



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Bars Training Australia Pty Ltd as trustee for The Oliver Family Trust
Trading name/s	Bars Training Australia
RTO number	32061
CRICOS number	na

AUDIT TEAM

Lead auditor	Mark Shrubshall
Auditor/s	na
Technical adviser/s	na

AUDIT DETAILS

Application number/s	1065658	
Audit number/s	1006762	
Audit reason 1	Application - renewal	
Audit reason 2	n/a specify or delete	
Audit reason 3	n/a specify or delete	
Activity type	Site visit	
Address of site/s visited	50 Marine Parade level 3, Pivotal Point, Southport QLD 4215	
Date/s of audit	12 & 13 November 2014	
Organisation's contact for audit	Garry Oliver garry@barstraining.com.au	Managing Director 0755290834
NVR standards audited	Selected Standards for Continuing Registration: SNR 15,16 1, 16 3, 16 4, 16 5, 16 7, 17 3, 18 1,20 2,22 2,23 1,24 1, 24 2 & 25	

BACKGROUND

SNR 24.2 was included in the scope of the audit after identifying an issue on the organisations website.

Bars Training Australia Pty Ltd as trustee for the Oliver Family Trust provides training and assessment for the security industry.

The organisations structure consists of Director-Trainer/Assessor, Office Manager, Contract Trainers and Assessors.

The organisation does not have any significant partnerships for the delivery and assessment of its courses.

The organisations core clients consist of corporate industry requiring support and management of their security operations and including training and assessment for their employees.

Delivery of courses is conducted in Queensland at the moment

Revenue sources targeted are fee for service

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

- 31

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
CPP20212	Certificate II in Security Operations	Face to face	20
CPP30411	Certificate III in Security Operations	Face to face	0
SITHGAM201	Provide responsible gambling services	Face to face	0
SITHFAB201	Provide responsible service of alcohol	Face to face	0
HLTFA311A	Apply first aid	Face to face	11

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Garry Oliver	Chief Executive Officer	CPP20212 Certificate II in Security Operations CPP30411 Certificate III in Security Operations SITHGAM201 Provide responsible gambling services SITHFAB201 Provide responsible service of alcohol HLTFA311A Apply first aid
Amanda Oliver	Office Manager	na

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 13/11/2014: Minor 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 13/11/2014: Compliant****AUDIT FINDING BY STANDARD**

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

- Assessment materials did not meet training package/unit requirements as identified in SNR 15.5

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

- The organisation is not required to submit rectification evidence to address this standard; however, it is required to submit rectification evidence to address the non-compliances identified in SNR 15.5. Should the rectification evidence received be determined compliant, the organisation will be compliant with this standard.

Analysis of rectification evidence:

- The organisation provided compliant rectification evidence at audit for SNR 15.5 resulting in SNR 15.3 being compliant.

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: Compliant

Reasons for finding of non-compliance:

HLTFA311A Apply first aid

Evidence comprise:

- Written question and answers
- Practical assessment
- The organisation did not demonstrate that the assessment tools for the above unit:
 - 15.5 (a) met all the requirements of the training package in particular the required knowledge.
 - 15.5 (b) is conducted in accordance with the principals of assessment and the rules of evidence.

For example, the organisation did not demonstrate how it gathered sufficient evidence relating to drowning.

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

HLTFA311A Apply first aid

- Demonstrate that the assessment tools for the above unit:
 - 15.5 (a) met all the requirements of the training package in particular the required knowledge.
 - 15.5 (b) is conducted in accordance with the principals of assessment and the rules of evidence ensuring sufficient evidence is gathered relating to drowning.

*Analysis of rectification evidence **provided at audit:***

HLTFA311A Apply first aid

- The organisation demonstrated that the assessment tools for the above unit:
 - 15.5 (a) met all the requirements of the training package in particular the required knowledge.
 - 15.5 (b) is conducted in accordance with the principals of assessment and the rules of evidence ensuring sufficient evidence is gathered relating to drowning.

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.

This element was not audited.

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: Compliant

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.

This element was not audited.

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.

This element was not audited.

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

This element was not audited.

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.

This element was not audited.

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:

- The NVR registered training organisations Chief Executive has not ensured that the NVR registered training organisation has complied with the VET Quality framework.

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

- The organisation is not required to submit rectification evidence to address this standard; however, it is required to submit rectification evidence to address the non-compliances identified across the other Standards. Should the rectification evidence received be determined compliant, the organisation will be compliant with this standard

Analysis of rectification evidence(Provided at audit):

- The organisation submitted compliant rectification evidence to address the non-compliances identified across the other Standards at audit. Resulting in SNR18.1 being compliant.

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.

This element was not audited.

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: Not audited

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: Not audited

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: Not audited

Following rectification: n/a

SNR 22 Financial management

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

Original finding: Not audited

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;
 - (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.

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: Compliant

Following rectification: n/a

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

Original finding: Not audited

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: Not audited

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET 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.

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

Following rectification: n/a

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: Compliant

Reasons for finding of non-compliance:

- The organisation did not demonstrate that it uses the NRT logo only in accordance with its conditions of use.

For example but not limited to the organisations webpage identifies the courses it has on offer and are listed without their national course codes such as Certificate II in Security Operations (National). The NRT logo is identified on the page.

The NRT Logo may only be used in association with Training Package Qualifications, which are identified by their code and title on the national framework.

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

- To demonstrate that it uses the NRT logo only in accordance with its conditions of use.

Analysis of rectification evidence (Provided at audit):

- The organisation demonstrated that it uses the NRT logo in accordance with its conditions of use.

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: Compliant

Following rectification: n/a

