



VET Quality Framework audit report

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

Legal name of organisation	Change Safety & Training Pty. Ltd.
Date/s of audit	15 October 2012 26 November 2012

ORGANISATION DETAILS			
RTO legal name	Change Safety & Training Pty Ltd		RTO ID number 32466
Registered business trading name	CSaT		ABN 23136690625
Address	1 Acacia St Wellington Point QLD		Postcode 4160
Phone	(07) 49336407/0417005239	Fax	(07) 49336407
E-mail	Willcox1@iinet.net.au		Website n/a
Registration contact	Name Cherie Willcox	Position	Director

AUDIT TEAM			
Lead auditor	Seth Farrington	Technical adviser/s	n/a
Audit team members	Debra Taylor		n/a

ASQA CONTACT DETAILS			
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AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input checked="" type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	n/a
Site/s visited	n/a
Standards audited	Essential Standards for Continuing Registration 15, 16, 17

ORGANISATION
<ul style="list-style-type: none"> The original extension to scope application was received by QLD Department of Education and Training (DET) but was not approved by the DET regulator prior to transition. The organisation was informed of this and the application was passed to ASQA for consideration. The organisation has two applications to be considered. Risk assessment by ASQA required an audit be conducted. As the applications were received prior to the organisation participating in a post initial audit, business rules determined a desk audit of evidence was to be conducted. Initial desk evidence was received by ASQA on 27 August 2012. Subsequent to this on 30 October 2012 the organisation provided examples of assessment tools for each of the qualifications listed on the application for review. The organisation intends to establish a partnership agreement with L2 Project Management for the delivery of training and assessment for qualifications from the RII09 training package. A simulated workplace will be utilised for the delivery of the remaining qualifications and units of competency listed on the applications. Core clients / target groups for will be clients wishing to or already working in the applicable industry area. For qualifications from the RII09 training package delivery venues will be various regional mine sites. The remainder of the qualifications listed on the applications will be delivered in Yeppoon. Fee revenue sources will be on a fee for service basis.

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
SITHFAB009A	Provide responsible service of alcohol	Face to face
RII20509	Certificate II in Resource Processing	Face to face at regional mine sites
RII30411	Certificate III in Resource Processing	
RII50609	Diploma of Drilling Operations	
SIB20110	Certificate II in Retail Make-up and Skin Care	Face to face
SIB20210	Certificate II in Nail Technology	
SIB30110	Certificate III in Beauty Services	
SIH20111	Certificate II in Hairdressing	
SIH30111	Certificate III in Hairdressing	
RII20909	Certificate II in Drilling Operations	Face to face at regional mine sites
RII31809	Certificate III in Drilling Operations	
RII40909	Certificate IV in Drilling Operations	
RII10109	Certificate I in Resources and Infrastructure Operations	
RII20109	Certificate II in Resources and Infrastructure Work Preparation	
RII20209	Certificate II in Surface Extraction Operations	
RII30112	Certificate III in Surface Extraction Operations	
RII20409	Certificate II in Underground Metalliferous Mining	
RII30311	Certificate III in Underground Metalliferous Mining	

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 26th December 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be **significant** when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Seth Farrington	Date of Report	26 November 2012
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AUDIT RECTIFICATION

Audit status following additional evidence received 22 January 2013

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Seth Farrington	Position	Lead Auditor	Date of Report	26-11-2012
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Audit status following additional evidence received 25 April 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Judith Keller	Position	Auditor	Date of Report	03/05/2013
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AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The organisation demonstrated compliance with **Standard for NVR Registered Training Organisations (SNR) - Essential Standards for Continuing Registration 16**.

The organisation did not demonstrate compliance with **SNR 15 and SNR 17** for the qualifications/unit of competency in the audit scope. As a consequence the organisation is not compliant with **SNR 18**. The non-compliance was seen as significant due to deficiencies in the training and assessment strategies, deficiencies in processes to access appropriate physical and human resources within the mining sector and deficiencies in the assessment materials indicating a potentially serious adverse impact on learners and/or persons affected by the outcomes of the training and assessment service provided.

Non-compliances:

SNR 15

Training and assessment strategies

RII10109 Certificate I in Resources and Infrastructure Operations

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20909 Certificate II in Drilling Operations

For the above qualifications two cohorts were identified those working in industry and those not working in the mining industry. The strategy referenced work placement as part of the delivery. Insufficient evidence of how work placement activities will be conducted to ensure client needs are addressed for those not already working in an appropriate workplace. Furthermore, the organisation is to provide evidence to demonstrate processes are in place that will ensure the applicable work placement/vocational placement agreements, appropriate insurances and procedures are put in place for this to occur, depending in which state this is required.

Physical resources

RII10109 Certificate I in Resources and Infrastructure Operations

RII20109 Certificate II in Resources and Infrastructure Work Preparation**RII20209 Certificate II in Surface Extraction Operations,****RII20409 Certificate II in Underground Metalliferous Mining,****RII20509 Certificate II in Resource Processing****RII20909 Certificate II in Drilling Operations****RII30112 Certificate III in Surface Extraction Operations,****RII30311 Certificate III in Underground Metalliferous Mining****RII30411 Certificate III in Resource Processing****RII31809 Certificate III in Drilling Operations****RII40909 Certificate IV in Drilling Operations****RII50609 Diploma of Drilling Operations**

For the above qualifications insufficient evidence was provided to demonstrate the organisation has access to sufficient facilities and equipment for its training and assessment activities that meet the training package requirements. The reference documents provided did not adequately demonstrate the RTO will have appropriate access to the nominated resources for both its training and assessment activities. Furthermore, the RTO did not provide evidence to demonstrate that there are adequate processes in place to ensure the facilities and equipment are safe, operational and industry relevant.

Human Resources**RII20109 Certificate II in Resources and Infrastructure Work Preparation****RII20209 Certificate II in Surface Extraction Operations****RII20409 Certificate II in Underground Metalliferous Mining,****RII20509 Certificate II in Resource Processing****RII30112 Certificate III in Surface Extraction Operations****RII30311 Certificate III in Underground Metalliferous Mining****RII30411 Certificate III in Resource Processing**

Insufficient evidence was provided to demonstrate how the organisation has verified the nominated trainers and assessors for the above qualifications have:

- the necessary training and assessment competencies as determined by the National Quality Council (NQC) or its successors; and
- have the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
- continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Assessment Materials*SITHFAB009A Provide responsible service of alcohol*

For the above unit of competency insufficient evidence was provided to demonstrate valid assessment of required skills, critical aspects for assessment and context of assessment requirements. This was due to insufficient evidence being provided to demonstrate the practical assessment tools are supported by guidance for assessors about how to measure competence and the performance level required to ensure reliability and sufficiency of assessment across a range of assessors and learners.

SIB20110 Certificate II in Retail Make-Up*SIBXFAS201A Design and apply make-up**SIBXFAS202A Design and apply make-up for photography***SIB30110 Certificate III in Beauty Services***SIBBFAS302A Provide lash and brow treatments**SIBBHRS301A Perform waxing treatments*

For the above units of competency insufficient evidence was provided to demonstrate valid assessment of required knowledge, skills and critical aspects for assessment. This was due to insufficient evidence being provided to demonstrate the practical assessment tools are supported by guidance for assessors about how to measure competence and the performance level required to ensure reliability and sufficiency of assessment across a range of assessors and learners.

SIB20210 Certificate II in Nail Technology*SIBBNLS203A Apply ultraviolet gel nail enhancement**SIBBNLS205A Apply nail art***SIH20111 Certificate II in Hairdressing***SIHHBAS202A Perform head, neck and shoulder massage**SIHHCLS201A Apply hair colour products***SIH30111 Certificate III in Hairdressing***SIHHHCS301A Design haircut structures*

SIHHRS302A Perform chemical and volumising services

For the above units of competency insufficient evidence was provided to demonstrate valid assessment of required skills and critical aspects for assessment. This was due to insufficient evidence being provided to demonstrate the practical assessment tools are supported by guidance for assessors about how to measure competence and the performance level required to ensure reliability and sufficiency of assessment across a range of assessors and learners.

RII10109 Certificate I in Resources and Infrastructure Operations

RIENV201A Identify and assess environmental and heritage concerns

RIIRIS201B Conduct local risk control:

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RIICCM203A Read and interpret plans and specifications

RII20209 Certificate II in Surface Extraction Operations,

RIIBLA205A Store handle and transport explosives

RIIMPO205B Operate roller/compactor

RII20409 Certificate II in Underground Metalliferous Mining,

RIIBLA201A Support shotfiring operations

RIIMPO333A Conduct underground load, haul and dump truck operations

RII20509 Certificate II in Resource Processing

RIIPGP205A Handle store and use cyanide

RIIWBP201A Treat and dispose of rejects and tailings

RII20909 Certificate II in Drilling Operations

RIINHB208A Assist diamond core drilling

RIIERR202A Contribute to the control of emergencies and critical situations

RII30112 Certificate III in Surface Extraction Operations,

RIIMPO312A Conduct scraper operations

RIIOHS301A Conduct safety and health investigations

RII30311 Certificate III in Underground Metalliferous Mining

RIIBLA303A Conduct underground development shotfiring

RIIBLA305A Conduct secondary blasting

RII30411 Certificate III in Resource Processing

PMAOPS206B Operate separation equipment

RIIPRO301C Conduct crushing and screening plant operations

RII31809 Certificate III in Drilling Operations

RIIBEF301A Run on-site operations

RIINHB308A Conduct wireline core drilling

RII40909 Certificate IV in Drilling Operations

BSBMGT402A Implement the operational plan

RIISAM401A Apply site plant, equipment and infrastructure maintenance management plan

RII50609 Diploma of Drilling Operations

RIIENV501A Implement and maintain environmental management plan

RIIRIS501A Implement and maintain management system to control risk

Assessment tools examined for the above units of competency do not fully address the requirements of the RII09 training package. While some of the knowledge requirements had been addressed insufficient evidence was provided to demonstrate assessment is conducted in accordance with the principles of assessment and the rules of evidence. For example, insufficient evidence was provided to demonstrate the practical assessment tools which included oral questioning to confirm application of knowledge for each of the above units of competency are supported by or include guidance for assessors about how to measure competence and the performance level required to ensure, validity, reliability and sufficiency of assessment across a range of assessors and learners.

SNR 17

Partnership agreement

Insufficient evidence was provided to demonstrate that agreements are in place with each organisation that provides training and/or assessment on the RTO's behalf. Even though the unsigned agreement template provided as evidence has listed some responsibilities of the parties involved it has not provided sufficient detail of the management strategies to be implemented, including monitoring arrangements that will ensure that the agreement is adhered to by all parties and that improvements are made, where required to ensure the organisation complies with all aspects of the VET Quality Framework.

SNR 18

The organisation is not compliant with SNR 18 as the Chief Executive of the organisation has not ensured the NVR registered training organisation complies with the VET Quality Framework.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15

Training and assessment strategies

RII10109 Certificate I in Resources and Infrastructure Operations

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20909 Certificate II in Drilling Operations

For the above qualifications the organisation is to provide evidence to demonstrate how it will ensure client needs are addressed for those not already working in an appropriate workplace.

Physical resources

RII10109 Certificate I in Resources and Infrastructure Operations

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20209 Certificate II in Surface Extraction Operations,

RII20409 Certificate II in Underground Metalliferous Mining,

RII20509 Certificate II in Resource Processing

RII20909 Certificate II in Drilling Operations

RII30112 Certificate III in Surface Extraction Operations,

RII30311 Certificate III in Underground Metalliferous Mining

RII30411 Certificate III in Resource Processing

RII31809 Certificate III in Drilling Operations

RII40909 Certificate IV in Drilling Operations

RII50609 Diploma of Drilling Operations

For the above qualifications the organisation is to provide evidence to demonstrate how it will ensure it has access to sufficient facilities and equipment for its training and assessment activities that meet the RII09 training package requirements. Furthermore, the organisation is to provide evidence to demonstrate that there are adequate processes in place to ensure the facilities and equipment are safe, operational and industry relevant.

Human Resources

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20209 Certificate II in Surface Extraction Operations

RII20409 Certificate II in Underground Metalliferous Mining,

RII20509 Certificate II in Resource Processing

RII30112 Certificate III in Surface Extraction Operations

RII30311 Certificate III in Underground Metalliferous Mining

RII30411 Certificate III in Resource Processing

The organisation is to provide evidence to demonstrate its trainers and assessors nominated for the above qualifications have:

- the necessary training and assessment competencies as determined by the National Quality Council (NQC) or its successors; and
- have the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
- continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Assessment Materials

RII10109 Certificate I in Resources and Infrastructure Operations

RIIENV201A Identify and assess environmental and heritage concerns

RIIRIS201B Conduct local risk control:

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RIICCM203A Read and interpret plans and specifications

RII20209 Certificate II in Surface Extraction Operations,

RIIBLA205A Store handle and transport explosives

RIIMPO205B Operate roller/compactor

RII20409 Certificate II in Underground Metalliferous Mining,

RIIBLA201A Support shotfiring operations

RIIMPO333A Conduct underground load, haul and dump truck operations

RII20509 Certificate II in Resource Processing

RIIPGP205A Handle store and use cyanide

RIIWBP201A Treat and dispose of rejects and tailings

RII20909 Certificate II in Drilling Operations

RIINHB208A Assist diamond core drilling

RIIERR202A Contribute to the control of emergencies and critical situations

RII30112 Certificate III in Surface Extraction Operations,

RIIMPO312A Conduct scraper operations

RIIOHS301A Conduct safety and health investigations

RII30311 Certificate III in Underground Metalliferous Mining

RIIBLA303A Conduct underground development shotfiring

RIIBLA305A Conduct secondary blasting

RII30411 Certificate III in Resource Processing

PMAOPS206B Operate separation equipment

RIIPRO301C Conduct crushing and screening plant operations

RII31809 Certificate III in Drilling Operations

RIIBEF301A Run on-site operations

RIINHB308A Conduct wireline core drilling

RII40909 Certificate IV in Drilling Operations

BSBMGT402A Implement the operational plan

RIISAM401A Apply site plant, equipment and infrastructure maintenance management plan

RII50609 Diploma of Drilling Operations

RIIENV501A Implement and maintain environmental management plan

RIIRIS501A Implement and maintain management system to control risk

SITHFAB009A Provide responsible service of alcohol

SIB20110 Certificate II in Retail Make-Up

SIBXFAS201A Design and apply make-up

SIBXFAS202A Design and apply make-up for photography

SIB30110 Certificate III in Beauty Services

SIBBFAS302A Provide lash and brow treatments

SIBBHRS301A Perform waxing treatments

SIB20210 Certificate II in Nail Technology

SIBBNLS203A Apply ultraviolet gel nail enhancement

SIBBNLS205A Apply nail art

SIH20111 Certificate II in Hairdressing

SIHHBAS202A Perform head, neck and shoulder massage

SIHHCLS201A Apply hair colour products

SIH30111 Certificate III in Hairdressing

SIHHHCS301A Design haircut structures

SIHHHRS302A Perform chemical and volumising services

The organisation is required to provide a full suite of assessment tools for each of the above units of competency that fully address the requirements of the applicable training package. The assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the applicable training package and ensures that assessment is conducted consistently across a range of assessors.

SNR 17

Partnership agreement

The organisation is to provide evidence to demonstrate agreements are in place with each organisation that provides training and/or assessment on the RTO's behalf. The agreement must describe the responsibilities of each party and the management strategies to be implemented, including monitoring arrangements that will ensure that the agreement is adhered to by all parties and that improvements are made, where required to ensure the organisation complies with all aspects of the VET Quality Framework.

SNR 18

Rectification of the non-compliances identified with SNR 15 and SNR 17 will rectify the non-compliance identified with this standard.

Analysis of Rectification Evidence Received 22 January 2013

SNR 15

Training and assessment strategies

RII10109 Certificate I in Resources and Infrastructure Operations

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20909 Certificate II in Drilling Operations

The organisation provided the following evidence to demonstrate how it will ensure that client needs are addressed for those not already working in an appropriate workplace:

- Vocational Placement Policy
- Application for Approval Vocational Placement Person
- Vocational Placement Provider and Student Information Sheet
- Vocational Placement Agreement template
- Training Plan for Vocational Placement template.

Analysis of the evidence indicates that the organisation has established processes for ensuring that learners who are not working in the mining industry will have access to work placement, and that appropriate insurances and procedures will be put in place for this to occur. The evidence confirms that the organisation has strategies for training and assessment that meet the requirements of this Standard.

Physical resources

RII10109 Certificate I in Resources and Infrastructure Operations

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20209 Certificate II in Surface Extraction Operations,

RII20409 Certificate II in Underground Metalliferous Mining,

RII20509 Certificate II in Resource Processing

RII20909 Certificate II in Drilling Operations

RII30112 Certificate III in Surface Extraction Operations,

RII30311 Certificate III in Underground Metalliferous Mining

RII30411 Certificate III in Resource Processing

RII31809 Certificate III in Drilling Operations

RII40909 Certificate IV in Drilling Operations

RII50609 Diploma of Drilling Operations

The organisation has provided the following evidence to demonstrate that it has access to sufficient facilities and equipment for its training and assessment activities that meet the RII09 training package requirements:

- Unexecuted Partnership Agreement Memorandum of Understanding indicating the organisation's intention to establish a partnership with L2 Project Management for the delivery of training and assessment for qualifications from the RII09 training package
- Correspondence from the Managing Director of L2 Project Management confirming that the organisation is able to access the L2 Group's resources, equipment and facilities
- Workplace safety checklist incorporated into vocational placement documentation
- Assessment plan documents requiring that assessors determine that the availability of safe work areas, equipment and tools prior to conducting assessment.

Analysis of the evidence demonstrates that the organisation has appropriate access to the required resources for both its training and assessment activities, and that there are processes in place to ensure the facilities and equipment are safe, operational and industry relevant. **Human Resources**

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RII20209 Certificate II in Surface Extraction Operations

RII20409 Certificate II in Underground Metalliferous Mining,

RII20509 Certificate II in Resource Processing

RII30112 Certificate III in Surface Extraction Operations

RII30311 Certificate III in Underground Metalliferous Mining

RII30411 Certificate III in Resource Processing

The organisation has provided the following evidence to demonstrate how it will verify and ensure that it engages trainers and assessors who meet the requirements of the VET Quality Framework:

- VET Trainers and Assessors Qualifications and Competency Policy, Version 2

- Partnership Agreement Memorandum of Understanding - clauses pertaining to the requirements for trainers and assessors.

Analysis of the evidence demonstrates that the organisation has established processes for the recruitment, employment and professional development of trainers and assessors who meet the requirements of the Standard.

Assessment Materials

RII10109 Certificate I in Resources and Infrastructure Operations

RIIENV201A Identify and assess environmental and heritage concerns

RIIRIS201B Conduct local risk control

RII30112 Certificate III in Surface Extraction Operations

RIIOHS301A Conduct safety and health investigations

RII31809 Certificate III in Drilling Operations

RIIBEF301A Run on-site operations

RII40909 Certificate IV in Drilling Operations

BSBMGT402A Implement the operational plan

RIISAM401A Apply site plant, equipment and infrastructure maintenance management plan

SIB20110 Certificate II in Retail Make-Up and Skin Care

SIBXFAS201A Design and apply make-up

SIBXFAS202A Design and apply make-up for photography

SIB30110 Certificate III in Beauty Services

SIBBFAS302A Provide lash and brow treatments

SIBBHRS301A Perform waxing treatments

SIB20210 Certificate II in Nail Technology

SIBBNSL203A Apply ultraviolet gel nail enhancement

SIBBNSL205A Apply nail art

SIH20111 Certificate II in Hairdressing

SIHHBAS202A Perform head, neck and shoulder massage

SIHHCLS201A Apply hair colour products

SIH30111 Certificate III in Hairdressing

SIHHHCS301A Design haircut structures

SIHHHRS302A Perform chemical and volumising services

The organisation has provided a full suite of assessment tools for each of the above units of competency. Analysis of these assessment tools has determined that they now fully address the requirements of the applicable training package. The assessment tools are supported by guidance for assessors detailing performance standards consistent with the requirements of the applicable training package to ensure that assessment is conducted consistently across a range of assessors.

SNR 17 Partnership agreement

The organisation has provided the following evidence to demonstrate how it will establish, implement and manage agreements with other organisations who may provide training and/or assessment on the RTO's behalf.

- Partnership Policy
- Partnership Agreement Memorandum of Understanding documenting the intention, scope and parameters of the proposed partnership between the organisation and L2 Project Management

Analysis of the evidence demonstrates that the organisation has established strategies and processes for monitoring training and assessment to ensure compliance with the VET Quality Framework, in accordance with the requirements of the Standard.

Outstanding non-compliances

SNR 15.5

The organisation has not demonstrated compliance with SNR 15.5 for all of the qualifications and unit of competency in the audit scope.

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RIICCM203A Read and interpret plans and specifications

RII20209 Certificate II in Surface Extraction Operations

RIIMPO205B Operate roller/compactor

RII20509 Certificate II in Resource Processing

RIIPGP205A Handle store and use cyanide

RII30311 Certificate III in Underground Metalliferous Mining

RIIBLA303A Conduct underground development shotfiring

RIIBLA305A Conduct secondary blasting

RII31809 Certificate III in Drilling Operations

RIINHB308A Conduct wireline core drilling

RII30411 Certificate III in Resource Processing

RIIPRO301C Conduct crushing and screening plant operations

The organisation has provided an assessment plan, assessor guide, revised assessment tools and mapping document for each of the above units of competency.

Analysis of evidence has determined that the tasks listed in the units' assessment plans do not cover the performance needed to demonstrate achievement of the essential outcomes of the units.

Further, the tasks identified in each unit's assessment plan do not clearly align with the tasks required to be observed as outlined in the corresponding Practical Assessment Tool checklist for the unit. Consequently it could not be confirmed that evidence gathered by the assessor would be directly relevant to each respective unit's requirements

RII20209 Certificate II in Surface Extraction Operations

RIIBLA205A Store, handle and transport explosives

RII20409 Certificate II in Underground Metalliferous Mining

RIIBLA201A Support shotfiring operations

The organisation has provided an assessment plan, assessor guide, revised assessment tools and mapping document for each of the above units of competency.

Instructions in the Assessor Guide suggest that the Practical Assessment Tools are to be used to gather evidence of the candidate's competence against the practical aspects of the units.

Parts of the Practical Assessment Tool for each unit require the assessor to either observe or have the candidate explain aspects of performance that necessarily need to be observed in order to gather valid evidence of the candidate's competence against the practical aspects of the unit. As an example only:

- For unit RIIBLA205A a learner can either demonstrate or explain their ability to transport explosives
- For unit RIIBLA201A, a learner can either demonstrate or explain their ability to prime and load blast holes

Consequently, the option to have the learner merely 'explain' aspects of the unit could lead to gaps in the assessment of all required skills and critical aspects of evidence as set out in the unit's requirements. This would lead to assessment that did not gather valid or reliable evidence of competence in accordance with the rules of evidence.

RII20409 Certificate II in Underground Metalliferous Mining

RIIMPO333 Conduct underground load, haul and dump truck operations

RII20509 Certificate II in Resource Processing

RIIWBP201A Treat and dispose of rejects and tailings

RII20909 Certificate II in Drilling Operations

RIINHB208 Assist diamond core drilling

RIIERR202A Contribute to the control of emergencies and critical situations

The organisation has provided an assessment plan, assessor guide, revised assessment tools and mapping document for each of the above units of competency.

It is unclear in some parts of the Practical Assessment Tools for these units whether the assessor is required to observe the candidate demonstrating and explaining particular tasks – or whether it is acceptable for the candidate to simply demonstrate or explain how to perform the particular tasks. Specifically, the performance level required of candidates for assessment cannot be reliably ascertained where the instruction to assessors is that 'The candidate is to be observed demonstrating/explaining the following ...'; or where the instruction to assessors is that 'The candidate is to demonstrate and/or explain ...'

Therefore, it cannot be confirmed, that the assessment would gather valid and reliable evidence of competency, in accordance with unit requirements, and across a range of learners and assessors.

RII30112 Certificate III in Surface Extraction Operations

RIIMPO312A Conduct scraper operations

The organisation has provided an assessment plan, assessor guide, revised assessment tools and mapping document for this unit of competency.

Instructions in the Assessor Guide suggest that the Practical Assessment Tool is to be used to gather evidence of the candidate's competence against the practical aspects of the unit, as detailed in the assessment plan.

Analysis of the evidence has determined that the performance level requirements specified in parts of the revised practical assessment tool are inconsistent with the tasks required to be demonstrated. As an example only, the assessment plan (and performance criterion 2.1 of the unit of competency) requires that the candidate carry out pre-start checks and demonstrate start-up, park-up and shutdown procedures - yet the Practical Assessment Tool appears to only gathers evidence about whether or not the candidate can satisfactorily 'identify/explain' features of equipment and the processes involved in the task of operating a scraper.

Therefore, it cannot be confirmed that the assessment would gather valid and reliable evidence of competence in accordance with unit requirements.

RII30411 Certificate III in Resource Processing

PMAOPS206B Operate separation equipment

The organisation has provided an assessment plan, assessor guide, revised assessment tools and mapping document for the above unit of competency.

Analysis of evidence has determined that the tasks listed in the assessment plan do not cover the performance needed to demonstrate achievement of the essential outcomes of the unit. The tasks identified in the assessment plan also do not clearly align with the tasks required to be observed as outlined in the Practical Assessment Tool checklist for the unit. Consequently it could not be confirmed that evidence gathered by the assessor would be directly relevant to the unit's requirements

Further, insufficient evidence has been provided that the organisation has all of the resources for assessment specified in the training package for this unit - which specifically include a bank of scenarios/case studies/ what ifs, in addition to a bank of questions to be used to probe the reasoning behind the observable actions - as required to meet the critical aspects for assessment and evidence required to demonstrate competency in this unit.

RII50609 Diploma of Drilling Operations

RIIENV501A Implement and maintain environmental management plan

RIIRIS501A Implement and maintain management system to control risk

The organisation has provided an assessment plan, assessor guide, revised assessment tools and mapping document for each of the above units of competency.

Analysis of evidence has determined that the tasks listed in the units' assessment plans do not cover the performance needed to demonstrate achievement of the essential outcomes of the units. Further, the tasks identified in each unit's assessment plan do not clearly align with the tasks required to be observed as outlined in the corresponding Practical Assessment Tool checklist for the unit. Consequently it could not be confirmed that evidence gathered by the assessor would be directly relevant to each respective unit's requirements.

Review of the theory assessment tools for both units found that they do not assess the required knowledge for the units at a level appropriate to the qualification, being AQF level 5.

Therefore, it is determined that insufficient evidence has been provided to demonstrate that the assessment tools provided for the above units validly assess the skills, knowledge and performance requirements specified in the training package.

SITHFAB009A Provide responsible service of alcohol

The organisation has provided an assessor guide, revised assessment tools and mapping document for this unit of competency.

Analysis of evidence has determined that insufficient information has been provided for assessors regarding the context of

the practical assessment for this unit (including details of the equipment and resources required for assessment), to ensure consistency and reliability in the conduct of assessment across a range of assessors and learners.

SNR 18

As the organisation has outstanding non-compliances in respect of SNR 15, the organisation remains non-compliant with SNR 18 as the Chief Executive of the organisation has not ensured the NVR registered training organisation complies with the VET Quality Framework.

SNR 20

It is noted that this Standard was not previously included in the audit.

However, in reviewing rectification evidence, the Australian Government Crest was found on a number of documents. No evidence was provided to support that the organisation had express permission to use the Crest on its documentation. Consequently, the appearance of the Crest without supporting evidence of permission to use it is a potential breach of Commonwealth legislation.

Analysis of Rectification Evidence Received 25 April 2013

SNR 15.5

RII20109 Certificate II in Resources and Infrastructure Work Preparation

RIICCM203A Read and interpret plans and specifications

RII20209 Certificate II in Surface Extraction Operations

RIIMPO205B Operate roller/compactor

RIIBLA205A Store, handle and transport explosives

RII20409 Certificate II in Underground Metalliferous Mining

RIIBLA201A Support shotfiring operations

RIIMPO333 Conduct underground load, haul and dump truck operations

RII20509 Certificate II in Resource Processing

RIIPGP205A Handle store and use cyanide

RIIWBP201A Treat and dispose of rejects and tailings

RII20909 Certificate II in Drilling Operations

RIINHB208 Assist diamond core drilling

RIIERR202A Contribute to the control of emergencies and critical situations

RII30112 Certificate III in Surface Extraction Operations

RIIMPO312A Conduct scraper operations

RII30311 Certificate III in Underground Metalliferous Mining

RIIBLA303A Conduct underground development shotfiring

RIIBLA305A Conduct secondary blasting

RII30411 Certificate III in Resource Processing

RIIPRO301C Conduct crushing and screening plant operations

PMAOPS206B Operate separation equipment

RII31809 Certificate III in Drilling Operations

RIINHB308A Conduct wireline core drilling

RII50609 Diploma of Drilling Operations

RIIENV501A Implement and maintain environmental management plan

RIIRIS501A Implement and maintain management system to control risk

SITHFAB009A Provide responsible service of alcohol

The organisation has provided a full suite of assessment tools for each of the above units of competency. Analysis of these assessment tools has determined that they now fully address the requirements of the applicable training package. The assessment tools are supported by guidance for assessors detailing performance standards consistent with the requirements of the applicable training package to ensure that assessment is conducted consistently across a range of assessors and learners.

SNR 18

As the rectification evidence submitted now meets all compliance requirements, the organisation is now also compliant with SNR 18.1.

SNR 20

Review of the rectification evidence presented by the organisation found no documents containing the Australian Government Crest. Therefore it is concluded that the organisation has addressed the previously identified potential breach of Commonwealth legislation.