

Audit report – VET Quality Framework

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

ORGANISATION DETAILS	
Organisation's legal name	Skilled Services Australia Pty Ltd
Trading name/s	Skills Institute Australia
RTO number	32473
CRICOS number	N/A

AUDIT TEAM	
Lead auditor	Tracey Hancock
Auditor/s	N/A
Technical adviser/s	N/A

AUDIT DETAILS	
Application number/s	N/A
Audit number/s	1002783
Audit reason 1	Post initial
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	10 Judds Crt Slacks Creek
Date/s of audit	26/06/2013
Organisation's contact for audit	Mr Daman Bedi CEO skilledservices@hotmail.com 0418 875 270
NVR standards audited	All Standards for Continuing Registration

BACKGROUND

The organisation was initially registered in November 2011 and is registered to deliver and assess international students. The organisation has since established an international client base which consists of people currently studying qualifications in the business industry.

The organisation's main focus is training staff in essential skills and knowledge to overseas students however the organisation has increased its scope to include a qualification from the building and construction industry and occupational health and safety which will be marketed to local students.



The organisation's organisational structure comprises of Mr Daman Bedi, Chief Executive Officer and Mr Rubinder Singh, Business Manager.

The organisation does not receive funding provided by the government, does not partner with other registered training organisations to deliver training and assessment on its behalf nor does it deliver training and assessment overseas.

Skilled Services Australia Pty Ltd is registered to deliver in QLD only.

The organisation advised at the audit it had attempted to provide an application to apply for courses currently in transition; however, at the completion of the audit report, the application had not been submitted in ASQANET, therefore, rectification is to be provided against the qualifications reviewed at the audit.

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

27

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
BSB50207	Diploma of Business	Face to Face	13
BSB60507	Advanced Diploma of Marketing	Face to Face	0
BSB41407	Certificate IV in Occupational Health and Safety	Face to Face	0
CPC40110	Certificate IV in Building & Construction (Building)	Face to Face, Workplace	0

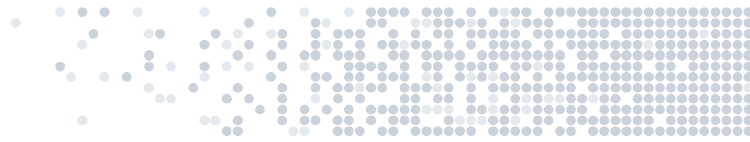
*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Daman Bedi	CEO	N/A
Rubinder Singh	Business Manager	N/A

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 26/06/2013: Significant non-compliance

- 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 analysis of additional evidence provided on 22/08/2013: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a
SNR 21	Compliant	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Not compliant	Compliant
SNR 24	Not compliant	Compliant
SNR 25	Compliant	n/a



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.

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

15.3 Staff, facilities, 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

CPC40110 Certificate IV in Building and Construction (Building)

BSB60507 Advanced Diploma of Marketing

BSB41407 Certificate IV in Occupational Health and Safety

- The organisation's assessment materials for the units of competency reviewed against SNR 15.5 relating to the qualifications listed were found to be inconsistent with the requirements of the training package.

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

- Refer to the rectification requirements for SNR 15.5. The organisation is not required to provide rectification evidence to directly address this standard (SNR 15.3); however, it is required to provide evidence that its assessment material for the units of competency reviewed comply with requirements of SNR 15.5 and are consistent with the requirements of the relevant training packages.

Analysis of rectification evidence:

- Refer to analysis of rectification provided for SNR 15.5. The organisation provided evidence that its assessment material for the units of competency reviewed comply with requirements of SNR 15.5 and are consistent with the requirements of the relevant training packages.

**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 Skills Standards 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.

Original finding: Compliant

Following rectification: 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.

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

BSB60507 Advanced Diploma of Marketing

BSBMKG607B Manage market research

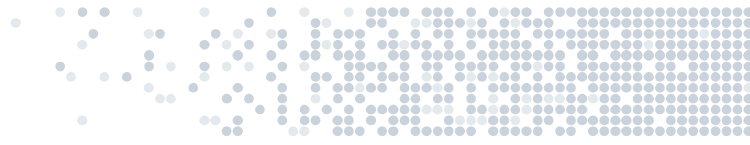
- the assessment tools provided did not fully address all the performance criteria, required knowledge and skills and critical aspects of assessment requirements of the unit of competency; therefore, indicating that assessment is not being conducted in accordance with the principles of assessment and rules of evidence.
- the assessment evidence for the above unit of competency is gathered holistically, the organisation did not provide evidence to show how its assessment tools have been validated to ensure they meet training package requirements.
- the assessment tool/tasks provided to gather assessment evidence for the project did not contain or were accompanied with assessment criteria defining acceptable level of performance and ensure consistency in the judgment made across assessors and students.
- the assessment tool/s provided to gather assessment evidence for the project did not provide clear information about assessment requirements for the assessors and the students.

BSB41407 Certificate IV in Occupational Health and Safety

BSBOHS403B Identify hazards and assess OHS risks

BSBOHS405B Contribute to the implementation of strategies to control OHS risk

- the assessment tools provided did not fully address all the performance criteria, range statement, the required knowledge and skills, critical aspects of assessment requirements and the context and consistency of assessment of the unit of competency; therefore, indicating that assessment is not being conducted in accordance with the principles of assessment and rules of evidence.
- the organisation did not provide evidence to show how its assessment tools have been validated to meet the training package requirements.
- the assessment tool/tasks provided did not all contain criteria defining acceptable level of performance.



- the assessment tools provided did not provide clear information about assessment requirements for the assessors and the students.

CPC40110 Certificate IV in Building and Construction (Building)

CPCCB4004A Identify and produce estimated costs for building and construction projects

CPCCB4006A Select, procure and store construction material for a low rise project

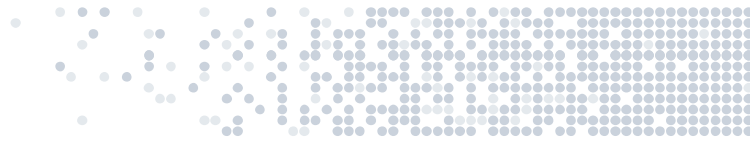
- the assessment tools provided did not fully address all the performance criteria, range statement, required knowledge, required skills and critical aspects of assessment requirements of the units of competency; therefore, indicating that assessment is not being conducted in accordance with the principles of assessment and rules of evidence.
- the assessment evidence for the above units of competency is gathered holistically, the organisation did not provide evidence to show how its assessment tools have been validated to meet the training package requirements.
- the assessment tools provided to gather assessment evidence for the project task did not provide students with clear information relating to completing the task, for example, a scenario when the assessment is undertaken in a simulated environment and provide details of the project outline when assessment is being undertaken in the workplace.
- the assessment tools provided for the project task did not contain or were accompanied with criteria defining acceptable level of performance students are required to demonstrate and ensure consistency in the judgements made across assessors and students.

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

BSB60507 Advanced Diploma of Marketing

BSBMKG607B Manage market research

- provide a full suite of assessment tools which address all the requirements of the unit of competency, including, performance criteria, required knowledge, skills and critical aspects of assessment and ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provide evidence to show how its assessment tools for the above unit of competency has been validated to meet the training package requirements.
- provide evidence the assessment tool/tasks for the project contain or are accompanied with assessment criteria defining acceptable level of performance which ensures consistency in the judgment made across assessors and students.
- provide an amended assessment tool for the project which clearly provides information about assessment requirements for the assessors and the students.



BSB41407 Certificate IV in Occupational Health and Safety

BSBOHS403B Identify hazards and assess OHS risks

BSBOHS405B Contribute to the implementation of strategies to control OHS risk

- provide a full suite of assessment tools which address all the requirements of the unit of competency, including, performance criteria, range statement, the required knowledge and skills, critical aspects of assessment and the context and consistency of assessment and ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provide evidence to show how its assessment tools for the above units of competency has been validated to meet the training package requirements.
- provide evidence it has developed criteria which define the acceptable level of performance required to be demonstrated for assessment tool/tasks.
- provide an amended assessment tool which clearly provides information about assessment requirements for the assessors and the students.

CPC40110 Certificate IV in Building and Construction (Building)

CPCBC4004A Identify and produce estimated costs for building and construction projects

CPCBC4006A Select, procure and store construction material for a low rise project

- provide a full suite of assessment tools which address all the requirements of the units of competency, including, performance criteria, range statement, the required knowledge and skills and critical aspects of assessment requirements of the unit of competency and ensure assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provide evidence to show how its assessment tools have been validated to meet the training package requirements.
- provide evidence the assessment tools for the project task provides students with clear information relating to completing the task for when assessment is being undertaken in a simulated environment and in the workplace.
- provide evidence the assessment tool/tasks for the project contain or are accompanied with assessment criteria defining acceptable level of performance which ensures consistency in the judgment made across assessors and students.

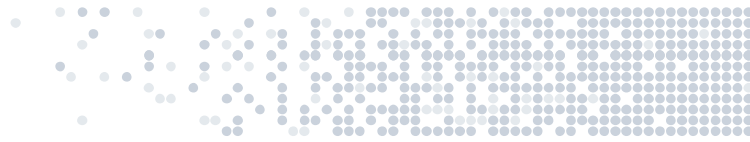
Analysis of rectification evidence:

BSB60507 Advanced Diploma of Marketing

BSBMKG607B Manage market research

The organisation:

- provided a full suite of assessment tools which address all the requirements of the unit of competency, including, performance criteria, required knowledge, skills and critical



aspects of assessment and demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.

- provided evidence to show how its assessment tools for the above unit of competency has been validated to meet the training package requirements.
- provided evidence the assessment tools and tasks for the project contain assessment criteria that defines acceptable level of performance and ensures consistency in the judgment made across assessors and students.
- provided an amended assessment tool for the project which clearly provides information about assessment requirements for the assessors and the students.

BSB41407 Certificate IV in Occupational Health and Safety

BSBOHS403B Identify hazards and assess OHS risks

BSBOHS405B Contribute to the implementation of strategies to control OHS risk

- After the audit was conducted the organisation submitted an application # 1037317 to ASQA requesting the above qualification be withdrawn from its scope of registration.

CPC40110 Certificate IV in Building and Construction (Building)

CPCCBC4004A Identify and produce estimated costs for building and construction projects

CPCCBC4006A Select, procure and store construction material for a low rise project

The organisation:

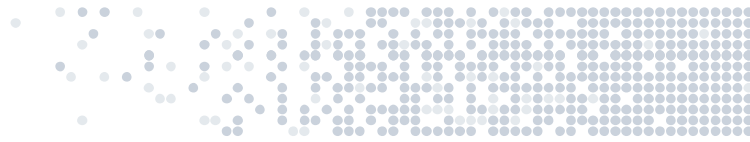
- provided a full suite of assessment tools which address all the requirements of the units of competency, including, performance criteria, range statement, the required knowledge and skills and critical aspects of assessment and demonstrates how it ensures assessment is conducted in accordance with the principles of assessment and rules of evidence.
- provided evidence to show how its assessment tools have been validated to meet the training package requirements.
- provided evidence the assessment tools for the project task contains clear information relating to completing the task for when assessment is being undertaken in a simulated environment and in the workplace.
- provided evidence the assessment tool and tasks for the project contains assessment criteria that defines the acceptable level of performance which ensures consistency in the judgment made across assessors and students.

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

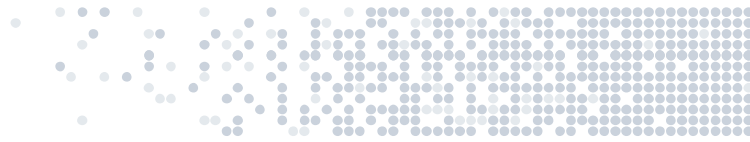
16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Original finding: Compliant

Following rectification: n/a



16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.
Original finding: Compliant	Following rectification: 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.
Original finding: Compliant	Following rectification: 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.
Original finding: Not audited	Following rectification: n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.
Original finding: Compliant	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.
Original finding: Compliant	Following rectification: 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.
Original finding: Compliant	Following rectification: n/a
SNR 17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:
17.1	The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.
Original finding: Compliant	Following rectification: n/a
17.2	The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.
Original finding: Compliant	Following rectification: 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.
Original finding: Not audited	Following rectification: n/a



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

Original finding: Compliant

Following rectification: 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- Due to non-compliances identified across other standards the NVR registered training organisation's chief executive has not ensured the NVR registered training organisation complies with all requirements of the VET Quality Framework.

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

- The rectification evidence provided to address the non-compliances identified in the other SNR standards will suffice to cover this requirement, so long as the rectification evidence is compliant.

Analysis of rectification evidence:

- The rectification evidence provided address the non-compliances identified in the other SNR standards.

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.

Original finding: Compliant

Following rectification: 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.

Original finding: Compliant

Following rectification: n/a

SNR 20 Compliance with legislation



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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

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

Original finding: Compliant

Following rectification: n/a

SNR 22 Financial management

22.1 Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Compliant

Following rectification: 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.**

Original finding: Compliant

Following rectification: 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; [option 2 not currently 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; or

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

Original finding: Compliant

Following rectification: 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation did not provide evidence that its qualification testamur meets the AQF Qualifications Issuance policy and the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET Sector.

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

- provide evidence its qualification testamur meet the AQF Qualifications Issuance policy and the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET Sector.

Analysis of rectification evidence:

- The organisation provided evidence its qualification testamur meets the AQF Qualifications Issuance policy and the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET Sector.

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

Original finding: Compliant

Following rectification: 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.

Original finding: Compliant

Following rectification: n/a



**23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competence and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.
[no requirements currently exist]**

This element was not audited

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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

The organisations website is marketing qualifications such as BSB50307 Diploma of Customer Contact and BSB60307 Advanced Diploma of Customer Contact which is not consistent with its scope of registration.

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

provide evidence the organisations website is only marketing qualifications consistent with its current scope of registration.

Analysis of rectification evidence:

The organisation provided evidence its website is only marketing qualifications which is consistent with its current scope of registration.

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

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

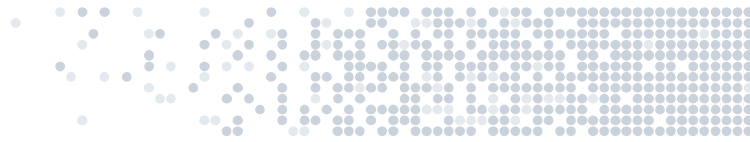
- The use of the NRT logo on the organisation's website does not comply with the conditions of use as required by the NRT logo specifications. Currently, the NRT logo is being displayed in the footer of each page of the website which is not in a direct relationship to the training package qualification.

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

- provide evidence the NRT logo on the organisation's website is only displayed where there is a direct relationship to the training package qualifications to ensure it complies with the conditions of use as required by the NRT logo specifications.

Analysis of rectification evidence:

- The organisation provided evidence the NRT logo on the organisation's website complies with the conditions of use as required by the NRT logo specifications.



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.
Original finding: Compliant	Following rectification: 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.
Original finding: Not audited	Following rectification: n/a