



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Auswright Training Pty Ltd

Date/s of audit: 30/04/2019

Date report created: 2/05/2019

Date report updated: 5/07/2019

Organisation details

Organisation's legal name:	Auswright Training Pty Ltd
Trading name/s:	First Choice College First Choice Training
RTO number:	31707
CRICOS number:	N/A

Audit team

Lead auditor:	GILLICK, Sharyn
Assistant/s:	CHURCH, Josephine

Audit details

Application number/s:	RENVET0004370	
Audit number:	AUDREC0009314	
Audit reason	Application - renewal	
Address of site/s visited:	Unit 4/11 Distribution Avenue, Molendinar QLD 4214	
Date/s of audit:	30/04/2019	
Organisation's contact for audit:	Ian Wright ian@firstchoicetraining.com.au	CEO 1300 800 390

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: GILLICK, Sharyn

Practice	Standards for RTOs	Finding
Marketing/ Recruitment	4.1	Not compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Not compliant
Training and Assessment	1.3, 1.13-1.16 1.1, 1.2, 1.8	Compliant Not compliant
Completion	3.1	Not compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 21/06/2019 : Compliant

Report completed by: GILLICK, Sharyn

Practice	Standards for RTOs	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Compliant

Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13 - 1.16	Compliant
Completion	3.1	Compliant

Background

Summary of organisation and management structure:

Auswright Training Pty Ltd is an online provider specialising in *BSB – Business Services Training Package* qualifications and study pathway options for learners. Future plans include working with schools and seeking state government funding.

Management structure includes:

- Ian Wright – Director
 - Lucinda Anderson – Senior Accounts
 - Cassandra Peters – Compliance and Human Resource Manager
 - Colleen Woods – Lead Validator
 - Karen Cannon – Student Liaison Officer
 - Nic Walsh – Research and Development
 - Te Ara McDonald – Team Leader for Administration
 - Kylie Yeo – Administration
 - Tahirih McDonald – Reception
 - Jenn Volke – Team Leader for Trainers
 - Ahmed Abdull – Trainer
 - Jacob Shaw – Trainer
 - Barb O'Brien – Trainer
 - Suzanne Caligari - Trainer

Scope of registration:

- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- BSB30715 Certificate III in Work Health and Safety
- BSB40215 Certificate IV in Business
- BSB40515 Certificate IV in Business Administration
- BSB41415 Certificate IV in Work Health and Safety
- BSB42015 Certificate IV in Leadership and Management
- BSB50215 Diploma of Business
- BSB51315 Diploma of Work Health and Safety
- BSB51415 Diploma of Project Management
- BSB51915 Diploma of Leadership and Management
- BSB51918 Diploma of Leadership and Management
- BSB60215 Advanced Diploma of Business
- BSB61015 Advanced Diploma of Leadership and Management

Suburb and state of all delivery locations:

- Molendinar, QLD

Third party usage:

- no third party agreements

Core clients/target groups:

- The majority of core clients are employed learners seeking to upskill for career advancement.

Training Revenue (Funded or fee for service):

- Fee for service

Total number of current enrolments as at audit date:

- 1320

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- information provided by students as part of a student survey or interview.
- information provided directly by Auswright Training Pty Ltd to ASQA
- existing information and records held by ASQA concerning Auswright Training Pty Ltd
- information provided to ASQA's auditors and documentation reviewed during the site audit of Auswright Training Pty Ltd conducted on 30/04/2019.
- other publicly available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
BSB41415	Certificate IV in Work Health and Safety	Online	254
BSB51915	Diploma of Leadership and Management	Online	251
BSB50215	Diploma of Business	Online	221
BSB30715	Certificate III in Work Health and Safety	Online	0
BSB61015	Advanced Diploma of Leadership and Management	Online	2

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

Interviewees

Name	Position	Training products
Ian Wright	Director	N/A
Colleen Woods	Lead Validator	BSB41415, BSB51915, BSB50215, BSB30715, BSB61015
Cassandra Peters	Compliance Manager	N/A
Nic Walsh	Research and Development	N/A
Karen Cannon	Student Liaison Officer	N/A
Jenn Volke	Trainer Team Leader	BSB41415, BSB51915, BSB50215
Jacob Shaw	Trainer	BSB51915
Barbara O'Brien	Trainer	BSB41415

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Original Action required by organisation

Auswright Training Pty Ltd did not meet all requirements for Clauses 4.1, 1.7, 1.1, 1.2, 1.8 and 3.1.

Remedial action is required for the following training products:

- **BSB51915 Diploma of Leadership and Management**
 - *BSBRSK501 Manage risk*
- **BSB41415 Certificate IV in Work Health and Safety**
 - *BSBWHS406 Assist with responding to incidents*
 - *BSBSUS401 Implement and monitor environmentally sustainable work practices*
- **BSB50215 Diploma of Business**
 - *BSBINN502 Build and sustain an innovative work environment*
- **BSB30715 Certificate III in Work Health and Safety**
 - *BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control*
 - *BSBSUS401 Implement and monitor environmentally sustainable work practices*
- **BSB61015 Advanced Diploma of Leadership and Management**

The organisation is required to provide evidence that demonstrates:

Marketing

Clause 4.1

- Provide evidence that:
 - all information, whether disseminated directly by the organisation or on its behalf by third parties is now accurate and factual and addresses all of the requirements specified in Standards for RTOs Clause 4.1.
 - the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training products sampled who received marketing that was not accurate and factual. Remedial action needs to cover current students and students who enrolled with your organisation in the past three months.

Support and Progression

Clause 1.7

- Provide evidence that:
 - the organisation now has appropriate systems that are followed to ensure the support needs of individual learners are determined that complies with Standards for RTOs Clause 1.7
 - the organisation now has appropriate systems that are followed to ensure learners with support needs are provided with educational/support services that complies with Standards for RTOs Clauses 1.7
 - the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training products sampled where support

needs were not determined and/or where identified, educational/support services were not provided. Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Training and Assessment

Clauses 1.1 and 1.2

- Provide evidence that:
 - the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided
 - the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training products sampled that were impacted by training and assessment practices that did not meet the requirements of the training product (including amount of training). Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Clause 1.8

- Provide evidence that:
 - the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - include the full suite of assessment tools (including RPL) for each unit of competency identified as non-compliant
 - demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.
 - the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training products sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your organisation in the past three months.

Completion

Clause 3.1

- Provide evidence:
 - the organisation now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course
 - the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training products sampled that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course. Remedial action needs to cover students issued with AQF certification in the past three months.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Auswright Training Pty Ltd on 21/06/2019 the organisation:

- provided sufficient evidence to demonstrate compliance with clauses 4.1, 1.7, 1.1, 1.2, 1.8 and 3.1.

Refer to analysis of additional evidence detailed under each clause in this report for further information.

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

The following was reviewed in relation to marketing:

- Website
- Training and Assessment Strategies
- Student Handbook
- Course Guides
- 'The Student Journey' information pack

The organisation's marketing practices are not compliant with the requirements of Clause 4.1 of the Standards for RTOs as the marketing material does not align to the training and assessment strategies or the actual practices of the organisation.

A review of the marketing materials identified inconsistencies between documents and information provided to the prospective learner did not reflect updated practice implemented by the organisation.

Evidence of non-compliant marketing practice includes:

- The Student Handbook states a \$50 charge to issue a statement of attainment and to re-issue a statement of attainment. The practice of the RTO indicates the charge is only applied to re-issue.
- Each of the reviewed documents provide a statement regarding the Language Literacy and Numeracy assessment tool requirement, however, due to conflicting statements it is unclear when the tool is implemented and evaluated within the pre-enrolment and enrolment period.
- The Student Handbook stipulates, under the heading of 'SUPPORT AND ASSISTANCE' that "before contacting the Training Department for assistance, the student must first attempt the assessment task and show evidence of this in an email or phone call". The practice of the RTO indicates that students are encouraged to contact their dedicated trainer and assessor should they require support and assistance, regardless of their assessment attempts and/or progress.

Analysis of additional evidence:

The following additional evidence was provided:

- FCC Student Handbook
- Website
- FCC Student Journey

The organisation has addressed the non-compliance for future students.

The organisation has determined the non-compliance had no impact on students, therefore remedial action was not required.

Support and Progression

Support

Standards for RTOs Clause 1.7

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

The following was reviewed in relation to support and progression:

- Learner Management System records
- Email contact between trainers and students
- Email correspondence from student liaison officer
- Monthly calendar of open online classes and unit overview
- Results from the ASQA Student Survey
- Key Performance Indicators (KPIs) for trainer and assessors

The organisation's student support and progression practices are not compliant with the requirements of Clause 1.7 of the Standards for RTOs as there is no systematic method for monitoring the progress of students and for identifying relevant educational and support needs.

Evidence of non-compliant student support and progression practice includes:

- Email contact between trainers and students demonstrated the provision of support however the majority of the correspondence was initiated by the student and the evidence provided related to students who were actively engaged with their training and assessment.

- No evidence was provided to demonstrate the provider monitors the progress of all enrolled students, in particular those who are not logging into the online system and/or attempting to submit assessment.
- Selected student contact records in the Learner Management System revealed no contact from a trainer regarding the learner’s study progress or support needs in the time period of their enrolment to date:
 - Student JR: enrolled on 5/09/2018
 - Student TA: enrolled on 19/06/2018
 - Student BRG: enrolled 4/04/2018
- It is intended practice that trainers will be expected to maintain monthly contact with their allocated student cohort, as outlined in the most recent trainer KPIs. Discussion with the Trainer Team Leader indicated the organisation has identified a system they can use to identify and monitor student progress issues and therefore increase student support, however, this system has not yet been implemented.

Analysis of additional evidence:

The following additional evidence was provided:

- TRAINER CONTACT – Student Progress Report 1-2019-06-19
- June Open Classroom Calendar 2019
- Email to students – Open Classrooms
- FCC Student Journey Training
- Training and Assessment Strategies
- Position Description – Training Manager
- FCC Student Contact Policy – 2019
- JR Contact screenshot
- TA Contact screenshot
- BSB41415 Qualification – AP – Secure Copy
- BRG Contact screenshot
- Trainer Initiated Contact Emails Examples
- Trainer Initiated Phone Calls Examples

The organisation has addressed the non-compliance for future students.

The organisation has carried out sufficient remedial action to identify and address the impact the non-compliance may have caused to students.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO’s training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Standards for RTOs Clause 1.2

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

BSB41415 Certificate IV in Work Health and Safety
BSB50215 Diploma of Business
BSB51915 Diploma of Leadership and Management
BSB30715 Certificate III in Work Health and Safety

The organisation is not compliant with Clause 1.1 of the Standards for RTOs as the training and assessment practices do not enable each learner to meet the requirements for each unit of competency in the listed training products. See Clause 1.8 for more detail.

Additionally, the training and assessment strategies are not consistent with the practices of the RTO.

Evidence of non-compliant training and assessment strategy practice includes:

- The training and assessment strategies outline minimum number of trainer contact and online classes that students 'must attend' each month which is misleading and does not reflect actual practice.

BSB41415 Certificate IV in Work Health and Safety
BSB50215 Diploma of Business
BSB51915 Diploma of Leadership and Management
BSB30715 Certificate III in Work Health and Safety
BSB61015 Advanced Diploma of Leadership and Management

The organisation is not compliant with Clause 1.2 of the Standards for RTOs as it has not demonstrated the amount of training it intends to provide to each learner has been determined with regard to the learners' existing skills, knowledge and experience and the intended modes of delivery for the following reasons:

- The organisation did not clearly define the target learner cohort and therefore did not identify how the amount of training has been determined as sufficient and will enable each learner to gain the skills and knowledge specified by the training product.
- The training and assessment strategies outline three different 'target group course strategies' and within these groups list different training resources and assessment options. However, there is no link between these target groups and the amount of training the provider intends to provide to these groups to enable each learner to gain the skills and knowledge specified by the training product. Additionally, no methods were provided to determine which target group course strategy meets learner's identified needs.

Analysis of additional evidence:

BSB41415 Certificate IV in Work Health and Safety
BSB50215 Diploma of Business
BSB51915 Diploma of Leadership and Management
BSB30715 Certificate III in Work Health and Safety
BSB61015 Advanced Diploma of Leadership and Management

The following additional evidence was provided:

- Training and Assessment Strategies

- FCC – Target Group Identification – 2019
- New Student Checklist tracker – screenshot
- Updated assessment tools (including RPL) for:
 - BSBRSK501 Manage risk
 - BSBWHS406 Assist with responding to incidents
 - BSBSUS401 Implement and monitor environmentally sustainable work practices
 - BSBINN502 Build and sustain an innovative work environment
 - BSBWHS303 Participate in WHS identification, risk assessment and risk control

The organisation has addressed the non-compliance for future students.

The organisation has carried out and planned sufficient remedial action to identify and address the impact the non-compliance may have caused to students.

Standards for RTOs Clause 1.8

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner’s needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

BSB51915 Diploma of Leadership and Management

BSBRKS501 Manage risk

BSB41415 Certificate IV in Work Health and Safety

BSBWHS406 Assist with responding to incidents

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSB50215 Diploma of Business

BSBINN502 Build and sustain an innovative work environment

BSB30715 Certificate III in Work Health and Safety

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

BSBSUS401 Implement and monitor environmentally sustainable work practices

The following evidence was reviewed in relation to assessment:

- Assessment tools including RPL for:
 - BSBRKS501 Manage risk*
 - Master RPL Candidate Kit and Assessor Guide
 - BSBWHS406 Assist with responding to incidents*
 - Smallprint master assessment: activities, questions, project, incident report
 - BSBSUS401 Implement and monitor environmentally sustainable work practices*
 - Smallprint master assessment: activities, questions, projects
 - BSBINN502 Build and sustain an innovative work environment*
 - Smallprint master assessment: activities, questions, projects
 - BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control*
 - Smallprint master assessment: activities, questions, projects
- Completed student assessment items (and the assessment tools used):
 - BSBRKS501 Manage risk*
 - Student BB
 - RPL evidence provided by student
 - BSBWHS406 Assist with responding to incidents*
 - Student GAB
 - Smallprint assessment: activities, questions, project, incident report
 - Student AAH
 - Smallprint assessment: activities, questions, project, incident report
 - Student DA
 - Smallprint assessment: activities, questions, project, incident report
 - Student SB
 - Smallprint assessment: activities, questions, project, incident report

BSBSUS401 Implement and monitor environmentally sustainable work practices

- Student GAB
 - Smallprint assessment: activities, questions, projects
- Student AAH
 - Smallprint assessment: activities, questions, projects
- Student DA
 - Smallprint assessment: activities, questions, projects
- Student SB
 - Smallprint assessment: activities, questions, projects

The organisation's practices and intended practices are not compliant with the requirements of Clause 1.8 of the Standards for RTOs. The evidence provided does not confirm the organisation has an assessment system that addresses training product requirements and does not ensure all assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review the assessment system and implementation of the assessment system for each unit of competency for all non-compliances identified below and provide evidence:

- **of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.**
- **that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.**

Evidence of non-compliant assessment practice includes:

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Performance evidence is not addressed in assessment tasks for each of the units of competency, as these tasks are question and answer based which assesses a learner's knowledge evidence rather than ability to demonstrate performance skills.
 - The mapping documents indicate the performance evidence is addressed in an observation record and third party report. The provider has elected not to use these tools to assess the students, therefore they were not included in the review.
- It is noted the provider has a validation schedule to review all Smallprint assessment tasks to identify gaps in assessment, which is taken into consideration when developing their own summative assessment tools. This review has not yet occurred for the listed units of competency, however new assessment tools reviewed for other units of competency demonstrated compliance with the training product requirements, including performance evidence.
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training products and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Student BB:
 - *BSBR501 Manage risk*: The organisation could not provide evidence used to determine and record competency for the Recognition of Prior Learning outcome awarded on 29/01/2019. Therefore it could not be determined that assessment evidence met training product requirements or was conducted in accordance with the Principles of Assessment and the Rules of Evidence.
 - Students GAB, AAH, DA, SB:
 - *BSBWHS406 Assist with responding to incidents*: No evidence was provided to demonstrate performance evidence was assessed as part of the assessment requirements.
 - *BSBSUS401 Implement and monitor environmentally sustainable work practices*: No evidence was provided to demonstrate performance evidence was assessed as part of the assessment requirements.

Analysis of additional evidence:

BSB51915 Diploma of Leadership and Management

BSBRSK501 Manage risk

BSB41415 Certificate IV in Work Health and Safety

BSBWHS406 Assist with responding to incidents

BSBSUS401 Implement and monitor environmentally sustainable work practices

BSB50215 Diploma of Business

BSBINN502 Build and sustain an innovative work environment

BSB30715 Certificate III in Work Health and Safety

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

BSBSUS401 Implement and monitor environmentally sustainable work practices

The following additional evidence was provided:

- Updated Assessment tools for:
 - BSBRSK501 Manage risk
 - Formative Assessments (and Assessor Guide)
 - Summative Assessment 1 (and Assessor Guide)
 - Final Assessment (and Assessor Guide)
 - Third Party Report
 - Mapping Matrix
 - Additional resources
 - RPL Assessor and Candidate Kit
 - BSBWHS406 Assist with responding to incidents
 - Formative Assessments (and Assessor Guide)
 - Summative Assessment 1 (and Assessor Guide)
 - Final Assessment (and Assessor Guide)
 - Third Party Report
 - Mapping Matrix
 - Additional resources
 - RPL Assessor and Candidate Kit
 - BSBSUS401 Implement and monitor environmentally sustainable work practices
 - Formative Assessments (and Assessor Guide)
 - Summative Assessment 1 (and Assessor Guide)
 - Final Assessment (and Assessor Guide)
 - Third Party Report
 - Mapping Matrix
 - Additional resources
 - RPL Assessor and Candidate Kit
 - BSBINN502 Build and sustain an innovative work environment
 - Formative Assessments (and Assessor Guide)
 - Summative Assessment 1 (and Assessor Guide)
 - Final Assessment (and Assessor Guide)
 - Third Party Report
 - Mapping Matrix
 - RPL Assessor and Candidate Kit
 - BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control
 - Formative Assessments (and Assessor Guide)
 - Summative Assessment 1 (and Assessor Guide)
 - Final Assessment (and Assessor Guide)

- Third Party Report
- Mapping Matrix
- Additional resources
- RPL Assessor and Candidate Kit
- BSBRSK501 Manage Risk:
 - RPL evidence for Student BB
- Gap Assessment:
 - Evidence of phone contact logs
 - Copies of emails
 - Gap assessment spreadsheet

The organisation has addressed the non-compliance for future students.

The organisation has carried out and planned sufficient remedial action to identify and address the impact the non-compliance may have caused to students.

Completion

Standards for RTOs Clause 3.1

Original Finding: *Not compliant*

Finding following additional evidence: *Compliant*

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

BSB51915 Diploma of Leadership and Management

BSBRSK501 Manage risk

BSB30715 Certificate III in Work Health and Safety

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

BSBSUS401 Implement and monitor environmentally sustainable work practices

The following was reviewed in relation to completion:

- Sample student assessment for the above training products
- Copies of issued Statement of Attainments

The organisation's completion practices are not compliant with the requirements of Clause 3.1 of the Standards for RTOs as AQF certification documentation was issued to learners who were not assessed as meeting the requirements of the training products.

Evidence of non-compliant completion practice includes:

- Student BB:
 - *BSBRSK501 Manage risk*: The organisation could not provide evidence used to determine and record competency for the Recognition of Prior Learning outcome awarded on 29/01/2019. Therefore it could not be determined that assessment evidence met training product requirements or was conducted in accordance with the Principles of Assessment and the Rules of Evidence.
- Students GAB, AAH, DA, SB:
 - *BSBWHS406 Assist with responding to incidents*: No evidence was provided to demonstrate performance evidence was assessed as part of the assessment requirements.

- *BSBSUS401 Implement and monitor environmentally sustainable work practices:*
No evidence was provided to demonstrate performance evidence was assessed as part of the assessment requirements.

Analysis of additional evidence:

BSB51915 Diploma of Leadership and Management

BSBRKS501 Manage risk

BSB30715 Certificate III in Work Health and Safety

BSBWHS303 Participate in WHS hazard identification, risk assessment and risk control

BSBSUS401 Implement and monitor environmentally sustainable work practices

The following additional evidence was provided:

- BSBRKS501 Manage Risk:
 - RPL evidence for Student BB
- Gap Assessment:
 - Final assessment (gap assessment for each unit of competency)
 - Evidence of phone contact logs
 - Copies of emails
 - Gap assessment spreadsheet

The organisation has addressed the non-compliance for future students.

The organisation has carried out and planned sufficient remedial action to identify and address the impact the non-compliance may have caused to students.