

AUDIT REPORT - Renewal of Registration

Organisation Details			
Legal Name	Training and Vocational Services Australia PTY. LTD.	RTO Number	52215
Trading Name	Fast Track Training Australia, Educare, Edufocus, West Australian Institute of Training, mycourse, Howard Florey Training College		
Size of RTO	Small	No of Students	<500 per year
Website	www.ftta.com.au		
Main Address	Level 2, 15/139 Newcastle Street , Perth, WA, 6000		
Legally Responsible	Mr Adam Green	Position	General Manager
Email	training@ftta.com.au	Phone Number	1300 858 191
Registration Contact	Mr Adam Green	Position	General Manager
Email	training@ftta.com.au	Phone Number	1300 858 191
Audit Team			
Lead Auditor	Pamela Vlajsavljevich	Contact Details	Telephone No: 08 94556901 Email: pamv@inet.net.au
Registering Body Details			
Case Manager	Adrienne Byrne	Contact Details	Telephone No: 9441 1922 Email: Adrienne.Byrne@des.wa.gov.au

SUMMARY OF AUDIT OUTCOMES

Audit Method	Site Visit	Audit Type	Renewal of Registration
Date of Audit	11/12/2014	Date Report Submitted	
<input checked="" type="checkbox"/> Compliant with the AQTF Essential Conditions and Standards for Continuing Registration. <input type="checkbox"/> Not Compliant with the AQTF Essential Conditions and Standards for Continuing Registration.			

Organisation Overview

Training and Vocational Services Australia Pty Ltd, t/a Fast Track Training Australia and known as FTTA, is an RTO located in the CBD. It has grown from a single employee RTO almost five years ago to an RTO with significant staff numbers and additional scope.

The RTO is owned and operated by a husband and wife team and focus on CHC qualifications.

Staff Interviews

Staff Name	Position/Title	Entry	Exit
Mr Adam Green	CEO	Yes	Yes

Student Interviews**Student Group**

2 students from each course

AUDIT REPORT

Office of the Training Accreditation Council Confidential Report

Conditions of Registration

Conditions Audited	1, 2, 3, 4, 5, 6, 7, 8, 9
---------------------------	---------------------------

Opportunities for Improvement Identified Across Conditions of Registration

Condition 1 - An opportunity for improvement exists for the RTO to consider developing and implementing a standardised filing process and naming conventions for all documents that are scanned and filed for the RTO.

Condition 3 - An opportunity for improvement exists for the RTO to consider including additional data in their staff qualification matrix to include the capture of each staff members WWC card details and flags expiry dates.

CONDITION 1 - GOVERNANCE

Compliant Non-Compliant Not Audited

Evidence	Business plan, detailing: Market and market trends Projections SWOT Org chart Financials Policy and process manual Accounts Training and assessment resources Staff qualifications Learning resources and facilities
Findings	The RTO is Compliant with this Condition

CONDITION 2 - INTERACTIONS WITH REGISTERING BODY

Compliant Non-Compliant Not Audited

Evidence	Policy and procedure manual Ci policy and process – states that internal audits will be conducted at least annually, but are currently being undertaken more often RTO-Data – Database to collect AVETMISS information- USI ready RAPT reporting completed – for funded courses Privacy and confidentiality process Duty statements for integral positions Business Plan
Findings	The RTO is Compliant with this Condition

CONDITION 3 - COMPLIANCE WITH LEGISLATION

Compliant Non-Compliant Not Audited

Evidence	New staff induction – 3 day process, includes legislations Policy and processes Staff files kept on IS system and each staff induction is tracked Student induction Staff qualification tracking matrix The RTO may have students under 18 years in their courses Trainers and assessors, and students undertaking the Ed Support and early Childhood courses will be working with children under 18 years. the RTO had acceptable processes in place to manage the working with children legislative requirements.
----------	--

Office of the Training Accreditation Council Confidential Report

Findings	The RTO is Compliant with this Condition
CONDITION 4 - INSURANCE	
Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>
Evidence	Public liability insurance – Ansva Ltd, #064000557896, current till 31/03/15, \$20m Professional indemnity # LPP104086936, current till 30/09/15,\$1m per incidents
Findings	The RTO is Compliant with this Condition
CONDITION 5 - FINANCIAL MANAGEMENT	
Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>
Evidence	Financial management policy Fees and charges policy Website – fta.com.au – includes information on fees and charges Course fees in brochures Brochures available, and are on website Course prospectus Student handbook Fees and charges information, includes information on re-issuance Student handbook, includes information on refunds and withdrawals, appeals and complaints Financials provided with re-reg application Option 3 selected - evidence supported that no fees in excess of \$1,000 will be taken up front from students
Findings	The RTO is Compliant with this Condition
CONDITION 6 - CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT	
Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>
Evidence	Student handbook Issuance policy\Sample testamur, statements of attainment and records of results Letter of completion provided Stationery (fraud resistant) Document storage and security policy and process All student work is scanned and stored on computer system. System is backed up periodically and stored off site Please take note of OFI provided for all conditions under governance relevant to nomenclature of scanned documents.
Findings	The RTO is Compliant with this Condition
CONDITION 7 - RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS	
Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>
Evidence	Policy manual included information on national recognition, credit transfer and recognition of prior learning.
Findings	The RTO is Compliant with this Condition
CONDITION 8 - ACCURACY AND INTEGRITY OF MARKETING	
Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>
Evidence	Business plan NRT Guidelines Website Student information Prospectus Course brochures
Findings	The RTO is Compliant with this Condition

Office of the Training Accreditation Council Confidential Report

CONDITION 9 - TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES

Compliant <input checked="" type="checkbox"/>		Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
Evidence	Policy and process Course brochure Website Current versions of UoC's in use CH&HISC Subscription		
Findings	The RTO is Compliant with this Condition		

INDUSTRY REPORT - Community Services

Qualification(s)/Unit(s)/Accredited Course(s) Audited

Code	Title	Delivery Site
CHC30408	Certificate III in Disability	Fast Track Training Australia - Head Office
CHC30212	Certificate III in Aged Care	Fast Track Training Australia - Head Office
CHC30213	Certificate III in Education Support	Fast Track Training Australia - Head Office
CHC30113	Certificate III in Early Childhood Education and Care	Fast Track Training Australia - Head Office
CHC40213	Certificate IV in Education Support	Fast Track Training Australia - Head Office

STANDARDS FOR CONTINUING REGISTRATION

Standards Audited	1.1, 1.2, 1.3, 1.4a, 1.4b, 1.4c, 1.4d, 1.5a, 1.5b, 1.5c, 1.5d, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4
--------------------------	--

Opportunities for Improvement Identified Across Standards for Registration

Standard 2 - The RTO adheres to principles of access and equity and maximises outcomes for its clients.

An opportunity for improvement exists for the RTO to consider reviewing all course information on the internet to ensure that it is consistent and correct with the course brochures and actual practices, eg: the Aged Care Certificate III states that it requires 120 work-placement hours as required by government. This is a blanket statement on the internet for all courses.

An opportunity for improvement exists for the RTO to consider reviewing the information provided to students, both before and after enrolment, to ensure that it is very clear that each student understands their commitment to complete all training and assessment activities, including the work-placement before they are awarded any individual unit of competency. Some information was available, but the terminology was inconsistent, and not included in the all training and assessment materials.

Standard 1 - The RTO provides quality training and assessment across all of its operations

Compliant <input checked="" type="checkbox"/>		Non-Compliant <input type="checkbox"/>	Not-Audited <input type="checkbox"/>
---	--	--	--------------------------------------

Overall Comment Against Standard

The RTO is Compliant with this Standard

Element 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment

Compliant <input checked="" type="checkbox"/>		Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
---	--	--	--------------------------------------

Evidence	Validation and moderation process and completed validation and moderation
----------	---

Office of the Training Accreditation Council Confidential Report

	Validation and moderation schedule Business plan Targeted evaluations undertaken with learners Continuous improvement policy Evaluation forms designed for specific purposes, as per CI plan Complaints and appeal policy Forms to support process Performance management on each staff Employment of an engagement officer to help support students Quality indicator surveys completed and data submitted Internal audits conducted Evaluation analysis undertaken
--	---

Findings	The RTO is Compliant with this Standard
----------	---

Element 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.

Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
---	--	--------------------------------------

Evidence	Training and assessment strategies for CHC30212 CHC40213 CHC30213 CHC30113 CHC30408 CHC40213 Course overviews Lesson plans Session plans Each course has an admin pack which provides an overview of assessment requirements Industry consultation undertaken
----------	--

Findings	The RTO is Compliant with this Standard
----------	---

Element 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.

Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
---	--	--------------------------------------

Evidence	Training and m strategies for CHC30212 CHC40213 CHC30213 CHC30113 CHC30408 CHC40213 Course overviews Lesson plans Session plans Each course has an admin pack which provides an overview of assessment requirements Industry consultation undertaken Moderated learning guides Aged Care learning guide (435 pages) Moodle LMS for each course to support students when not on campus Work Placement and Learning 3rd Party Report (WPL)
----------	---

Office of the Training Accreditation Council Confidential Report

	<p>A formal MoU is undertaken with Supervisors from each work placement facility. This details employer engagement responsibilities, 3rd party report responsibilities. Provided to employers before work placement commences</p> <p>Learning materials for all courses</p> <p>Assessment materials for all courses</p> <p>Completed student samples</p> <p>Staff qualifications</p> <p>Staff qualification tracking process</p> <p>Staff performance policy and process</p>
Findings	The RTO is Compliant with this Standard
<p>Element 1.4a - Training and assessment is delivered by trainers and assessors who: have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p>	
<p>Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/></p>	
Evidence	<p>Trainers and assessors are:</p> <p>Judi Harris – Ed Support</p> <p>Kylie Walters – Ed Support</p> <p>Lynette (Lyn) Abbott – Early Childhood</p> <p>Michelle Skidmore – Ed Support</p> <p>Alicia Hill – Engagement Officer/Course Councillor</p> <p>Emma Boughtan – Aged Care</p> <p>The RTO has a process in place to track each staff qualifications, including the TAE40110</p> <p>Staff qualification matrix</p> <p>Copies of staff qualifications provided for all trainers and assessors.</p>
Findings	The RTO is Compliant with this Standard
<p>Element 1.4b - Training and assessment is delivered by trainers and assessors who: have the relevant vocational competencies at least to the level being delivered or assessed, and</p>	
<p>Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/></p>	
Evidence	<p>All trainers and assessors hold or have the equivalent unit of competency that they are training and assessing</p> <p>RTO process to track staff qualifications</p> <p>Staff qualification matrix</p> <p>Copies of all staff qualifications – uploaded to AuditoNet. Each staff member's file was extensive and consisted of over 200 pages, mapping professional development, industry liaison, experience and qualifications against the content of each unit of competency</p> <p>Currency and competency record for each trainer and assessor</p>
Findings	The RTO is Compliant with this Standard
<p>Element 1.4c - Training and assessment is delivered by trainers and assessors who: can demonstrate current industry skills directly relevant to the training/assessment being undertaken and</p>	
<p>Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/></p>	
Evidence	All trainers and assessors hold or have the equivalent unit of competency that they are training and

Office of the Training Accreditation Council Confidential Report

	<p>assessing</p> <p>RTO process to track staff qualifications</p> <p>Staff qualification matrix</p> <p>Copies of all staff qualifications</p> <p>Currency and competency record for each trainer and assessor</p> <p>Each staff member undertakes a performance appraisal with the management to determine PD requirements</p> <p>The RTO conducts inhouse professional development for all staff. Samples sighted for vocational and VET content</p> <p>All staff member involved in training and assessment is in regular contact with industry through the work placement program and records information received against each unit f competency</p>
Findings	The RTO is Compliant with this Standard

Element 1.4d - Training and assessment is delivered by trainers and assessors who: continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Compliant Non-Compliant Not Audited

Evidence	<p>All trainers and assessors hold or have the equivalent unit of competency that they are training and assessing</p> <p>RTO process to track staff qualifications</p> <p>Staff qualification matrix</p> <p>Copies of all staff qualifications</p> <p>Currency and competency record for each trainer and assessor</p> <p>Each staff member undertakes a performance appraisal with the management to determine PD requirements</p> <p>The RTO conducts inhouse professional development for all staff. Samples sighted for vocational and VET content</p> <p>All staff member involved in training and assessment is in regular contact with industry through the work placement program and records information received against each unit f competency</p>
Findings	The RTO is Compliant with this Standard

Element 1.5a - Assessment including Recognition of Prior Learning (RPL): meets the requirements of the relevant Training Package or accredited course

Compliant Non-Compliant Not Audited

Evidence	<p>Assessment materials were examined for the Certificate IV in Ed Support, Certificate III in Aged Care and Certificate III Early Childhood.</p> <p>Assessments were available for all units from all courses</p> <p>Moderation is undertaken each term beak, ie: 4 times per year</p> <p>Work Placement Information Pack and Forms</p> <p>Mapping matrix for all units from all courses</p>
----------	---

Office of the Training Accreditation Council Confidential Report

	<p>Course overviews</p> <p>Lesson plans</p> <p>Session plans</p> <p>Each course has an admin pack which provides an overview of assessment requirements</p> <p>Each cluster within each course assessments consisted of: Written assessment Workplace assessment Third Party report – used to support practical assessments undertaken in the workplace Simulated practicals at the RTO Completion of course work</p> <p>Marking guides were available for all courses, and each had been moderated with a variety of assessors</p>
--	--

Findings	The RTO is Compliant with this Standard
----------	---

Element 1.5b - Assessment including Recognition of Prior Learning (RPL): is conducted in accordance with the principles of assessment and the rules of evidence

Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
---	--	--------------------------------------

Evidence	<p>Assessment materials were examined for the Certificate IV in Ed Support, Certificate III in Aged Care and Certificate III Early Childhood.</p> <p>Assessments were available for all units from all courses</p> <p>Moderation is undertaken each term beak, ie: 4 times per year</p> <p>Work Placement Information Pack and Forms</p> <p>Mapping matrix for all units from all courses</p> <p>Course overviews</p> <p>Lesson plans</p> <p>Session plans</p> <p>Each course has an admin pack which provides an overview of assessment requirements</p> <p>Each cluster within each course assessments consisted of: Written assessment Workplace assessment Third Party report – used to support practical assessments undertaken in the workplace Simulated practicals at the RTO Completion of course work</p> <p>Marking guides were available for all courses, and each had been moderated with a variety of assessors</p>
----------	--

Findings	The RTO is Compliant with this Standard
----------	---

Element 1.5c - Assessment including Recognition of Prior Learning (RPL): meets workplace and, where relevant, regulatory requirements

Compliant <input checked="" type="checkbox"/>	Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
---	--	--------------------------------------

Evidence	<p>Assessment materials were examined for the Certificate IV in Ed Support, Certificate III in Aged Care and Certificate III Early Childhood.</p> <p>Assessments were available for all units from all courses</p>
----------	--

Office of the Training Accreditation Council Confidential Report

	<p>Moderation is undertaken each term beak, ie: 4 times per year</p> <p>Work Placement Information Pack and Forms</p> <p>Mapping matrix for all units from all courses</p> <p>Course overviews</p> <p>Lesson plans</p> <p>Session plans</p> <p>Each course has an admin pack which provides an overview of assessment requirements</p> <p>Each cluster within each course assessments consisted of: Written assessment Workplace assessment Third Party report – used to support practical assessments undertaken in the workplace Simulated practicals at the RTO Completion of course work</p> <p>Marking guides were available for all courses, and each had been moderated with a variety of assessors</p>
Findings	The RTO is Compliant with this Standard
Element 1.5d - Assessment including Recognition of Prior Learning (RPL): is systematically validated.	
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>	
Evidence	<p>Assessment materials were examined for the Certificate IV in Ed Support, Certificate III in Aged Care and Certificate III Early Childhood.</p> <p>Assessments were available for all units from all courses</p> <p>Moderation is undertaken each term beak, ie: 4 times per year</p> <p>Work Placement Information Pack and Forms</p> <p>Mapping matrix for all units from all courses</p> <p>Course overviews</p> <p>Lesson plans</p> <p>Session plans</p> <p>Each course has an admin pack which provides an overview of assessment requirements</p> <p>Each cluster within each course assessments consisted of: Written assessment Workplace assessment Third Party report – used to support practical assessments undertaken in the workplace Simulated practicals at the RTO Completion of course work</p> <p>Marking guides were available for all courses, and each had been moderated with a variety of assessors</p> <p>Completed validation and moderation samples</p> <p>Moderation schedule</p>

Office of the Training Accreditation Council Confidential Report

Findings	The RTO is Compliant with this Standard	
Standard 2 - The RTO adheres to principles of access and equity and maximises outcomes for its clients.		
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not-Audited <input type="checkbox"/>		
Overall Comment Against Standard		
The RTO is Compliant with this Standard		
Element 2.1 - The RTO establishes the needs of clients, delivers services to meet these needs.		
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>		
Evidence	Reasonable adjustment policy and process Language, literacy and numeracy support policy/process Student support and management policy/process Continuous improvement policy/process Complaints and appeals policy/process Dedicated Engagement Officer appointment - provides 1 on 1 support to students Enrolment form - allowing for self-declaration Website Referrals to Job Service Providers and employment agencies Complaints and appeals for, ATSI guest speaker	
Findings	The RTO is Compliant with this Standard	
Element 2.2 - The RTO continuously improves client services by collecting, analysing and acting on relevant data.		
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>		
Evidence	Appeals and complaints P&P Dedicated committee to address any complaints received Validation and moderation process and completed validation and moderation Validation and moderation schedule Business plan Targeted evaluations undertaken with learners Continuous improvement policy Evaluation forms designed for specific purposes, as per CI plan Complaints and appeal policy Forms to support process Performance management on each staff Employment of an engagement officer to help support students Quality indicator surveys completed and data submitted Internal audits conducted Evaluation analysis undertaken	
Findings	The RTO is Compliant with this Standard	
Element 2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.		
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>		
Evidence	Enrolment process Website MoU	
Findings	The RTO is Compliant with this Standard	
Element 2.4 - 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.		
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>		
Evidence	Work Placement and Learning 3rd Party Report (WPL)	

Office of the Training Accreditation Council Confidential Report

	A formal MoU is undertaken with Supervisors from each work placement facility. This details employer engagement responsibilities, 3rd party report responsibilities. Provided to employers before work placement commences Assessor feedback forms
Findings	The RTO is Compliant with this Standard
Element 2.5 - Learners receive training, assessment and support services that meet their individual needs.	
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>	
Evidence	Reasonable adjustment policy and process Language, literacy and numeracy support policy/process Student support and management policy/process Continuous improvement policy/process Complaints and appeals policy/process Dedicated Engagement Officer appointment - provides 1 on 1 support to students Enrolment form - allowing for self-declaration Website Referrals to Job Service Providers and employment agencies Complaints and appeals for, ATSI guest speaker
Findings	The RTO is Compliant with this Standard
Element 2.6 - Learners have timely access to current and accurate records of their participation and progress.	
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>	
Evidence	Student engagement officer LMS Moodle system Trainers RTO Data database Student management system Assessment feedback sheets
Findings	The RTO is Compliant with this Standard
Element 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>	
Evidence	Student handbook Complaints and appeals process and forms
Findings	The RTO is Compliant with this Standard
Standard 3 - Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.	
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not-Audited <input type="checkbox"/>	
Overall Comment Against Standard	
The RTO is Compliant with this Standard	
Element 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	
Compliant <input checked="" type="checkbox"/> Non-Compliant <input type="checkbox"/> Not Audited <input type="checkbox"/>	
Evidence	Enrolment form Website Course brochures Course prospectus
Findings	The RTO is Compliant with this Standard

Office of the Training Accreditation Council Confidential Report

Element 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.

Compliant <input checked="" type="checkbox"/>		Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
Evidence	Appeals and complaints P&P Dedicated committee to address any complaints received Validation and moderation process and completed validation and moderation Validation and moderation schedule Business plan Targeted evaluations undertaken with learners Continuous improvement policy Evaluation forms designed for specific purposes, as per CI plan Complaints and appeal policy Forms to support process Performance management on each staff Employment of an engagement officer to help support students Quality indicator surveys completed and data submitted Internal audits conducted Evaluation analysis undertaken Plagiarism and collusion policy\Copyright and general study information Course brochures Website		
Findings	The RTO is Compliant with this Standard		

Element 3.3 - The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF 2010 Conditions and Essential Standards for Continuing Registration.

Compliant <input type="checkbox"/>		Non-Compliant <input type="checkbox"/>	Not Audited <input checked="" type="checkbox"/>
Evidence	No training and assessment services are provided behalf of the RTO		
Findings	Not audited		

Element 3.4 - The RTO manages records to ensure their accuracy and integrity.

Compliant <input checked="" type="checkbox"/>		Non-Compliant <input type="checkbox"/>	Not Audited <input type="checkbox"/>
Evidence	Student handbook Issuance policy Sample testamur, statements of attainment and records of results Letter of completion provided Stationery (fraud resistant) Document storage and security policy and process All student work is scanned and stored on computer system. System is backed up periodically and stored off site Please take note of OFI provided for all conditions under governance relevant to nomenclature of scanned documents.		
Findings	The RTO is Compliant with this Standard		

OVERALL LEVEL OF COMPLIANCE - INITIAL AUDIT

In line with the *National Guideline for Managing Non-Compliance*, the outcome of this audit has indicated that the RTO's overall level compliance is: **Compliance**

The requirements of the AQTF Essential Conditions and Standards for Registration have been met based on the evidence reviewed.

CHANGE OF SCOPE

Has the RTO's Scope changed as a result of this audit	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
---	------------------------------	--