## ORGANISATION DETAILS

<table>
<thead>
<tr>
<th>Organisation’s legal name</th>
<th>Ergon Energy Corporation Limited</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trading name/s</td>
<td>Ergon Energy Corporation Limited</td>
</tr>
<tr>
<td>RTO number</td>
<td>5235</td>
</tr>
<tr>
<td>CRICOS number</td>
<td>N/A</td>
</tr>
</tbody>
</table>

## AUDIT TEAM

<table>
<thead>
<tr>
<th>Lead auditor</th>
<th>Denise Middleton</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditors</td>
<td>Judith Keller</td>
</tr>
<tr>
<td>Technical adviser/s</td>
<td>Owen Pezet, Electrical Safety Office (Licensing)</td>
</tr>
</tbody>
</table>

## AUDIT DETAILS

<table>
<thead>
<tr>
<th>Application number/s</th>
<th>1037087</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit number/s</td>
<td>1033242</td>
</tr>
<tr>
<td>Audit reason 1</td>
<td>Application – Renewal Specify other</td>
</tr>
<tr>
<td>Audit reason 2</td>
<td>N/A Specify other</td>
</tr>
<tr>
<td>Audit reason 3</td>
<td>N/A Specify other</td>
</tr>
<tr>
<td>Activity type</td>
<td>Site visit</td>
</tr>
<tr>
<td>Address of site/s visited</td>
<td>Corner Hampton and South Streets, Toowoomba Q 4350</td>
</tr>
<tr>
<td>Date/s of audit</td>
<td>27 June 2013</td>
</tr>
<tr>
<td>Organisation’s contact for audit</td>
<td>Lynne Knop, Training Quality Facilitator</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:Lynne.knop@ergon.com.au">Lynne.knop@ergon.com.au</a>, 07 46870824</td>
</tr>
<tr>
<td>NVR Standards audited</td>
<td>Selected Essential Standards for Continuing Registration: 15, 16, 17, 18, 20, 22.2</td>
</tr>
</tbody>
</table>
BACKGROUND

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

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

<table>
<thead>
<tr>
<th>Code</th>
<th>Qualification / Accredited course name</th>
<th>Mode(s) of delivery &amp;/or assessment</th>
<th>Current enrolments</th>
</tr>
</thead>
<tbody>
<tr>
<td>UET30512</td>
<td>Certificate III in ESI - Power Systems - Transmission Overhead</td>
<td>☐ Apprenticeship ☐ Distance ☒ Face to face ☐ Online ☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>131</td>
</tr>
<tr>
<td>UET30812</td>
<td>Certificate III in ESI - Power Systems - Distribution Cable Jointing</td>
<td>☐ Apprenticeship ☐ Distance ☒ Face to face ☐ Online ☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>141</td>
</tr>
<tr>
<td>30864QLD</td>
<td>Course in Traffic Guidance Schemes</td>
<td>☐ Apprenticeship ☐ Distance ☒ Face to face ☐ Online ☐ Mixed ☐ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>N/A</td>
</tr>
<tr>
<td>RII0HS205A</td>
<td>Control traffic with stop slow bat</td>
<td>☐ Apprenticeship ☐ Distance ☒ Face to face ☐ Online</td>
<td>N/A</td>
</tr>
<tr>
<td>Code</td>
<td>Description</td>
<td>Type</td>
<td>Delivery Method</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------</td>
<td>---------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>HLTCPR211A</td>
<td>Perform CPR</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UETTDDRF06B</td>
<td>Perform rescue from live LV panel</td>
<td></td>
<td></td>
</tr>
<tr>
<td>UETTDDRF11A</td>
<td>Testing of connections to low voltage electricity networks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### INTERVIEWEES - Staff

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

ORIGINAL AUDIT FINDING

Audit finding as at Thursday, 27 June 2013:
The organisation has not demonstrated compliance with one or more compliance requirements examined for the audit.
Level of non-compliance: minor
The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
If non-compliance has been identified, this audit report describes evidence of the non-compliance. Refer to Notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following additional evidence received Friday, 2 August 2013
The organisation has demonstrated compliance with all compliance requirements examined for the audit.

AUDIT FINDING BY REQUIREMENT

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

<table>
<thead>
<tr>
<th>Standard</th>
<th>Original finding</th>
<th>Following rectification</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNR 15</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 16</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 17</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 18</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 19</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 20</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 21</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 22</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 23 / AQF</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 24</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
<tr>
<td>SNR 25</td>
<td>Compliant</td>
<td>Choose an item.</td>
</tr>
</tbody>
</table>
STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS – ESSENTIAL STANDARDS FOR CONTINUING REGISTRATION

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

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

Select one:

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

**Reasons for finding of non-compliance:**

- **N/A**

In order to become compliant the organisation is required to:

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
### 15.2 Strategies for training and assessment meet the requirements of the relevant training package or accredited course and have been developed through effective consultation with industry.

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A
Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

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

Reason for finding of non-compliance:

- please provide reasons for finding non-compliance or enter N/A

15.4 Training and assessment is delivered by trainers and assessors who:

(a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors; and

(b) have the relevant vocational competencies at least to the level being delivered or assessed; and

(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and

(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Select one:

☐ Compliance with the requirements of this element was not examined

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

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

Reasons for finding of non-compliance:

- The organisation could not provide evidence to demonstrate that some trainers have continued to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

In order to become compliant the organisation is required to:

- The organisation is to provide evidence to demonstrate that some trainers have continued to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Analysis of rectification evidence

- The organisation provided a log of professional development activities undertaken by the above staff which demonstrated that the trainers and assessors comply with the requirements of this standard.

Audit finding following review of rectification evidence

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

**Reason for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

---

### 15.5 Assessment including Recognition of Prior Learning (RPL):

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

Select one:
- ☐ Compliance with the requirements of this element was **not examined**
- ☐ The organisation has **demonstrated** compliance with the requirements of this element.
- ✗ The organisation has **not demonstrated** compliance with the requirements of this element.

**Reasons for finding of non-compliance:**

- RIIOHS205A Control traffic with stop slow bat
  - The organisation could not demonstrate that the assessment met the following requirements:
    - (a) meets the requirements of the relevant competency
    - (b) is conducted in accordance with the principles of assessment and the rules of evidence
    - (c) is systematically validated

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

- RIIOHS205A Control traffic with stop slow bat
  - The organisation is required to demonstrate the following:
    - (a) all aspects of the unit of competency is being assessed including radio control
    - (b) assessment is sufficient and valid
    - (c) assessment has been systematically validated

**Analysis of rectification evidence**

- The organisation provided updated assessment tools which addressed all outstanding non-compliances including the assessment of radio control.

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
### SNR 16: The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

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

Select one:

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

**Reasons for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A

**Analysis of rectification evidence**
- please enter analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**
- ☐ The organisation has **demonstrated** compliance with the requirements of this element.
- ☐ The organisation has **not demonstrated** compliance with the requirements of this element

**Reason for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A
### Analysis of rectification evidence

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

### Audit finding following review of rectification evidence

<table>
<thead>
<tr>
<th></th>
<th>The organisation has demonstrated compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The organisation has not demonstrated compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

<table>
<thead>
<tr>
<th></th>
<th>Compliance with the requirements of this element was not examined</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The organisation has demonstrated compliance with the requirements of this element.</td>
</tr>
<tr>
<td></td>
<td>The organisation has not demonstrated compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

### Analysis of rectification evidence

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

### Audit finding following review of rectification evidence

<table>
<thead>
<tr>
<th></th>
<th>The organisation has demonstrated compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The organisation has not demonstrated compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A

**Analysis of rectification evidence**
- please enter analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**
- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element

**Reason for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

---

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

Select one:

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

**Reasons for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A

**Analysis of rectification evidence**
- please enter analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**
- The organisation has **demonstrated** compliance with the requirements of this element.
- The organisation has **not demonstrated** compliance with the requirements of this element
Reason for finding of non-compliance:

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**

- The organisation could not provide evidence to demonstrate how learners can have access to current and accurate records of their participation and progress.

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

- The organisation is to provide evidence to demonstrate how learners can acquire access to current and accurate records of their participation and progress.

**Analysis of rectification evidence**

- The organisation provided an updated version of its student handbook which included information directing learners to specific personnel to access their current records of participation and progress.

**Audit finding following review of rectification evidence**

- [x] The organisation has **demonstrated** compliance with the requirements of this element.

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

Select one:

- [x] The organisation has **demonstrated** compliance with the requirements of this element.

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
In order to become compliant the organisation is required to:

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
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:

<table>
<thead>
<tr>
<th>17.1</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select one:</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was not examined</td>
</tr>
<tr>
<td>☒</td>
<td>The organisation has demonstrated compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has not demonstrated compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

Reasons for finding of non-compliance:
- please provide reasons for finding non-compliance or enter N/A

In order to become compliant the organisation is required to:
- please provide requirements or enter N/A

Analysis of rectification evidence
- please enter analysis of rectification evidence here or enter N/A

Audit finding following review of rectification evidence
- The organisation has demonstrated compliance with the requirements of this element.
- The organisation has not demonstrated compliance with the requirements of this element

Reason for finding of non-compliance:
- please provide reasons for finding non-compliance or enter N/A

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

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

Reasons for finding of non-compliance:
- please provide reasons for finding non-compliance or enter N/A
<table>
<thead>
<tr>
<th><strong>In order to become compliant the organisation is required to:</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• please provide requirements or enter N/A</td>
</tr>
</tbody>
</table>

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

| • please provide reasons for finding non-compliance or enter N/A |

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

**Select one:**

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

**Reasons for finding of non-compliance:**

| • please provide reasons for finding non-compliance or enter N/A |

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

| • please provide requirements or enter N/A |

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

<p>| • please provide reasons for finding non-compliance or enter N/A |</p>
<table>
<thead>
<tr>
<th>17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select one:</td>
</tr>
<tr>
<td>☐ Compliance with the requirements of this element was <strong>not examined</strong></td>
</tr>
<tr>
<td>☒ The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐ The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td><strong>Reasons for finding of non-compliance:</strong></td>
</tr>
<tr>
<td>• please provide reasons for finding non-compliance or enter N/A</td>
</tr>
<tr>
<td><strong>In order to become compliant the organisation is required to:</strong></td>
</tr>
<tr>
<td>• please provide requirements or enter N/A</td>
</tr>
<tr>
<td><strong>Analysis of rectification evidence</strong></td>
</tr>
<tr>
<td>• please enter analysis of rectification evidence here or enter N/A</td>
</tr>
<tr>
<td><strong>Audit finding following review of rectification evidence</strong></td>
</tr>
<tr>
<td>☐ The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐ The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td><strong>Reason for finding of non-compliance:</strong></td>
</tr>
<tr>
<td>• please provide reasons for finding non-compliance or enter N/A</td>
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</table>
SNR 18: The NVR registered training organisation has governance arrangements in place, as follows:

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
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Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
### SNR 19: Interactions with the National VET Regulator

19.1 The NVR registered training organisation must co-operate with the National VET Regulator:

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
SNR 20: Compliance with legislation

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

Select one:

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

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

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

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

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
Analysis of rectification evidence

- please provide requirements or enter N/A

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Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- please provide reasons for finding non-compliance or enter N/A
### SNR 21: Insurance

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
### SNR 22: Financial management

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

Select one:
- ☒ Compliance with the requirements of this element was **not examined**
- ☐ The organisation has **demonstrated** compliance with the requirements of this element.
- ☐ The organisation has **not demonstrated** compliance with the requirements of this element.

**Reasons for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A

**Analysis of rectification evidence**
- please enter analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**
- ☐ The organisation has **demonstrated** compliance with the requirements of this element.
- ☐ The organisation has **not demonstrated** compliance with the requirements of this element.

**Reason for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

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

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

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

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

**Reasons for finding of non-compliance:**

- The organisation could not provide evidence of the nature of the guarantee given to students which will enable them to complete their course of study once they have commenced to train with the organisation.

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

- The organisation is required to provide evidence of the nature of the guarantee given to students which will enable them to complete their course of study once they have commenced to train with the organisation.

**Analysis of rectification evidence**

- The organisation provided an updated student handbook which included an appropriate statement stating that the organisation would support students to complete their course of study even if this meant transferring to another training organisation.

**Audit finding following review of rectification evidence**

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

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

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

**Fee protection option/s nominated by organisation:**

- Not applicable
- Option 1
- Option 2
- Option 3
- Option 4
- Option 5
Select one:

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

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

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

- please enter analysis of rectification evidence or enter N/A

**Audit finding following review of rectification evidence**

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

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
### SNR 23: Certification, issuing and recognition of qualifications & statements of attainment

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

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

Select one:

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

**Reasons for finding of non-compliance:**

- [ ] please provide reasons for finding non-compliance or enter N/A

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

- [ ] please provide requirements or enter N/A

**Analysis of rectification evidence**

- [ ] please enter analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- [ ] please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**
Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A

**Analysis of rectification evidence**
- please enter analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- please provide requirements or enter N/A

**Analysis of rectification evidence**
- please enter the analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**
- please provide reasons for finding non-compliance or enter N/A
23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**
Audit finding following review of rectification evidence

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
SNR 24: Accuracy and integrity of marketing

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

Select one:

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

**Reasons for finding of non-compliance:**
- [ ] please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- [ ] please provide requirements or enter N/A

**Analysis of rectification evidence**
- [ ] please enter the analysis of rectification evidence here or enter N/A

**Audit finding following review of rectification evidence**
- [ ] The organisation has **demonstrated** compliance with the requirements of this element.
- [ ] The organisation has **not demonstrated** compliance with the requirements of this element

**Reason for finding of non-compliance:**
- [ ] please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**
- [ ] please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
- [ ] please provide requirements or enter N/A
Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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</tbody>
</table>

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A
### SNR 25: Transition to Training Packages/expiry of VET accredited courses

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

- please provide requirements or enter N/A

#### Analysis of rectification evidence

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

#### Audit finding following review of rectification evidence

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

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

Select one:

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

**Reasons for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A

**In order to become compliant the organisation is required to:**
Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

- please provide requirements or enter N/A

Analysis of rectification evidence

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

Audit finding following review of rectification evidence

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

**Reason for finding of non-compliance:**

- please provide reasons for finding non-compliance or enter N/A