Certificate of Registration

This is to certify that

Macquarie Commercial College Ltd

trading as

Macquarie Commercial College Ltd

is registered by the Australian Skills Quality Authority under the National Vocational Education and Training Regulator Act 2011 (the Act) as an NVR Registered Training Organisation (RTO).

commences 2 January 2013
expires 1 January 2018
RTO Code: 3923

The organisation's scope of registration is listed on the National Register.

Registration is subject to continued compliance with the:

- VET Quality Framework.
- Conditions set out in sections 22 to 28 of the Act
- Conditions imposed on the organisation's registration under subsection 29(1) of the Act.

Chris Robinson
Chief Commissioner
Australian Skills Quality Authority

Issued on: 27 February 2014 under Section 19 of the Act
27 February 2014

Mr Howard Randall
CEO
Macquarie Commercial College Ltd
71 Little Malop Street
GEELONG  VIC  3220

Ref No:    Renewal of registration application number 1052252
           Change of scope application number 1052250

Dear Mr Randall

Re: Outcome of renewal of registration application—granted
    Outcome of change of scope application - granted

I refer to your application to renew your registration as a national VET regulator (NVR) registered training organisation (RTO) and to change your scope of registration.

In accordance with the provisions of the National Vocational Education and Training Regulator Act 2011 (the Act), your application for registration has been granted. A copy of the final audit report is attached for your reference.

The National Register has been updated to include the following key details of your organisation:

- Legal name: Macquarie Commercial College Ltd
- Trading name/s (if relevant): Macquarie Commercial College Ltd
- RTO ID number: 3923

**Period of registration**

Your organisation has been granted registration for a period of 5 years which commenced on 2 January 2013 and is due to expire on 1 January 2018. A Certificate of Registration is attached. You can apply to the Australian Skills Quality Authority (ASQA) to renew or withdraw your organisation's registration, and timeframes and obligations apply to each process. There are also obligations on organisations that effectively cease to operate, even though they remain registered as RTOs. Further information about obligations in these circumstances is available from the ASQA website.

**Scope of registration**

The organisation's scope of registration – the vocational education and training (VET) courses that your organisation is registered to provide – is listed on the National Register. Please note that Sections 93-94 of the Act provide for the imposition of monetary penalties on RTOs that provide all or part of a VET course outside scope of registration.
If the training and assessment provided is likely to lead to students applying for a licence/recognition to operate in a relevant industry, you will need to ensure that you meet the requirements of the relevant national or state/territory regulator/s. Organisations that ASQA has formal arrangements with that may have additional requirements to be met beyond registration with ASQA before training and assessment will be recognised for industry licensing, registration or other approval can be found in the External licensing & additional registration requirements spreadsheet on the ASQA website. Please contact the relevant regulator/s to ensure you have satisfied regulatory requirements before delivery and ensure that marketing materials are accurate.

Changes to scope of registration
You must apply to ASQA if your organisation wishes to change its scope of registration by either adding or removing a VET course. Information on the process to make changes to your scope of registration is available from the ASQA website.

RTO ID number
You must quote your organisation’s RTO ID number in all future correspondence with ASQA. This number must also be included on the qualifications and statements of attainment that you issue and the marketing materials that you use as an RTO.

Maintaining compliance
I wish to remind you that you have signed a statutory declaration in which you have accepted responsibility for ensuring compliance with the VET Quality Framework. This framework comprises the following components:
- the Standards for NVR Registered Training Organisations
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements of the Act
- the Financial Viability Risk Assessment Requirements of the Act
- the Data Provision Requirements of the Act.

This is an important commitment that requires you to actively manage and monitor your RTO’s activities to ensure that compliance is maintained at all times and across all of your operations. RTO compliance is the mandated foundation upon which organisations should plan and achieve quality improvements to their training and assessment services.

ASQA fees and charges
Please refer to ASQA website for details of fees and charges that apply to your registration. There are no additional conditions imposed on your organisation’s registration.

Further information and assistance
If you require further information or assistance in relation to this matter, please contact Christine Williamson by email at complianceMelbourne@asqa.gov.au

Yours sincerely

Jan Mulcahy
Regional Manager, Compliance Melbourne
## ORGANISATION DETAILS

<table>
<thead>
<tr>
<th>Organisation's legal name</th>
<th>Macquarie Commercial College Ltd</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trading name/s</td>
<td>Macquarie Commercial College Ltd</td>
</tr>
<tr>
<td>RTO number</td>
<td>3923</td>
</tr>
<tr>
<td>CRICOS number</td>
<td>n/a</td>
</tr>
</tbody>
</table>

## AUDIT TEAM

<table>
<thead>
<tr>
<th>Lead auditor</th>
<th>Christine Williams</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auditor/s</td>
<td>n/a</td>
</tr>
<tr>
<td>Technical adviser/s</td>
<td>n/a</td>
</tr>
</tbody>
</table>

## AUDIT DETAILS

<table>
<thead>
<tr>
<th>Application number/s</th>
<th>1052252 Renewal, 1052250 change</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit number/s</td>
<td>1005164</td>
</tr>
<tr>
<td>Audit reason 1</td>
<td>Application - renewal</td>
</tr>
<tr>
<td>Audit reason 2</td>
<td>Application - change</td>
</tr>
<tr>
<td>Audit reason 3</td>
<td>n/a</td>
</tr>
<tr>
<td>Activity type</td>
<td>Site visit</td>
</tr>
<tr>
<td>Address of site/s visited</td>
<td>71 Little Malop St, Geelong Victoria</td>
</tr>
<tr>
<td>Date/s of audit</td>
<td>14 January 2014</td>
</tr>
<tr>
<td>Organisation’s contact for audit</td>
<td>Howard Randall  CEO</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:howard@macquarie.vic.edu.au">howard@macquarie.vic.edu.au</a> 03) 5221 3577</td>
</tr>
<tr>
<td>NVR standards audited</td>
<td>Selected Standards for Continuing Registration: 15 - 18, 20, 22.2</td>
</tr>
</tbody>
</table>

## BACKGROUND

**Organisation structure:**
The organisation first became an RTO in 1993. The business initially focused on business administration and the BSZ qualification plus travel and tourism. The organisation has since moved its core business to the delivery of business qualifications and the TAE qualification. The administration structure consists of the directors Mr Howard Randall and Ms Jill Randall who are supported by input from trainers/assessors.

**Current business focus and core clients:**
The organisation's core clients are School Based Trainees and employees of corporate clients. The
major part of the business is delivery of non-VET computer training.

**Delivery venues:**
The organisation only operates out of the address at 71 Little Malop Street and at employer sites. Other forms of delivery is through online business subjects.

**Fee revenue and targets:**
Fee-for-service through employers and some public clients. Victorian State Government funding for school based Traineeships. The funded programs amount to approximately 70-75% of the organisation's income with the remainder of the business' income being through corporate clients within the local business area and the conduct of non-VET programs.

**Data:**
The organisation uses Wisenet, Sharepoint, Moodle, Salesforce and Office 365 for a combination of collection of student data for AVETMISS, training resources and student interactive online assessment.

Total number of current enrolments in RTO as at audit date:
• 13 (enrolments for schools commences in February 2014, corporate clients are generally short courses)

### AUDIT SAMPLE

<table>
<thead>
<tr>
<th>Code</th>
<th>Qualification/Course/Unit name</th>
<th>Mode/s of delivery/assessment</th>
<th>Current enrolments</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB30412</td>
<td>Certificate III in Business Administration</td>
<td>Online &amp; flexible</td>
<td>3</td>
</tr>
<tr>
<td>BSB40507</td>
<td>Certificate IV in Business Administration</td>
<td>Online &amp; flexible</td>
<td>2</td>
</tr>
<tr>
<td>TAA40110</td>
<td>Certificate IV in Training and Assessment</td>
<td>Flexible</td>
<td>8</td>
</tr>
</tbody>
</table>

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

### INTERVIEWEES

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualification/Course/Unit code/s</th>
</tr>
</thead>
<tbody>
<tr>
<td>Howard Randall</td>
<td>CEO</td>
<td>All</td>
</tr>
</tbody>
</table>

### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 14/01/2014: Significant non-compliance

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

### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 21/02/2014: Compliant
<table>
<thead>
<tr>
<th>Standard</th>
<th>Original finding</th>
<th>Finding 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>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 17</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 18</td>
<td>Not compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 19</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 20</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 21</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 22</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 23/AQF</td>
<td>Not compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 24</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
<tr>
<td>SNR 25</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
</tbody>
</table>
The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

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

Original finding: Compliant
Following rectification: n/a

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

Original finding: Not compliant
Following rectification: Compliant

Reasons for finding of non-compliance:
- TAE40110 Certificate IV in Training and Assessment
  BSB40507 Certificate IV in Business Administration
  BSB30412 Certificate III in Business Administration

The organisation has developed a strategy for each client base for example, School Based Trainees, Corporate Clients, Online. However, in some cases the strategies identify assessment methods that do not align to actual methods of assessment used by the organisation. For example, but not limited to: unit TAEASS502B, the strategy requires a presentation to be conducted, however, no such assessment is conducted by the organisation.

In order to become compliant, the organisation is required to:
- TAE40110 Certificate IV in Training and Assessment
  BSB40507 Certificate IV in Business Administration
  BSB30412 Certificate III in Business Administration

Provide training and assessment strategies for each of the above qualifications which accurately reflect the required assessments and ensure all current unit versions (A to B versions) are reflected within the strategies, particularly where the organisation is transitioning to the BSB'12 qualification.

Analysis of rectification evidence received by ASQA on 13 February 2014:
- Doc 1_Learning and Assessment Strategy TAE40110.pdf
- Doc 2_Learning and Assessment Strategy TAE40110 Online.pdf
- Doc 3_Learning and Assessment Strategy BSB40507_Flexible.pdf
- Doc 4_Learning and Assessment Strategy BSB40507 Online.pdf
- Doc 5_Learning and Assessment Strategy BSB30412_Flexible.pdf
- Doc 6_Learning and assessment Strategy BSB30412 Workplace.pdf
- Doc 7_Learning and Assessment Strategy BSB30412 SBA.pdf

No further evidence required for SNR 15.2

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

Original finding: Not compliant
Following rectification: Compliant
Reasons for finding of non-compliance:

- The organisation did not provide evidence of assessment meeting the requirements of the qualifications evaluated at the audit site visit.

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

- Provide assessment which meets the requirements of the relevant training packages evaluated at the audit site visit. Specific non-compliance issues are outlined at SNR 15.5.

Analysis of rectification evidence by ASQA on 13 February 2014:

- The organisation provided the required rectification evidence for compliance against SNR 15.5.

No further evidence required for SNR 15.3

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

Original finding: Compliant  Following rectification: 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.

Original finding: Not compliant  Following rectification: Compliant

Reasons for finding of non-compliance:

- TAA40110 Certificate IV in Training and Assessment
  TAEDEL401A Plan, organise and deliver group-based learning
  TAEASS502B Design and develop assessment tools
- BSB30412 Certificate III in Business Administration
  BSBWHS201A Contribute to health and safety of self and others
  BSBWOR301B Organise personal work priorities and development
- BSB40507 Certificate IV in Business Administration
  BSBITU401A Design and develop complex text documents
  BSBBWS401A Analyse and present research information

The organisation provided mapping for the qualifications evaluated at the audit site visit which did not always evidence the required assessment. As this mapping had not been effectively validated it was not evident on each occasion where the relevant assessment took place. The organisation's representative did provide some additional evidence which had been received by the learner electronically; however, as there were no specific instructions regarding the storage and validation requirements of assessments received electronically, the organisation could not evidence that all aspects of the above units of competency were assessed.

The RPL tool for TAE40110 Certificate IV in Training and Assessment did not allow for a competency conversation. Whilst the assessor provided notes of discussion with a candidate,
these notes were of a minor nature. The applicant had extensive experience and the evidence provided, whilst comprehensive, did not cover all aspects of the qualification for example, but not limited to, the unit of competency TAEASS502B Design and develop assessment tools; assessment did not include evidence of the applicant having taken responsibility for initiating, organising and facilitating assessment validation on at least three occasions or how the applicant has used outcomes of validation and appeals to improve assessment practice as required by the Training Package.

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

- **TAA40110 Certificate IV in Training and Assessment**
  TAEDEL401A Plan, organise and deliver group-based learning
  TAEASS502B Design and develop assessment tools
- **BSB30412 Certificate III in Business Administration**
  BSBWHS201A Contribute to health and safety of self and others
  BSBWOR301B Organise personal work priorities and development
- **BSB40507 Certificate IV in Business Administration**
  BSBITU401A Design and develop complex text documents
  BSBRES401A Analyse and present research information

Provide evidence of a critical analysis of each of the above qualifications evaluated at the audit site visit and provide assessment instruments which evidence assessment that meets all aspects of the qualification's units of competency noted above, including the Catapult online resource assessments.

Provide clear instructions for the learner and the trainer/assessor regarding the collection and storage of electronic evidence, including any additional observation assessments which are to be included for example, where a unit requires a task to be carried out on several occasions, evidence of the required assessments, supervisor report/s or third party report/s. Evidence is to include clear instructions to the learner and trainer/assessor, guiding them regarding which tasks formed part of formative assessment to align with the summative assessment tasks.

- **TAA40110 Certificate IV in Training and Assessment**

RPL assessment process: Provide evidence of a competency conversation instrument which aligns to each aspect of the qualification to ensure assessment is relevant, and that evidence provided by the applicant meets all requirements of each unit of competency to ensure assessment meets the rules of evidence and principals of assessment.

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**Analysis of rectification evidence by ASQA on 13 February 2014:**

Doc 6_Critical Analysis Template_TAE40110_TAEDEL401A.pdf
Doc 9_TAEBDEL401A Assessment Instructions.pdf
Doc 10_TAEBDEL401A Session Plan Template.pdf
Doc 11_TAEBDEL401A Additional assessment Questions.pdf
Doc 12_TAEBDEL401A Hazard Risk_checklist Template.pdf
Doc 13_TAEBDEL401A Attendance Form Template.pdf
Doc 14+TAEBDEL401A Evaluation Form Template.pdf
Doc 15_TAEBDEL401A Training Observation Checklist.pdf
Doc 16_TAEBDEL401A Third Party Observation Checklist.pdf
Doc 17_Critical Analysis Template_TAE40110_TAEBDEL401A.pdf
Doc 18_TAEBDEL401A Assessment Instructions.pdf
Doc 19_TAEBDEL401A Additional Assessment Questions AT2.pdf
Doc 20_TAEBDEL401A TAG split Encrypted for Registration Purposes only.pdf
Doc 21_Critical Analysis Template_TAE40110_TAEASS502B.pdf
No further evidence required for SNR 15.5

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

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.
<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
<th>Original finding</th>
<th>Following rectification</th>
</tr>
</thead>
<tbody>
<tr>
<td>16.3</td>
<td>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.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>16.4</td>
<td>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.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>16.5</td>
<td>Learners receive training, assessment and support services that meet their individual needs.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>16.6</td>
<td>Learners have timely access to current and accurate records of their participation and progress.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>16.7</td>
<td>The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td><strong>SNR 17</strong></td>
<td>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:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.1</td>
<td>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.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>17.2</td>
<td>The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.</td>
<td>Compliant</td>
<td>n/a</td>
</tr>
<tr>
<td>17.3</td>
<td>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.</td>
<td>Not audited</td>
<td>n/a</td>
</tr>
<tr>
<td>17.4</td>
<td>The NVR registered training organisation manages records to ensure their accuracy and integrity.</td>
<td></td>
<td></td>
</tr>
</tbody>
</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.

Original finding: Not compliant  Following rectification: Compliant

Reasons for finding of non-compliance:
- The organisation was found to be not compliant with SNR 15.2, 15.5 and 23.1. The organisation’s CEO has not ensured the organisation complies with the VET Quality Framework.

In order to become compliant, the organisation is required to:
- Provide the required rectification evidence as at SNR 15.2, 15.5 and 23.1 and evidence of the process the CEO has implemented to ensure the organisation remains compliant with the VET Quality Framework.

Analysis of rectification evidence by ASQA on 13 February 2014:
- The organisation has provided the required evidence for SNR 15.5 and 23.1. The CEO has ensured the organisation has complied with the VET Quality Framework.

No further evidence required for SNR 18.1

SNR 19  Interactions with the National VET Regulator

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

Original finding: Compliant  Following rectification: n/a

SNR 20  Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.
<table>
<thead>
<tr>
<th>SNR 21</th>
<th>Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>21.1</td>
<td>The NVR registered training organisation must hold public liability insurance throughout its registration period.</td>
</tr>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SNR 22</th>
<th>Financial management</th>
</tr>
</thead>
<tbody>
<tr>
<td>22.1</td>
<td>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.</td>
</tr>
<tr>
<td>Original finding: Compliant</td>
<td>Following rectification: n/a</td>
</tr>
</tbody>
</table>

| 22.2 | The NVR registered training organisation must provide the following fee information to each client: |
|      | (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges; |
|      | (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee; |
|      | (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course; |
|      | (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and |
|      | (e) the organisation's refund policy. |
| Original finding: Compliant | Following rectification: n/a |

| 22.3 | Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options: |
|      | (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency; |
|      | (b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; |
|      | (c) (Option 3) the NVR registered training organisation may accept payment of no more than $1000 from each individual student prior to the commencement of the course. |

Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed $1,500; |
(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
(e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

| Original finding: Compliant | Following rectification: n/a |

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

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

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

| Original finding: Not compliant | Following rectification: Compliant |

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

- The organisation’s Statement of attainment does not fully comply with the AQF/NSSC requirements.

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

- Provide its Statement of Attainment template which meets the requirements of the AQF Qualifications issuing policy and NSSC Policy on issuing ‘statements of attainment’. The template must ensure where a qualification is identified the full title of the qualification is reflected as per the relevant Training Package for example, TAE40110 Certificate IV in Training and Assessment not Certificate IV in Training and Assessment TAE40110.

**Analysis of rectification evidence by ASQA on 13 February 2014:**

- Doc 62_Sample Statement of Attainment.pdf

No further evidence required for SNR 23.1

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

| Original finding: Compliant | Following rectification: n/a |

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

| Original finding: Compliant | Following rectification: n/a |

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

This element was not audited.
23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

<table>
<thead>
<tr>
<th>SNR 24</th>
<th>Accuracy and integrity of marketing</th>
</tr>
</thead>
<tbody>
<tr>
<td>24.1</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Original finding: Compliant</td>
</tr>
<tr>
<td></td>
<td>Following rectification: n/a</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SNR 25</th>
<th>Transition to Training Packages/expiry of VET accredited courses</th>
</tr>
</thead>
<tbody>
<tr>
<td>25.1</td>
<td>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.</td>
</tr>
<tr>
<td></td>
<td>Original finding: Compliant</td>
</tr>
<tr>
<td></td>
<td>Following rectification: n/a</td>
</tr>
</tbody>
</table>

| 25.2   | The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses. |
|        | Original finding: Compliant                                    |
|        | Following rectification: n/a                                   |