



# AUDIT REPORT

## VET Quality Framework

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

### ORGANISATION DETAILS

Organisation's legal name	Fitness Training Academy Pty Ltd
Trading name/s	Nil
RTO number	32417
CRICOS number	N/A

### AUDIT TEAM

Lead auditor	Anthony Sheppard
Auditors	Jen Adlington
Technical adviser/s	N/A

### AUDIT DETAILS

Application number/s	Nil	
Audit number/s	1002778	
Audit reason	Post initial	
Activity type	Site visit	
Address of site/s visited	Suite 30103, Tower 3, 9 Lawson Street, Southport	
Date/s of audit	4/03/2013	
Organisation's contact for audit	Lindsay Hamon	Director
	<a href="mailto:lindsay@kpiinsync.com.au">lindsay@kpiinsync.com.au</a>	0409194577
NVR Standards audited	All Essential Standards for Continuing Registration	

## BACKGROUND

Fitness Training Academy Pty Ltd is part of the KPI Insync Group of RTOs and its organisational structure includes aspects of this larger group. The organisational structure for Fitness Training Academy Pty Ltd consists of Lindsay Hamon - CEO and Nathan Hamon - Trainer/Assessor. Positions within the KPI Insync Group having roles linked to Fitness Training Academy Pty Ltd include Marika Suhr - Operations Manager, Karen Whitehead - Audit and Compliance, and Maria Hamon - Accounts.

The decision to establish Fitness Training Academy Pty Ltd grew from a belief that opportunity existed to provide a better training experience within the local fitness industry. Beyond the links to KPI Insync, the organisation has no significant partnerships.

Fitness Training Academy Pty Ltd current market is students 18 to 55 years with an interest in working within the fitness industry; however, its main target market is the 18 to 25 year old age group seeking to enter the industry.

Fitness Training Academy Pty Ltd utilise the facilities at PCYC Beenleigh as its main training location, with administration activities managed from the KPI Insync offices at Southport.

Fitness Training Academy Pty Ltd revenue source is fee for service.

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

SIS30310 Certificate III in Fitness: 9

SIS40210 Certificate IV in Fitness: 14

## AUDIT SAMPLE

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments
SIS30310	Certificate III in Fitness	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	9
SIS40210	Certificate IV in Fitness	<input type="checkbox"/> Apprenticeship <input checked="" type="checkbox"/> Distance <input checked="" type="checkbox"/> Face to face <input type="checkbox"/> Online <input checked="" type="checkbox"/> Mixed <input type="checkbox"/> Workplace <input type="checkbox"/> Traineeship <input type="checkbox"/> Other – specify	14

## INTERVIEWEES - Staff

Name	Position	Qualification/course
Lindsay Hamon	CEO	Nil

Marika Suhr	Operations Manager	Nil
Nathan Hamon	Trainer/assessor	Full scope except first aid unit (outsourced)

## AUDIT FINDING

### ORIGINAL AUDIT FINDING

Audit finding as at Monday, 4 March 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 [Click here to enter a date.](#)

Choose an item.

### AUDIT FINDING BY REQUIREMENT

#### Standards for NVR Registered Training Organisations 2011 – Essential Standards for Continuing Registration

Standard	Original finding	Following rectification
SNR 15	Non-compliant	Choose an item.
SNR 16	Compliant	Choose an item.
SNR 17	Non-compliant	Choose an item.
SNR 18	Non-compliant	Choose an item.
SNR 19	Compliant	Choose an item.
SNR 20	Compliant	Choose an item.
SNR 21	Compliant	Choose an item.
SNR 22	Non-compliant	Choose an item.
SNR 23 / AQF	Compliant	Choose an item.
SNR 24	Non-compliant	Choose an item.
SNR 25	Compliant	Choose an item.

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

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

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

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

Reason for finding of non-compliance:

- N/A

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> <li>The organisation's strategies for training and assessment do not identify the specific resources required to deliver and assess. Additionally, the strategies do not reflect the organisation's actual units of competency taught.</li> </ul>	
In order to become compliant the organisation is required to:	
<ul style="list-style-type: none"> <li>Provide evidence to demonstrate that its strategies for training and assessment meet the requirements of the relevant training package, specifically with regard to resource requirements.</li> </ul>	

**Analysis of rectification evidence**

- Click here to enter text.

**Audit finding following review of rectification evidence**

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

**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:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> <li>The organisation does not have resources in place relevant to the training package requirements. Specifically, the organisation does not have fitness/gym specific policies</li> </ul>	

and procedures, but require the student to develop their own documentation if they are unable to access suitable resources from a gym.

- The organisation does not have a formal agreement in place with PCYC Beenleigh that clearly identifies the equipment to be made available for training and assessment or the spread of hours and specific days that the facilities will be made available to the organisation. In the absence of this evidence, the organisation has not demonstrated that it has the physical resources required for training and assessment activities as required by the relevant training package.
- With regard to SISFFIT313A Plan and deliver exercise to apparently healthy children and adolescents, the organisation did not demonstrate access to resources such as fitness charts and assessment questionnaires.

In order to become compliant the organisation is required to:

- Provide evidence to demonstrate that it has the requisite training resource documentation in place to ensure training and assessment meets training package requirements.
- Provide evidence to demonstrate ongoing access to the required facilities and physical resources required for training and assessment activities as required by the relevant training package
- Provide evidence to demonstrate that required resources such as fitness charts and assessment questions are in place

#### Analysis of rectification evidence

- [Click here to enter text.](#)

#### Audit finding following review of rectification evidence

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

- 15.4 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**
  - have 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; and**
  - continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.**

Select one:

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

- N/A

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

Select one:

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

Reasons for finding of non-compliance:

SISXFAC201A Maintain sport and recreation equipment for activities

- Practical assessment Part A does not include a mechanism for collection of assessment evidence of inspection, cleaning, maintenance and appropriate repair of core fitness equipment. Therefore, the assessment tools do not meet the relevant training package requirements.
- The organisation's assessment tools do not define the criteria through which the student will demonstrate acceptable performance. Therefore, the assessment tools do not meet the principles of assessment or rules of evidence.

SISFFIT307A Undertake client health assessment

- Workbook 1 includes guidance for students; however, making it insufficiently clear what they are required to do in the assessment task.
- Assessment tools do not define the criteria through which the student will demonstrate acceptable performance; therefore, the assessment tools do not meet the principles of assessment or rules of evidence.
- Assessment tools do not address all aspects of required knowledge; therefore, the assessment tools do not meet the requirements of the relevant training package.



SISFFIT313A Plan and deliver exercise to apparently healthy children and adolescents

- Assessment tools do not fully address critical aspects of evidence (screens children and young adolescents prior to commencement of exercise sessions and communicates results). Additionally, required skills are not fully addressed (numeracy skills to manage the time of sessions and facility schedules); therefore, the assessment tools do not meet the requirements of the relevant training package.

In order to become compliant the organisation is required to:

SISXFAC201A Maintain sport and recreation equipment for activities

SISFFIT307A Undertake client health assessment

SISFFIT313A Plan and deliver exercise to apparently healthy children and adolescents

Provide a full suite of assessment tools that meet the requirements of the relevant training package and will support the principles of assessment and the rules of evidence

**Analysis of rectification evidence**

- [Click here to enter text.](#)

**Audit finding following review of rectification evidence**

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

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

Reason for finding of non-compliance:

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

**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**

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

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

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

**Analysis of rectification evidence**

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

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

**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:

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

**Analysis of rectification evidence**

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

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

- N/A

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

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

Select one:

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

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

**17.1 The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.**

Select one:

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

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

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

Select one:

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

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

Reason for finding of non-compliance:

- N/A

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

Select one:

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

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

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

Reasons for finding of non-compliance:

- 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

**17.4 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**
- 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:

SIS30310 Certificate III in Fitness

- Student records were reviewed for Aaron Hart, Wynton Gamper, and Pauline Ripia. Each record contains gaps in assessment evidence including, in the case of Wynton Gamper, the assessment not being marked, yet all three were entered on Acceler8 as competent. In all three records, students have not submitted completed assessment in that no student fully completed client assessment sheets for three clients. No other information was provided to demonstrate alternative method of determining student competence.

SIS40210 Certificate IV in Fitness

- Reviewed student records for Michael Kassouh and Larissa Galvin. The assessment records do not include assessor sign-off to demonstrate the assessor's competency decision.

In order to become compliant the organisation is required to:

- Provide evidence to demonstrate the actions implemented within its records management process to ensure the accuracy and integrity of records and to ensure that subsequent judgements of competence are only granted once all required evidence has been gathered to justify that assessment outcome.

**Analysis of rectification evidence**

- [Click here to enter text.](#)

**Audit finding following review of rectification evidence**

- The organisation has **demonstrated** compliance with the requirements of this element.
  - The organisation has **not demonstrated** compliance with the requirements of this element
- Reason for finding of non-compliance:
- please provide reasons for finding non-compliance or enter N/A



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

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

Select one:

<input type="checkbox"/>	Compliance with the requirements of this element was <b>not examined</b>
<input type="checkbox"/>	The organisation has <b>demonstrated</b> compliance with the requirements of this element.
<input checked="" type="checkbox"/>	The organisation has <b>not demonstrated</b> compliance with the requirements of this element.
Reasons for finding of non-compliance:	
<ul style="list-style-type: none"> <li>As the organisation was identified non-compliant with the NVR Standards this indicates that the organisation's CEO has not ensured that the NVR registered training organisation continues to comply with the VET Quality Framework.</li> </ul>	
In order to become compliant the organisation is required to:	
<ul style="list-style-type: none"> <li>This requirement will be addressed by the organisation submitting evidence of having rectified the other non-compliances identified within this report. No further rectification is required for this Standard.</li> </ul>	

**Analysis of rectification evidence**

- Click here to enter text.

**Audit finding following review of rectification evidence**

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

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

Select one:

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

Reasons for finding of non-compliance:

- N/A

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

Select one:

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

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

**SNR 20: Compliance with legislation**

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

Select one:

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

**Analysis of rectification evidence**

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

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

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

Select one:

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

**SNR 21: Insurance**

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

Select one:

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

**Analysis of rectification evidence**

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

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

**SNR 22: Financial management**

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

Select one:

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

**Analysis of rectification evidence**

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

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

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

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

Select one:

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

**Analysis of rectification evidence**

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

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

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

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

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

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

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

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

Fee protection option/s nominated by organisation:

<input type="checkbox"/> Not applicable	<input type="checkbox"/> Option 1	<del>Option 2</del>	<input checked="" type="checkbox"/> Option 3	<input type="checkbox"/> Option 4	<del>Option 5</del>
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**SNR 23: Certification, issuing and recognition of qualifications & statements of attainment**

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

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

Select one:

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

**Analysis of rectification evidence**

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

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

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

Select one:

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

- N/A

In order to become compliant the organisation is required to:

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

Select one:

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

**Analysis of rectification evidence**

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

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

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

Select one:

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

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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

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

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

Select one:

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

Reasons for finding of non-compliance:

- The marketing materials available on the organisation's website include reference to TAE40110 Certificate IV in Training and Assessment as available training, (within the RTO code of practice document), which is not on the organisation's scope. Additionally, the organisation's website does not make clear that the student must source their own training for HLTF301B Apply first aid, which the organisation outsources. The electives referred to within the organisation's website for Certificate IV in Fitness do not match those in its strategies for training and assessment. Additionally, the information available on the organisation's website does not make clear to prospective students that mandatory entry requirements apply to SIS40210 Certificate IV in Fitness

In order to become compliant the organisation is required to:

- Provide evidence to demonstrate that its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration

**Analysis of rectification evidence**

- [Click here to enter text.](#)

**Audit finding following review of rectification evidence**

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

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

Select one:

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

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

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

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

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

Select one:

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

**Analysis of rectification evidence**

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

**Audit finding following review of rectification evidence**

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

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

Select one:

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

- N/A

**Analysis of rectification evidence**

- N/A

**Audit finding following review of rectification evidence**

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