



Australian Government

Australian Skills Quality Authority

# REPORT

## Audit report: Site Institute Pty Ltd

Date: 21/12/2016



## Organisation details

Organisation's legal name: SITE INSTITUTE PTY LTD

Trading name/s: Site Institute international

RTO number: 32479

CRICOS number: 03475G

## Audit team

Lead auditor: Mrs Karen Noble

Assistant/s: Ms Madelain McCann and Ms Sonja Anders

## Audit details

Application number/s: RENVET0002881

Audit number: AUDREC0000194

Audit reason: Application - renewal

Address of site/s visited: Level 1-4, 488 Queen St, Brisbane QLD 4001

Date/s of audit: 30/11/2016

Organisation's contact for audit: Mr Jason Anfield CEO  
Jason.Anfield@site.edu.au 0422 665 997

Clauses audited: 1.1, 1.2, 1.3, 1.7, 1.8, 1.13, 1.14, 1.16, 2.3, 2.4, 3.1, 4.1, 5.1, 5.2, 5.3, 7.3, and 8.2

## Background

Summary of RTO organisation and management structure:

- 'Site Group International' is the organisation which owns the RTO 'Site Institute'. The organisation intends to operate across VET and Higher Education, with 'Site Institute' the VET arm of the business. The organisation operates with a board of directors and an academic board. Mr Jason Anfield is the CEO of Site Institute and the CEO of the higher education arm is Mr Warren Walmsley. Mr Anfield is assisted by an Admissions Coordinator, a Business Development Manager, and Trainers. A team of resource developers based in the Philippines is also utilised.

Scope of RTOs registration:

- The RTO holds registration for qualifications in the business sector including small business and project management, and the engineering sector.

Suburb and state of all delivery sites:

- The RTO delivers face to face at the RTO premises.

Third party usage:

- The RTO delivers its two qualifications in Project Management to the Queensland Department of Transport and Main Roads (TMR) in Brisbane, Bundaberg, Toowoomba and Mackay through a co-provider arrangement with PTRS Consulting. Both organisations were approved as co-providers through a tender arrangement with TMR. Delivery of these qualifications occurs at TMR's sites.

Core clients/target groups:

- With the exception of TMR clients, the RTO targets overseas students and holds CRICOS registration (number 03475G).

Training Revenue (Funded or fee for service):

- The main focus of the RTO is fee for service. Although the RTO held prequalified supplier approval for funding of the qualification BSB30415 Certificate III in Business Administration, it did not enrol many students through this process and has now removed the qualification from its scope of registration.

Total number of current enrolments in RTO as at audit date: **26**

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by Site Institute Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Site Institute Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Site Institute Pty Ltd conducted on 30 November 2016.
- Information provided to ASQA's auditors by email after the site audit.
- Other publically available information - including but not limited to, information published on the RTO's and third party websites.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
BSB50215	Diploma of Business	Face to face	2
BSB30115	Certificate III in Business	Face to face	3
BSB40415	Certificate IV in Small Business Management	Face to face	0
BSB41515	Certificate IV in Project Management Practice	Face to face	0
MEM50212	Diploma of Engineering - Technical	Face to face	1

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

## Interviewees

Name	Position	Training products
Mr Jason Anfield	CEO	n/a
Mr Peter Fowler	Trainer	Project Management
Mr Shane Geenan	Trainer	Engineering

## Findings

### Audit finding: Significant non-compliance

Report completed by: Mrs Karen Noble

Date: 30 November 2016

- 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.

## Audit finding by Practice

Practice	Standards 2015 Clauses	Original finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Not compliant
Completion	3.1	Not compliant
Use of Third Party arrangements	2.3, 2.4, 8.2	Compliant

## About this Report

This report details findings against the *Standards for Registered Training Organisations 2015*.

Where evidence of non-compliance is identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

## Action required by RTO

Site Institute Pty Ltd did not meet all requirements for clauses 1.1, 1.8, 1.16, 3.1.

Remedial action is required for the following training products:

- **BSB30115 Certificate III in Business**  
*BSBCUS301 Deliver and monitor a service to customers*
- **BSB40415 Certificate IV in Small Business Management**  
*BSBSMB301A Investigate micro business opportunities*
- **BSB41515 Certificate IV in Project Management Practice**  
*BSBPMG418 Apply project stakeholder engagement techniques*  
*BSBPMG410 Apply project time management techniques*
- **MEM50212 Diploma of Engineering – Technical**  
*MEM30031A Operate computer-aided design (CAD) system to produce basic drawing elements*

*The RTO is required to provide evidence that demonstrates:*

*Clauses 1.1, 1.8*

- The RTO has corrected its training and assessment strategies, systems and practices to ensure all future students meet the requirements of the training products.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to learners that were assessed in a manner that did not meet the requirements of the relevant training products. Remedial action is to include current students and those that were assessed within the past 3 months.

*Clause 1.16*

- The RTO has developed and implemented appropriate processes to ensure that all trainers and assessors have and will continue to undertake professional development in vocational training, learning and assessment and specifically in competency based training and assessment.

*Clause 3.1*

- The RTO has put in place appropriate systems to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to learners that were issued qualifications without sufficient assessment. Remedial action is to include current students and those that were assessed within the past 3 months.

## Marketing/Recruitment Practices

### Clause 4.1

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
  - i) a learner will successfully complete a training product on its scope of registration; or
  - ii) a training product can be completed in a manner which does not meet the requirements of [Clause 1.1](#) and [1.2](#); or
  - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

### Findings:

- The RTO has met all requirements

## Enrolment

### Clause 5.1

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

### Clause 5.2

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:
  - i) estimated duration;
  - ii) expected locations at which it will be provided;
  - iii) expected modes of delivery;

- iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
- v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
  - i) details of the RTO's complaints and appeals process required by [Standard 6](#); and
  - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
  - i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
  - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
  - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

**Findings:**

- The RTO has met all requirements

**Clause 5.3**

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

- a) all relevant fee information including:
  - i) fees that must be paid to the RTO; and
  - ii) payment terms and conditions including deposits and refunds;
- b) the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;
- c) the learner's right to obtain a refund for services not provided by the RTO in the event the:
  - i) arrangement is terminated early; or
  - ii) the RTO fails to provide the agreed services.

**Findings:**

- The RTO has met all requirements

**Clause 7.3**

Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the RTO must meet the requirements set out in the Requirements for Fee Protection in Schedule 6.

**Findings:**

- The RTO has met all requirements

## Support and Progression

**Clause 1.7**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

**Findings:**

- The RTO has met all requirements

## Training and Assessment

### Clause 1.1

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

### Clause 1.2

For the purposes of [Clause 1.1](#), the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

### *Findings: Non-compliant*

**BSB30115 Certificate III in Business**  
**BSB40415 Certificate IV in Small Business Management**  
**BSB41515 Certificate IV in Project Management Practice**  
**MEM50212 Diploma of Engineering - Technical**

The following evidence was reviewed in relation to training and assessment:

- Training and assessment strategies for the above training products
- Completed student assessments
- Master assessment tools

The RTO's training and assessment strategies and practices are not consistent with the requirements of the relevant training products as identified in clause 1.8.

The RTO's current training and assessment practices do not ensure sufficient evidence is collected to demonstrate that each learner has met the requirements for each unit of competency or qualification in which they are enrolled.

These practices and behaviours are non-compliant with clause 1.1 of the *Standards for RTOs 2015*.

### *Analysis of rectification evidence:*

**BSB30115 Certificate III in Business**  
**BSB40415 Certificate IV in Small Business Management**  
**BSB41515 Certificate IV in Project Management Practice**  
**MEM50212 Diploma of Engineering – Technical**

Evidence provided:

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:
  - The organisation has considered and analysed the impact on past, current and future learners. Amendments have been made to training and assessment strategies, practices and tools. Remedial action has been carried out to identify, and if required, address the impact that any non-compliance which was identified may have caused the learners.

The evidence provided supports compliance with the requirements of clause 1.1 of the *Standards for RTOs 2015*.

### Clause 1.3

**The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:**

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

**Findings:**

- The RTO has met all requirements

**Clause 1.8**

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: reflecting the learner's needs; assessing competencies held by the learner no matter how or where they have been acquired; and drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; assessment of knowledge and skills is integrated with their practical application; assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 1.8.2 Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment

	evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

### **Findings: Non-compliant**

The following evidence was reviewed in relation to training and assessment:

- Completed student assessments
- Training and assessment strategies
- Master assessment tools

The RTO's training and assessment practices are not compliant with the requirements of the *Standards for RTOs 2015* as assessment is not conducted in accordance with the Principles of Assessment and the Rules of Evidence.

*Evidence of non-compliant assessment practice includes:*

#### **BSB30115 Certificate III in Business**

For the unit of competency *BSBCUS301 Deliver and monitor a service to customers*, assessment included written questions and a case study to capture evidence of performance evidence.

The assessor guidance and student instructions did not include parameters around requirements for inclusion in the case study. Therefore, as confirmed by reviewing completed student assessment for student J.P., implementation of the assessment tool did not ensure all students would provide sufficient evidence to address all requirements of the unit of competency.

#### **BSB41515 Certificate IV in Project Management**

The RTO identified that it delivers the above qualification holistically to Department of Transport and Main Roads (TMR) employees over 5 working days. Assessments include:

- written exam (45 questions - multiple choice and true/false)
- workbook activities (x 22)
- a 'third party report' is provided prior to students commencing the course to identify strengths and weaknesses
- a portfolio of evidence may be provided if additional evidence is required

It could not be identified within the evidence provided that students are sufficiently assessed against the Required Knowledge for units of competency *BSBPMG418 Apply project stakeholder engagement techniques* and *BSBPMG410 Apply project time management techniques*. The RTOs representative advised that assessment of knowledge is collected throughout the course in class discussions, with students contributing and providing verbal evidence of their previous experience to address the Knowledge evidence required. The RTO did not have a mechanism in place to capture this evidence or ensure each student contributes/provides sufficient evidence. Assessment judgements are determined by each assessor based on a student's contribution and does not ensure fairness, consistency and reliability of assessment.

The written assessment requires a 70% pass mark (32 out of 42 questions), however the RTO does not identify which 32 questions must be answered correctly to demonstrate competency. Additionally, the RTO does not retain any evidence of the student's written exam. Review of three student files (M.T, V.L and K.P) identified that the exam results are maintained at the client's premises (TMR), not the RTO.

The organisation did not demonstrate it has clear contextualised guidance for assessors in relation to the completion of all workbook activities to ensure fairness, consistency and reliability of the assessment process.

### **BSB40415 Certificate IV in Small Business Management**

The RTO identified that it delivers the above qualification holistically. Assessment consisted of the submission of a Business plan and a workplace observation.

Evidence provided did not ensure sufficiency of assessment to meet unit of competency requirements or evidence retained. Evidence provided for student D.W. (completion of BSB40407 qualification) was a completed business plan. No Workplace Observation was provided.

The guidance for the student and assessor as to what the business plan document must include did not contain sufficient information to enable the student to address all aspects of the units of competency reviewed, including the critical aspects for assessment and the required knowledge for the unit of competency *BSBSMB301A Investigate micro business opportunities*. For example, 'thorough collection and analysis of market information and associated factors relating to business ideas, knowledge of ethical and cultural requirements' was not evident in the completed business plan, or the assessor guidance document or student assessment instructions.

### **MEM50212 Diploma of Engineering - Technical**

For the unit of competency *MEM30031A Operate computer-aided design (CAD) system to produce basic drawing elements* students are required to build a model from instructions. The instructions include built in errors that students must correct. Each of these errors incorporates requirements from the unit of competency.

Insufficient guidance was provided to students to ensure that sufficient evidence would be obtained to address the requirements of the unit of competency. For example, the assessor's guidance information required students to use 'a minimum of four' functions of the CAD process. However, this information wasn't provided to students to ensure that four functions would be used.

These practices and behaviours are non-compliant with clause 1.8 of the *Standards for RTOs 2015*.

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*Analysis of rectification evidence:*

### **BSB30115 Certificate III in Business**

*BSBCUS301 Deliver and monitor a service to customers*

Evidence provided:

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:
  - The suite of assessment tools for this unit of competency have been revised and updated to ensure clear and detailed students instructions are included in the Role Play/Case Study assessment task and clear marking criteria is available to the trainer and assessor.
  - Continuous Improvement Register and document version control system has been updated.
- Assessor Guide.

Assessment tool ensures all students would provide sufficient evidence to address all requirements of the unit of competency.

### **BSB41515 Certificate IV in Project Management**

*BSBPMG418 Apply project stakeholder engagement techniques*

Evidence provided:

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:
  - The suite of assessment tools for this unit of competency have been revised and updated to ensure clear and detailed students instructions are included in the Role Play/Case Study assessment task and clear marking criteria is available to the trainer and assessor.
- Assessor Guide.

*BSBPMG410 Apply project time management techniques.*

Evidence provided:

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:

- The suite of assessment tools for this unit of competency have been revised and include specific written knowledge question for each learner to address the gaps. The exam has been replaced by specific questions to determine competency. Workbook activities have been revised with amended assessor guidelines to ensure fair, consistent and reliable assessment.
- Continuous Improvement Register and document version control system have been updated
- Assessor Guide.

The organisation demonstrates it has clear contextualised guidance for assessors in relation to the completion of all workbook activities to ensure fairness, consistency and reliability of the assessment process.

### **BSB40415 Certificate IV in Small Business Management**

#### *BSBSMB301A Investigate micro business opportunities*

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:
  - At time of audit it was stated by the assistant auditor that additional evidence could be provided by email to demonstrate compliance with this unit of competency.
  - Outcome on this report states, "no remedial action required in relation to BSBSMB301 (unit not in any current or future delivery plans). If unit is to be incorporated in any future programs, assessment tools will be developed in alignment with revised assessment format and mapping templates".
- Emails received from RTO dated 2 and 14 December 2016 outlining in the Business Plan Checklist additional materials provided to the student to guide them through the training, business plan development (research, planning, implementation), and assessment.

Evidence provided does ensure sufficiency of assessment meets unit of competency requirements.

### **MEM50212 Diploma of Engineering - Technical**

#### *MEM30031A Operate computer-aided design (CAD) system to produce basic drawing elements*

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:
  - The suite of assessment tools for this unit of competency have been revised and updated to ensure clear and detailed student instructions for the practical assessment task and clear marking criteria for the assessor.
- Assessor Guide.
- Continuous Improvement Register.

Sufficient guidance is provided to students to ensure that sufficient evidence will be obtained to address the requirements of the unit of competency.

#### **Clause 1.13**

In addition to the requirements specified in [Clause 1.14](#) and [Clause 1.15](#), the RTO's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;
- b) current industry skills directly relevant to the training and assessment being provided; and
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

#### **Clause 1.14**

The RTO's training and assessment is delivered only by persons who have:

- a) ~~prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1, or demonstrated equivalence of competencies; and~~
- b) from 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 of Schedule 1.

#### **Clause 1.15**

Where a person conducts assessment only, the RTO ensures that the person has:

- a) ~~prior to 1 January 2016, the training and assessment qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1, or demonstrated equivalence of competencies; and~~

b) from 1 January 2016, Item 1 or Item 2 or Item 3 of Schedule 1.

#### Clause 1.16

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

#### **Findings: Non-compliant**

The following evidence was reviewed in relation to trainers and assessors:

- The RTO's HR files for its trainers and assessors (contracted through PTRS Consulting):
  - Mr Peter Fowler
  - Mr Steven Keys

The RTO's practices in relation to the above trainers and assessors are not compliant with the requirements of the *Standards for RTOs 2015* as it does not ensure its assessment is delivered by persons who undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

*Evidence of non-compliant practice includes:*

Review of the trainer/assessor files provided did not identify that a 'professional development plan' had been developed or implemented for the above two trainers and assessors, as was evident in the RTO's processes for its remaining trainer/assessors. The RTO was unable to provide further evidence of professional development for the above trainer/assessors.

Therefore it could not be determined that the above trainers and assessors have undertaken professional development in the field of VET knowledge and skills, including competency based training and assessment.

These practices and behaviours are non-compliant with clause 1.16 of *the Standards for RTOs 2015*.

#### *Analysis of rectification evidence:*

Evidence provided:

- RTO's ASQA Audit Findings and Remedial Actions Report which outlines:
  - Processes have been implemented that ensures all trainers and assessors will continue to undertake professional development in VET knowledge and skills.
- Peter Fowler (Trainer and Assessor for BSB41515 Certificate IV in Project Management Practice and BSB51415 Diploma of Project Management) Professional Development Plan outlines Systems Training, Formal Training and Personal Development planned for 2017. There is provision for other requested training if required.
- Steve Keys (Trainer and Assessor for BSB41515 Certificate IV in Project Management Practice and BSB51415 Diploma of Project Management) Professional Development Plan outlines Systems Training, Formal Training and Personal Development planned for 2017. There is provision for other requested training if required.

These practices and behaviours are compliant with Clause 1.16 of *the Standards for RTOs 2015*.

## Completion

#### Clause 3.1

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

#### **Findings: Non-compliant**

The following evidence was reviewed in relation to training and assessment:

- Completed student assessments
- Training and assessment strategies
- Master assessment tools

The RTO's practices in relation to completion are not compliant with the requirements of the *Standards for RTOs 2015* as it has issued AQF certification documentation to learners who have not been assessed as meeting the requirements of the training product as specified in the relevant training package.

*Evidence of non-compliant practice includes:*

As non-compliance was identified at clause 1.8 with regard to completed student assessments, the RTO has not ensured its learners have addressed the requirements of the training product as specified in the relevant training package.

These practices and behaviours are non-compliant with clause 3.1 of the *Standards for RTOs 2015*

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*Analysis of rectification evidence:*

- Compliant evidence provided for clause 1.8 determines the practices and behaviours for clause 3.1 of the *Standards for RTOs 2015* is now compliant.

## Use of Third Party arrangements

### **Clause 2.3**

**The RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.**

### **Clause 2.4**

**The RTO has sufficient strategies and resources to systematically monitor any services delivered on its behalf, and uses these to ensure that the services delivered comply with these Standards at all times.**

### **Clause 8.2**

**The RTO ensures that any third party delivering services on its behalf is required under written agreement to cooperate with the VET Regulator:**

- a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and**
- b) in the conduct of audits and the monitoring of its operations.**

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**Findings:**

- The RTO has met all requirements