

21 August 2013



Australian Government

Australian Skills Quality Authority

Ms Judith Cross
Chief Executive
Relationships Australia (SA) Inc.
49A Orsmond Steet
HINDMARSH SA 5007

Ref No: 1003282

Dear Ms Cross

Re: Outcome of renewal of registration application—granted

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

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:	Relationships Australia (SA) Inc.
Trading name/s (if relevant):	Australian Institute of Social Relations
RTO ID number:	102358

Period of registration

Your organisation has been granted registration for a period of 5 years which commences on 1 September 2013 and is due to expire on 31 August 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](http://www.asqa.gov.au).

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. 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.

Conditions of registration

You are required to comply with the conditions of registration set out in Sections 22-28 of the Act, as well as any additional conditions that ASQA, as the national VET regulator, has imposed on your organisation's 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 ASQA Info Line on telephone 1300 701801 or by email at enquiries@asqa.gov.au.

Yours sincerely



Christine Chatburn
Regional Manager Compliance



AUDIT REPORT VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Relationships Australia (SA) Inc.
Trading name/s	Australian Institute of Social Relations
RTO number	102358
CRICOS number	N/A

AUDIT TEAM

Lead auditor	Wayne Stent
Auditors	N/A
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	1036661	
Audit number/s	1003282	
Audit reason 1	Application – Renewal	
Audit reason 2	N/A	
Audit reason 3	N/A	
Activity type	Site visit	
Address of site/s visited	49A Ormond Street HINDMARSH SA 5007	
Date/s of audit	20-21 June 2013	
Organisation's contact for audit	Mr Iain Henderson	Practice Manager
	i.henderson@rasa.org.au	08 8245 8100
NVR Standards audited	Selected Essential Standards for Continuing Registration: 15, 16, 17, 18, 20, 22	

BACKGROUND

Relationships Australia (SA) Inc. was approved for initial registration on 8 April 2003 and transitioned to the National Vocational Education and Training Regulator Act 2011 on 26 March 2011.

Relationships Australia (SA) Inc. is a not for profit organisation providing services that focus on improving the health and well being of children, youth, adults and families. These services include accredited and non-accredited training in community development, mental health, community sector management, responding to family violence, cultural awareness, first aid and infant massage.

Other key services include multicultural services, gambling help, health promotion, relationship counselling, Aboriginal and youthwork. The organisation operates from nine sites and community outreach centres.

Target groups include health and community services workers, counsellors and other professionals offering therapeutic services.

The RTO is an approved Skills for All provider and receives funding from the Federal Attorney General Department for the development and delivery of the AVERT Family Violence program and South Australian Government funding for its mental health, family violence and responding to adult survivors of childhood sexual abuse services.

Business planning adopts recent practice in human resources through results based accountability and appreciative enquiry. These processes seek to align planning and reporting to population and program outcomes.

Total number of current enrolments in RTO as at audit date:
311 across total scope.

AUDIT SAMPLE

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments
TAE40110	Certificate IV in Training and Assessment	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	33
CHC40512	Certificate IV in Mental Health	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input checked="" type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	9
CHC60312	Advanced Diploma of Community Sector Management	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace	15

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

		<input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	
CHC80308	Vocational Graduate Diploma of Family Dispute Resolution	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	15
CHC40808	Certificate IV in Community Development	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	10
10001NAT	Course in Certified Infant Massage	<input type="checkbox"/> Apprenticeship <input type="checkbox"/> Distance <input type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input checked="" type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	0

INTERVIEWEES - Staff

Name	Position	Qualification/course
Claire Ralfs	Deputy CEO Trainer/Assessor	Community Sector Management
Iain Henderson	Practice Manager	Community Sector Management
Sharon Good	Quality Manager Trainer/Assessor	Training and Education

AUDIT FINDING

ORIGINAL AUDIT FINDING

Audit finding as at Friday, 21 June 2013:

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

Level of non-compliance: significant

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 Tuesday, 13 August 2013

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

AUDIT FINDING BY REQUIREMENT

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

Standard	Original finding	Following rectification
SNR 15	Not-compliant	Compliant
SNR 16	Compliant	Compliant
SNR 17	Not-compliant	Compliant
SNR 18	Not-compliant	Compliant
SNR 19	Not audited	Not audited
SNR 20	Not-compliant	Compliant
SNR 21	Not audited	Not audited
SNR 22	Not-compliant	Compliant
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:

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

- | | |
|--------------------------|----------------------------------------------------------------------------------------|
| <input type="checkbox"/> | The organisation has demonstrated compliance with the requirements of this element. |
| <input type="checkbox"/> | 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:

- Insufficient evidence was available to demonstrate that staff delivering training and assessment for the Course in Certified Infant massage comply with SNR15.4.
- Assessments for the Certificate IV in Community Development, Certificate IV in Mental Health and the Course in Certified Infant Massage comply with training package or accredited course requirements under SNR15.5.

- For a full explanation regarding the reasons for non-compliance refer to SNR15.4 and SNR15.5 in this report..

In order to become compliant the organisation is required to:

- Refer to rectification requirements for SNR15.4 and SNR15.5.

Analysis of rectification evidence

Sufficient evidence has been provided to demonstrate compliance with SNR15.4 and SNR15.5.

Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	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:

- Insufficient evidence was available to demonstrate that trainers/assessors delivering training or conducting assessment for the Course in Certified Infant Massage satisfy the requirements of this standard. Assessment records sighted for students certified as competent by The International Association of Infant Massage identified Alice Campbell as the assessor. No records were available to demonstrate this assessor meets requirements (a) to (d) of this standard.
- The file for Glenda Chapman contained a copy of her BSZ40198 Certificate IV in Workplace Assessment and Training issued by Wyong Adult Community Ed Inc in 1998 however there was no other evidence to demonstrate how she has continued to develop her VET knowledge, skills and trainer/assessor competence.

In order to become compliant the organisation is required to:

- Provide evidence demonstrating that all persons delivering training and assessment including those employed by the International Association of Infant Massage comply with

the requirements of this standard.

Analysis of rectification evidence

- Both International Association of Infant Massage (IAIM) instructors Alice Campbell and Glenda Chapman have enrolled in TAE40110.
Until IAIM instructors have attained the Certificate IV in Training and Assessment the RTO and IAIM have suspended enrolments into the Course in Certified Infant Massage.

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:

- ☐ 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:

- 10001NAT Course in Certified Infant Massage
Assessments for the Course in Certified Infant Massage do not ensure that sufficient valid evidence is collected to demonstrate that a person has applied the skills to the required level in a real or simulated workplace in accordance with accredited course requirements. No observation checklists were available for use by trainers for observing the practical application of skills in the workplace. The only assessment instruments available for the practical teaching aspects of the course were a parent evaluation and a self-assessment form. Neither of these addressed essential skills requirements and were not completed by the trainer/assessor.
- Certificate IV in Mental Health
Assessments for the Certificate IV in Mental Health do not comply with the rules of evidence or principles of assessment. For example, assessment tasks for unit CHCCS521B Assess and respond to individuals at risk of suicide are based on written exercises and do not gather sufficient evidence that the candidate has demonstrated the practical application of skills in a real or simulated workplace. Tasks 1 and 2 are based on a written 1000 word essay about the stigma associated with mental illness and short answers based questions on a choice of readings. Task 3 involves designing a flyer

describing and promoting a recovery or related community health service. Task 4 is based on a single case study that does not address the range of risk levels that may be encountered with people at risk of suicide and does not gather evidence of the practical application of skills in a real or simulated workplace. Task 5 involves a professional discussion that does not address all essential knowledge requirements.

- **CHC40808 Certificate IV in Community Development**
Assessments for the Certificate IV in Community Development do not ensure that sufficient and valid evidence is gathered to show that a person has demonstrated competence against all unit performance criteria. For example, assessment for unit CHCCD404E Develop and implement community programs is based on a classroom activity with supplementary evidence collected by the workplace supervisor using the work placement activity booklet. Task 2 described on page 2 of the work placement does not provide information for the 3rd party to ensure that sufficient evidence is gathered and recorded to demonstrate all unit performance criteria and essential skills and knowledge.

Task 2 outlined in the activity book requires the learner to identify a community development activity they will be able to implement on the placement. In discussion with their supervisor and other appropriate personnel learners are required to identify the activity parameters and goals including how the program will be planned, implemented and evaluated. There is insufficient information for the 3rd party assessor regarding the evidence to be gathered and recorded to demonstrate competence against all unit performance criteria and essential skills and knowledge. The assessment tool available for use by the 3rd party assessor simply lists the unit's elements ie planning, implementation and evaluation with no guidance for the 3rd party regarding the evidence to be gathered/recorded to be used by the RTO assessor in making a formal assessment judgement against all unit performance criteria and essential knowledge and skills. As examples, the following are not captured in the assessment tools:

Undertake appropriate planning and liaison including developing concept plans in consultation with relevant communities and stakeholders. (PC1.4)
Develop a program plan which reflects identified parameters and incorporates an evaluation of a range of program options (PC2.1)
Develop and implement promotion and marketing strategies (PC3.3)
Encourage target group to participate fully in the program (PC3.5)
Demonstrate application of skills in advocacy, conflict resolution and mediation.
Maintaining documentation as required

In order to become compliant the organisation is required to:

- Provide revised assessments for the 10001NAT Course in Certified Infant Massage that ensures that evidence collected to demonstrate the practical application of skills in the workplace complies with the rules of evidence and principles of assessment.
- Provide revised assessment instruments for unit CHCCS521B Assess and respond to individuals at risk of suicide that address all unit requirements including performance criteria and essential skills and knowledge requirements as well as gather sufficient evidence that a candidate has demonstrated the practical application of skills in a real or simulated workplace.
- Provide revised assessment instruments for unit CHCCD404E Develop and implement community programs that address all unit requirements including performance criteria, essential skills and knowledge and that comply with the unit evidence guide. The 3rd party information must provide workplace supervisors with guidance on collecting the evidence to be collected and recorded to demonstrate unit requirements have been met.
- Provide a plan for the validation of all units from the Course in Certified Infant Massage,

Certificate IV in Mental Health and Certificate IV in Community Development to ensure that all continuing and enrolling students will be assessed to the level expected by the relevant training package and in accordance with the principles of assessment and the rules of evidence.

Analysis of rectification evidence

The revised assessments for the following accredited course and units now comply with relevant accredited course and training package requirements, the principles of assessment and the rules of evidence:

- 10001NAT Course in Certified Infant Massage
- CHCCS521B Assess and respond to individuals at risk of suicide
- CHCCD404E Develop and implement community programs

The validation procedure and supporting assessment validation checklist and validation schedule should ensure that continuing and new students are assessed in accordance with the relevant accredited course or training package requirements as well as the principles of assessment and the rules of evidence.

Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
	Reason for finding of non-compliance:
	N/A

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

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

Select one:

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

Analysis of rectification evidence

N/A

Audit finding following review of rectification evidence

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

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

Select one:

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

- ☐ 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

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

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

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

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

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:

- ☐ 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

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

Select one:

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

Reasons for finding of non-compliance:

- 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

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:

- The Course in Certified Infant Massage listed on the scope of the RTO is owned by The International Association of Infant Massage, Australia Inc.(IAIM). IAIM is not a Registered Training Organisation however, a formal Memorandum of Understanding exists between the Australian Institute of Social Relations (AISR) and IAIM for partnership support for the provision of training and assessment, quality assurance of assessment and the issuance of AQF an Statement of Attainment.
Under this MOU IAIM delivers training and assessment under the supervision of AISR as the lead RTO. On completion of assessment AISR on notification from IAIM issues Statements of Attainment.
Under the MOU IAIM is responsible for the development of learning and assessment materials and AISR is responsible for a number of services that include:
Establishing a timetable for validation meetings and processes with assessors from IAIM Working IAIM to evaluate assessment processes, procedures and instruments, information for assessors and information and feedback for candidates to ensure they meet 'AQTF Standards for Continuing Registration'
Validating assessment undertaken by the assessors of IAIM by examining a minimum 10% sample of all assessments completed in a calendar year.

Based on the non-compliance identified under SNR15.5 it is apparent that the RTO is not effectively discharging its responsibilities for ensuring that training and assessment delivered by the IAIM complies with the accredited course and registration obligations under the National Vocational Education and Training Regulator Act 2011.

In order to become compliant the organisation is required to:

- Provide evidence of the action taken to rectify non-compliance relating to assessments carried out by the International Association of Infant Massage.
- Provide evidence that the RTO is meeting its obligations under the MOU with IAIM and a plan for ensuring how this will be sustained in future.

Analysis of rectification evidence

Evidence supplied included copies of correspondence between the RTO and IAIM regarding formulation and development of rectification on non-compliance identified under SNR15.4 and 15.5 and reaffirming obligations under the MOU. The revised assessments for the IAIM Course in Certified Infant Massage supplied in response to non-compliance with SNR15.5 satisfy requirements.

As the RTO and IAIM have agreed to suspend enrolments into the IAIM Course in Certified Infant Massage the effectiveness of action to ensure the RTO is complying with its obligations under its MOU with IAIM could not be fully assessed. The CEO will need to ensure this is sustained.

Audit finding following review of rectification evidence

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

- N/A

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

Reasons for finding of non-compliance:

- The CEO has not ensured the continued compliance with the RTO's obligations under the VET Quality Framework.

In order to become compliant the organisation is required to:

- Provide rectification evidence as required by this report which demonstrates compliance with all aspects of the standards audited.
- Provide a plan detailing how the CEO intends to ensure that rectification action taken to address non-compliance identified by the audit are effectively implemented and are sustained.

Analysis of rectification evidence

Sufficient evidence has been supplied to demonstrate that non-compliance identified at the site audit have been rectified. The planned arrangements for course development, assessment validation, professional development and internal audit should ensure the RTO will continue to comply with these standards.

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

N/A

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

Select one:

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

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

SNR 19: Interactions with the National VET Regulator

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

Select one:

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

Reasons for finding of non-compliance:

- 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

SNR 20: Compliance with legislation

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

Select one:

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

Reasons for finding of non-compliance:

- The RTO did not provide sufficient evidence to demonstrate compliance with all of its obligations under the NVR Standards for Continuing Registration.

In order to become compliant the organisation is required to:

- Demonstrate rectification of non-compliance detailed in this report.
- Provide a plan detailing how the RTO will ensure that rectification actions taken are effective, sustained and ensure continued compliance with its registration obligations under the National Vocational Education and Training Regulator Act 2011.

Analysis of rectification evidence

Sufficient evidence has been supplied to demonstrate that non-compliance identified at the site audit have been rectified.

The planned arrangements for course development, assessment validation, professional development and internal audit should ensure the RTO will continue to comply with these standards

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

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

Select one:

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

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Reason for finding of non-compliance:

- N/A

SNR 22: Financial management

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

Select one:

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

Reasons for finding of non-compliance:

- 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

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

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

Select one:

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

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

<input type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> Information for clients including web based information and the student handbook does not address item (c) of this standard. 	
In order to become compliant the organisation is required to:	
<ul style="list-style-type: none"> Provide revised information for clients that provides information addressing item (c) of this standard. 	

Analysis of rectification evidence

- The revised student handbook includes information for clients about the RTO guarantee and the steps that will be taken to ensure that students are able to complete their course or qualification once they have commenced study.

Audit finding following review of rectification evidence

<input checked="" type="checkbox"/>	The organisation has demonstrated compliance with the requirements of this element.
<input type="checkbox"/>	The organisation has not demonstrated compliance with the requirements of this element
Reason for finding of non-compliance:	
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:**
- (Option 1) the NVR registered training organisation is administered by a state, territory or Commonwealth government agency
 - ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme [Not available]~~
 - (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
 - (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
 - ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [Option not available]~~

Fee protection option/s nominated by organisation:

☐ Not applicable
 ☐ Option 1
 ~~Option 2~~
☒ Option 3
☐ Option 4
~~Option 5~~

Select one:

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

Reasons for finding of non-compliance:

- The RTO does not have sufficient information for staff and clients regarding the processes in place used to protect fees paid in advance by clients. For example, the total course fee payable for the CHC80308 Vocational Graduate Diploma of Family Dispute Resolution is \$5,750 and information contained in the application regarding payment of fees states "Upon acceptance into the course, a payment of \$500 is required to secure and complete your enrolment. The balance of your course is payable within one month of commencing your study". The application form goes on to inform students that payment options are available and detailed in the students handbook. Although the students handbook does list a number of options including fees by instalment the information also includes payment in full. There is no information for staff or clients about the process for ensuring that clients payments made in advance comply with Option 3 under this standard.

In order to become compliant the organisation is required to:

- Provide a policy and procedure available to staff and clients detailing the mechanism to ensure that fees paid in advance comply with the options available under this standard.

Analysis of rectification evidence

The revised client information and 2013 course application form provides fee information consistent with Option 3 as the mechanism used to protect fees paid in advance by a client.

Audit finding following review of rectification evidence

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

Reason for finding of non-compliance:

N/A

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

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

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

Select one:

- ☒ 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

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

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

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

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

Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

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

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

Select one:

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

Reasons for finding of non-compliance:

- 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

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

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

Analysis of rectification evidence

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

- N/A

Audit finding following review of rectification evidence

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

- ☒ 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

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

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

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

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

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

Select one:

- ☒ 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

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:

- ☒ 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

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