



VET Quality Framework audit report

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

Legal name of organisation	Aurora Training Institute Pty Ltd as trustee for the Aurora Trust
Date/s of audit	11 & 12 March 2013



ORGANISATION DETAILS			
RTO legal name	Aurora Training Institute Pty Ltd as trustee for the Aurora Trust	RTO ID number	32237
Registered business trading name	Aurora Training Institute	ABN	18095833959
Address	5B/2 Classic Way Burleigh Waters Qld	Postcode	4220
Phone	07 55232 0411	Fax	07 5522 0433
E-mail	stuart@aurora.edu.au	Website	http://www.aurora.edu.au/
Registration contact	Name Stuart Love	Position	Director

AUDIT TEAM			
Lead auditor	Amanda Fairweather	Technical adviser/s	N/A
Audit team members	Jen Adlington		N/A

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	compliancebrisbane@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	11 & 12 March 2013
Site/s visited	5B/2 Classic Way Burleigh Waters Qld
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<ul style="list-style-type: none"> The RTO was registered in 2010 and was compliant at its initial registration audit. The RTO is currently undertaking market research regarding additional qualifications it may add to its scope of registration, which consist of industry areas with a skills shortage, such as telecommunications and IT. Demand received from schools may also drive the RTO to add tourism to its scope of registration. The RTO's organisational structure includes Stuart Love – Director / Sole Shareholder, Lee Perlitz – Compliance Manager, Leanne Drydan – Administration Coordinator, Andy Lowes – Sales Manager, Kim Little – Training Manager and Trainers/Assessors. The RTO's target markets include trainees for school based and employer training. Fee revenue sources include fee for service payable by employers and individuals and user choice government funding for BSB30110 Certificate III in Business, BSB30407 Certificate III in Business Administration, SIT30707 Certificate III in Hospitality, SIT30807 Certificate III in Hospitality (Commercial Cookery), SIR30207 Certificate III in Retail and SIR30212 Certificate III in Retail Operations. Delivery is provided onsite at the schools' and employers' premises. Total number of current enrolments in RTO as at audit date = 363

FOCUS OF AUDIT			
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments (If not yet on scope, record 'N/A')
SIT30807	Certificate III in Hospitality (Commercial Cookery)	Face to Face / Workplace	54
SIT50307	Diploma of Hospitality	Face to Face / Workplace	5
BSB30110	Certificate III in Business	Face to Face / Online / Workplace	2
BSB50607	Diploma of Human Resources Management	Face to Face / Workplace	2
SIR30207	Certificate III in Retail	Face to Face / Workplace	19
SIR30212	Certificate III in Retail Operations	Face to Face / Workplace	5
SIR40207	Certificate IV in Retail Management	Face to Face / Workplace	5
SIR40212	Certificate IV in Retail Management	Face to Face / Workplace	0
BSB41407	Certificate IV in Occupational Health and Safety	Face to Face / Workplace	9

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Lee Perlitz	Compliance Manager	All
Kim Little	Training Manager	SIT30807 Certificate III in Hospitality (Commercial Cookery), SIT50307 Diploma of Hospitality

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2012* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 21 March 2013

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be **significant** when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Amanda Fairweather	Position	Lead Compliance Auditor	Date of Report	21/3/13
-----------------------	--------------------	-----------------	-------------------------	-----------------------	---------

AUDIT RECTIFICATION

Audit status following additional evidence received 30 April 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Amanda Fairweather	Signature	Lead Compliance Auditor	Date of Report	11/6/13
-----------------------	--------------------	------------------	-------------------------	-----------------------	---------

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2012		
- Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

Aurora Training Institute Pty Ltd as trustee for the Aurora Trust demonstrated compliance with the **Standards for NVR Registered Training Organisations (SNR) – Essential Standards for Continuing Registration 17, 19, 21, 22, 24 and 25**. The RTO did not demonstrate compliance with **SNR 15, 16, 18, 20 and 23**. The non-compliances were considered significant. The non-compliances were considered significant as the evidence reviewed has a potentially serious impact on learners affected by the outcomes of the training and assessment provided.

Non Compliances:

SNR 15

The RTO did not provide evidence to demonstrate that its strategies for training and assessment for BSB41407 Certificate IV in Occupational Health and Safety and BSB50607 Diploma of Human Resource Management have been developed through effective consultation with industry.

BSB30110 Certificate III in Business

In relation to the above qualification, the RTO did not provide evidence to demonstrate that its nominated trainers and assessors listed below:

- 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:
 - Kim Little
 - Julian Batt
 - Susan Draper
 - Mark Dexter
 - Claudia Hitchins
 - Janneke Pignolet
 - Leanne Love
 - Susan Boreham

BSB50607 Diploma of Human Resources Management

In relation to the above qualification, the RTO did not provide evidence to demonstrate that its nominated trainer and assessor, Janneke Pignolet:

- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken

SIT50307 Diploma of Hospitality

In relation to the above qualification, the RTO did not provide evidence to demonstrate that its nominated trainers and assessors listed below:

- 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:
 - Claudia Hitchins
 - Susan Draper

BSB40807 Certificate IV in Occupational Health and Safety

In relation to the above qualification, the RTO did not provide evidence to demonstrate that its nominated trainer and assessor, Janneke Pignolet, has the relevant vocational competency at least to the level being delivered or assessed.

SIR30207 Certificate III in Retail / SIR30212 Certificate III in Retail Operations

In relation to the above qualification, the RTO did not provide evidence to demonstrate that its nominated trainers and assessors listed below:

- have the relevant vocational competencies at least to the level being delivered or assessed;
 - Susan Boreham;
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken:
 - Bradley Goudie

In relation to SIR30207 Certificate III in Retail, the RTO did not provide evidence to demonstrate that its nominated trainers and assessors, Susan Boreham and Leanne Love hold the relevant vocational competency to deliver and assess the elective units, *Provide responsible service of alcohol*, *Prepare espresso coffee* and *Food safety*.

SIR40207 / SIR40212 Certificate IV in Retail Management

In relation to the above qualification, the RTO did not provide evidence to demonstrate that its nominated trainers and assessors listed below:

- have the relevant vocational competencies at least to the level being delivered or assessed;
 - Susan Boreham;
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken;
 - Bradley Goudie

All qualifications in audit sample

The audit revealed a systemic issue in relation to the RTO not providing evidence to demonstrate that its nominated trainers and assessors listed below continue to develop vocational education and training (VET) knowledge and skills:

- | | |
|------------------|--------------------|
| ○ Kim Little | ○ Claudia Hitchins |
| ○ Julian Batt | ○ Janneke Pignolet |
| ○ Bradley Goudie | ○ Susan Boreham |
| ○ Susan Draper | ○ Leanne Love |

BSB50607 Diploma of Human Resources Management

BSBHRM506A Manage recruitment selection and induction processes

Assessment tools examined for the above unit do not fully address the requirements of the BSB07 Business Services Training Package. There was insufficient evidence in assessment tools to sufficiently address required skills and critical aspects of evidence. Furthermore, there was insufficient guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

SIT30807 Certificate III in Hospitality (Commercial Cookery)

SITHCCC028A Prepare, cook and serve food for menus

Assessment tools examined for the above unit do not fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package. While some of the skill requirements had been addressed, there was insufficient evidence in assessment tools to sufficiently address required skills, knowledge, range statement and critical aspects of evidence. Furthermore, there was insufficient guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

Assessment records examined demonstrated that a student had been determined to be competent without meeting

appropriate evidence requirements in the range statement, in particular that food must be prepared, cooked and served for all of the following food service periods – breakfast, lunch, dinner and special function.

SITHCCC003B Receive and store kitchen supplies

Assessment tools examined for the above unit do not fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package. While some of the skill requirements had been addressed, there was insufficient evidence in assessment tools to sufficiently address required skills, knowledge and critical aspects of evidence.

Furthermore, there was insufficient guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners. Assessment records examined demonstrated that a competency judgement had been determined by observation conducted by an employer in assessment 3. In addition, the competency judgement is signed off without provision to enter a name and verification that the assessor has the necessary trainer / assessor qualification.

SIT50307 Diploma of Hospitality

SITHFAB009A Provide responsible service of alcohol

Assessment tools examined for the above unit do not fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package. The RTO did not demonstrate that its assessment tools addressed all of the performance criteria, in particular, assessing alcohol affected customers, refusing service in a polite manner and preparing or serving standard drinks or samples according to industry requirements. Assessment records examined demonstrated a systemic issue in that students had been determined to be competent without meeting all of the performance criteria.

SITHCCC027A Prepare, cook and service food for food service

Assessment tools examined for the above unit does not fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package. While some of the skill requirements had been addressed, there was insufficient evidence in assessment tools to sufficiently address required skills, knowledge, range statement and critical aspects of evidence.

Furthermore, there was insufficient guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

Assessment records examined demonstrated that a student had been determined to be competent without meeting the critical aspects for assessment and evidence, in particular collection of direct, indirect and supplementary evidence showing preparation and service of multiple items for a minimum of 12 complete food service periods to ensure integration of skills and consistency of performance in different circumstances.

SIR30207 Certificate III in Retail / SIR30212 Certificate III in Retail Operations

SIRXINV002A Maintain and order stock

SIRXSL001A Sell products and services

RPL assessment tools examined for the above units did not meet the requirements of the SIR07 Retail Services Training Package. Assessment tools utilised were not sufficient in order to determine a competency judgement. Furthermore, RPL assessment tools had not been systematically validated.

Student assessment records examined for face to face delivery of *SIRXINV002A Maintain and order stock* demonstrated that Monique Phillips had been determined to be competent without meeting all of the required skills and knowledge, critical aspects and context of and specific resources specified.

SIR40207 / SIR40212 Certificate IV in Retail Management

SIRXRSK004A Control Store Security

While some of the skill and knowledge requirements had been addressed for face to face delivery, there was insufficient evidence in assessment tools to address the critical aspects of evidence of the above unit, in particular, developing security procedures.

Furthermore, the student evidence sampled did not demonstrate that assessment evidence was authentic as both Kerry Fraser and Pauline Schneider submitted identical assessments.

SIR40207 / SIR40212 Certificate IV in Retail Management

SIRXRSK004A Control store security

SIRXMGT003A Lead and manage people

RPL assessment tools examined for the above units did not meet the requirements of the SIR07 Retail Services Training Package. Assessment tools utilised were not sufficient in order to determine a competency judgement. Furthermore, RPL assessment tools had not been systematically validated.

SNR 16

The RTO did not provide evidence to demonstrate that employers who contribute to each learner's training and assessment are engaged in the monitoring of training and assessment for trainees.

SNR 18

The non-compliances identified at audit demonstrated that the registered training organisation's chief executive has not ensured that the NVR registered training organisation complies with the VET Quality Framework.

SNR 20

The RTO did not provide evidence to demonstrate that its staff are fully informed of legislative and regulatory requirements that affect their duties in vocational education and training.

SNR 23

SITHFAB009A Provide responsible service of alcohol

The RTO did not provide sufficient evidence that it issues to persons whom it has assessed as competent in accordance with the requirements of the training package a statement of attainment that meets the Australian Qualifications Framework requirements. Although an OLGR Statement of Attainment was provided to students, evidence that a VET Statement of Attainment is issued to competent students was not provided.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15

The RTO is required to provide evidence to demonstrate that its strategies for training and assessment for BSB41407 Certificate IV in Occupational Health and Safety and BSB50607 Diploma of Human Resource Management have been developed through effective consultation with industry.

BSB30110 Certificate III in Business

In relation to the above qualification, the RTO is required to provide evidence to demonstrate that its nominated trainers and assessors listed below:

- 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
 - Kim Little
 - Julian Batt
 - Susan Draper
 - Mark Dexter
 - Claudia Hitchins
 - Janneke Pignolet
 - Leanne Love
 - Susan Boreham

BSB50607 Diploma of Human Resources Management

In relation to the above qualification, the RTO is required to provide evidence to demonstrate that its nominated trainer and assessor, Janneke Pignolet:

- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken

SIT50307 Diploma of Hospitality

In relation to the above qualification, the RTO is required to provide evidence to demonstrate that its nominated trainers and assessors listed below:

- 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;
 - Claudia Hitchins
 - Susan Draper

BSB40807 Certificate IV in Occupational Health and Safety

In relation to the above qualification, the RTO is required to provide evidence to demonstrate that its nominated trainer and assessor, Janneke Pignolet, has the relevant vocational competency at least to the level being delivered or assessed.

SIR30207 Certificate III in Retail / SIR30212 Certificate III in Retail Operations

In relation to the above qualification, the RTO is required to provide evidence to demonstrate that its nominated trainers and assessors listed below:

- have the relevant vocational competencies at least to the level being delivered or assessed;
 - Susan Boreham;
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken;
 - Bradley Goudie

In relation to SIR30207 Certificate III in Retail, the RTO is required to provide evidence to demonstrate that its nominated trainers and assessors, Susan Boreham and Leanne Love hold the relevant vocational competency to deliver and assess the elective units, *Provide responsible service of alcohol*, *Prepare espresso coffee* and *Food safety*.

SIR40207/SIR40212 Certificate IV in Retail Management

In relation to the above qualification, the RTO is required to provide evidence to demonstrate that its nominated trainers and assessors listed below:

- have the relevant vocational competencies at least to the level being delivered or assessed;
 - Susan Boreham;
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken;
 - Bradley Goudie

The RTO is required to provide evidence to demonstrate that its nominated trainers and assessors listed below continue to develop vocational education and training (VET) knowledge and skills:

- Kim Little
- Julian Batt
- Susan Draper
- Bradley Goudie
- Claudia Hitchins
- Janneke Pignolet
- Leanne Love
- Susan Boreham

BSB50607 Diploma of Human Resources Management

BSBHRM506A Manage recruitment selection and induction processes

The RTO is required to provide a full suite of assessment tools for the unit of competency listed above that fully address the requirements of the BSB07 Business Services Training Package.

Furthermore, assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

SIT30807 Certificate III in Hospitality (Commercial Cookery)

SITHCC028A Prepare, cook and serve food for menus

SITHCC003B Receive and store kitchen supplies

The RTO is required to provide a full suite of assessment tools for the units of competency listed above that fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package.

Furthermore, assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners. The RTO is required to provide evidence to ensure that competency judgements are determined by assessors with the necessary trainer / assessor qualification.

SIT50307 Diploma of Hospitality

SITHFAB009A Provide responsible service of alcohol

SITHCC027A Prepare, cook and service food for food service

The RTO is required to provide a full suite of assessment tools for the units of competency listed above that fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package.

Furthermore, assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

The RTO is required to provide evidence to demonstrate that assessment evidence gathered and retained meets the rules of evidence.

SIR30207 Certificate III in Retail / SIR30212 Certificate III in Retail Operations

SIRXINV002A Maintain and order stock

SIRXSL001A Sell products and services

The RTO is required to provide a full suite of assessment tools for face to face delivery and RPL of the above units, which fully address the requirements of the SIR07 Retail Services Training Package.

The RTO is also required to provide evidence to demonstrate that assessment evidence gathered and retained meets the principles of assessment and rules of evidence.

The RTO is required to demonstrate how it will ensure that that assessment will be systematically validated.

SIR40207 / SIR40212 Certificate IV in Retail Management

SIRXRSK004A Control Store Security

SIRXMGT003A Lead and manage people

The RTO is required to provide a full suite of assessment tools for face to face delivery and RPL of the above units, which fully address the requirements of the SIR07 Retail Services Training Package.

The RTO is also required to provide evidence to demonstrate that assessment evidence gathered and retained meets the rules of evidence and how it will ensure that that assessment will be systematically validated.

SNR 16

The RTO is required to provide evidence to demonstrate that employers who contribute to each learner's training and

assessment are engaged in the monitoring of training and assessment for trainees.

SNR 18

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

SNR 20

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

SNR 23

SITHFAB009A Provide responsible service of alcohol

The RTO is required to provide evidence that it issues to persons whom it has assessed as competent in accordance with the requirements of the training package a statement of attainment that meets the Australian Qualifications Framework requirements.

Analysis of rectification received

SNR 15

The RTO has provided evidence to demonstrate that its strategies for training and assessment for BSB41407 Certificate IV in Occupational Health and Safety and BSB50607 Diploma of Human Resource Management have been developed through effective consultation with industry.

BSB30110 Certificate III in Business

The RTO has provided evidence to demonstrate the selected trainers and assessors listed below:

- 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.
 - Kim Little – provided a trainers matrix for BSB40207 Certificate IV in Business
 - Mark Dexter - provided a trainers matrix for BSB30110 Certificate III in Business
 - Claudia Hitchins - provided a trainers matrix for BSB30110 Certificate III in Business
 - Susan Boreham – provided a trainers matrix for BSB30110 Certificate III in Business
 - Susan Draper – provided a trainers matrix for BSB30110 Certificate III in Business

The remaining staff have been removed from the respective training and assessment strategy:
Janneke Pignolet, Julian Batt, Leanne Love.

BSB50607 Diploma of Human Resources Management

The RTO has provided evidence to demonstrate that its nominated trainer and assessor, Janneke Pignolet is no longer a trainer/assessor for the above listed qualification and has been removed from the training and assessment strategy.

SIT50307 Diploma of Hospitality

The RTO has provided evidence to demonstrate that its nominated trainers and assessors Claudia Hitchins and Susan Draper are no longer trainer/assessors for the above listed qualification and have been removed from the training and assessment strategy.

BSB40807 Certificate IV in Occupational Health and Safety

The RTO has provided evidence to demonstrate that its nominated trainer and assessor, Janneke Pignolet, is no longer a trainer/assessor for the above listed qualification and has been removed from the training and assessment strategy.

SIR30207 Certificate III in Retail / SIR30212 Certificate III in Retail Operations

The RTO has provided evidence to demonstrate that its nominated trainer and assessor, Sue Boreham, is no longer a trainer/assessor for the above listed qualification and has been removed from the training and assessment strategy.

The RTO has provided evidence to demonstrate current industry skills directly relevant to the training/assessment being undertaken for Bradley Goudie.

The organization has provided evidence to demonstrate that its nominated trainers and assessors, Susan Boreham and Leanne Love are no longer trainers/assessors for the elective units, *Provide responsible service of alcohol*, *Prepare espresso coffee* and *Food safety* delivered within SIR30207 Certificate III in Retail and have been removed from the training and assessment strategy

SIR40207/SIR40212 Certificate IV in Retail Management

The RTO has provided evidence to demonstrate that its nominated trainers and assessor Sue Boreham is no longer a trainer/assessor for the above listed qualification and has been removed from the training and assessment strategy.

The RTO has provided evidence to demonstrate current industry skills directly relevant to the training/assessment being undertaken for Bradley Goudie.

The RTO has provided evidence to demonstrate that its nominated trainers and assessors listed below continue to develop vocational education and training (VET) knowledge and skills:

- Kim Little
- Julian Batt
- Susan Draper
- Bradley Goudie
- Claudia Hitchins
- Janneke Pignolet
- Leanne Love
- Susan Boreham

BSB50607 Diploma of Human Resources Management

BSBHRM506A Manage recruitment selection and induction processes

The RTO has provided a full suite of assessment tools for the unit of competency listed above that fully address the requirements of the BSB07 Business Services Training Package.

SIT30807 Certificate III in Hospitality (Commercial Cookery)

SITHCCC028A Prepare, cook and serve food for menus

SITHCCC003B Receive and store kitchen supplies

The RTO has provided a full suite of assessment tools for the units of competency listed above that fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package.

SIT50307 Diploma of Hospitality

SITHFAB009A Provide responsible service of alcohol

SITHCCC027A Prepare, cook and service food for food service

The RTO has provided a full suite of assessment tools for the units of competency listed above that fully address the requirements of the SIT07 Tourism, Hospitality and Events Training Package.

SIR30207 Certificate III in Retail / SIR30212 Certificate III in Retail Operations

SIRXINV002A Maintain and order stock

SIRXSL001A Sell products and services

The RTO has provided a full suite of assessment tools for face to face delivery and RPL of the above units, which fully address the requirements of the SIR07 Retail Services Training Package.

SIR40207 / SIR40212 Certificate IV in Retail Management

SIRXRSK004A Control Store Security

SIRXMGT003A Lead and manage people

The RTO has provided a full suite of assessment tools for face to face delivery and RPL of the above units, which fully address the requirements of the SIR07 Retail Services Training Package.

The RTO is also required to provide evidence to demonstrate that assessment evidence gathered and retained meets the rules of evidence and how it will ensure that that assessment will be systematically validated.

SNR 16

The RTO has provided evidence to demonstrate that employers who contribute to each learner's training and assessment are engaged in the monitoring of training and assessment for trainees.

SNR 18

All non-compliances outlined in the audit report have been rectified with sufficient evidence to rectify SNR 18.1.

SNR 20

The RTO has provided evidence to demonstrate that all staff are fully informed of legislative and regulatory requirements that affect their duties in vocational education and training.

SNR 23

SITHFAB009A Provide responsible service of alcohol

The RTO has provided evidence that it issues to persons whom it has assessed as competent in accordance with the requirements of the training package a statement of attainment that meets the Australian Qualifications Framework requirements.