



# AUDIT REPORT

## VET Quality Framework

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

### ORGANISATION DETAILS

Organisation's legal name	Hope of the Gold Coast Ltd
Trading name/s	Hope College
RTO number	2942
CRICOS number	02451A (NSW); 01679M (QLD)

### AUDIT TEAM

Lead auditor	Anthony Barkey
Auditors	N/A
Technical adviser/s	N/A

### AUDIT DETAILS

Application number/s	1041288	
Audit number/s	1002399; 1003195	
Audit reason 1	Compliance Monitoring (VET & CRICOS)	
Audit reason 2	Application – Change	
Audit reason 3	N/A	
Activity type	Site visit	
Address of site/s visited	Level 4, 175 Varsity Parade, Varsity Lakes, Qld 4229	
Date/s of audit	29 & 30 May 2013	
Organisation's contact for audit	Christian Kahnt	Principal/CEO
	reception@hopecollege.com	07 5501 8000
NVR Standards audited	Selected Essential Standards for Continuing Registration: SNR 15, 16, 17, 18, 20 & 22.2	

## BACKGROUND

Been registered as an RTO since 1997 and has developed its own course in Christian Ministry, it has a large market within Korea and has three campuses located on the Gold Coast, Richlands and Sydney. Small domestic market for Christian Ministry, Aged Care domestic students only continually looking funding arrangements, mainly external students.

Organisational structure, including senior management authorities - the organisation consists of board of directors, Principal, Assist Principal and RTO Officer, Trainer&Register, student registrar, Int student registrar, vocational placement coordinator/s, Accounts Manager, Admin Assistance, Regional College Coordinator, Ganggalah Training Centre (NSW) Directors.

Its NSW Campus consists of its Prinicipal and Trainers/assessors with its corporate functions and student enroments/records managed by its head campus on the Gold Coast.

core clients / target groups - International students predominatly from Korea, large domestic students enrolments. 50% international and 50% domestic students. Remote and rural areas predominately distance pathway and are usually already in a ministry.

fee revenue sources - fee for service.

Total number of current enrolments in RTO as at audit date:  
162 Domestic Students  
224 International Students

## AUDIT SAMPLE

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments
CHC30212	Certificate III in Aged Care	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	2
CHC41112	Certificate IV in Pastoral Care	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	18
22124VIC	Diploma of Ministry	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input type="checkbox"/> Workplace <input checked="" type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	30 domestic students 43 international students

22125VIC	Certificate IV in Ministry	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	Nil
30774QLD	Advanced Diploma of Christian Ministry and Theology	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	3 domestic students  41 international students

#### INTERVIEWEES - Staff

Name	Position	Qualification/course
Christian Kahnt	CEO/Principal	Ministry Courses
David Jones	Principal/trainer & assessor	Ministry Courses and selected units within Aged Care and Pastoral Care qualifications
Ruth Hay	Trainer & assessor	Aged Care and Pastoral Care qualifications

## AUDIT FINDING

### ORIGINAL AUDIT FINDING

Audit finding as at Thursday, 30 May 2013:

The organisation has not demonstrated compliance with one or more compliance requirements examined for the audit.

Level of non-compliance: minor

The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.

If non-compliance has been identified, this audit report describes evidence of the non-compliance. Refer to Notification of non-compliance for information on providing further evidence of compliance.

### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following additional evidence received Monday, 15 July 2013

The organisation has demonstrated compliance with all compliance requirements examined for the audit.

### AUDIT FINDING BY REQUIREMENT

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

Standard	Original finding	Following rectification
SNR 15	Not-compliant	Compliant
SNR 16	Compliant	Not audited
SNR 17	Compliant	Not audited
SNR 18	Not-compliant	Compliant
SNR 19	Not audited	Not audited
SNR 20	Compliant	Not audited
SNR 21	Not audited	Not audited
SNR 22	Compliant	Not audited
SNR 23 / AQF	Not audited	Not audited
SNR 24	Not audited	Not audited
SNR 25	Not audited	Not audited

**STANDARDS FOR NVR REGISTERED TRAINING ORGANISATIONS –  
ESSENTIAL STANDARDS FOR CONTINUING REGISTRATION**

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

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

Select one:

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

- N/A

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

Select one:

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

- N/A

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

Select one:

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

- N/A

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

Select one:

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

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

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

- N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.

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

- Certificate III in Aged Care  
CHCICS301B Provide support to meet personal care needs

The assessment tools provided did not sufficiently address all the requirements of the unit of competency, in particular, the required skills and critical aspects of evidence.

Furthermore, the assessment tools developed for observation in the workplace contained very broad criteria and did not define the acceptable level of performance students would be required to demonstrate at a task level.

In addition, the assessment tools developed for the observation in the workplace did not contain clear information regarding assessment requirements regarding the conditions underwhich assessment will be conducted and how the assessment will be recorded.

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

- Certificate III in Aged Care  
CHCICS301B Provide support to meet personal care needs

Provide assessment tools which address all the requirements of the unit of competency, in particular, the required skills and critical aspects of evidence.

Provide evidence its assessment tools developed for observation in the workplace contained criteria that defines the acceptable level of performance students would be required to demonstrate at a task level.

Provide evidence its assessment tools developed for the observation in the workplace contains clear information to students and assessors regarding assessment requirements including the conditions underwhich assessment will be conducted and how the assessment will be recorded.

**Analysis of rectification evidence**

- Certificate III in Aged Care  
CHCICS301B Provide support to meet personal care needs



Provided assessment tools which address all the requirements of the unit of competency, in particular, the required skills and critical aspects of evidence.

Provided evidence its assessment tools developed for observation in the workplace contained criteria that defines the acceptable level of performance students would be required to demonstrate at a task level.

Provided evidence its assessment tools developed for the observation in the workplace contains clear information to students and assessors regarding assessment requirements including the conditions underwhich assessment will be conducted and how the assessment will be recorded.

#### Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>• please provide reasons for finding non-compliance or enter N/A</li> </ul>

#### SNR 16: The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

#### Analysis of rectification evidence

- N/A

#### Audit finding following review of rectification evidence

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element

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

- N/A

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

Select one:

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

- N/A

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

Select one:

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

- N/A

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

Select one:

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

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

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

- N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
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<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**SNR 17:** Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:

**17.1 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.**

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

- N/A

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

Select one:

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

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

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

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

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

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

- please provide requirements or enter N/A

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

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

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

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

**17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity**

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>



**SNR 18:** The NVR registered training organisation has governance arrangements in place, as follows:

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
<b>Reasons for finding of non-compliance:</b>	
<ul style="list-style-type: none"> <li>As non-compliance have been identified against the NVR Standards it is considered the CEO has not ensured the RTO complies with the VET Quality Framework this applies to its operations within the scope of its registration.</li> </ul>	
<b>In order to become compliant the organisation is required to:</b>	
<ul style="list-style-type: none"> <li>Rectification evidence supplied to address non-compliance identified, if considered compliant will be considered suffice to address this standard. No further rectification is required.</li> </ul>	

**Analysis of rectification evidence**

- Rectification evidence provided sufficiently rectified the non-compliances identified.

**Audit finding following review of rectification evidence**

<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
<b>Reason for finding of non-compliance:</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>	

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | The organisation has <b>demonstrated</b> compliance with the requirements of this element.    |
| <input type="checkbox"/> | The organisation has <b>not demonstrated</b> compliance with the requirements of this element |

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

- N/A

**SNR 19:** Interactions with the National VET Regulator

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**SNR 20:** Compliance with legislation

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
<b>Reasons for finding of non-compliance:</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>	
<b>In order to become compliant the organisation is required to:</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>	

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
<b>Reason for finding of non-compliance:</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>	

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
<b>Reasons for finding of non-compliance:</b>	
<ul style="list-style-type: none"> <li>N/A</li> </ul>	
<b>In order to become compliant the organisation is required to:</b>	

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | The organisation has <b>demonstrated</b> compliance with the requirements of this element.    |
| <input type="checkbox"/> | The organisation has <b>not demonstrated</b> compliance with the requirements of this element |

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

- N/A

**SNR 21:** Insurance

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**SNR 22:** Financial management

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
---

**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
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<input checked="" type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

(a) (Option 1) the NVR registered training organisation is administered by a state, territory or Commonwealth government agency

(b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme [Not available]~~

(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500

(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students

~~(e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [Option not available]~~

Fee protection option/s nominated by organisation:

<input type="checkbox"/> Not applicable	<input type="checkbox"/> Option 1	<del>Option 2</del>	<input type="checkbox"/> Option 3	<input type="checkbox"/> Option 4	<del>Option 5</del>
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Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.



<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**Analysis of rectification evidence**

	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

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

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

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>• N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

- 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.**

Select one:

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

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

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

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

- N/A

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

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

**23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.**

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
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**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | The organisation has <b>demonstrated</b> compliance with the requirements of this element.    |
| <input type="checkbox"/> | The organisation has <b>not demonstrated</b> compliance with the requirements of this element |

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

- N/A

**SNR 24:** Accuracy and integrity of marketing

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
---

**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"><li>• N/A</li></ul>

**SNR 25:** Transition to Training Packages/expiry of VET accredited courses

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

Select one:

<input checked="" type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

**Analysis of rectification evidence**

<ul style="list-style-type: none"> <li>N/A</li> </ul>
---

**Audit finding following review of rectification evidence**

<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element
	<b>Reason for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
	<b>Reasons for finding of non-compliance:</b>
	<ul style="list-style-type: none"> <li>N/A</li> </ul>
	<b>In order to become compliant the organisation is required to:</b>



- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | The organisation has <b>demonstrated</b> compliance with the requirements of this element.    |
| <input type="checkbox"/> | The organisation has <b>not demonstrated</b> compliance with the requirements of this element |

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

- N/A