



Audit report – VET Quality Framework Standards for Registered Training Organisations 2015

ORGANISATION DETAILS

Organisation's legal name:	Bendigo Kangan Institute
Trading name/s:	Bendigo TAFE, Kangan Institute
RTO number:	3077
CRICOS number:	01218G

AUDIT TEAM

Lead auditor:	Robert East
Assistant/s:	N/A
Technical advisor/s:	N/A

AUDIT DETAILS

Application number/s:	N/A
Audit number/s:	AUDREC0005367
Audit reason 1:	Other - specify Delegation Audit
Audit reason 2:	n/a
Audit reason 3:	n/a
Activity type:	Site visit
Address of site/s visited:	62-104 Charleston Road Bendigo
Date/s of audit:	23/02/17
Organisation's contact for audit:	Maria Juj mjuj@kangan.edu.au Manager, Academic Governance and Quality (03) 9094 3058
Clauses audited:	1.1 -1.3, 1.8, 1.13 – 1.20, 1.22, 1.25, 2.4, 4.1, 5.1, 5.2, 5.3 and 5.4

BACKGROUND

The Bendigo Kangan Institute trading as Bendigo TAFE (the RTO) has been operating for approximately 155 years. It is a large metropolitan and regional RTO servicing 9,000 enrolments. The Bendigo Regional Institute of TAFE merged with the Kangan Institute in 2014. The current CEO, Mr Trevor Schwenke has been there for the past 12 months. The RTO is a publically funded Government RTO and is also a CRICOS provider.

The institute is also one of a trio of RTOs under the Bendigo Kangan umbrella:

- Bendigo TAFE – 3077



- VETASSESS – 21097 and
- Kangan Institute – 0306

The registration of the Kangan Institute is planned to be withdrawn once its apprentices and trainees have completed training.

RTO Management structure

The RTO has a board of management and includes members from industry and the public sector.

Other strategic & operational groups that assist the RTO

The RTO also utilises a broad range of decentralized networks to assist them with developing and validating training and assessment.

General description of RTO location & facilities

The RTO has offices/training facilities at five main regional campuses in Bendigo, Echuca and Castlemaine and five main Melbourne metropolitan centres plus a number of correctional centres.

General description of training modes used by the RTO

The RTO provides training using:

- classroom based delivery
- workplace based delivery
- by distance
- mixed/blended learning modes
- Apprenticeship
- Online
- Traineeship

The RTO is also delivering qualifications both interstate and overseas.

RTO scope of registration

The RTO has an extensive scope of registration including some:

- 500 qualifications
- 60 accredited courses and
- 16 individual units of competency

The purpose of this audit is to assess the provider's application to act as a delegate for some of ASQA's regulatory functions.

The qualifications sampled for inclusion within the audit include:

- CHC33015 Certificate III in Individual Support
- ACM40412 Certificate IV in Veterinary Nursing

Also included in the audit scope were two complaints raised with ASQA against the training delivery of the following courses:



- ACM40412 Certificate IV in Veterinary Nursing and
- ICT60515 Advanced Diploma of Computer Systems Technology

RTO's current enrolment/s details

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

- 9,067 domestic students
- 6 international students

RTO fee or funding information

The RTO offers its training and services as a fee for service, VET Fee Help and government funded provider

And

AUDIT SAMPLE

Code	Training products	Mode/s of delivery / assessment*	Current enrolments (If not yet on scope, record N/A)
ACM40412	Certificate IV in Veterinary Nursing (Bendigo)	Face to face	97
CHC33015	Certificate III in Individual Support (Bendigo)	Face to face	42
ICT60515	Advanced Diploma of Computer Systems	Face to face	34

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

INTERVIEWEES

Name	Position	Training products
Maria Juj	Manager, Academic Governance and Quality	All Products
Lee Richardson	Team Leader Teaching and Learning	All Products
Nicole Broe	Director, Food and Fibre	ACM40412
Felicity Harrop	Lead Educator Food and Fibre	ACM40412
Frances Atyeo	Teacher, Animal Studies	ACM40412
Jane Howard	Manager, Operations Support – Health and Nursing (Metro)	CHC33015
Julie Kramer	Teacher, Aged Care	CHC33015
Shane Wilkinson	Education Manager, Business and Professional	ICT60515
Jacinta McGonigal	Lead Educator IT Business and Creative	ICT60515



ORIGINAL FINDING AT TIME OF AUDIT

Audit finding: Compliant

Report completed by: Robert East

Date: 23/02/2017

- 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 STANDARD

Standard	Original finding	Finding following rectification
Standard 1	Compliant	n/a
Standard 2	Compliant	n/a
Standard 3	Not audited	n/a
Standard 4	Compliant	n/a
Standard 5	Compliant	n/a
Standard 6	Not audited	n/a
Standard 7	Not audited	n/a
Standard 8	Not audited	n/a

ABOUT THIS REPORT

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

The evidence guidance included against each clause is designed to guide the auditor and RTO on the requirements of the clause. The evidence guidance is not designed to limit the audit findings and there may be other factors an auditor takes into consideration when determining whether compliance has been demonstrated.

Where evidence of non-compliance is identified, the '*Reasons for finding of non-compliance*' section of the report will document the issues that were considered in the formulation of a finding of non-compliance.



STANDARD 1 The RTO’s training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.
To be compliant with Standard 1 the RTO must meet the following:

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.

Original finding: Compliant	Following rectification: n/a		
Evidence guidance	Y	N	N/A
A training and assessment strategy (or strategies) was provided for each training product sampled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy is consistent with the requirements of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy provides a framework to guide the learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy identifies an amount of training to be provided to learners that is consistent with the requirements of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Each strategy has been consistently implemented	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

Original finding: Compliant	Following rectification: n/a	
Evidence guidance	Y	N
For each training product sampled, the amount of training to be provided identified in each strategy is consistent with:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the existing skills, knowledge and experience of learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the mode/s of delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>
• the number of units and/or modules being delivered	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.

Original finding: Not audited

Following rectification: n/a

Evidence guidance	Y	N
For all training products sampled, there are sufficient:	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> trainers and assessors 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> educational and support services to meet the needs of learners 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> learning resources that address the requirements of all components of the relevant training product and are accessible to all learners 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> facilities and equipment to accommodate the number of learners 	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Consistency is evident between each strategy and the above resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>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.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> 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	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> 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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance	Y	N
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CHC33015 Certificate III in Individual Support

CHCCOM005 Communicate and work in health or community services
 HLTAAP001 Recognise healthy body systems

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assessment 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ACM40412 Certificate IV in Veterinary Nursing

ACMVET406A Nurse animals
 ACMVET408A Coordinate and perform theatre routines

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.	<input type="checkbox"/>	<input type="checkbox"/>
Assessment 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>

ICT60515 Advanced Diploma of Computer Systems Technology

ICTPRG501 Apply advanced object-oriented language skills

Assessment complies with the assessment requirements of the relevant training package or VET accredited course.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Assessment 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	<input checked="" type="checkbox"/>	<input type="checkbox"/>



The assessment of a single student in this unit was raised as a complaint by the trainer, claiming that the student was not entitled to have his assessment assessed as it was submitted late and his attendance at class was below the stipulated minimum requirements.

Upon investigation it was shown that:

- The assessment was submitted one week late due to the candidate suffering a foot injury, (Doctor's certificate provided).
- The student's attendance at class was less than 50%, however, the changing of the timetable by the provider and the subsequent loss of a part time job contributed to this.
- The student concerned had completed all other assessments for units within the qualification.
- This complaint was part of a more complex issue where 6 substantiated complaints had been received by the RTO from the 7 students enrolled in the qualification against the same trainer.
- The 6 student complaints are currently being processed by the RTO's HR department.
- One of the seven students completing this qualification was deemed as "*Not Yet Competent*" in at least one unit, refuting the complainant's statement that no one ever fails at this RTO.
- The student's assessment was corrected by a different trainer and moderated against the assessments of other students for this unit and deemed to be of a high standard.

In conclusion this complaint was not substantiated.

ACM40412 Certificate IV in Veterinary Nursing

The lack of available trainers and the slow marking of assessments was the cause of a second complaint.

Upon investigation it was shown that:

- Course commencement date for the above qualification for the complainant was 11 March 2015.
- A complaint was submitted to ASQA on 5 May 2016.
- The student did not appear to commence any units within the qualification until 2 January 2016; however, this was due to a change in student management systems (SMS) and did not reflect actual training and delivery.
- The change in SMS was supported by the email correspondence between the Executive Director Learner Experience (Donna Rogers) and the Higher Education and Skills Group (HESG) of DET regarding the introduction of BKI's new student management system
- Evidence provided from the original SMS provided demonstrated that training had commenced in 2015.
- By the end of 2016 the SMS records demonstrated that the complainant had been deemed competent in 14 of the 19 core units and 3 of the 4 electives.
- At audit the Director, Food and Fibre, admitted that due to the larger than expected interest in the new course that delays had been experienced in accessing sufficient suitably qualified trainers.

In conclusion this complaint was not substantiated as student records revealed that the complainant has now achieved competency in 17 of the 23 required units within the stipulated two year time period of the original enrolment. An adequate number of trainers have now been employed.

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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

Each trainer / assessor **must meet all** requirements for each training product being delivered:

Trainer / Assessor name	Training product code/s delivered	1.13 (a)		1.13 (b)		1.13 (c)	
		Y	N	Y	N	Y	N
Julie Kramer	CHC33015	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Bryan Jones	CHC33015	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Alissa Argus	ACM40412	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Brigette Bell	ACM40412	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Jasbir Singh	ACM40412	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

Y N

VET qualifications of trainers and assessors have been verified

Each trainer / assessor **must meet at least one** of the following requirements:

Trainer / Assessor name	Schedule 1 Item 1		Schedule 1 Item 2	
	Y	N	Y	N
Julie Kramer	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bryan Jones	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Alissa Argus	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Brigette Bell	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Jasbir Singh	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Schedule 1, Item 1: TAE40110 Certificate IV in Training and Assessment or its successor



Schedule 1, Item 2: A Diploma or higher level qualification in adult education

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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance

Y N

Trainers and assessors undertake professional development in the knowledge and practice of vocational training, learning and assessment, including competency based training and assessment

STANDARD 4

Accurate and accessible information about an RTO, its services and performance is available to inform prospective and current learners and clients.

To be compliant with Standard 4 the RTO must meet the following:

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.

Original finding: Compliant

Following rectification: n/a



Evidence guidance	Y	N	N/A
Advertising and marketing:			
• is accurate and factual	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• accurately represents the services provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• accurately represents the RTO scope of registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• includes the RTO code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• only refers to a person or organisation with their consent	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• uses the NRT logo in accordance with the conditions of use specified in Schedule 4 of these Standards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• identifies where a third party is recruiting prospective learners on behalf of the RTO	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• identifies where training and assessment is being provided on behalf of another RTO	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• identifies where training and assessment is being provided by a third party	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• distinguishes between national recognised training and other training	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• includes the code and title of each training product as per www.training.gov.au	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• includes accurate information about licensed or regulated outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
• includes details about financial support provided, including VET FEE-HELP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• includes details about relevant government funding subsidies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Does not guarantee that a learner:			
• will successfully complete a training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• can complete a training product in a manner not compliant with Clauses 1.1 or 1.2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• will obtain a particular employment outcome unless this is in the control of the RTO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	

STANDARD 5 **Each learner is properly informed and protected.**
To be compliant with Standard 5 the RTO must meet the following:

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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance	Y	N
Information is provided to prospective learners, prior to enrolment or commencement of training or assessment whichever comes first, about the training product appropriate to meeting the learner’s needs, taking into account the individual’s existing skills and competencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>



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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance	Y	N	N/A
Prior to enrolment or commencement, written information is provided on the following:			
• code and title of the training product as per www.training.gov.au	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• currency of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• estimated duration of training and/or assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• location/s where training and/or assessment will be provided	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• mode/s of delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• name and contact details of any third party providing services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• work placement arrangements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• confirmation that the RTO is responsible for compliance of training and/or assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	



• confirmation that the RTO is responsible for issuance of AQF certification documentation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• details of the RTO complaints and appeals processes (also refer Clauses 6.1 – 6.4)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• the learner's rights if the RTO or a third party closes or ceases to deliver the agreed training and/or assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• the learner's obligation to repay any VET FEE-HELP debt	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• any entry requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• any materials and equipment the learner must provide	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• any implications on the learner's entitlement to access government funding by undertaking the training and/or assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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.

Original finding: Compliant

Following rectification: n/a

Evidence guidance	Y	N	N/A
Fees are collected from individual learners	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
If no, clause is not audited. If yes:			
Written information is provided on the following, prior to enrolment or commencement:			
• all fees that must be paid	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• payment terms and conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• refund terms and conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
• the learner's statutory right to a cooling-off period	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Clause 5.4

Where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.

Original finding: Compliant

Following rectification: n/a

Evidence guidance	Y	N	N/A
Learners are advised of any changes to agreed services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

