## Organisation Details

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organisation’s legal name</td>
<td>Health Courses Australia Pty Ltd</td>
</tr>
<tr>
<td>Trading name/s</td>
<td>Health Courses Australia</td>
</tr>
<tr>
<td>RTO number</td>
<td>32412</td>
</tr>
<tr>
<td>CRICOS number</td>
<td>N/A</td>
</tr>
</tbody>
</table>

## Audit Team

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lead auditor</td>
<td>Amanda Fairweather</td>
</tr>
<tr>
<td>Auditors</td>
<td>N/A</td>
</tr>
<tr>
<td>Technical adviser/s</td>
<td>N/A</td>
</tr>
</tbody>
</table>

## Audit Details

<table>
<thead>
<tr>
<th>Details</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application number/s</td>
<td>N/A</td>
</tr>
<tr>
<td>Audit number/s</td>
<td>1002776</td>
</tr>
<tr>
<td>Audit reason 1</td>
<td>Post initial</td>
</tr>
<tr>
<td>Audit reason 2</td>
<td>N/A</td>
</tr>
<tr>
<td>Audit reason 3</td>
<td>N/A</td>
</tr>
<tr>
<td>Activity type</td>
<td>Site visit</td>
</tr>
<tr>
<td>Address of site/s visited</td>
<td>Suite 807, HQ Robina 58 Riverwalk Avenue, Robina QLD 4226</td>
</tr>
<tr>
<td>Date/s of audit</td>
<td>5 &amp; 6 June 2013</td>
</tr>
<tr>
<td>Organisation’s contact for audit</td>
<td>Vahini Panda</td>
</tr>
<tr>
<td></td>
<td>Principal Executive Officer</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:vahini@healthcourses.com.au">vahini@healthcourses.com.au</a>                  07 5689 1500</td>
</tr>
<tr>
<td>NVR Standards audited</td>
<td>All Essential Standards for Continuing Registration</td>
</tr>
</tbody>
</table>
**BACKGROUND**

The RTO was initially registered in 2011 and provides accredited training under the company name Health Courses Australia Pty Ltd. The CEO also owns Health Academy Australia which provides non accredited health training. The organisational structure consists of the CEO - Vahini Panda, Trainers and Assessors - Dianne Bailey, Jenny Neal, Annette Leaman and Leonie Schilling and an Administration Officer/Student Contact. The RTO's core clients consist of domestic students and existing workers. The RTO's delivery site is located at Suite 807, 58 Riverwalk Avenue, Robina QLD. Delivery and assessment is also conducted online and in the workplace.

Total number of current enrolments in RTO as at audit date: 115

<table>
<thead>
<tr>
<th>Code</th>
<th>Qualification / Accredited course name</th>
<th>Mode(s) of delivery &amp;/or assessment</th>
<th>Current enrolments</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC30212</td>
<td>Certificate III in Aged Care</td>
<td>☐ Apprenticeship ☐ Distance ☐ Face to face ☑ Online ☐ Mixed ☑ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>39</td>
</tr>
<tr>
<td>CHC40108</td>
<td>Certificate IV in Aged Care</td>
<td>☐ Apprenticeship ☐ Distance ☐ Face to face ☑ Online ☐ Mixed ☑ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>3</td>
</tr>
<tr>
<td>CHC51712</td>
<td>Diploma of Counselling</td>
<td>☐ Apprenticeship ☐ Distance ☑ Face to face ☑ Online ☐ Mixed ☑ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>44</td>
</tr>
<tr>
<td>HLT31812</td>
<td>Certificate III in Dental Assisting</td>
<td>☐ Apprenticeship ☐ Distance ☑ Face to face ☑ Online ☐ Mixed ☑ Workplace ☐ Traineeship ☐ Other – specify</td>
<td>29</td>
</tr>
</tbody>
</table>
### INTERVIEWEES - Staff

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>Qualification/course</th>
</tr>
</thead>
</table>
| Vahini Panda | Principal Executive Officer | CHC30212 Certificate III in Aged Care  
  CHC40108 Certificate IV in Aged Care  
  CHC51712 Diploma of Counselling  
  HLT31812 Certificate III in Dental Assisting |
| Kate Baring  | Consultant               | CHC30212 Certificate III in Aged Care  
  CHC40108 Certificate IV in Aged Care  
  CHC51712 Diploma of Counselling  
  HLT31812 Certificate III in Dental Assisting |
AUDIT FINDING

ORIGINAL AUDIT FINDING

Audit finding as at Tuesday, 11 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 Thursday, 1 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

<table>
<thead>
<tr>
<th>Standard</th>
<th>Original finding</th>
<th>Following rectification</th>
</tr>
</thead>
<tbody>
<tr>
<td>SNR 15</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 16</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 17</td>
<td>Compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 18</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 19</td>
<td>Compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 20</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 21</td>
<td>Compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 22</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 23 / AQF</td>
<td>Not-compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 24</td>
<td>Compliant</td>
<td>Compliant</td>
</tr>
<tr>
<td>SNR 25</td>
<td>Compliant</td>
<td>Compliant</td>
</tr>
</tbody>
</table>
### SNR 15: The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

<table>
<thead>
<tr>
<th>15.1</th>
<th>The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select one:</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was not examined</td>
</tr>
<tr>
<td>☒</td>
<td>The organisation has demonstrated compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has not demonstrated compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

**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:**

- The RTO did not provide evidence to demonstrate that its training and assessment strategies for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, HLT31812 Certificate III in Dental Assisting and CHC51712 Diploma of Counselling describe delivery program prerequisites and identify the resources, facilities and equipment to be used in the delivery.

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

- The RTO is required to provide evidence to demonstrate that its training and assessment strategies for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, HLT31812 Certificate III in Dental Assisting and CHC51712 Diploma of Counselling describe delivery program prerequisites and identify the resources, facilities and equipment to be used in the delivery.

**Analysis of rectification evidence**

- The RTO provided its updated training and assessment strategies for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, HLT31812 Certificate III in Dental Assisting and CHC51712 Diploma of Counselling which describe delivery program prerequisites and identify the resources, facilities and equipment to be used in the delivery.

**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.
### Continuing registration audit report – Health Courses Australia Pty Ltd

#### 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.
- [x] The organisation has **not demonstrated** compliance with the requirements of this element.

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

- The RTO did not provide evidence to demonstrate that the RTO ensures that workplace facilities and equipment used for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, CHC51712 Diploma of Counselling and HLT31812 Certificate III in Dental Assisting are consistent with the requirements of the training package and the RTO's own training and assessment strategies.

#### Analysis of rectification evidence

- The RTO provided its work placement policy, workplace evaluation checklist and placement logbook to demonstrate how the RTO ensures that workplace facilities and equipment used for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, CHC51712 Diploma of Counselling and HLT31812 Certificate III in Dental Assisting are consistent with the requirements of the training package and the RTO's own training and assessment strategies.

#### Audit finding following review of rectification evidence

- [x] 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

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

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

### Reasons for finding of non-compliance:

- The RTO did not provide evidence to demonstrate that the RTO ensures that workplace facilities and equipment used for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, CHC51712 Diploma of Counselling and HLT31812 Certificate III in Dental Assisting are consistent with the requirements of the training package and the RTO's own training and assessment strategies.

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

- The RTO is required to provide evidence to demonstrate how the RTO ensures that workplace facilities and equipment used for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, CHC51712 Diploma of Counselling and HLT31812 Certificate III in Dental Assisting are consistent with the requirements of the training package and the RTO's own training and assessment strategies.

#### Analysis of rectification evidence

- The RTO provided its work placement policy, workplace evaluation checklist and placement logbook to demonstrate how the RTO ensures that workplace facilities and equipment used for CHC30212 Certificate III in Aged Care, CHC40108 Certificate IV in Aged Care, CHC51712 Diploma of Counselling and HLT31812 Certificate III in Dental Assisting are consistent with the requirements of the training package and the RTO's own training and assessment strategies.

#### Audit finding following review of rectification evidence

- [x] 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
The RTO did not provide evidence to demonstrate that its nominated trainer and assessor, Dianne Bailey, for CHC30212 Certificate III in Aged Care:

- holds the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken.

In order to become compliant the organisation is required to:

The RTO is required to provide evidence to demonstrate that its nominated trainer and assessor, Dianne Bailey, for CHC30212 Certificate III in Aged Care:

- holds the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken.

Analysis of rectification evidence

The RTO provided evidence of TAA40104 Certificate IV in Training and Assessment, resume, CHC30199 Certificate III in Community Services (Aged Care Work) and equivalence mapping to demonstrate that its nominated trainer and assessor, Dianne Bailey, for CHC30212 Certificate III in Aged Care:

- holds the necessary training and assessment competencies as determined by the National Quality Council or its successors; and
- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken.

The RTO advised that Dianne Bailey retired on 30 June 2013 and that Jenny Neale is the sole trainer/assessor for CHC30199 Certificate III in Community Services (Aged Care). The RTO provided evidence at the site audit which identified compliance for its nominated trainer and assessor, Jenny Neale, for CHC30199 Certificate III in Community Services (Aged Care).

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:**

- **CHC30212 Certificate III in Aged Care**
  - CHCAC319A Provide support to people living with dementia
  - CHCCS305C Assist clients with medication
    - Face to face delivery and RPL assessment tools provided by the RTO for the above units did not fully address the requirements of the training package, in particular, the required skills and knowledge. Practical assessment tools were a list of performance criteria and did not outline the observable task required. In addition, practical assessment tools did not demonstrate how it is ensured that assessors hold higher order medication management/administration qualifications as stipulated in the unit’s critical aspects of assessment. Furthermore, the above units were not accompanied by guidance for assessors that ensure performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners. The organisation was unable to demonstrate that assessment tools for the above units had been validated against all unit requirements.
    - Assessment records examined demonstrated a systemic issue in that students had been deemed competent without providing evidence of practical assessment in the workplace as required in the above units' critical aspects for assessment.
    - Face to face delivery and RPL assessment tools provided by the RTO were not accompanied by guidance for assessors and learners that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners. Practical assessment tools were a list of performance criteria and required skills and did not outline the observable task required.
  - CHC40108 Certificate IV in Aged Care
    - CHCAC412B Provide services to older people with complex needs
    - CHCICS403A Conduct individual assessment
    - Face to face delivery and RPL assessment tools provided by the RTO were not accompanied by guidance for assessors and learners that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners. Practical assessment tools were a list of performance criteria and required skills and did not outline the observable task required.
  - **CHL31812 Certificate III in Dental Assisting**
    - HLTDA303D Prepare for and assist with oral health care procedures
    - HLTIN301C Comply with infection control policies and procedures
    - Face to face delivery and RPL assessment tools provided by the RTO for the above units did not fully address the requirements of the training package, in particular the required skills and knowledge.
    - Student assessment records examined demonstrated a systemic issue in that students’ assessment resubmissions did not address the gap in the unit requirements that were previously marked incorrect.

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

- **CHC30212 Certificate III in Aged Care**
  - CHCAC319A Provide support to people living with dementia
  - CHCCS305C Assist clients with medication
    - The RTO is required to provide a complete suit of assessment tools for face to face delivery and RPL for the above units that fully address the requirements of the relevant training package. Furthermore, the assessment tools must be accompanied by guidance for assessors that ensure performance standards are consistent with the requirements of the training package and that assessment will be conducted consistently across a range of assessors and learners.
    - The RTO is required to provide evidence to demonstrate how it will ensure that assessment is systematically validated against all of the unit requirements.
    - The RTO is required to demonstrate that student assessment evidence gathered and retained meets the above units’ critical aspects for assessment.
CHC40108 Certificate IV in Aged Care
CHCAC412B Provide services to older people with complex needs
CHCICS403A Conduct individual assessment
- The RTO is required to provide a complete suite of assessment tools for face to face delivery and RPL that provide clear information about assessment requirements and are accompanied by criteria defining acceptable performance. The RTO must ensure that performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

HLT31812 Certificate III in Dental Assisting
HLTDA303D Prepare for and assist with oral health care procedures
HLTIN301C Comply with infection control policies and procedures
- The RTO is required to provide a complete suite of assessment tools for face to face delivery and RPL for the above units that fully address the requirements of the relevant training package, in particular the required skills and knowledge.
- The RTO is required to demonstrate how it will ensure that sufficient assessment evidence is gathered to substantiate a competency judgement.

### Analysis of rectification evidence

<table>
<thead>
<tr>
<th>CHC30212 Certificate III in Aged Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCAC319A Provide support to people living with dementia</td>
</tr>
<tr>
<td>CHCCS305C Assist clients with medication</td>
</tr>
<tr>
<td>- The RTO provided a complete suit of assessment tools for face to face delivery and RPL for the above units that fully address the requirements of the relevant training package. The assessment tools were accompanied by a trainers marking guide with model answers as guidance for assessors to ensure that performance standards are consistent with the requirements of the training package and that assessment will be conducted consistently across a range of assessors and learners.</td>
</tr>
<tr>
<td>- The RTO provided its validation and moderation of assessment policy and template to demonstrate how it will ensure that assessment is systematically validated against all of the unit requirements.</td>
</tr>
<tr>
<td>- The RTO provided a record of assessment outcomes, trainer guide and mapping matrix to demonstrate that student assessment evidence gathered and retained meets the above units' critical aspects for assessment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CHC40108 Certificate IV in Aged Care</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHCAC412B Provide services to older people with complex needs</td>
</tr>
<tr>
<td>CHCICS403A Conduct individual assessment</td>
</tr>
<tr>
<td>- The RTO provided a complete suite of assessment tools for face to face delivery and RPL that provided clear information about assessment requirements and were accompanied by criteria defining acceptable performance. The RTO provided a record of assessment outcomes, mapping matrix and trainer assessment kit to ensure that performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>HLT31812 Certificate III in Dental Assisting</th>
</tr>
</thead>
<tbody>
<tr>
<td>HLTDA303D Prepare for and assist with oral health care procedures</td>
</tr>
<tr>
<td>HLTIN301C Comply with infection control policies and procedures</td>
</tr>
<tr>
<td>- The RTO provided a complete suite of assessment tools for face to face delivery and RPL for the above units that fully address the requirements of the relevant training package, in particular the required skills and knowledge.</td>
</tr>
<tr>
<td>- The RTO provided a record of assessment outcomes, trainer guide and mapping matrix to demonstrate how it will ensure that sufficient assessment evidence is gathered to substantiate a competency judgement.</td>
</tr>
</tbody>
</table>

### 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 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:

- 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

16.2 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.
<table>
<thead>
<tr>
<th>Reasons for finding of non-compliance:</th>
</tr>
</thead>
<tbody>
<tr>
<td>• N/A</td>
</tr>
</tbody>
</table>

**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
- [x] 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:**

- The RTO did not provide evidence to demonstrate that the RTO monitors each learner’s progress in the workplace and monitors the contribution of workplace personnel in supporting each learner’s training and assessment.

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

- The RTO is required to provide evidence to demonstrate that the RTO monitors each learner's progress in the workplace and monitors the contribution of workplace personnel in supporting each learner's training and assessment.

**Analysis of rectification evidence**

- The RTO provided its workplace evaluation checklist, student progress monitoring checklist and placement logbook to demonstrate that the RTO monitors each learner's progress in the workplace and monitors the contribution of workplace personnel in supporting each learner's training and assessment.

**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
### Analysis of rectification evidence

- N/A

### Audit finding following review of rectification evidence

<table>
<thead>
<tr>
<th></th>
<th>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**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:

<table>
<thead>
<tr>
<th></th>
<th>Compliance with the requirements of this element was <strong>not examined</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>✔</td>
<td>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td></td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

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

- N/A

### Analysis of rectification evidence

- N/A

### Audit finding following review of rectification evidence

<table>
<thead>
<tr>
<th></th>
<th>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

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

- 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:

- 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 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:

<table>
<thead>
<tr>
<th>17.1</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select one:</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was not examined</td>
</tr>
<tr>
<td>×</td>
<td>The organisation has demonstrated compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has not demonstrated compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

**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

<table>
<thead>
<tr>
<th>17.2</th>
<th>The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select one:</td>
<td></td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was not examined</td>
</tr>
<tr>
<td>×</td>
<td>The organisation has demonstrated compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has not demonstrated compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

**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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**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:**

- 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

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**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:

- [ ] Compliance with the requirements of this element was **not examined**
- [x] 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**

- [x] 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 18: The NVR registered training organisation has governance arrangements in place, as follows:

<table>
<thead>
<tr>
<th>18.1</th>
<th>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.</th>
</tr>
</thead>
</table>

Select one:

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

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

- The evidence provided at audit demonstrated that the RTO's Chief Executive had not ensured that the RTO complies with the VET Quality Framework within all operations of its scope of registration.

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

- Rectification of all non-compliances outlined in the audit report is sufficient evidence to rectify SNR 18.1

**Analysis of rectification evidence**

- The RTO rectified all non-compliances outlined in the audit report which is sufficient evidence to rectify SNR 18.1.

**Audit finding following review of rectification evidence**

- [X] 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

<table>
<thead>
<tr>
<th>18.2</th>
<th>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.</th>
</tr>
</thead>
</table>

Select one:

- [ ] Compliance with the requirements of this element was **not examined**
- [X] 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:**
In order to become compliant the organisation is required to:

- N/A

<table>
<thead>
<tr>
<th>Analysis of rectification evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>- N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Audit finding following review of rectification evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>- The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

**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:

☐ 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

<table>
<thead>
<tr>
<th>20.1</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select one:</td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was <strong>not examined</strong></td>
</tr>
<tr>
<td>☒</td>
<td>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

**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**

<table>
<thead>
<tr>
<th>20.2</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select one:</td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was <strong>not examined</strong></td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☒</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

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

- The RTO did not provide evidence to demonstrate that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.
In order to become compliant the organisation is required to:

- The RTO is required to provide evidence to demonstrate that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Analysis of rectification evidence

- The RTO provided its student and staff handbooks to demonstrate that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

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 21: Insurance

<table>
<thead>
<tr>
<th>21.1</th>
<th>The NVR registered training organisation must hold public liability insurance throughout its registration period.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Select one:</td>
</tr>
<tr>
<td>☐</td>
<td>Compliance with the requirements of this element was not examined</td>
</tr>
<tr>
<td>☒</td>
<td>The organisation has demonstrated compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has not demonstrated compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

### 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 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**
- [x] 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**
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 evidence that its fee information provided to each client aligns with its chosen strategy for the protection of fees in advance.

In order to become compliant the organisation is required to:

- The RTO is required to provide evidence that its fee information provided to each client aligns with its chosen strategy for the protection of fees in advance.

**Analysis of rectification evidence**

- The RTO provided its course brochures and website as evidence that its fee information provided to each client aligns with its chosen strategy for the protection of fees in advance.

**Audit finding following review of rectification evidence**

- The organisation has **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:

- **(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:

- Not applicable  
- Option 1  
- Option 2  
- Option 3  
- Option 4  
- Option 5

Select one:

- Compliance with the requirements of this element was **not examined**
<table>
<thead>
<tr>
<th></th>
<th>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

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

- The RTO did not provide evidence to demonstrate that it collects student fees in advance in accordance with one of the acceptable fee in advance options.

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

- The RTO is required to provide evidence to demonstrate that it collects student fees in advance in accordance with one of the acceptable fee in advance options.

**Analysis of rectification evidence**

- The RTO provided its course brochures and website to demonstrate that it collects student fees in advance in accordance with option 3 of the acceptable fee in advance options.

**Audit finding following review of rectification evidence**

<table>
<thead>
<tr>
<th></th>
<th>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td>✗</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

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

Reasons for finding of non-compliance:

- The RTO did not provide evidence that it issues a Statement of Attainment that meets the Australian Qualifications Framework (AQF) requirements.

In order to become compliant the organisation is required to:

- The RTO is required to provide evidence that it will issue a Statement of Attainment that meets the Australian Qualifications Framework (AQF) requirements. The RTO is required to demonstrate that its Statement of Attainment meets the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET Sector.

Analysis of rectification evidence

- The RTO provided its Statement of Attainment template as evidence that it issues a Statement of Attainment that meets the Australian Qualifications Framework (AQF) requirements.

Audit finding following review of rectification evidence

- [x] 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
- [x] 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

23.3 **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:**

- The RTO did not provide evidence that it maintains a register of all AQF qualifications issued and provides qualifications accompanied by a record of results. The RTO issued a Statement of Attainment in place of a record of results.

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

- The RTO is required to provide evidence that it maintains a register of all AQF qualifications issued and provides qualifications accompanied by a record of results.

**Analysis of rectification evidence**

- The RTO provided evidence of its qualifications register and record of results template to demonstrate that it maintains a register of all AQF qualifications issued and provides qualifications accompanied by a record of results.

**Audit finding following review of rectification evidence**

- The organisation has **demonstrated** compliance with the requirements of this element.
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:
- [x] 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:
- [x] 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

<table>
<thead>
<tr>
<th>Analysis of rectification evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>- N/A</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Audit finding following review of rectification evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>☐ The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐ The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
</tbody>
</table>

**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:

- [ ] Compliance with the requirements of this element was **not examined**
- [x] 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**
- [x] 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

<table>
<thead>
<tr>
<th></th>
<th>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

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

- 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:
Analysis of rectification evidence

- N/A

Audit finding following review of rectification evidence

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>☐</td>
<td>The organisation has <strong>demonstrated</strong> compliance with the requirements of this element.</td>
</tr>
<tr>
<td>☐</td>
<td>The organisation has <strong>not demonstrated</strong> compliance with the requirements of this element</td>
</tr>
</tbody>
</table>

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

- N/A