



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Five Star Security Training Pty Ltd as Trustee for Five Star Trust
Trading name/s	Five Star Security Training Pty Ltd
RTO number	31996
CRICOS number	na

AUDIT TEAM

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

AUDIT DETAILS

Application number/s	1063469	
Audit number/s	1006505	
Audit reason 1	Application - renewal	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	4/33 Crombie Ave, Bundall, Qld 4217	
Date/s of audit	01/10/2014	
Organisation's contact for audit	Mr Jeavons 5startraining@aapt.net.au 0435547139	Chief Executive Officer
NVR standards audited	Selected Standards for Continuing Registration: SNR 15, 16, 17, 18, 20.2, 22.2, 22.3, 23.1, 24.1, & 25	

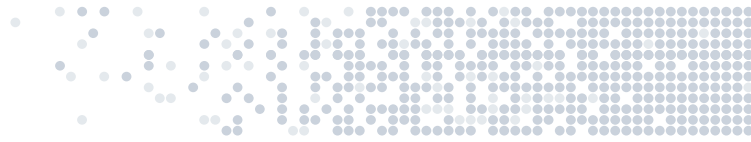
BACKGROUND

Five Star Security Training Pty Ltd provides training and assessment in security.

The organisational structure consists of Chief Executive Officer/Trainer Assessor & administrative officer.

The organisation does not have any significant partnerships in relation to the delivery and assessment of its qualifications.

Core clients consist of the unemployed, workers, recent migrants, persons wishing to return to the workforce, persons wishing to upgrade their licences, interstate employees who require a Queensland licence.



The delivery venue is based in Queensland

Revenue sources targeted are fee for service, however the organisation does have a Certificate III preferred supplier status

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

- 1
- As the organisation does not have any significant partnerships for delivery and assessment on its behalf, SNR 17.3 was not audited.
- As the organisation does not provide training and assessment in the workplace, SNR 16.4 was not audited.
- The organisation requested the removal of RIIWHS205D Control traffic with stop-slow bat from its scope of registration at audit. The organisation submitted a change of scope application on 01/10/2014 application number 1067446

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	1
CPP30411	Certificate III in Security Operations	Face to Face	0
CPCCOHS1001A	Work Safely in the construction industry	Face to Face	0
RIIWHS205D	Control traffic with stop-slow bat	Face to Face	0

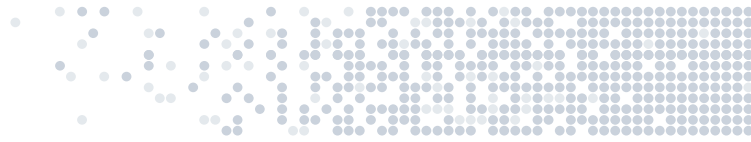
*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Michael Jeavons	CEO/Trainer & Assessor	CPP20212 Certificate II in Security Operations CPP30411 Certificate III in Security Operations CPCCOHS1001A Work Safely in the construction industry RIIWHS205D Control traffic with stop-slow bat

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 01/10/2014: 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.

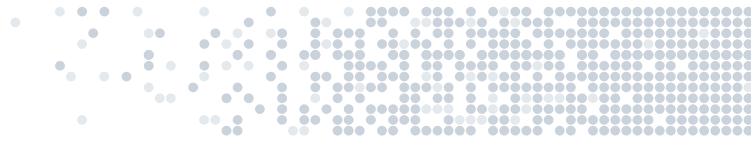
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 26/10/2014: 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	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Not compliant	Compliant
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
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: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

CPCCOHS1001A Work Safely in the construction industry

- The organisation did not demonstrate that it had a strategy for each course it offered

The organisation offers the *CPCCOHS1001A Work Safely in the construction industry* as a stand-alone course.

The organisation was unable to provide evidence of a strategy outlining the learning requirements and the teaching, training and assessment arrangements at the macro level for the above course.

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

CPCCOHS1001A Work Safely in the construction industry

- Demonstrate that it has a strategy for the above course which outlines the learning requirements and the teaching, training and assessment arrangements at the macro level and has been developed through effective consultation with industry

Analysis of rectification evidence:

Evidence comprise:

- Training and assessment strategy

CPCCOHS1001A Work Safely in the construction industry

- The organisation demonstrated that it has a strategy for the above course which outlines the learning requirements and the teaching, training and assessment arrangements at the macro level and has been developed through effective consultation with industry



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:

CPP20212 Certificate II in Security Operations
CPP30411 Certificate III in Security Operations
CPCCOHS1001A Work safely in the construction industry

- Staff and assessment materials did not meet training package/unit requirements as identified in SNR 15.4 & 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 across the other Standards. Should the rectification evidence received be determined compliant, the organisation will be compliant with this standard.

Analysis of rectification evidence:

- The organisation submitted evidence that rectified the non-compliances identified in SNR 15.4 & 15.5

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: Not compliant

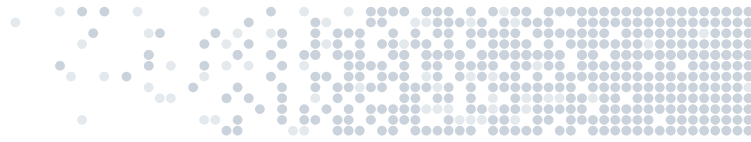
Following rectification: Compliant

Reasons for finding of non-compliance:

Michael Jeavons
CPP20212 Certificate II in Security Operations
CPP30411 Certificate III in Security Operations
CPCCOHS1001A Work safely in the construction industry

Evidence material comprise:

1. Trainer and assessor Qualifications list/CV



- The organisation did not demonstrate that training and assessment is delivered by trainers and assessors who:
 - 15.4 (a) Have the necessary training and assessment competencies and
 - 15.4 (b) Have the relevant vocational competencies at least to the level being delivered or assessed

The trainer and assessor qualifications list/cv consisted of a basic list of the titles of qualifications held and a brief description of skills and memberships of organisations such as the NSAA..

The organisation did not have available for audit additional evidence eg copies of qualification to support the list provided.

During discussions around SNR15.4 Michael Jeavons stated that he only held a BSZ qualification. Trainers and assessors are required to hold the TAE40110 Certificate IV in Training and Assessment as a minimum qualification or be able to demonstrate equivalent competencies.

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

Michael Jeavons

CPP20212 Certificate II in Security Operations

CPP30411 Certificate III in Security Operations

CPCCOHS1001A Work safely in the construction industry

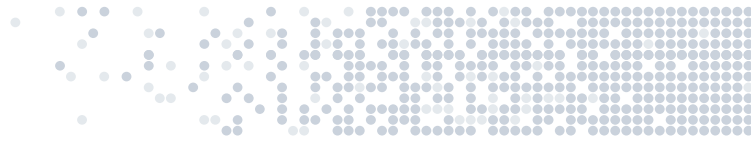
- Demonstrate that training and assessment is delivered by trainers and assessors who:
 - 15.4 (a) Have the necessary training and assessment competencies and
 - 15.4 (b) Have the relevant vocational competencies at least to the level being delivered or assessed

The organisation may wish to provide copies of Michael Jeavons vocational and training and assessment qualifications. If the organisation intends to enrol the above trainer and assessor in a course for the TAE40110 Certificate IV in Training and Assessment the organisation is required to provide evidence of paid up enrolment.

Analysis of rectification evidence:

Evidence comprise:

- Certificate Copies -BSZ March 2004, NZ Police Baton Instructor(no date), Cert II Security Guarding March 2005, Certificate III in Investigative Services August 2006, Certificate III in Security Operations September 2005, Certificate IV in Security Risk Management August 2006, Diploma in New Zealand Policing October 1976, 30552QLD Certificate IV in Operational Training Firearms Instructor (Expired Sept 2008), NZ Police Leadership training April 1998, BSB51307 Diploma of Occupational Health and Safety March 2013, SSG Qualifying Course as an Instructor New Zealand Police College, Training for Trainer NZ Police March 1997
- Memberships- ASIAL, International Counter terrorism Officers Association, International Association of Law Enforcement Firearms Instructors Inc(no date), Institute for learning professionals June 2014, NSAA June 2014/2015
- Certificate of attendance - Defensive driving program June 2011, Initial Registration Process DET 2008, AQF Information session February 2008, Preparing for audit November 2009, Demystifying the RPL Process May 2008
- Statement of completion (BMA induction June 2011,)
- Statement of attainment RIICOM201A, RIERR205A, RIERR302A, RIIGOV201A



RIOHS201A, RIIRIS201A June 2011- Queens land fire service FNA201
 Emergency response, 22101VIC,HLTAID 001& 3 HLTFA404C, HLTFA412A,
 PUAEME005A, ST John February 2014 , CPCCOHS1001A Work safely in the
 construction industry October 2010

- Reference from NZ police
- Curriculum Vita
- Conformation of enrolment in the TAE40110 Certificate IV in Training and Assessment

Michael Jeavons

CPP20212 Certificate II in Security Operations

CPP30411 Certificate III insecurity Operations

CPCCOHS1001A Work safely in the construction industry

- The organisation demonstrated that training and assessment is delivered by trainers and assessors who:
 - 15.4 (a) Have the necessary training and assessment competencies and
 - 15.4 (b) Have the relevant vocational competencies at least to the level being delivered or assessed

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

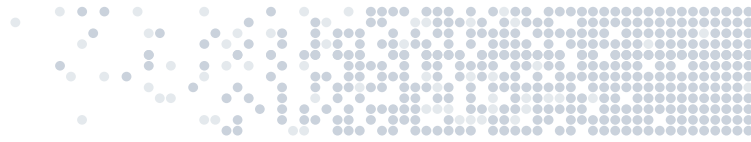
Reasons for finding of non-compliance:

CPP20212 Certificate II in Security Operations
CPPSEC2011B Control access to and from premises
CPPSEC2006B Provide security services to clients

CPP30411 Certificate III insecurity Operations
CPPSEC3013A Control persons using empty hand techniques
CPPSEC3007A maintain security of environment

Holistic assessment evidence comprise:

- 1 Scenarios
 - 2 Long answer and short answer questions
 - 3 Role plays
 - 4 Student assessor instructions
 - 5 Observational check lists
 - 6 Skills first RPL kit
- The organisation did not demonstrate that it had criteria defining acceptable performance for all assessment instruments in particular the observation checklist.
 - The organisation did not demonstrate that the assessment tools for the above units:
 - 15.5 (a) met all the requirements of the training package in particular the required



- skills, required knowledge and critical aspects of evidence.
- 15.5 (b) is conducted in accordance with the principals of assessment and the rules of evidence.

For example but not limited to, the organisation did not demonstrate how it gathered sufficient evidence relating to:

- Communication skills to relate to young people from diverse backgrounds
- Providing effective client service to young people
- Awareness of local youth services
- How to adjust communication to interact with young people
- Communicate Effectively with people with varying physical and mental abilities
- Adjusting client service and communication to meet the special needs of security clients including young people
- Communicating effectively on a one-to-one and group basis with people from a range of diverse backgrounds and of varying abilities
- Participate in review and debrief procedures

The observation checklist consisted of tick boxes against performance criteria from the relative unit/s and did not provide guidance to assessors of the performance levels required to ensure consistency and reliability of assessment judgement.

The organisation stated that during the observation process students were asked questions regarding potential alternative situations that may occur in a scenario to determine students understanding, confirm knowledge and contributed to the decision making process.. However, the organisation was unable to demonstrate that it had a fair process to ensure all students were asked the same questions with any given scenario eg a list of questions asked and model answers. Additionally the observation checklist did not allow for the recording of student responses to the questions asked.

CPCCOHS1001A Work safely in the construction industry

Assessment evidence comprise:

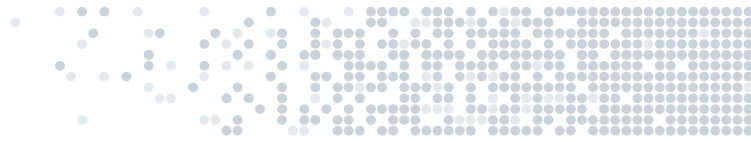
- 1 Short and yes/no question and answer paper
- The organisation did not demonstrate that the assessment tools for the above unit:
 - 15.5 (a) met all the requirements of the training package in particular the required skills, required knowledge.
 - 15.5 (b) is conducted in accordance with the principals of assessment and the rules of evidence.

For example but not limited to, the organisation did not demonstrate how it gathered sufficient evidence relating to:

- Verbally report construction hazards and risks
- Ask effective questions
- Relay information to others
- Discuss OHS issues and information
- General construction emergency response and evacuation procedures

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

CPP20212 Certificate II in Security Operations
CPPSEC2011B Control access to and from premises
CPPSEC2006B Provide security services to clients



CPP30411 Certificate III in Security Operations
CPPSEC3013A Control persons using empty hand techniques
CPPSEC3007A maintain security of environment

- For the above units provide a complete set of assessment materials that meet the requirements of the training package in particular the required skills, required knowledge, critical aspects of evidence and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence. The assessment tools must be accompanied by guidance to assessors to ensure consistency and reliability of assessment judgement.
- For the above units provide amended observation check lists that provides criteria defining acceptable performance, identifies questions to be asked and allows for the recording of responses or an alternative method ensuring the previous criteria is covered.

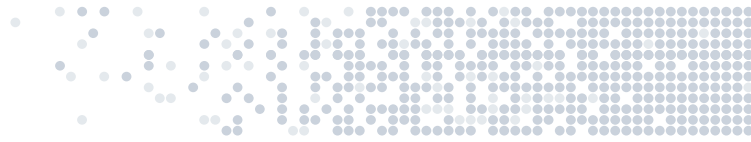
CPCCOHS1001A Work safely in the construction industry

- For the above unit provide a complete set of assessment materials that meet the requirements of the training package in particular the required skills, required knowledge, and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence. The assessment tools must be accompanied by guidance to assessors to ensure consistency and reliability of assessment judgement.

Analysis of rectification evidence:

- CPPSEC2011B assessors instructions
- CPPSEC2011B Scenario checklist
- CPPSEC2011B Scenario questions
- CPPSEC2011B Search scenario
- CPPSEC2011B Workbook assessors copy
- CPPSEC2011B Workbook learner copy
- CPPSEC2006 Assessor instructions
- Questions form
- CPPSEC2006B Workbook assessors
- CPPSEC2006B Workbook Students
- CPPSEC301A Assessor instructions
- CPPSEC301A Practical assessors checklist
- CPPSEC301A Practical Questions
- CPPSEC301A Scenario
- CPPSEC301A Workbook assessor copy
- CPPSEC301A Workbook student copy
- CPPSEC3007A Assessor instructions
- CPPSEC3007A Assessor Scenario checklist
- CPPSEC3007A Documents
- CPPSEC3007A Workbook Assessor copy
- CPPSEC3007A Workbook student copy
- CPPSEC3007A Questions
- CPPSEC3007A Scenario details
- CPCCOHS1001A Assessor guide
- CPCCOHS1001A Workbook assessor copy
- CPCCOHS1001A Workbook student copy

CPP20212 Certificate II in Security Operations
CPPSEC2011B Control access to and from premises



CPPSEC2006B Provide security services to clients

CPP30411 Certificate III insecurity Operations

CPPSEC3013A Control persons using empty hand techniques

CPPSEC3007A maintain security of environment

- The organisation provided a complete set of assessment materials that meet the requirements of the training package in particular the required skills, required knowledge, critical aspects of evidence and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence. The assessment tools were accompanied by guidance to assessors to ensure consistency and reliability of assessment judgement.
- The organisation provided amended observation checklists for the above units.

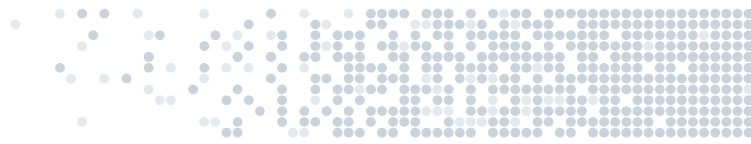
CPCCOHS1001A Work safely in the construction industry

- The organisation provided a complete set of assessment materials for the above unit that met the requirements of the training package in particular the required skills, required knowledge, and ensures assessment will be conducted in accordance with the principles of assessment and rules of evidence. The assessment tools were accompanied by guidance to assessors to ensure consistency and reliability of assessment judgement.

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: Not audited	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
	<i>Reasons for finding of non-compliance:</i>		
	<ul style="list-style-type: none">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:

- The organisation submitted compliant rectification evidence to address the non-compliances identified across the other standards resulting in SNR18.1 becoming 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.

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: 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: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- Evidence comprise:
 - 1 Code of practice
 - 2 Student enrolment and participation agreement
 - 3 Student code of conduct
 - 4 Web site
- The organisation did not demonstrate how it provides the following information to each client:
 - 22.2 (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.

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

- Demonstrate how it provides the following information to each client:
 - 22.2 (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.

Analysis of rectification evidence:

Evidence comprise:

- Training guarantee policy
- The organisation demonstrated how it provides the following information to each client:



- 22.2 (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.

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.

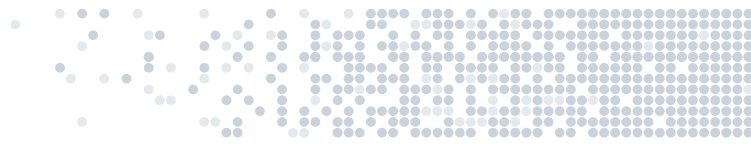
Original finding: Not audited

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 audited

Following rectification: n/a

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