data.			
Intent:	Client services are continuously improved in accordance with data collected about their effectiveness. Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.			
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included:				
<ul style="list-style-type: none"> • Accell Mediation Report – Graeme Walters. • Feedback sheets – quality indicator data and end of program evaluation. 				

2.2	The RTO continuously improves client services by collecting analysing and acting on relevant data.
<ul style="list-style-type: none"> • Systematic approach to the development of learning and assessment strategies, taking into account client specific requirements and context. • Trainer and assessor feedback. • Repeat business from clients – feedback obtained verbally from clients. • Version control of documentation shows changes/improvements to system – maintained through project management software. • Individual contracts with clients set out products and services to be provided. • Student referral to employer when language barriers identified. 	
Findings	
<p>The RTO is compliant against Element 2.2.</p> <p>The RTO has collected sufficient relevant data to enable it to demonstrate its continuous improvement to client services and future services.</p>	

2.3	Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.		
Intent:	Clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or agreement.		
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>
			Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included:			
<ul style="list-style-type: none"> • Induction and enrolment program – consistent information conveyed to client (scope of services document) and students. Information contained in the contract is subsequently passed through to the trainees by the facilitator at the commencement of the program. The enrolment form is completed at this stage as until first day, the names of trainees are not confirmed. • Induction checklist completed. • Student logbooks contain clear information of tasks to be completed (these are mapped to the unit of competency descriptor). • Integration of legislative and/or regulatory into design of training and assessment resources. • Access to RPL on request. • Changes made to training delivery based on student feedback/complaint. 			

2.3	Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.
Findings	
<p>The RTO is compliant against Element 2.3.</p> <p>The RTO’s information to its stakeholders and clear, covers the key components of this standard about the student’s rights and obligations and the avenue to address these should they be not adhered to.</p> <p>Evidence was provided during audit to support compliance with the RTO’s policies and procedures.</p>	

2.4	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.		
Intent:	Learners, including apprentices and trainees, receive support from all parties engaged in their training and assessment.		
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>
			Not Applicable <input checked="" type="checkbox"/>
Evidence reviewed at audit included:			
<ul style="list-style-type: none"> • Validation by supervisor signs of log book of skills/tasks. • Supervisor signs off that the student is ready for assessment. • When formal assessment is completed, Manager validates the assessment outcome ie. that the student can competently perform the tasks. 			
Findings			
<p>The RTO is compliant against Element 2.4.</p> <p>Clients are involved throughout the training and assessment process. The RTO provides the tools to workplace supervisors to support the collection of evidence in the workplace across the range of skills required to meet the requirements of the training package and to prepare the participant for assessment.</p>			

2.5 Learners receive training, assessment and support services that meet their individual needs.				
Intent: Learners have every reasonable opportunity to complete their training program.				
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included:				
<ul style="list-style-type: none"> • Support services disseminated to participants through the induction manual and re-iterated during the first day of training. • Identification of language difficulties is referred back to client to be addressed. • Special arrangements made for a specific participant cohort. • Learning and assessment resources provided to participants are relevant to the tasks to be completed. • Learning logs identify the specific tasks that each participant is to complete on the job prior to assessment. • The sign-off process following assessment provides for feedback to the participant and identification of further areas of learning needed to be a competent worker should assessment be not successful on the first attempt. 				
Findings				
<p>The RTO is compliant against Element 2.5.</p> <p>Learners are provided with information on how to access support services to enable them to successfully achieve the qualification in which they are enrolled. Learners' progress is monitored. Post-assessment evaluation enables the participant to comment on their level of satisfaction with the training and assessment service.</p>				

2.6 Learners have timely access to current and accurate records of their participation and progress.				
Intent: Learners have access to their records.				
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included:				
<ul style="list-style-type: none"> • Log books used to systematically record training and completion of required tasks – signed off by workplace supervisor. 				

2.6	Learners have timely access to current and accurate records of their participation and progress.
<ul style="list-style-type: none"> • Required knowledge components of qualification delivered and assessed in the classroom – feedback provided as and when required. • Summary of assessment identifies assessment items yet to be completed. • Records maintained on electronic management system. 	
Findings	
<p>The RTO is compliant against Element 2.6.</p> <p>The RTO ensures learners are advised of how to access their records. They are engaged in progressive reporting of achievements by staff and workplace supervisors. The successful achievement of units of competency is systematically recorded on the RTO’s electronic student management system.</p>	

2.7	The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		
Intent: Complaints and appeals are managed fairly, efficiently and effectively. The RTO creates an environment where clients’ views are valued.			
Audit conclusion: Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/> Not Applicable <input type="checkbox"/>			
Evidence reviewed at audit included:			
<ul style="list-style-type: none"> • Complaints process publicised through contract and participant induction program. • Record of complaint handling tabled – managed in accordance with the RTO’s policy and procedure. 			
Findings			
<p>The RTO is compliant against Element 2.7.</p> <p>The RTO has a complaints process that is well publicised and when required was applied to deal with a complaint to the satisfaction of all parties concerned. Corrective action was taken to eliminate the risk of further complaints.</p>			

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

3.1	The RTO’s management of its operations ensures clients receive the services detailed in their agreement with the RTO.			
Intent:	Clients’ rights as consumers are protected.			
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included:				
<ul style="list-style-type: none"> • Reviews of service – diary notes kept where relevant. Repeat business indicates a high level of satisfaction. ‘Preferred supplier’ status is being conferred by some clients. • Individual participants are well informed about the training and assessment process and the support services to enable them to achieve intended outcomes. • Each contract is monitored to ensure that services purchased by the client are delivered. 				
Findings				
<p>The RTO is compliant against Element 3.1.</p> <p>Within contracts, the RTO clearly articulates the services to be provided. Relevant components of the contract are conveyed to participants by trainers/assessors at the commencement of a training program. Workplace personnel are provided with the necessary tools to monitor participant training and acquisition of skills in the workplace.</p>				

3.2	The RTO uses a systematic and continuous improvement approach to the management of operations.			
Intent:	The management system ensures that the RTO meets:			
<ul style="list-style-type: none"> • The <i>AQTF Essential Conditions and Standards for Continuing Registration</i> • Legislation and regulations under which it is registered, and that it will systematically improve performance against the <i>AQTF Essential Conditions and Standards for Continuing Registration</i>. <p>Continuous improvement processes refer to the continual enhancement of an RTO’s performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.</p>				
Audit conclusion:	Compliant <input checked="" type="checkbox"/>	Non-compliant <input type="checkbox"/>	Not audited <input type="checkbox"/>	Not Applicable <input type="checkbox"/>
A description of the evidence reviewed against the Essential Element				

3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.
Evidence reviewed at audit included: <ul style="list-style-type: none"> • Operations manual • Consistent implementation of induction processes • Consistent approach to interaction with clients and subsequent development of training and assessment strategies.
Findings
<p>The RTO is compliant against Element 3.2.</p> <p>The RTO collects sufficient data to support its continuous improvement approach to management of operations. The policies and procedures set out in its Operations Manual are shown to be consistently implemented. Contract staff are engaged in all aspects of the RTO operations.</p>

3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspect of the AQTF Essential Conditions and Standards for Continuing Registration.
Intent: Services delivered under partnering arrangements comply with the <i>AQTF Essential Conditions and Standards for Continuing Registration</i> .
Audit conclusion: Compliant <input type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/> Not Applicable <input checked="" type="checkbox"/>

3.4 The RTO manages records to ensure their accuracy and integrity.
Intent: Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the <i>AQTF Essential Conditions and Standards for Continuing Registration</i> .
Audit conclusion: Compliant <input checked="" type="checkbox"/> Non-compliant <input type="checkbox"/> Not audited <input type="checkbox"/> Not Applicable <input type="checkbox"/>
Evidence reviewed at audit included: <ul style="list-style-type: none"> • VETtrak used to manage student enrolment and completion data. • Back-up of data is onto memory sticks and stored off site. • VETtrak allocates a certification number which is placed on the Statement of Attainment or Qualification.

3.4 The RTO manages records to ensure their accuracy and integrity.

- Job sheets used to inform relevant RTO staff to prepare qualification/Statement of Attainment for issuance.
- Job sheets used to inform relevant RTO staff of changes/updates to financial management records.
- Annual consultant meeting over 2 days to discuss new and emerging changes within the industry.
- Records tabled at audit indicate show that documentation is well managed and systems maintained.
- Quality indicator data shows that participants are highly satisfied with training and assessment services. It was noted that there is a poor level of return for the employer satisfaction surveys.

Findings

The RTO is compliant against Element 3.4.

The RTO has systems in place to manage its compliance with the *AQTF Essential Conditions and Standards for Continuing Registration* and to ensure that all staff is aware of their responsibilities for records management.