

Audit Date: October 2020

RTO: Gippsland Group Training Ltd

Applicant Details			
Applicant Name	Gippsland Group Training Ltd	TOID	3829
Address	Cnr Tramway Road & Firmins Lane, Morwell, VIC 3840		
	Website	www.aga.com.au	
Registration Contact	Mr Warwick Baum		
Phone Number	(03) 5132 1700	Email	Warwick.baum@aga.com.au
Audit Team			
Audit Firm	ShineWing Australia	Lead Auditor	John Molenaar
Auditor/s		Other Attendees	Nicolas West, General Manager Vesna Varesanovic, Training Manager Andrea Hayman, Compliance Manager
Registering Body Details			
Contact Person	Julie Florence		
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Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
2016 VRQA Guidelines Audited	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8		
	3.1, 3.2	4.1, 4.2	
Audit Date/s	October 2020		
RTO Background			
Organisation background			
<p>Gippsland Group Training Limited, T/A Apprenticeships Group Australia (AGA), was one of the first group training organisations in Australia, operating in Victoria. AGA is a not-for-profit organisation, with a primary focus on meeting the needs of the young people. It achieves this by utilising the group training model (GTO) whereby AGA hires the apprentices and trainees and manages their progression in their chosen qualification. This strong linkage with employer demand and flexibility of rotating apprentices so that they receive the required amount of experience and skills ensures that they have relevant current skills combined with diverse workplace experience.</p> <p>The proportion of client groups inside AGAs GTO includes approximately 65% apprentices and 35% trainees who are placed with over 350 employers including multi-national companies. AGAs student population primarily comprises apprentices, trainees, VET in Schools students and pre-apprentices.</p> <p>Apprentices and trainees are also placed with employers involved in infrastructure projects such as the level</p>			

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crossing removal projects.

Fee for service activities include the occasional delivery of individual units to workers in employment and links are maintained with TAFEs, e.g. Chisholm and Federation for collaborative projects.

AGA income sources include approximately \$48m made up of Skills First Program, AASN projects, RTO fee for service activities and employment projects, however, the most significant source of funding is through its Group Training Services.

AGA has a 2020 Skills First contract with DET for 1,000 training places, with currently 400 enrolments in this program. An additional 500 apprentices and trainees enrolled in earlier years also forms part of AGA's student population. The organisation is also funded to deliver the Employability Skills Training Program which it does with RTO partners in SA and TAS and the Australian Apprenticeship Support network (AASN) program in Victoria under sub-contract to MAS National (MAS).

RTO background

The past focus of AGA has been on traditional trades, but more recently AGA commenced to offer a wide range of training and employment solutions (including pre-vocational courses and traineeships) which can be tailored to many different industries or professions.

AGA has more recently commenced delivery of individual units and skill sets to the Electricity Supply Industry in response to employer requests for refresher training for their employees and also initial training in the units, as part of their work requirements and to meet regulatory and network requirements. All training and assessment activities will be conducted in the workplace of the learners, with the employer providing access to all the required facilities and equipment, as specified in each unit.

The RTO team at AGA is relatively new, with the appointment of the General Manager, Nicolas West earlier in July 2020, who has a background in secondary teaching, VET sector working with disadvantage schools, work with registered training organisations and New Apprenticeship centres in regional Victoria. The Training Manager, Vesna Varesanovic was appointed in September this year and has a background in training including international students and working with not for profit organisations. The Compliance Manager, Andrea Hayman, has been with the organisation for twelve months, following 25 years with TAFE NSW and RTOs in Brisbane and has extensive experience in working with skill development organisations.

AGA maintains an extensive scope of 20 (trade, business, community services) qualifications, 16 (ESI, first aid and white card) units and three (pre-apprenticeship) accredited courses.

During 2019 AGA had enrolled approximately 1,100 students in full qualifications, 5,400 in individual units and 292 students in accredited courses.

In 2020 to date AGA has enrolled approximately 960 students in full qualifications, 2,130 in individual units and 500 students in accredited courses.

Re-registration audit October 2020

Due to COVID-19 Melbourne lockdown, the re-registration audit was conducted as a desk audit, commencing with a Zoom Opening Meeting followed by the review of evidence files, phone interviews with a selection of trainers/assessors and students and a Zoom Closing Meeting.

Telephone interviews were conducted with five trainers/assessors and seven students.

Summary of audit findings:

The Re-registration Audit was conducted as a Desk Audit and Audit Opening and Closing Meetings were conducted via Zoom.

The audit scope included the review of learning and assessment arrangements for four qualifications (including trade qualifications) and one unit, delivered largely to apprentices and trainees, many of whom were employed by Gippsland Group Training through its Group Training Operations.

Gippsland Group Training Ltd had completed the Audit Evidence Guide and submitted the identified evidence files via Dropbox. A review of the evidence confirmed that the RTO was compliant with most of the Conditions and Guidelines. Areas of non-compliance were identified at Standard 1.5, where for one qualification the assessment tasks did not assess all the unit Assessment Requirements – Performance Evidence. At Standard 2.2 a process for identifying the effectiveness of student support services had not been developed or implemented. At Standard 3.3 the template Department of Education and Training Standard VET Auspiced Arrangements Agreement, Version 1.2 March 2017, and related documentation, had not identified the requirements outlined in Guidelines, 2.2, 2.3, 2.7 and 2.8.

Five trainers and seven students were interviewed, via telephone, as part of the audit. Most trainers/assessors commented on the quality of facilities, equipment and learning and assessment resources, and the support provided by the organisation to support their work. All but one student found their training and assessment experience greatly beneficial, having been provided with rigorous training by committed trainers/assessors in well-equipped facilities. Feedback provided by trainers/assessors can be found at Standard 1.4 and feedback provided by students can be found at Standard 1.5.

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Qualifications/Units Audited		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22304VIC	Certificate II in Plumbing (Pre-apprenticeship) Units: CUAACD303 Produce technical drawings VU21789 Apply basic sheet metal practices	Deer Park - 301 Foleys Road, Deer Park 3023 Morwell – Cnr Firmins Lane and Tramway Road, Morwell 3840 Bairnsdale – 654 Princes Hwy, Bairnsdale 3875 Korumburra – 1 Kurrle Street, Korumburra 3950 Warragul – 68-71 Wills Street, Warragul 3820
22515VIC	Course in Working Safely in the Solar Industry Units: VU22744 Work safely in the solar industry CPCCCM2010B Work safely at heights HLTAID003 Provide first aid	Deer Park - 301 Foleys Road, Deer Park 3023 Bairnsdale – 654 Princes Hwy, Bairnsdale 3875 Korumburra – 1 Kurrle Street, Korumburra 3950
CHC30213	Certificate III in Education Support Units: CHCDIV001 Work with diverse people CHCEDS005 Support the development of literacy and oral language skills	Deer Park - 301 Foleys Road, Deer Park 3023
UEE22011	Certificate II in Electrotechnology (Career Start) Units: UEENEEE104A Solve problems in d.c. circuits UEENEEE141A Use of routine equipment/plant/technologies in an energy sector environment	Deer Park - 301 Foleys Road, Deer Park 3023 Morwell – Cnr Firmins Lane and Tramway Road, Morwell 3840 Bairnsdale – 654 Princes Hwy, Bairnsdale 3875 Korumburra – 1 Kurrle Street, Korumburra 3950 Warragul – 68-71 Wills Street, Warragul 3820
UEE30811	Certificate III in Electrotechnology (Electrician) Units:	Deer Park - 301 Foleys Road, Deer Park 3023 Morwell – Cnr Firmins Lane and Tramway Road, Morwell 3840 Bairnsdale – 654 Princes Hwy, Bairnsdale 3875 Korumburra – 1 Kurrle Street, Korumburra 3950

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	UEENEEE102A Fabricate, assemble and dismantle utilities industry components UEENEEF102A Install and maintain cabling for multiple access to telecommunications services	Warragul – 68-71 Wills Street, Warragul 3820
CPCCWHS1001	Prepare to work safely in the construction industry	Deer Park - 301 Foleys Road, Deer Park 3023 Morwell – Cnr Firmins Lane and Tramway Road, Morwell 3840 Bairnsdale – 654 Princes Hwy, Bairnsdale 3875 Korumburra – 1 Kurrle Street, Korumburra 3950 Warragul – 68-71 Wills Street, Warragul 3820

Interviewee(s) – Staff name and position; employer name and position	
Angelo Gheno	Trainer/assessor: HLTAID003 Provide first aid
Spiro Abela	Trainer/assessor: Certificate II in Electrotechnology (Career Start)
Mike Tullett	Trainer/assessor: Certificate II in Electrotechnology (Career Start)
Chris Buxton	Trainer/assessor: Course in Working Safely in the Solar Industry
Kritika Sharma	Trainer/assessor: Certificate III in Education Support
Kenfe Asayhe	Student: Certificate II in Plumbing (Pre-apprenticeship)
Adrian Falzon	Student: Course in Working Safely in the Solar Industry
Deeksha Yadav	Student: Certificate III in Education Support
Alyse Holmes	Student: Certificate III in Education Support
James Morrison	Student: Certificate III in Electrotechnology (Electrician)
Craig Webb	Student: Certificate III in Electrotechnology (Electrician)
Nick Wozniak	Student: Certificate III in Electrotechnology (Electrician)

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Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
<p>All training is delivered at:</p> <p>Permanent locations Head Office - 92-196 High Street, Northcote 3070 Deer Park - 301 Foleys Road, Deer Park 3023 Morwell – Cnr Firmins Lane and Tramway Road, Morwell 3840 Bairnsdale – 654 Princes Hwy, Bairnsdale 3875 Korumburra – 1 Kurrle Street, Korumburra 3950 Warragul – 68-71 Wills Street, Warragul 3820</p> <p>Auspice locations Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 Berwick College, Manuka Road, Berwick 3806</p>		

Third party Arrangements –	Yes	No
Do the RTO's third party arrangements match the information provided by the VRQA?	X	
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 		

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Audit Summary - AQTF Conditions of Registration

AQTF Conditions Place an X in the appropriate column		Compliant	Non-Compliant	Not audited
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non-Compliant	Not audited
Standard 1	X		
1.1 – Continuous Improvement Strategy	X		
1.2 – Training and Assessment Strategies	X		
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
Standard 2	X		
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services		X	
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment	X		
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation		X	
2.7 – Complaints and Appeals Strategy		X	
Standard 3	X		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services		X	
3.4 – Records Management	X		
Summary of Non-Compliance¹			
<p>SF.1.5.1 Assessments did not meet the requirements of the relevant qualifications. For one of the five qualifications/courses reviewed, the assessment tasks did not assess the unit assessment requirements. A small number of candidate assessment files had not been consistently maintained and assessment records had not been thoroughly completed to confirm that the assessor had made a professional judgement of the competency of the candidate.</p> <p>SF.2.2.1 Though Gippsland Group Training Ltd had provided evidence that a Continuous Improvement Working Group reviewed feedback from a number of sources, evidence that it had collected data for continuous improvement specific to client services, to enable the analysing and acting upon relevant information to ensure that student services met student needs was not provided. Mechanisms specific to the collection of relevant data to support continuous improvement of client services were not identified.</p>			

¹ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

SF.2.6.1

Gippsland Group Training Ltd had developed procedures for learners to access current and accurate records of their participation and progress but students were not informed of how they could access this information.

SF.2.7.1

Evidence provided included a Complaints and Appeals Policy and a Grievance, Complaints and Appeals Policy. The Student Handbook included a Grievance, Complaints and Appeals Policy. It was not clear what the status of the Complaints and Appeals Policy was and its relevance to students.

The Grievance, Complaints and Appeals Policy and student information did not clearly identify a process that included an informal process for resolving a complaint or provide sufficient information about the Appeals Process, including contacts for an external appeal. The VRQA was not identified as a source for an external appeal.

SF.3.3.1

Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools. The Agreement did not identify the strategies to be implemented for the monitoring of training and/or assessment services provided on its behalf to ensure that it complied with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration. Evidence of the implementation of monitoring strategies had not been provided.

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Audit Summary – 2016 VRQA Guidelines for VET Providers

2016 VRQA Guidelines	Compliant	Non-Compliant	Not audited
1. Governance, Financial viability and Management systems			X
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
2. Transparency and oversight of third parties		X	
2.1 – Third party agreement	X		
2.2 – Co-operation with VRQA		X	
2.3 – Notifying VRQA of Third party agreements		X	
2.4 – Information - Disclosure of third party services	X		
2.5 – Pre-enrolment materials - Disclosure of third party services	X		
2.6 – Changes to third party services	X		
2.7 – Complaints - Third party services		X	
2.8 – Appeals - Third party services		X	
3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)	X		
3.1 – Vocational & Industry skill requirements	X		
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements			X
3.4 – Supervision arrangement requirements			X
3.5 – Trainer under supervision skill requirements			X
4. Delivery of training and assessment services	X		
4.1 – Training and assessment practices	X		
4.2 – Amount of training	X		
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X
4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
5. Annual Declaration of Compliance			X
5.1 – Annual Declaration of Compliance			X

Summary of Non-Compliance²

GF.2.2.1

GF.2.3.1

GF.2.7.1

GF.2.8.1

Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:

- Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803
- Berwick College, Manuka Road, Berwick 3806

The agreements did not include a commitment to:

- cooperate with the VRQA in responding to information requests and support the conduct of audits.
- notify the VRQA of any written agreement entered into for the delivery of services on its behalf.

The Grievance, Complaints and Appeals Policy did not specifically identify how the RTO will manage and respond to allegations involving the conduct of a third party providing services on the RTO's behalf, its trainers, assessors or other staff, or how to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.

² GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A
CONDITION 2 - Interactions with the Registering Body		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF. 2	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

CONDITION 3 - Compliance with Legislation		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • 02.04 - Governance Policy • Student Handbook - Legislation and Regulation Information • RTO Trainer and Assessor Induction - Legislation 		
CF.3.1	Finding	Required Rectification(s)
	The RTO Trainer and Assessor Induction and Student Handbook identified relevant legislation and staff were informed through their induction. Gippsland Group Training Ltd had identified and implemented relevant Commonwealth, State or Territory legislation and regulatory requirements that were relevant to its operations and its scope of registration.	N/A

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CONDITION 4 - Insurance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF. 4	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

CONDITION 5 - Financial Management		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration Audit		
CF. 5	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment	Compliant
Evidence/Documentation Reviewed	
<ul style="list-style-type: none"> • Policies: <ul style="list-style-type: none"> • Training Enrolment and Schedules Policy • Training Records System • Completion of Training • Certification and Issuing of Qualifications and Statement of Attainment Policy • Templates: <ul style="list-style-type: none"> • Template – Certificate of Completion • Template – Record of Results • Template – Statement of Attainment Multiple Units • Template – Statement of Attainment Single Units • Sample qualification issued: Kenfe Kahsay Asayhe 22304VIC Certificate II in Plumbing (Pre-apprenticeship) 23/3/2018, Record of Results • Data Management Systems: VETtrak, Epsilon • Certification and Issuing of Qualifications and Statement of Attainment Policy: Records • Samples – VETtrak records • Enrolment Forms: <ul style="list-style-type: none"> • Student Enrolment Form V4.0 2020 • Auspicing – Student Enrolment Form V4.0 2020 • White Card Enrolment Form Feb 2020 • VETtrak - Student Management System - an AVETMISS compliant system - validation screen shot 1/10/2020 • USI privacy statement included in the enrolment forms • VETtrak USI verification system applied 	

CF.6.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF). The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.	N/A
CF.6.2	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years, as identified in the Certification and Issuing of Qualifications and Statement of Attainment Policy: Records and samples of VETtrak records.	N/A
CF.6.3	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had a student records management system - VETtrak - Student Management System - an AVETMISS compliant system with the capacity to provide the VRQA with AVETMISS compliant data.	N/A
CF.6.4	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2020 through monthly SVTS reporting.	N/A
CF.6.5	Finding	Required Rectification(s)
	Information about USI requirements was included in the Enrolment Forms. Applicants were required to include their USI on the Enrolment Form. Gippsland Group Training Ltd met the requirements for implementation of a national unique student identifier.	N/A

CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • RPL and Credit Transfer Policy • Recognition of Qualifications Issued by Other RTO's Procedures • Credit Transfer/Recognition of Prior Learning Application • Student Handbook – Credit Transfer and Recognition of Prior Learning • Evidence of credit transfer for two students: <ul style="list-style-type: none"> • Rohan Dilingar (verification Consent Form, RMIT confirmation of authenticity, email communications) • Varun Sharma (verification Consent Form, CBD College confirmation of authenticity, email communications) 		
CF.7.1	Finding	Required Rectification(s)
	Examples of the application for Credit Transfer for students confirmed the Credit Transfer processes were implemented. Gippsland Group Training Ltd had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed in the Student Handbook 2020.	N/A

CONDITION 8 - Accuracy and Integrity of Marketing		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Marketing and Information Policy • Samples of marketing materials: <ul style="list-style-type: none"> • Brochure: Certificate II in Plumbing (Pre-Apprenticeship) • Brochure: 22515VIC Course in Working Safely in the Solar Industry • Brochure: CHC30213 Certificate III in Education Support • Short Course brochure: CPCCWHS1001 Work safely in the construction industry • Permission was obtained from students on the enrolment form • Student Handbook • Facebook sample - Work safely in the construction industry 		
CF.8.1	Finding	Required Rectification(s)
	<p>A review of a sample of marketing materials including course brochures, Facebook posts and website confirmed that Gippsland Group Training Ltd had ensured that its marketing and advertising of AQF qualifications to prospective clients was ethical, accurate and consistent with its scope of registration. The NRT logo was employed in accordance with its conditions of use. Permission for the use of student images was obtained through the Enrolment Form.</p>	N/A

Improvement Opportunities
<p>The Enrolment Form included a Consent Form which stated: 'I give permission for a photograph and/or video/audio recording of myself to be used with or without acknowledgement, and without remuneration or compensation, in any form of publication (print, websites, DVDs, film, etc.) and/or presentation used by AGA for promotional purposes.' and</p>

'I understand that IntoWork Australia may also include my photograph in material available free of charge for educational or training purposes.

Gippsland Group Training Ltd would benefit by:

- In the interests of transparency and commitment to student privacy, providing information about how and where images will be used and for the applicable time period.
- Maintaining a Register of Marketing Materials approved for publication.
- Maintaining a Register of Images used in marketing and promotional materials and identifying the name of the student whose image is used, the purpose for its use and the timeframe within which the image will be used together with the date that authority for use was provided by the learner.

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> Transition to New Training Packages Policy TGA RTO report 		
CF.9.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had provisions in place for the management of the transition from superseded Training Packages within 12 months of their publication on the TGA.	N/A

Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Continuous Improvement Policy • Training and Assessment Strategy Policy • Continuous Improvement Register: March 2015 – January 2020, 282 items (learning and assessment resources, furniture, condolences, report formats, trainer files and registers, TASS, marketing) • Minutes of three meetings • Agenda for Continuous Improvement Working Group Meeting 14/9/2020 • Memos • Continuous Improvement Working Group (CIWG) 7 Sep 2020 review of CIR items • Continuous Improvement Working Group (CIWG) 21 Sep 2020 review of CIR items • Continuous Improvement Working Group (CIWG) 31 Aug 2020 CIR review process • Sample of four completed surveys – end of course • Sample of four completed student surveys – midpoint during course • Sample of three completed Trainer/assessor Personal Appraisal Reports 		
SF.1.1.1	Finding	Required Rectification(s)
	<p>A review of the Continuous Improvement Register (2015 – 2020) confirmed that over 280 action items had been identified. The implementation of actions was reviewed at Continuous Improvement Working Group Meetings, of which minutes of three meetings were provided. The progress and effectiveness of the actions implemented were reviewed at these meetings.</p> <p>Gippsland Group Training Ltd collected, analysed and acted on relevant data for continuous improvement of training and assessment.</p>	N/A

ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.	Compliant
Evidence/Documentation Reviewed	
<p>Training and Assessment Strategy Policy Industry Consultations – Sample of reports:</p> <ul style="list-style-type: none"> • UEE30811 8-11-2019 (1) Trade tech Services – Outcome – all items yes One recommendation • UEE30811 8-11-2019 (2) Trade tech Services – Outcome – all items yes One Recommendation • UEE30811 8-11-2019 (1) Buzz Electronics – Outcome – all items yes. • UEE30811 8-11-2019 (2) Buzz Electronics – Outcome – all items yes. • 22304VIC 11-11-2019 Fox Plumbing Services – Outcome – all items yes. • 22304VIC 11-11-2019 Bell Scott Plumbing – Outcome – all items yes. No comment • CPC30211 8-11-2019 AMG Construction Group Pty Ltd all items yes. One confirming comment • CPC20211 7-11-2019 Vivid carpentry and Developments Pty Ltd all items yes. One confirming comment • CPC30211 824-5-2019 Cosello, all items yes. One confirming comment <p>Learning and assessment strategies for the following qualifications and units:</p> <ul style="list-style-type: none"> • 22304VIC Certificate II in Plumbing (Pre-apprenticeship) • 22515VIC Course in Working Safely in the Solar Industry • CHC30213 Certificate III in Education Support • UEE22011 Certificate II in Electrotechnology (Career Start) • UEE30811 Certificate III in Electrotechnology (Electrician) • CPCCWHS1001 Prepare to work safely in the construction industry <p>These included:</p> <ul style="list-style-type: none"> • Assessment matrix • Physical and Learning resources • Course Structure and Delivery Plan 	

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SF.1.2.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had provided strategies for training and assessment that met the requirements of the relevant Training Package or accredited course and were developed in consultation with industry.	N/A

ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Bairnsdale: Photos of carpentry workshop and computer lab (4 PCs) • Deer Park: Photos of classroom - physical distancing, lecture room (capacity 25 students), carpentry workshop, electrical workshop, building workshop • Korumburra: Photos classroom 1, three carpentry workshops, plumbing sand pit, building workshop • Morwell: Photos: <ul style="list-style-type: none"> • Engineering: Boiler making classroom, Boiler maker general practice work area, Boiler making training building, welding bays, engineering mechanical/Automotive Training Centre • Electrical: Theory classroom 1, 2, electrical practical work area 1, 2 and 3 • First aid room • Information Technology Centre (six PCs) • Plumbing/electrical Training Building: Plumbing practical workshop, Plumbing theory classroom • 22304VIC Certificate II in Plumbing (Pre-Apprenticeship) - Equipment and Material List Korumburra (delivery at Korumburra) • CHC30213 Certificate III in Education Support - Equipment and Material List, Deer Park (delivery at Northcote and Deer Park) • 22515VIC Course in Working Safely in the Solar Industry - Equipment and Material List, Bairnsdale, Deer Park, Korumburra • UEE22011 Certificate II in Electrotechnology (Career Start) - Equipment and Material List, Bairnsdale, Korumburra, Morwell, Warragul, Deer Park • UEE30811 Certificate III in Electrotechnology (Electrician) - Equipment and Material List, Bairnsdale, Korumburra, Morwell, Warragul • Statutory Declaration – signed by Nicolas West 		
SF.1.3.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had provided photographic evidence of facilities and equipment at its training locations in Bairnsdale, Deer Park, Korumburra and Morwell. A Statutory Declaration was provided to confirm that the photographic evidence related to the facilities used by Gippsland Group Training Ltd, for the qualifications sampled and that these were provided to support the Re-registration Desk Audit October 2020.	N/A

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Staff, facilities, equipment and training and assessment materials used by the RTO were consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	
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<p>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</p> <p>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>	<p>Compliant</p>
<p>Evidence/Documentation Reviewed</p>	
<p>Trainer/assessor files of the following Trainers/assessors:</p> <p>22304VIC Certificate II in Plumbing (Pre-apprenticeship) Units:</p> <ul style="list-style-type: none"> • CUAACD303 Produce technical drawings • VU21789 Apply basic sheet metal practices Dean Stark (Deer Park) Erki Fusco (Bairnsdale) <p>22515VIC Course in Working Safely in the Solar Industry Units:</p> <ul style="list-style-type: none"> • VU22744 Work safely in the solar industry • CPCCCM2010B Work safely at heights Dean Stark (Deer Park) Brendan Skelis (Deer Park) Geoff Lanyon (Deer Park) Chris Buxton (Korumburra) • HLTAID003 Provide first aid Brendan Skelis (Deer Park) Angelo Gheno (Deer Park) 	

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CHC30213 Certificate III in Education Support

Units:

- CHCDIV001 Work with diverse people
- CHCEDS005 Support the development of literacy and oral language skills
Kritika Sharman (Deer Park)
Usha Varizani (Deer Park)

UEE22011 Certificate II in Electrotechnology (Career Start)

Units:

- UEENEEE104A Solve problems in d.c. circuits
- UEENEEE141A Use of routine equipment/plant/technologies in an energy sector environment
Paul Galea (Deer Park)
Mick Wright (Warragul)
Chris Buxton (Korumburra)
John Simmonds (Morwell)
Mike Tullett (Bairnsdale)

UEE30811 Certificate III in Electrotechnology (Electrician)

Units:

- UEENEEE102A Fabricate, assemble and dismantle utilities industry components
- UEENEEF102A Install and maintain cabling for multiple access to telecommunications services
Paul Galea (Deer Park)
Spiro Abela (Deer Park)
Mick Wright (Warragul)
Chris Buxton (Korumburra)
John Simmonds (Morwell)
Mike Tullett (Bairnsdale)

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CPCCWHS1001 Prepare to work safely in the construction industry

Mark Freyer (Deer Park)
Jim Fallon (Warragul)
Jim McWilliam (Korumburra)
Alan Pump (Morwell)
Erki Fusco (Bairnsdale)

Trainers/assessors interviewed:

Kritika Sharma
Chris Buxton
Angelo Gheno
Spiro Abela
Mike Tullet

SF.1.4.1	Finding	Required Rectification(s)
	<p>Gippsland Group Training Ltd had provided trainer/assessor files for the qualifications and related units sampled. This included 25 trainers/assessors delivering the qualifications at its five delivery sites across metropolitan Melbourne and regional Victoria.</p> <p>A review of trainer/assessor information confirmed that training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed. They were able to demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence as confirmed through the review of Professional Development Logs and Plans.</p>	<p>N/A</p>

Improvement Opportunities

Trainer/assessor interviews

- Phone interviews were conducted with five trainers/assessors. Many had been with the organisation for numerous years and commented on the quality of the facilities and equipment and the readiness of the organisation to invest in resources to support training and assessment.
- One trainer/assessor commented on the limited opportunities for progression with the organisation and being overlooked for advanced standing positions as they arose.
- One trainer commented on the large amount of paperwork that was required to be completed and the limited support provided by administration to maintain paperwork.
- One trainer commented on the need, due to the size and structure of the organisation, to have team leaders for each qualification area that is able to work with and monitor teams of trainers and provide support where required, rather than have a centralised management, monitoring and support structure.

Gippsland Group Training Ltd would benefit by developing and implementing procedures which will enable management to understand the needs and concerns of all trainers/assessors to identify how all trainers/assessors can be supported.

Trainer/assessor files

Though sufficient information was available to confirm that trainers/assessors held current qualifications and were adequately experienced to deliver the qualifications and courses, trainer/assessor files were not consistently maintained. Not all files included current resumes or evidence of current and ongoing professional development in industry and VET.

Gippsland Group Training Ltd would benefit by ensuring that all trainer/assessor files include a Professional Development Log, current resume and up to date information about industry experience.

<p>ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL): a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated.</p>	<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p>	
<p>Validation Plan July 2015 – June 2020 Pre-assessment validation report UEENEEE102A 8/7/2015 Learning validation Checklist UEENEEE104A 29/5/2015 Validation of Assessment Tools and Judgements VU1793 and VU21798 15/3/2017</p> <p>Assessment strategies for the following qualifications and units:</p> <p>22304VIC Certificate II in Plumbing (Pre-apprenticeship) Units: CUAACD303 Produce technical drawings</p> <ul style="list-style-type: none"> • PowerPoint slides • RPL Kit • Project • Written Questionnaire – 1 • Written Questionnaire – 2 <p>Student completed assessments reviewed:</p> <ul style="list-style-type: none"> • Hailemariam Adisu, 13/8/2018 Assessor: Anthony Sims C • Kenfe Asayhe, 13/8/2018 Assessor: Anthony Sims C 	

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VU21789 Apply basic sheet metal practices

Assessment Tools:

- RPL Tool
- Observation Checklist
- Written Questionnaire

Student completed assessments reviewed:

Hailemariam Adisu, 13/8/2018 Assessor: A. Sims – C

Kenfe Asayhe, 5/6/2018 Assessor: Anthony Sims

22515VIC Course in Working Safely in the Solar Industry

Units:

VU22744 Work safely in the solar industry

Assessment Tools:

- Assessor Guide
- Assessment Task 1: Questions
- Assessment Task 2: Install and uninstall a solar bracket on a metal roof

Student completed assessments reviewed:

• Jed Matthews, Assessor: Chris Buxton, Korumburra

• Jess Russel, Assessor: Chris Buxton, Korumburra

• Wayne Smith, Assessor: Chris Buxton, Korumburra

CPCCCM2010B Work safely at height

Assessment Tools:

- PowerPoint presentation
- RPL Tool
- Observation Checklist
- Written Questionnaire

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Student completed assessments reviewed:

- Austen Byass, 28/9/2020, Assessor: Brendan Seskis - C
- Adrian Falzon, 28/9/2020, Assessor: Brendan Seskis - C
- Jatin Patel, Assessor: Brendan Seskis - C

HLTAID003 Provide first aid

Assessment Tools:

Assessment Pack

- HLTAID003 Multiple Choice Answers (Pre-assessment Test)
- HLTAID003 Multiple Choice Answers
- HLTAID003 Practical Skills Test
- Performing first aid procedures using standard precautions and first aid equipment including:
 - Roller bandages
 - Triangular bandages cloth
 - Trauma dressings
 - Placebo bronchodilator and spacer device
 - Adrenalin auto-injectors training device (Epi-Pen administration)
 - An AED training device
 - Emergency rescue blanket
 - Workplace first aid kit
- Performing CPR procedures using a model of the human body (resuscitation manikin)
- Preparation of a written incident report or provide information to enable the writing of an incident report.

Student completed assessments reviewed:

- Corey Clarke, 17/9/2020, Assessor: Angelo Gheno, Deer Park
- Joanne Conte, 23/9/2020, Assessor: Angelo Gheno, Deer Park
- Simon Dam, 17/9/2020, Assessor: Angelo Gheno, Deer Park

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CHC30213 Certificate III in Education Support

Units:

CHCDIV001 Work with diverse people

Assessment Tools:

- RPL Tool
- Summative Assessment 1 - Written Questions
- Summative Assessment 2 - Project 1 Diversity, Supporting Evidence 1 – 10
- Validation and mapping SmallPrint

Student completed assessments reviewed:

- Deeksha Yadav, 25/11/2019, Debbie Hector - C
- Elliott Creagh, 3/6/2020, Assessor: Kritika Sharma - C
- Mahni Micalleff, 20/11/2019, Assessor: Kritika Sharma - C

CHCEDS005 Support the development of literacy and oral language skills

Assessment Tools:

- RPL Tool
- Summative Assessment 1
- Summative Assessment 2 Project 1 Diversity, Supporting Evidence 1 - 10
- Validation and mapping SmallPrint

Student completed assessments reviewed:

- Alyse Holmes, 4/12/2019, Assessor: Lisa Hollows
- Ameer Sheridan, 12/2/2020, Assessor: Belinda Sheridan
- Josie Campanelli, 21/8/2019, Assessor: Debbie Hector

UEE22011 Certificate II in Electrotechnology (Career Start)

Units:

UEENEEE104A Solve problems in d.c. circuits

Assessment Tools:

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- RPL Tool
- Appendix A - Electrical Industry 'Speak'
- Appendix B – Insulators and Conductors
- Appendix C – Effects of Meters (Ammeter Connection)

Assessment Tasks:

- Written Questionnaire 1
- Written Questionnaire 2
- Written Questionnaire 3
- Observation Checklist 1
- Observation Checklist 2
- Written Questionnaire 4
- Observation Checklist 3
- Written Questionnaire 5
- Observation Checklist 4

Student completed assessments reviewed:

- Correie Argus-Smith, Assessor: Chris Buxton.
- Giacomo Di Natale, 29/2/2019, Assessor: Spiro Abela

UEENEEE141A Use of routine equipment/plant/technologies in an energy sector environment

Assessment Tools:

- Validation record 17/7/2013
- Enrolments register
- Written Questionnaire 1
- Observation Checklist 1
- Observation Checklist 2

Student completed assessments reviewed:

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- Alec Sargent, 11/7/2020, Assessor: Mike Tullett, Bairnsdale
- Ben Fleming, 16/9/202, Assessor: V. Simmonds
- Noah Anderson, 11/3/2020, Assessor: Chris Buxton

UEE30811 Certificate III in Electrotechnology (Electrician)

Units:

UEENEEE102A Fabricate, assemble and dismantle utilities industry components

Assessment Tools:

- Appendix A - Workshop practices
- Appendix B - Workshop practices measurement and marking out
- Appendix C - Workshop practices hand tools
- Appendix D - Workshop practices
- Appendix E - Workshop practices power tools
- Appendix F - Safe use of powder-activated hand-held tools
- Appendix G - Hand drill and pedestal drill parts
- Written Questionnaire 1
- Observation Checklist 1
- Written Questionnaire 2
- Observation Checklist 2

Student completed assessments reviewed:

- Craig Webb, 23/6/2017, Assessor: Mike Tullett
- James Morrison, 23/1/2018, Assessor: Chris Buxton
- Oakley Martin, 17/2/2017, Assessor: M. Wright

UEENEEF102A Install and maintain cabling for multiple access to telecommunications services

Assessment Tools:

- Assessment tasks (Eoz) Energy Skills Australia
- Unit Knowledge Test 1 (EF102-UKT1) Unit Knowledge Test 1 undertaken from nationally developed question knowledge test bank.

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- Unit Knowledge Test 2 (EF102-UKT2) Unit Knowledge Test 2 undertaken from nationally developed question knowledge test bank.
 - Unit Knowledge Test 3 (EF102-UKT3) Unit Knowledge Test 3 undertaken from nationally developed question knowledge test bank.
 - Unit Skills Test (EF102A-ST) Skills test will cover the following tasks:
 - Termination of multi pair cables on modules, distributors and telecommunication outlets to regulations from supplied cabling plan.
 - Jumpers to be run and tested as per cabling plan.
 - Testing of complete installation end to end and completing appropriate records (TCA1 and distributor records).
 - Wiring and explaining TRC and CES earthing systems as per AS/CA S009.
 - Installation, programming, testing and documentation of a small customer switching system.
 - Work Performance Experience (EF102A-WPE)
 - Unit Assessment Plan UEENEEF102A – Install and maintain cabling for multiple access to telecommunication services
 - Unit Learning Plan UEENEEF102A - Install and maintain cabling for multiple access to telecommunication services
 - Unit Skills Test Assessor Guide
- Student completed assessments reviewed:
- Craig Webb, Assessor: Chris Buxton, Bairnsdale
 - Mitch Semmens, Assessor: Chris Buxton, Bairnsdale
 - Nicholas Woziak, Assessor: Chris Buxton, Bairnsdale

CPCWHS1001 Prepare to work safely in the construction industry

Assessment Tools:

- RPL Tool
- Observation Checklist
- Written Questionnaire
- Case Study

Student completed assessments reviewed:

- Craig Webb, 24/7/2020, Assessor: Mike Tullett, Bairnsdale
- Mitch Brown, 19/9/2019 Assessor: M. Wright
- Nicholas Bulmer, 7/10/2020, Assessor: Mike Tullett, Bairnsdale

SF.1.5.1	Finding	Required Rectification(s)
	<p>Assessments did not meet the requirements of the relevant qualifications. For one of the five qualifications/courses reviewed, the assessment tasks did not assess the unit assessment requirements. A small number of candidate assessment files had not been consistently maintained and assessment records had not been thoroughly completed to confirm that the assessor had made a professional judgement of the competency of the candidate.</p>	<p>Gippsland Group Training Ltd is required to address the requirements as identified in SF.1.5.2 – SF.1.5.6.</p>
SF.1.5.2	Finding	Required Rectification(s)
	<p>22304VIC Certificate II in Plumbing (Pre-apprenticeship) Units: CUAACD303 Produce technical drawings Files of two candidates that had completed the assessments were reviewed. Though the assessment outcomes were initialled by the assessor, it was not possible to identify who the assessor was. VU21789 Apply basic sheet metal practices Files of two candidates that had completed the assessments were reviewed. Though the assessment outcomes were initialled by the assessor, it was not possible to identify who the assessor was. For the student completed assessments reviewed:</p> <ul style="list-style-type: none"> • Hailemariam Adisu, 13/8/2018, Assessor: Anthony Sims – C. For the Written Questionnaire assessment there was no evidence that the assessment had been marked by the assessor. • Kenfe Asayhe, 5/6/2018, Assessor: Anthony Sims. The final assessment result was identified as Competent signed by the assessor on 5/6/2018. The two assessment tasks: Observation Checklist and Written Questionnaire were not identified as satisfactorily completed. This was stamped as 'Entered on 6/6/2018'. Written Questionnaire Assessment Outcome was not signed or dated by the assessor. The Observation Checklist was not completed and not signed by the assessor. A certificate for the completion of the 22304VIC Certificate II in Plumbing (Pre-apprenticeship) was awarded on 23/3/2018. This was not consistent with the dates of the completed assessments, which were identified as having been completed AFTER the issue of the certificate. 	<p>22304VIC Certificate II in Plumbing (Pre-apprenticeship) Gippsland Group Training Ltd is required to ensure that:</p> <ul style="list-style-type: none"> • All completed assessment records include a legible name of the trainer/assessor. • All completed assessment records are thoroughly completed and include the signatures and dates of the assessor and the candidate, where required. • All assessment tasks completed by the candidate, clearly show that they have been marked by the assessor to confirm whether a candidate's response is correct or not correct. • All assessment records are completed, identifying whether the assessment tasks have been satisfactorily completed. <p>Gippsland Group Training Ltd is required to:</p> <ul style="list-style-type: none"> • Review the assessment evidence of Kenfe Asayhe, for the unit <i>VU21789 Apply basic sheet</i>

	<p><i>metal practices</i>, to confirm that the candidate has satisfactorily completed all the assessment tasks and re-assess the candidate or withdraw the unit, if insufficient evidence of competency has been maintained on file.</p> <ul style="list-style-type: none"> • Review the assessment evidence of Kenfe Asayhe, for the 22304VIC Certificate II in Plumbing (Pre-apprenticeship), and provide an explanation for the inconsistency of dates of the completion of assessments and the issue of the certificate. • Review its quality management system and review procedures for ensuring that all assessment records and candidate files are completed, to ensure that students are only provided with competence for a unit if all the required assessment information is available on file, with clear confirmation that the assessor has made a professional judgement of the competency of the candidate, prior to the issuing of a credential.
SF.1.5.3 Finding	Required Rectification(s)
<p>CHC30213 Certificate III in Education Support Units: CHCDIV001 Work with diverse people This unit was not adequately assessed. The unit Assessment Requirements – Performance Evidence identified that there must be evidence that the candidate has:</p> <ul style="list-style-type: none"> • recognised and respected the needs of people from diverse social and cultural backgrounds in at least 3 different situations: 	<p>CHC30213 Certificate III in Education Support Units: CHCDIV001 Work with diverse people Gippsland Group Training Ltd is required to review the assessment tasks for the unit and ensure that they assess all the unit assessment requirements and retain evidence that the candidate has been assessed to these requirements including that candidates have demonstrated that they have recognised and respected</p>

<p>The assessment tasks did not require the candidate to recognise and respected the needs of people from diverse social and cultural backgrounds in at least 3 different situations and the candidates assessed did not provide evidence of this.</p> <p>CHCEDS005 Support the development of literacy and oral language skills This unit was not adequately assessed. The unit Assessment Requirements Performance Evidence required evidence that the candidate had completed the following tasks:</p> <ul style="list-style-type: none"> • <i>implemented reading, writing and oral language support strategies for at least two students, as directed by the teacher</i> • <i>maintained and completed required records for at least two students</i> <p>Assessment tasks did not require the candidate to:</p> <ul style="list-style-type: none"> • <i>implement reading, writing and oral language support strategies for at least two students, as directed by the teacher</i> • <i>maintain and complete required records for at least two students</i> <p>and the candidates assessed did provide evidence of this.</p>	<p>the needs of people from diverse social and cultural backgrounds in at least 3 different situations.</p> <p>CHCEDS005 Support the development of literacy and oral language skills Gippsland Group Training Ltd is required to review the assessment tasks for the unit and ensure that they assess all the unit assessment requirements and retain evidence that the candidate has been assessed to these requirements including that candidates have demonstrated that they have</p> <ul style="list-style-type: none"> • implemented reading, writing and oral language support strategies for at least two students, as directed by the teacher • maintained and completed required records for at least two students.
<p>SF.1.5.4 Finding</p>	<p>Required Rectification(s)</p>
<p>UEE22011 Certificate II in Electrotechnology (Career Start) Units: UEENEEE104A Solve problems in d.c. circuits Files of two candidates that had completed the assessments were reviewed. The files were not consistently maintained.</p> <ul style="list-style-type: none"> • Corrie Argus-Smith, Assessor: Chris Buxton <ul style="list-style-type: none"> • Task 1 – Answer the following question on capacitors', was not dated by the candidate. • Written Questionnaire 4 – DC Circuits and Questionnaire 5 – capacitors - assessment results were not signed or dated by the assessor. • Assessment Result for Observation Checklist 1 Resistors, the assessment result was not dated by the candidate. 	<p>UEE22011 Certificate II in Electrotechnology (Career Start) Gippsland Group Training Ltd is required to ensure that:</p> <ul style="list-style-type: none"> • All completed assessment records include a legible name of the trainer/assessor. • All complete assessment records are thoroughly completed and include the signatures and dates of the assessor and the candidate, where required.

<ul style="list-style-type: none"> • Written Questionnaire 3, the assessment result was not dated by the candidate. • Giacomo Di Natale 29/2/2019 Assessor: Spiro Abela <ul style="list-style-type: none"> • Written Questionnaire – evidence of marking Questions 1 – 5 and Observation Checklist 2, Task 4 Ohm’s and Joule’s Law Quiz was not shown on the assessment. <p>UEENEEE141A Use of routine equipment/plant/technologies in an energy sector environment Files of three candidates that had completed the assessments were reviewed. The files were not consistently maintained.</p> <ul style="list-style-type: none"> • Ben Fleming, 16/9/2020, Assessor: V. Simmonds <ul style="list-style-type: none"> • Written Questionnaire 1 – no evidence of marking was included on the assessment • Task 1 Questions 1 – 12 no evidence of marking was included on the assessment • Task 2 Resistors in series, the Job Safety Analysis Worksheet had not been completed • Task 3 Series circuits, no evidence of marking was included on the assessment • Task 3 Parallel Circuits, Questions 1 – 4, no evidence of marking was included on the assessment 	<ul style="list-style-type: none"> • All completed assessment tasks, completed by the candidate, clearly show that they have been marked by the assessor to confirm whether a candidate’s response is correct or not correct. • All assessment records are completed, identifying whether the assessment tasks have been satisfactorily completed. • All candidate assessment files are complete and include all the completed required assessment tasks. <p>Gippsland Group Training Ltd is required to review its quality management system and review procedures for ensuring that all assessment records and candidate files are completed, to ensure that students are only provided with competence for a unit if all the required assessment information is available on file, with clear confirmation that the assessor has made a professional judgement of the competency of the candidate, prior to the issuing of a credential.</p>
<p>SF.1.5.5 Finding</p> <p>UEE30811 Certificate III in Electrotechnology (Electrician) Units: UEENEEE102A Fabricate, assemble and dismantle utilities industry components Files of three candidates that had completed the assessments were reviewed. The files were not consistently maintained:</p> <ul style="list-style-type: none"> • Craig Webb, 23/6/2017, Assessor: Mike Tullett. Profiling result not completed by the Instructor. • James Morrison, 23/1/2018, Assessor: Chris Buxton. Task 5 Fabricate a sheet metal toolbox, Assessment Result had not been completed by the assessor. 	<p>Required Rectification(s)</p> <p>UEE30811 Certificate III in Electrotechnology (Electrician) Gippsland Group Training Ltd is required to ensure that:</p> <ul style="list-style-type: none"> • All complete assessment records are thoroughly completed and include the signatures and dates of the assessor and the candidate, where required.

<ul style="list-style-type: none"> • Oakley Martin, 17/2/2017, Assessor: M. Wright. Task 4 Sharpening two different types of drill, Assessment Result was not signed or dated by the assessor. <p>UEENEEF102A Install and maintain cabling for multiple access to telecommunications services Files of three candidates that had completed the assessments were reviewed. The files were not consistently maintained:</p> <ul style="list-style-type: none"> • Unit Skills Test Tasks 1 -3, no evidence of marking was included on the assessment. • Appendix B, C and D – Local Distributor records – no evidence of marking was included on the assessment. • Assessment E - Installation, programming, testing and documentation of a small customer switching system, the completed task was not included on file. • Unit Assessment Outcome Sheet not maintained on file. 	<ul style="list-style-type: none"> • All completed assessment tasks, completed by the candidate, clearly show that they have been marked by the assessor to confirm whether a candidate's response is correct or not correct. • All assessment records are completed, identifying whether the assessment tasks have been satisfactorily completed. • All candidate assessment files are complete and include all the completed required assessment tasks. <p>Gippsland Group Training Ltd is required to review its quality management system and review procedures for ensuring that all assessment records and candidate files are completed, to ensure that students are only provided with competence for a unit if all the required assessment information is available on file, with clear confirmation that the assessor has made a professional judgement of the competency of the candidate, prior to the issuing of a credential.</p>
<p>SF.1.5.6 Finding</p> <p>CPCCWHS1001 Prepare to work safely in the construction industry Files of three candidates that had completed the assessments were reviewed. Two of the files were not consistently maintained:</p> <ul style="list-style-type: none"> • Mitch Brown, 19/9/2019, Assessor: M. Wright. The Case Study assessment was not signed by the student confirming that it was his own work. • Nicholas Bulmer, 7/10/2020, Assessor: Mike Tullett, Bairnsdale. The Observation Checklist and Case Study assessment were not completed with the Assessor's name. 	<p>Required Rectification(s)</p> <p>CPCCWHS1001 Prepare to work safely in the construction industry Gippsland Group Training Ltd is required to ensure that:</p> <ul style="list-style-type: none"> • All complete assessment records are thoroughly completed and include the signatures and dates of the assessor and the candidate, where required.

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	<ul style="list-style-type: none">• All completed assessment tasks, completed by the candidate, clearly show that they have been marked by the assessor to confirm whether a candidate's response is correct or not correct. <p>Gippsland Group Training Ltd is required to review its quality management system and review procedures for ensuring that all assessment records and candidate files are completed, to ensure that students are only provided with competence for a unit if all the required assessment information is available on file, with clear confirmation that the assessor has made a professional judgement of the competency of the candidate, prior to the issuing of a credential.</p>
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2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Pre-Training Review Policy • Student Handbook - Student Welfare, Guidance and Support Services • Training and Assessment Strategies - 2.10 Educational and Support Services • Pre-training review reports and support records for the following students: <ul style="list-style-type: none"> • Jordan Bastian • Monica Crnko • Aiden Redenius 		
SF.2.1.1	Finding	Required Rectification(s)
	<p>Evidence included a sample of three student files that included reviews conducted, prior to enrolment, to confirm the suitability of the course for the student and to identify their needs. These included notes on student strengths and potential support needs. Samples of communications and records of support provided were included.</p> <p>Gippsland Group Training Ltd had established the needs of clients and delivered services to meet these needs.</p>	N/A
Improvement Opportunities		
<p>Gippsland Group Training Ltd would benefit by ensuring that Trainer file notes included the date that the note was recorded.</p>		

2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Continuous Improvement Register • Minutes of three meetings • Agenda for Continuous Improvement Working Group Meeting 14/9/2020 – No evidence of continuous improvement of client services. • Continuous Improvement Working Group (CIWG) 7/9/2020. No evidence of continuous improvement of client services. • Continuous Improvement Working Group (CIWG) 21/9/2020 – notes on hand dryers in toilets, Mental Health Action Plan, LLN testing for New Apprentices – ongoing monitoring as required. • Continuous Improvement Working Group (CIWG) 31/8/2020. No evidence of continuous improvement of client services. 		
SF.2.2.1	Finding	Required Rectification(s)
	<p>Though Gippsland Group Training Ltd had provided evidence that a Continuous Improvement Working Group reviewed feedback from a number of sources, evidence that it had collected data for continuous improvement specific to client services, to enable the analysing and acting upon relevant information to ensure that student services met student needs was not provided. Mechanisms specific to the collection of relevant data to support continuous improvement of client services were not identified.</p>	<p>Gippsland Group Training Ltd is required to develop and implement mechanisms specific to the collection of relevant data to support continuous improvement of client services.</p>

Improvement Opportunities
<p>Gippsland Group Training Ltd would benefit by conducting periodic focus group discussions with a select number of students and discuss:</p> <ul style="list-style-type: none"> • Are you aware of the student support services available to you? • Have you accessed any of those services or do you know anyone who has? • How effective were they? • Could they be improved in anyway? • Can you identify any other student support services that may useful?

2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Handbook 2020 • Samples of information materials: <ul style="list-style-type: none"> • Brochure: Certificate II in Plumbing (Pre-Apprenticeship) • Brochure: 22515VIC Course in Working Safely in the Solar Industry • Brochure: CHC30213 Certificate III in Education Support • Short Course brochure: CPCCWHS1001 Work safely in the construction industry • Facebook sample - Work safely in the construction industry 		
SF.2.3.1	Finding	Required Rectification(s)
	<p>Prior to enrolment students were provided with access to information brochures, the Student Handbook and discussion with staff about a course. A pre-training review enabled the clarification of information and discussion of the Application Form details, prior to completing the Enrolment Form. Gippsland Group Training Ltd had provided sufficient information, before students enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations.</p>	N/A

2.4 - 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.	Compliant
Evidence/Documentation Reviewed	
<p>Industry Consultations – TASs Industry Consultation records:</p> <ul style="list-style-type: none"> • UEE30811 8/11/2019 (1) Trade Tech Services – Outcome all items yes - one recommendation • UEE30811 8/11/2019 (2) Trade Tech Services – Outcome all items yes - one recommendation • UEE30811 8/11/2019 (1) Buzz Electronics – Outcome all items yes • UEE30811 8/11/2019 (2) Buzz Electronics – Outcome all items yes • 22304VIC 11/11/2019 Fox Plumbing Services – Outcome all items yes • 22304VIC 11/11/2019 Bell Scott Plumbing – Outcome all items yes - no comment • CPC30211 8/11/2019 AMG Construction Group Pty Ltd – Outcome all items yes - one confirming comment • CPC20211 7/11/2019 Vivid Carpentry and Developments Pty Ltd – Outcome all items yes - one confirming comment • CPC30211 24/5/2019 Cosello – Outcome all items yes - one confirming comment <p>Practical Placement/Work Placement:</p> <ul style="list-style-type: none"> • Template Employment Contract for Apprentices and Trainees • Employment Contract for Apprentices and Trainees: Ameer Sheridan/AGA 13/2/2019, Stacy Pearson/AGA 13/12/2019 • Sample AGA Timesheets: <ul style="list-style-type: none"> • Alexandra Biffa, Employer Home Valley Education Support W/E 2/2/2020, 9/2/2020, 16/2/2020, 21/2/2020 • Stacey Pearson, Employer Concord School, W/E 2/2/2020, 9/12/2020, 16/2/2020, 23/2/2020 • Ameer Sheridan Employer Northcote Education Support, W/E 23/2/2020 <p>CHC30213 Observation Logbook Crystal Crawford 2019, Millicent Dickson 2019, Molly Dokos 2020, Smita Dcunha 2019 Host Employment Agreement Concord School 23/4/2018 Host Employment Agreement Warringa Park School 28/6/2018 Host Employment Agreement Hume Valley School 31/1/2018 Site Visit Records: Stacy Pearson Concord School 29/1/2020, Alexandra Briffa Hume Valley School 28/1/2020, Ameer Sheridan Warringa Park School 14/2/2019</p>	

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SF.2.4.1	Finding	Required Rectification(s)
	The employers contributed significantly to each learner's training and assessment and were engaged in the development, delivery and monitoring of training and assessment.	N/A

2.5 - Learners receive training, assessment and support services that meet their individual needs.	Compliant
Evidence/Documentation Reviewed	
<p>Samples of student files:</p> <p>22304VIC Certificate II in Plumbing (Pre-apprenticeship) Units: CUAACD303 Produce technical drawings</p> <ul style="list-style-type: none"> • Hailemariam Adisu, 13/8/2018 Assessor: Anthony Sims C • Kenfe Asayhe, 13/8/2018 Assessor: Anthony Sims C <p>VU21789 Apply basic sheet metal practices</p> <ul style="list-style-type: none"> • Hailemariam Adisu, 13/8/2018 Assessor: A. Sims – C • Kenfe Asayhe, 5/6/2018 Assessor: Anthony Sims <p>22515VIC Course in Working Safely in the Solar Industry Units: VU22744 Work safely in the solar industry</p> <ul style="list-style-type: none"> • Jed Matthews, Assessor: Chris Buxton, Korumburra • Jess Russel, Assessor: Chris Buxton, Korumburra • Wayne Smith, Assessor: Chris Buxton, Korumburra <p>CPCCCM2010B Work safely at height</p> <ul style="list-style-type: none"> • Austen Byass, 28/9/2020, Assessor: Brendan Seskis - C • Adrian Falzon, 28/9/2020, Assessor: Brendan Seskis - C • Jatin Patel, Assessor: Brendan Seskis - C <p>HLTAID003 Provide first aid</p> <ul style="list-style-type: none"> • Corey Clarke, 17/9/2020, Assessor: Angelo Gheno, Deer Park • Joanne Conte, 23/9/2020, Assessor: Angelo Gheno, Deer Park • Simon Dam, 17/9/2020, Assessor: Angelo Gheno, Deer Park 	

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CHC30213 Certificate III in Education Support

Units:

CHCDIV001 Work with diverse people

- Deeksha Yadav, 25/11/2019, Debbie Hector - C
- Elliott Creagh, 3/6/2020, Assessor: Kritika Sharma - C
- Mahni Micalleff, 20/11/2019, Assessor: Kritika Sharma - C

CHCEDS005 Support the development of literacy and oral language skills

- Alyse Holmes, 4/12/2019, Assessor: Lisa Hollows
- Ameer Sheridan, 12/2/2020, Assessor: Belinda Sheridan
- Josie Campanelli, 21/8/2019, Assessor: Debbie Hector

UEE22011 Certificate II in Electrotechnology (Career Start)

Units:

UEENEEE104A Solve problems in d.c. circuits

- Correie Argus-Smith, Assessor: Chris Buxton.
- Giacomo Di Natale, 29/2/2019, Assessor: Spiro Abela

UEENEEE141A Use of routine equipment/plant/technologies in an energy sector environment

- Alec Sargent, 11/7/2020, Assessor: Mike Tullett, Bairnsdale
- Ben Fleming, 16/9/202, Assessor: V. Simmonds
- Noah Anderson, 11/3/2020, Assessor: Chris Buxton

UEE30811 Certificate III in Electrotechnology (Electrician)

Units:

UEENEEE102A Fabricate, assemble and dismantle utilities industry components:

- Craig Webb, 23/6/2017, Assessor: Mike Tullett
- James Morrison, 23/1/2018, Assessor: Chris Buxton
- Oakley Martin, 17/2/2017, Assessor: M. Wright

UEENEEF102A Install and maintain cabling for multiple access to telecommunications services

- Craig Webb, Assessor: Chris Buxton, Bairnsdale

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- Mitch Semmens, Assessor: Chris Buxton, Bairnsdale
- Nicholas Woziak, Assessor: Chris Buxton, Bairnsdale

CPCCWHS1001 Prepare to work safely in the construction industry

- Craig Webb, 24/7/2020, Assessor: Mike Tullett, Bairnsdale
- Mitch Brown, 19/9/2019 Assessor: M. Wright
- Nicholas Bulmer, 7/10/2020, Assessor: Mike Tullett, Bairnsdale

Students interviewed:

- Kenfe Asayhe
- Adrian Falzon
- Deeksha Yadav
- Alyse Holmes
- James Morrison
- Craig Webb
- Nick Wozniak

SF.2.5.1	Finding	Required Rectification(s)
	Review of student file notes and records and interviews of 27 students, and telephone interviews with seven students confirmed that Gippsland Group Training Ltd had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs.	N/A

Improvement Opportunities
Most students interviewed were happy with their learning experience and training services provided by Gippsland Group Training.

Most students commented on the well organised and equipped facilities and the passion of the trainer/assessor, particular in the trade areas and the conduct of the First Aid unit.

One student commented on some difficulties with language, literacy and numeracy skills and the skills required to complete assessments, however, also commented on trainer/assessor support received to overcome these.

One student commented on the composition of the class with all learners working within schools with learners with special needs, however, the trainer/assessor had experience in main-stream schooling, with little experience with working with children with special needs. This student recommended that Gippsland Group Training should employ a trainer/assessor with the relevant experiences and skills, related to the placement and work experience of the learners.

One student enrolled in Certificate III in Electrotechnology, delivered in a regional location, commented on the training facilities not being adequate, with insufficient current equipment being available. This student also commented on the quality of the trainer/assessor. The initial trainer/assessor being very committed but a replacement trainer/assessor not being adequately prepared, not knowing the full content of the course and not able to demonstrate all the processes. Comments also related to the large component of the course being delivered through online learning and the value of this was questioned, with the limited time spent in the workshop, completed activities in a practical way rather than a theoretical way through online activities. This student also commented on the limited induction program, not providing adequate information about who to talk to in the organisation if the students had issues and could not recall receiving a Student Handbook. Apparently, the trainer did not have a Trainer's Marking Guide and was not able to provide answers to the student's technical questions.

The class compositions for some units, which included Career Start learners and apprentices, was found to inhibit the learning process and not allow learners to progress at their own rate.

Gippsland Group Training Ltd would benefit by:

- Identifying and implementing mechanisms that enables the organisation to effectively monitor the experiences of all learners and to be reactive to identified issues and concerns.
- Ensuring that Trainer file notes, maintained for individual students, include the date that the note was recorded.

2.6 - Learners have timely access to current and accurate records of their participation and progress.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Handbook • Records Management Policy 		
SF.2.6.1	Finding	Required Rectification(s)
	<p>Though Gippsland Group Training Ltd informed students in the Student Handbook - <i>‘Are students entitled to see the information stored on the VSN system about themselves? Yes’</i> and the system complied with the state and national requirements governing access to and disclosure of personal information and protection of privacy, students were not provided with information about how they could access their records.</p> <p>Gippsland Group Training Ltd had developed procedures for learners to access current and accurate records of their participation and progress but students were not informed of how they could access this information.</p>	<p>Gippsland Group Training Ltd is required to inform learners of how they may access their records.</p>
Improvement Opportunities		
<p>Gippsland Group Training Ltd would benefit by including in the Student Handbook information on how student can access their records.</p>		

2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Complaints and Appeals Policy • Complaints and Appeals Procedure • Complaints and Appeals Register • Grievance, Complaints and Appeals Policy • Student Handbook - Grievance, Complaints and Appeals Policy 		
SF.2.7.1	Finding	Required Rectification(s)
	<p>Evidence provided included a Complaints and Appeals Policy and a Grievance, Complaints and Appeals Policy. The Student Handbook included a Grievance, Complaints and Appeals Policy. It was not clear what the status of the Complaints and Appeals Policy was and its relevance to students.</p> <p>The Grievance, Complaints and Appeals Policy and student information did not clearly identify a process that included an informal process for resolving a complaint or provide sufficient information about the Appeals Process, including contacts for an external appeal. The VRQA was not identified as a source for an external appeal.</p>	<p>Gippsland Group Training Ltd is required to review its mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively, identify an informal complaints procedure and identify in the appeals procedures, information about the appeals process, including contacts for an external appeal.</p>
Improvement Opportunities		
<p>Gippsland Group Training Ltd would benefit by including in its appeals procedures, a reference to the VRQA as a source for resolving complaints which have not been resolved by Gippsland Group Training Ltd, through its complaints and appeals mechanisms.</p>		

3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Quality Policy • Quality Management System Principles • Student Information Form • Student Handbook • Auspicing – Student Enrolment Form • White Card Enrolment Form • Strategic Plan • Operational Plan • Customer Service Charter • Continuous Improvement Policy 		
SF.3.1.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd's management of its operations ensured clients received the services detailed in their agreement with the RTO.	N/A

3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
<ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Register • Minutes of three meetings • Agenda for Continuous Improvement Working Group Meeting 14/9/2020 – no evidence of continuous improvement of client services • Continuous Improvement Working Group (CIWG) 7/9/2020 - no evidence of continuous improvement of client services • Continuous Improvement Working Group (CIWG) 21/9/2020 – notes on hand dryers in toilets, Mental Health Action Plan, LLN testing for New Apprentices – ongoing monitoring as required • Continuous Improvement Working Group (CIWG) 31/8/2020 - no evidence of continuous improvement of client services • Risk Management – Compliance with Standards for RTOs Policy • Desk Audit - compilation of audit evidence 		
SF.3.2.1	Finding	Required Rectification(s)
	<p>Internal audits were conducted to ensure ongoing compliance with the AQTF, the most current one was not yet completed due to the work restrictions placed upon the organisation by the pandemic. Access to the offices had been restricted.</p> <p>An Evidence Guide was provided to support the Desk Audit. This provided the opportunity for Gippsland Group Training to review procedures and implementation evidence, consistent with the AQTF requirements.</p> <p>Gippsland Group Training Ltd used a systematic and continuous improvement approach to the management of operations.</p>	N/A

3.3 - The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.		Non-compliant
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020 • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020 		
SF.3.3.1	Finding	Required Rectification(s)
	<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>The Agreements included information completed in the template Department of Education and Training Standard VET Auspiced Contract Version 1.2 March 2017.</p> <p>The agreement did not identify the strategies for monitoring training and/or assessment services provided on its behalf to ensure that it complied with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.</p> <p>See also Standard 2.</p>	<p>Gippsland Group Training Ltd is required to develop and implement a strategy for the monitoring of training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.</p> <p>See also Standard 2.</p>

3.4 - The RTO manages records to ensure their accuracy and integrity.		Compliant
<ul style="list-style-type: none"> • Risk Management – Compliance with Standards for RTOs Policy • Records Management Policy • Quality Policy 		
SF.3.4.1	Finding	Required Rectification(s)
	<p>A review of the Records Management Policy and the records maintained, identified procedures for the Retention of Records, Backup Procedures. Archiving Procedures, Privacy Arrangements and Data Management Systems that confirmed that Gippsland Group Training Ltd managed records to ensure their accuracy and integrity. Documents reviewed at audit were version controlled and included version identifiers.</p>	N/A

Detailed Findings – 2016 VRQA Guidelines for VET Providers

GUIDELINE 1.1 - An RTO must ensure that it has a current strategic plan and a detailed business plan which have been approved by its governing body.

**Not Audited in
Phase 2 audit**

- a) An RTO ensures the strategic plan details the overall vision, mission, board of directors and strategic directions of the RTO and clearly indicates that provision of vocational education is a primary purpose of the RTO.
 - b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:
 - i. description of the business including an organisation chart, courses, location(s) and facilities
 - ii. a continuous improvement plan or risk management strategy
 - iii. a work force development plan
 - iv. strategic alliances with other education or service providers or third party arrangements
 - v. training and assessment delivery including proposed facilities and delivery hours

Not audited as part of this Re-registration Audit

GF 1.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

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<p>GUIDELINE 1.2 - An RTO demonstrates its financial viability and its capacity to sustain quality VET into the future by ensuring it has a three year financial plan that includes:</p> <ul style="list-style-type: none"> a) projected student enrolments by qualifications b) a range of financial indicators, including <ul style="list-style-type: none"> i. cash flow ii. current ratio of total current assets versus total current liabilities (equal to or greater than 1) iii. debt ratio Total Liabilities/Total Assets (equal to or less than 1) c) the VET provider shows that it has a financial guarantor with the capacity to service the guarantee and/or to demonstrate sufficient working capital to operate for at least 6 months without tuition fees. d) details about whether any person involved in the management or provision of courses by the RTO meets any of the descriptions listed in section 4.3.11(2) of the Act. 		<p>Not audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit</p>		
GF 1.2	Finding	Required Rectification(s)
<p>Not audited as part of this Re-registration Audit</p>		<p>N/A</p>

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<p>GUIDELINE 1.3 - An RTO ensures that it has management systems that include:</p> <ul style="list-style-type: none"> a) management information including: <ul style="list-style-type: none"> I. details of company incorporation in Australia (alternatively evidence of being an incorporated body in receipt of government funds) II. a physical address of the company in Victoria for the purposes of serving notices III. details of the directors, CEO/PEO and senior management members with associated police checks and Working With Children Checks if students are under 18 years of age IV. confirmation that at least one Director or CEO/PEO has his/her principal residence in Victoria V. contact arrangements for the CEO/PEO including during holidays and other closure periods VI. a physical addresses for the location of financial, student and staff records including archives and computer back up storage b) a financial management system including a system for managing student fee payments and student refunds c) a student records management system that includes the capacity to provide the VRQA with AVETMISS compliant data and to ensure that copies of student records are <ul style="list-style-type: none"> I. not able to be withheld from the RTO; and II. able to be provided in electronic and print versions, at no cost to the VRQA in the event that the VET provider ceases operations d) a staff records management system including arrangements which ensure that for each staff member involved in training and assessment, the RTO holds verified documentation indicating each staff member's qualification and skills. 		<p>Not audited</p>
<p>Not audited as part of this Re-registration Audit</p>		
<p>GF 1.3.1 Finding</p>	<p>Required Rectification(s)</p>	
<p>Not audited as part of this Re-registration Audit</p>	<p>N/A</p>	

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<p>GUIDELINE 1.4 - An RTO ensures that it has appropriate governance structures that includes:</p> <ul style="list-style-type: none"> a) transparent governance and ownership arrangements, such as a Board of Directors, governing council, executive management and academic management b) a governance structure that includes appropriate appointments of persons for oversight of academic/educational integrity and quality assurance, such that: <ul style="list-style-type: none"> i. for an RTO with anticipated ongoing operation of less than 150 equivalent full time students or an annual student fee turnover of less than \$1.5m per annum, persons are appointed with suitable qualifications and experience; and ii. for all other RTOs, a governance committee is established that includes individuals who are independent of the RTO's ownership and are employed with suitable qualifications and experience c) a CEO/PEO and members of the RTO's senior management team with appropriate qualifications and educational experience. 		<p>Not audited in Phase 2 audit</p>
<p>Not audited as part of this Re-registration Audit</p>		
GF 1.4	Finding	Required Rectification(s)
<p>Not audited as part of this Re-registration Audit</p>		<p>N/A</p>

<p>GUIDELINE 2.1 - An RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.</p> <ul style="list-style-type: none"> • A <i>third party</i> means any party that provides services on behalf of the RTO but does not include a party to a contract of employment with the RTO. • <i>Services</i> mean training, assessment, related educational or support services and/or any activities related to the recruitment of prospective students, but does not include student counselling, mediation or ICT support services. 		Compliant
Evidence/Documentation Reviewed		
<p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020 • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020 		
GF 2.1.1	Finding	Required Rectification(s)
	<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 	N/A

<p>GUIDELINE 2.2 – An RTO ensures that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:</p> <p>a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations.</p>		<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p> <p>Written Agreements:</p> <ul style="list-style-type: none"> Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020 Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020 		
<p>GF 2.2.1</p>	<p>Finding</p>	<p>Required Rectification(s)</p>
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 Berwick College, Manuka Road, Berwick 3806 <p>The written agreements did not identify that Gippsland Group Training Ltd must ensure that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:</p> <p>a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations.</p>		<p>Gippsland Group Training Ltd is required to include in agreements that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:</p> <p>a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations.</p>

<p>GUIDELINE 2.3 – An RTO notifies the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:</p> <ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. 		<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p> <p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020 • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020 		
<p>GF 2.3.1 Finding</p>	<p>Required Rectification(s)</p>	
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>A procedure that identified Gippsland Group Training Ltd's commitment to notify the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:</p> <ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. <p>had not been identified.</p>		<p>Gippsland Group Training Ltd is required to identify:</p> <ul style="list-style-type: none"> • Its commitment to notify the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf: <ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. • That it has notified the VRQA of written agreements entered into for the delivery of services on its behalf with: <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806

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<p>GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:</p> <ul style="list-style-type: none"> a) clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and b) distinguishing 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. 		Compliant
<p>Evidence/Documentation Reviewed</p> <p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020 • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020 <p>See Condition 8 and Standard 2.3.</p>		
GF 2.4.1	Finding	Required Rectification(s)
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Gippsland Group Training Ltd ensured that information to the schools and its students was accurate and factual, including by:</p> <ul style="list-style-type: none"> a) clarifying whether a third party was recruiting prospective students for an RTO on its behalf; and b) distinguishing where it was delivering training and assessment on behalf of another RTO or where training and assessment was being delivered on its behalf by a third party. 		<p>N/A</p>

<p>GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO provides, in print or through referral to an electronic copy, current and accurate information that:</p> <ul style="list-style-type: none"> a) enables the student to make informed decisions about undertaking training with the RTO and b) (at a minimum) includes the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on an RTO's behalf 		<p>Compliant</p>
<p>Evidence/Documentation Reviewed</p> <p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020, Items 43-46 • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020, Items 43-46 		
GF 2.5.1	Finding	Required Rectification(s)
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Gippsland Group Training Ltd, in conjunction with the schools, had provided to students current and accurate information that enabled the student to make informed decisions about undertaking training with the RTO and included the name and contact details of any third party that would provide training and/or assessment, and related educational and support services to the student.</p>		<p>N/A</p>

GUIDELINE 2.6 - Where there are any changes to agreed services, an RTO advises the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership.		Compliant
Evidence/Documentation Reviewed		
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020, Notice of changes • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020, Notice of changes 		
GF 2.6.1	Finding	Required Rectification(s)
	<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Gippsland Group Training Ltd had identified its commitment to the fact that when there were changes to agreed services, it would advise the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership in the Written Agreements - Notice of Changes.</p>	N/A

<p>GUIDELINE 2.7 - An RTO has a complaints policy to manage and respond to allegations involving the conduct of:</p> <ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO. 		<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p> <p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Written Agreements:</p> <ul style="list-style-type: none"> • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Berwick College, signed 5/3/2020 • Standard VET Auspiced Contract (version 1.2 March 2017) AGA and Hallam Senior Secondary College, signed 5/3/2020 		
<p>GF 2.7.1</p>	<p>Finding</p>	<p>Required Rectification(s)</p>
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Gippsland Group Training Ltd had provided a Complaints and Appeals Policy and a Grievance, Complaints and Appeals Policy. It was not clear which applied to students in general or students of auspiced arrangements. The policies did not specifically identify 'manage and respond to allegations involving the conduct of:</p> <ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO'. 		<p>Gippsland Group Training Ltd is required to identify in a Complaints Policy how it will manage and respond to allegations involving the conduct of:</p> <ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO.

GUIDELINE 2.8 - An RTO has an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.		Non-Compliant
Evidence/Documentation Reviewed		
<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 		
GF 2.8.1	Finding	Required Rectification(s)
	<p>Gippsland Group Training Ltd had entered into third party agreements for the delivery and assessment of qualifications, units or courses with two schools:</p> <ul style="list-style-type: none"> • Hallam Senior Secondary College, 74-84 Frawley Road, Hallam 3803 • Berwick College, Manuka Road, Berwick 3806 <p>Gippsland Group Training Ltd had provided a Complaints and Appeals Policy and a Grievance, Complaints and Appeals Policy. It was not clear which applied to students in general or students of auspiced arrangements. The Policies did not specifically identify how to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.</p>	<p>Gippsland Group Training Ltd is required to identify its Appeals Policy and make it available to all students, including those of auspiced schools, to ensure it specifically identifies how it will manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.</p>

<p>GUIDELINE 3.1 In addition to the requirements specified in Guidelines 3.2 and 3.3, an RTO's training and assessment is only delivered only by persons who have:</p> <ul style="list-style-type: none"> 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. <p>Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.</p>		Compliant
Evidence/Documentation Reviewed		
See Standard 1.4		
GF 3.1.1	Finding	Required Rectification(s)
	A review of trainer/assessor information confirmed that training and assessment was conducted by trainers/assessors who had vocational competencies at least to the level being delivered and assessed, current industry skills directly relevant to the training and assessment being provided, and current knowledge and skills in vocational training and learning that informed their training and assessment.	N/A

GUIDELINE 3.2 An RTO's training and assessment is only delivered only by persons who have the qualifications specified in Item 1 or Item 2 of Schedule 1 of these Guidelines.		Compliant
Evidence/Documentation Reviewed		
See Standard 1.4		
GF 3.2.1	Finding	Required Rectification(s)
	Training and assessment was delivered by appropriately qualified trainers/assessors.	N/A

Audit Date: October 2020

RTO: Gippsland Group Training Ltd

GUIDELINE 3.3 Where a person conducts assessment only, an RTO ensures that the person has the qualification specified in Item 1 or Item 2 or Item 3 of Schedule 1 of these Guidelines.		Not audited
Evidence/Documentation Reviewed		
Gippsland Group Training Ltd does not provide assessment only services.		
GF 3.3.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd does not provide assessment only services.	N/A

GUIDELINE 3.4 Where the RTO, in delivering training and assessment, engages an individual who is not a qualified trainer and/or assessor, the individual works under the supervision of a qualified trainer and/or assessor and must not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
Gippsland Group Training Ltd does not have trainers/assessors working under supervision.		
GF 3.4.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd does not have trainers/assessors working under supervision.	N/A

Audit Date: October 2020

RTO: Gippsland Group Training Ltd

GUIDELINE 3.5 An RTO ensures that any individual working under the supervision of a trainer:		Not audited
<ul style="list-style-type: none"> a) holds the skill set defined in Item 4 of Schedule 1 of these Guidelines; b) has vocational competencies at least to the level being delivered and assessed; and c) has current industry skills directly relevant to the training and assessment being provided. 		
Evidence/Documentation Reviewed		
Gippsland Group Training Ltd does not have trainers/assessors working under supervision.		
GF 3.5.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd does not have trainers/assessors working under supervision.	N/A

GUIDELINE 4.1 - An RTO's training and assessment strategies and practices, including the amount of training it provides, are consistent with the requirements of the training packages and VET accredited courses and enable each student to meet the requirements for each unit of competency or module in which the student is enrolled.		Compliant
Evidence/Documentation Reviewed		
See Standard 1.2		
GF 4.1.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd's training and assessment strategies and practices, including the amount of training it provided, were consistent with the requirements of the Training Packages and accredited courses and enabled each student to meet the requirements for each unit of competency in which the student was enrolled and a rationale for this amount of training was provided.	N/A

GUIDELINE 4.2 - For the purposes of Guideline 4.1, an RTO determines the amount of training it provides to each student with regard to:		Compliant
<ul style="list-style-type: none"> a) the existing skills, knowledge and the experience of the student; 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. 		
Evidence/Documentation Reviewed		
<p>See Standard 1.2 Training and Assessment Strategies for the qualifications sampled, including Course Structures and Delivery Plans</p>		
GF 4.2.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd had identified a duration for each qualification reviewed and had determined the amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery.	N/A

GUIDELINE 4.3 - From 1 January 2016, to deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), an RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation) of these Guidelines.		Not audited
Evidence/Documentation Reviewed		
<p>Gippsland Group Training Ltd does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>		
GF 4.3.1	Finding	Required Rectification(s)
<p>Gippsland Group Training Ltd does not deliver a qualification or assessor skill set from the Training and Education Training Package.</p>		<p>N/A</p>

GUIDELINE 4.4 - From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor), an RTO ensures that all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered, or have demonstrated equivalence of competencies.		Not audited
Evidence/Documentation Reviewed		
Gippsland Group Training Ltd does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.4.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.	N/A

<p>GUIDELINE 4.5 - From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1 of these Guidelines, or any assessor skill set from the Training and Education Training Package (or its successor), an RTO ensures all trainers and assessors delivering the training and assessment:</p> <p>a) hold the qualification specified in Item 5 of Schedule 1 of these Guidelines; or b) work under the supervision of a trainer that holds the qualification specified in Item 5 of Schedule 1 of these Guidelines.</p>		<p>Not audited</p>
<p>Evidence/Documentation Reviewed</p> <p>Gippsland Group Training Ltd does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.</p>		
GF 4.5.1	Finding	Required Rectification(s)
	<p>Gippsland Group Training Ltd does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.</p>	<p>N/A</p>

GUIDELINE 4.6 - An RTO ensures that any individual working under supervision holds the qualification specified in Item 1 of Schedule 1 of these Guidelines and does not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
Gippsland Group Training Ltd does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.		
GF 4.6.1	Finding	Required Rectification(s)
	Gippsland Group Training Ltd does not have a TAE qualification on scope and/or deliver an AQF qualification or skill set from the Training and Education Training Package.	N/A

GUIDELINE 4.7 - An application to add any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor) to an RTO's scope of registration has only be granted if an RTO has:	Not audited
<ul style="list-style-type: none"> a) held registration for at least two years continuously at the time of adding the qualification and/or skill set to scope; and b) from 1 January 2016, undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with Guideline 4.3. 	

Not audited as part of this Re-registration Audit

GF 4.7	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A

GUIDELINE 5.1 - An RTO registered with the VRQA has provided an annual declaration of compliance with the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and these Guidelines, and in particular whether it:	Not audited
<ul style="list-style-type: none"> a) currently meets the requirements of the AQTF Standards and these Guidelines across all of its existing scope of registration; and b) has met the requirements of the AQTF Standards for all AQF certification documentation which it has issued in the previous 12 months; and c) has training and assessment strategies and practices in place that ensure that all current and prospective students are or will be trained and assessed in accordance with the requirements of the AQTF Standards and these Guidelines. 	

Not audited as part of this Re-registration Audit

GF 5.1	Finding	Required Rectification(s)
	Not audited as part of this Re-registration Audit	N/A