



## Evidence analysis – VET Quality Framework

ORGANISATION DETAILS		
Organisation's legal name	<b>EPIC EMPLOYMENT SERVICE INC</b>	
Trading name/s	Epic Employment Service Inc	
RTO number (if any)	41218	

REVIEW DETAILS	
Type of review	<b>Sanction</b>
Audit number	AUDREC0006877
Date evidence received	18/10/2016
Date review conducted	24/10/2016

REVIEW TEAM	
Reconsideration officer	Daniel Taylor
Review officer	Jane Connellan
Technical adviser/s	N/A

SCOPE OF REVIEW		
Code	Training Product	Mode/s of delivery/assessment
<i>BSB10115*</i>	<i>Certificate I in Business (Change ap 1094270)</i>	<i>Face to face</i>
BSB20115	Certificate II in Business	Face to face
BSB30415	Certificate III in Business Administration	Face to face
CHC30408	Certificate III in Disability (superseded no longer on active scope)	Face to face
<i>CHC32015</i>	<i>Certificate III in Community Services (Change ap 1094270)</i>	<i>Face to face</i>
<i>CHC43315</i>	<i>Certificate IV in Mental Health (Change ap 1094270)</i>	<i>Face to face</i>
<i>FSK10113</i>	<i>Certificate I in Access to Vocational Pathways (Change ap 1094270)</i>	<i>Face to face</i>
<i>FSK20113</i>	<i>Certificate II in Skills for Work and Vocational Pathways (Change ap 1094270)</i>	<i>Face to face</i>
SIR20212	Certificate II in Retail Services	Face to face/Online
SIR30212	Certificate III in Retail Operations	Face to face/Online

\*The organisation has identified it wishes to remove these qualifications from its change to scope application.



## FINDING FOLLOWING EVIDENCE REVIEW

### Finding as at 31/10/2016: Compliant

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this analysis describes evidence of the non-compliance.

<b>Clause 1.1</b>	The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.
-------------------	--

### Finding: Compliant

## Outstanding non-compliance

### SIR20212 Certificate II in Retail Services

### SIR30212 Certificate III in Retail Operations

- **Rectification evidence consisted of:**
  - a) Amended training and assessment strategies for the above qualifications
- The evidence provided did not demonstrate that the organisation's training and assessment strategies for each of the above qualifications is consistent with the requirements of the training product, as:
  - a) The resource requirements listed in the training and assessment strategies did not include the resources relevant to the SIR Retail Services Training Package
  - b) Therefore, the organisation did not provide evidence that demonstrates it has access to facilities and equipment consistent with the SIR Retail Services Training Package.

### CHC30408 Certificate III in Disability

### CHC32015 Certificate III in Community Services (Application 1094270)

### CHC43315 Certificate IV in Mental Health (Application 1094270)

- **Rectification evidence consisted of:**
  - a) Amended training and assessment strategies for the above qualifications
- The evidence provided did not demonstrate that the organisation's training and assessment strategies for each of the above qualifications is consistent with the requirements of the training product, as:
  - a) The resource requirements listed under Infrastructure requirements the training and assessment strategy did not include the resources relevant to the CHC Community Services Training Package
  - b) Therefore, the organisation did not provide evidence that demonstrates it has access to facilities and equipment consistent with the CHC Community Services Training Package.

### BSB20115 Certificate II in Business

### BSB30415 Certificate III in Business Administration

### BSB10115 Certificate I in Business (Application 1094270)

- **Rectification evidence consisted of:**
  - a) Amended training and assessment strategies for the above qualifications



- The evidence provided did not demonstrate that the organisation's training and assessment strategies for each of the above qualifications is consistent with the requirements of the training product, as:
  - a) The resource requirements listed in the training and assessment strategy did not include the resources relevant to the BSB Business Services Training Package
  - b) Therefore, the organisation did not provide evidence that demonstrates it has access to facilities and equipment consistent with the BSB Business Services Training Package

#### **FSK10113 Certificate I in Access to Vocational Pathways (Application 1094270)**

#### **FSK20113 Certificate II in Skills for Work and Vocational Pathways (Application 1094270)**

- **Rectification evidence consisted of:**
  - a) Amended training and assessment strategies for the above qualifications
- The evidence provided did not demonstrate that the organisation's training and assessment strategies for each of the above qualifications is consistent with the requirements of the training product, as:
  - a) The resource requirements listed in the training and assessment strategies did not include the resources relevant to the FSK Foundation Skills Training Package
  - b) Therefore, the organisation did not provide evidence that demonstrates it has access to facilities and equipment consistent with the FSK Foundation Skills Training Package.

#### **Analysis of evidence**

- The organisation advised in its response that it no longer has any students in the superseded CHC30408 Certificate III in Disability. Further, the organisation advised it wanted to withdraw its addition to scope application which included the following qualifications:
  - BSB10115 Certificate I in Business
  - CHC22015 Certificate II in Community Services
  - CHC32015 Certificate III in Community Services
  - CHC33015 Certificate III in Individual Support
  - CHC41115 Certificate IV in Employment Services
  - CHC43315 Certificate IV in Mental Health
  - FSK10113 Certificate I in Access to Vocational Pathways
  - FSK10213 Certificate I in Skills for Vocational Pathways
  - FSK20113 Certificate II in Skills for Work and Vocational Pathways

#### **BSB20115 Certificate II in Business**

#### **BSB30415 Certificate III in Business Administration**

#### **SIR20212 Certificate II in Retail Services**

#### **SIR30212 Certificate III in Retail Operations**

#### **Rectification evidence consisted of:**

- a) Amended training and assessment strategies for the above qualifications
- The evidence provided demonstrated that the organisation's training and assessment strategies for each of the above qualifications are consistent with the requirements of the relevant training packages as:
    - a) The amended training and assessment strategies contained a Resources section which



provided an overview of the facilities, equipment and materials required for each training product. In addition the training and assessment strategies contained a Resource Matrix which details the assessment resource requirements to the unit level.

---

**Clause 1.3**

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

**Finding: Compliant****Outstanding non-compliance**

**CHC30408 Certificate III in Disability**  
**SIR20212 Certificate II in Retail Services**  
**SIR30212 Certificate III in Retail Operations**

**Application 1094270**

**CHC32015 Certificate III in Community Services**  
**CHC43315 Certificate IV in Mental Health**

**Rectification evidence consisted of:**

- a) Training and Assessment Strategies for each of the above training products
- The evidence provided did not demonstrate that for all the above training products, there are sufficient facilities and equipment to accommodate the number of learners.

**Analysis of evidence**

- The organisation advised in its response that it no longer has any students in the superseded CHC30408 Certificate III in Disability. Further, the organisation advised it wanted to withdraw its addition to scope application which included the following qualifications:
  - BSB10115 Certificate I in Business
  - CHC22015 Certificate II in Community Services
  - CHC32015 Certificate III in Community Services
  - CHC33015 Certificate III in Individual Support
  - CHC41115 Certificate IV in Employment Services
  - CHC43315 Certificate IV in Mental Health
  - FSK10113 Certificate I in Access to Vocational Pathways
  - FSK10213 Certificate I in Skills for Vocational Pathways
  - FSK20113 Certificate II in Skills for Work and Vocational Pathways

**BSB20115 Certificate II in Business**  
**BSB30415 Certificate III in Business Administration**  
**SIR20212 Certificate II in Retail Services**



## SIR30212 Certificate III in Retail Operations

### Rectification evidence consisted of:

- Amended training and assessment strategies for the above qualifications
- Workplace Suitability Checklists
  
- The evidence provided demonstrated that the organisation's training and assessment strategies for each of the above qualifications are consistent with the requirements of the relevant training packages as:
- The amended training and assessment strategies contained a Resources section which provided an overview of the facilities, equipment and materials required for each training product. In addition the training and assessment strategies contained a Resource Matrix which details the assessment resource requirements to the unit level.
- The Workplace Suitability Checklists is used by the organisation to ensure a workplace used as workplacement has the facilities, equipment and materials required for each training product.

#### Clause 1.4

The RTO meets all requirements specified in the relevant training package or VET accredited course.

#### Finding : Compliant

#### Outstanding non-compliance

### BSB20115 Certificate II in Business

### BSB30415 Certificate III in Business Administration

### CHC30408 Certificate III in Disability

### SIR20212 Certificate II in Retail Services

### SIR30212 Certificate III in Retail Operations

#### Application 1094270

### BSB10115 Certificate I in Business

### CHC32015 Certificate III in Community Services

### CHC43315 Certificate IV in Mental Health

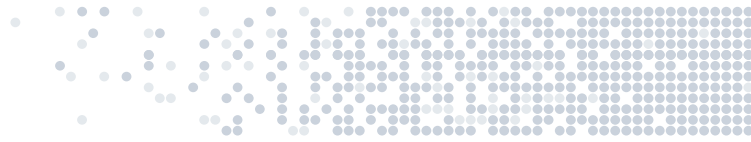
### FSK10113 Certificate I in Access to Vocational Pathways

### FSK20113 Certificate II in Skills for Work and Vocational Pathways

- The organisation did not demonstrate that its training and assessment strategies for the above training products are consistent with the requirements of each training product as specified in the relevant training package. See Clause 1.1 for further details.
- The organisation did not demonstrate that its training and assessment practices will be consistent with the requirements of each training product. See Clause 1.8 for further details.

#### Analysis of evidence

- The organisation advised in its response that it no longer has any students in the superseded CHC30408 Certificate III in Disability. Further, the organisation advised it wanted to withdraw its addition to scope application which included the following qualifications:
  - BSB10115 Certificate I in Business



- CHC22015 Certificate II in Community Services
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support
- CHC41115 Certificate IV in Employment Services
- CHC43315 Certificate IV in Mental Health
- FSK10113 Certificate I in Access to Vocational Pathways
- FSK10213 Certificate I in Skills for Vocational Pathways
- FSK20113 Certificate II in Skills for Work and Vocational Pathways

**BSB20115 Certificate II in Business**

**BSB30415 Certificate III in Business Administration**

**SIR20212 Certificate II in Retail Services**

**SIR30212 Certificate III in Retail Operations**

**Rectification evidence consisted of:**

- Amended training and assessment strategies for the above qualifications
- Workplace Suitability Checklists
- Epic Assessment Tool Development and Validation Flowchart
- Epic Training and Assessment System
- Guide to Selecting Appropriate Assessment Tasks and Methods
- Completed Validation
- Validator Profiles
- Amended assessment tools
  
- The evidence provided demonstrated the organisation's:
- training and assessment strategies for the above training products are consistent with the requirements of each training product as specified in the relevant training package. See Clause 1.1 for further details.
- assessment practices will be consistent with the requirements of each training product. See Clause 1.8 for further details.

<b>Clause 1.8</b>	<p>The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):</p> <p>a) complies with the assessment requirements of the relevant training package or VET accredited course; and</p> <p>b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.</p>
-------------------	---

**Finding: Compliant**

**Outstanding non-compliance**

**BSB20115 Certificate II in Business**

*BSBITU102A Develop keyboard skills*

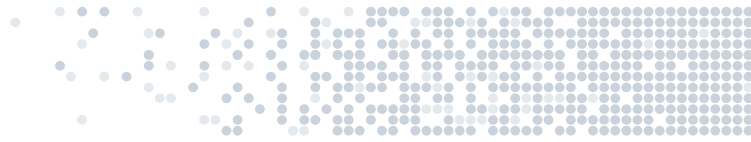
*BSBWOR204 Use business technology*

**BSB30415 Certificate III in Business Administration**

*BSBITU302 Create electronic presentations*

**CHC30408 Certificate III in Disability**

*CHCDIS301C Work effectively with people with a disability*



CHCICS303A *Support individual health and emotional wellbeing*

**SIR20212 Certificate II in Retail Services**

SIRXCCS201 *Apply point-of-sale handling procedures*

SIRXRSK201 *Minimise loss*

**SIR30212 Certificate III in Retail Operations**

SIRXWHS302 *Maintain store safety*

**Application 1094270**

**BSB10115 Certificate I in Business**

BSBITU101 *Operate a personal computer*

BSBCMM101 *Apply basic communication skills*

**Rectification evidence consisted of:**

- Access to Epic's online resources which included for each of the above training products:
  - a) Summative Assessment 1
  - b) Summative Assessment 2
  - c) Observation Reports
  - d) Third party evidence collection agreements
  - e) Third Party Evidence Collection
  - f) RTO Practical Evidence Templates
- The rectification evidence provided did not demonstrate that its assessment system ensures assessment:
  - Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Report did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.
- As with the Observation Report the RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance.
- The Third Party Evidence Collection tool did not clearly specify the context of the tasks listed in the report. Furthermore, the assessment tools stated that the "RTO should contextualise the tasks", however there is no evidence this has been undertaken by the organisation.

**CHC43315 Certificate IV in Mental Health**

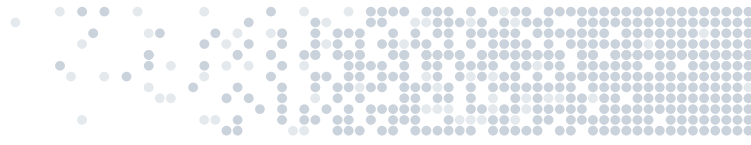
CHCDIV001 *Work with diverse people*

**CHC32015 Certificate III in Community Services**

CHCDIV001 *Work with diverse people*

**Rectification evidence consisted of:**

- Access to Epic's online resources which included for each of the above training products:
  - a) Summative Assessment 1
  - b) Summative Assessment 2
  - c) Observation Reports
  - d) Third party evidence collection agreements
  - e) Third Party Evidence Collection
  - f) RTO Practical Evidence Templates
- The rectification evidence provided did not demonstrate that its assessment system ensures



assessment:

- Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Report did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.
  - As with the Observation Report the RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance.
  - The Third Party Evidence Collection tool did not clearly specify the context of the tasks listed in the report. Furthermore, the assessment tools stated that the "RTO should contextualise the tasks", however there is no evidence this has been undertaken by the organisation.
  - The RTO Practical Evidence Templates provided include a section titled Observation Assessment Instructions, and require students to be assessed recognising and respecting the needs of people from diverse social and cultural backgrounds in at least 3 different situations, as outlined in the performance evidence requirements, however the assessment tool did not have a mechanism to sufficiently capture evidence that the learner has undertaken the task in three different situations.

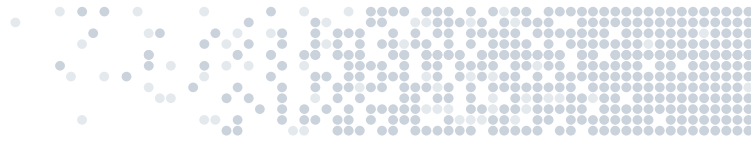
### **CHC32015 Certificate III in Community Services**

*HLTWHS002 Follow safe work practices for direct client care*

#### **Rectification evidence consisted of:**

- Access to Epic's online resources which included for each of the above training products:
  - a) Summative Assessment 1
  - b) Summative Assessment 2
  - c) Observation Reports
  - d) Third party evidence collection agreements
  - e) Third Party Evidence Collection
  - f) RTO Practical Evidence Templates
- The rectification evidence provided did not demonstrate that its assessment system ensures assessment:
  - Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Report did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.
- As with the Observation Report the RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance.
- The Third Party Evidence Collection tool did not clearly specify the context of the tasks listed in the report. Furthermore, the assessment tools stated that the "RTO should contextualise the tasks", however there is no evidence this has been undertaken by the organisation.
- From the evidence provided it could not be confirmed that the Elements and Performance Criteria requirements had been met, specifically *1.3 Identify any client related risk factors or behaviours of concern, report them to a designated person, and record them according to workplace procedures.*





## **CHC43315 Certificate IV in Mental Health**

*CHCCCS003 Increase safety of individuals at risk of suicide*

### **Rectification evidence consisted of:**

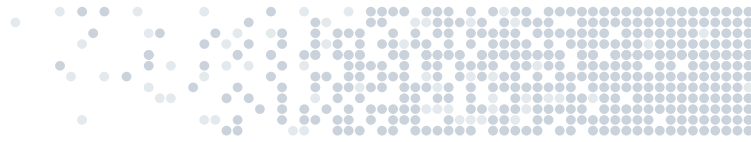
- Access to Epic's online resources which included for each of the above training products:
  - a) Summative Assessment 1
  - b) Summative Assessment 2
  - c) Observation Reports
  - d) Third party evidence collection agreements
  - e) Third Party Evidence Collection
  - f) RTO Practical Evidence Templates
- The rectification evidence provided did not demonstrate that its assessment system ensures assessment:
  - Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Report did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.
- As with the Observation Report the RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance.
- The Third Party Evidence Collection tool did not clearly specify the context of the tasks listed in the report. Furthermore, the assessment tools stated that the "RTO should contextualise the tasks", however there is no evidence this has been undertaken by the organisation.
- The RTO Practical Evidence Templates provided include a section titled Observation Assessment Instructions, and require students to be assessed demonstrate when they are at risk of suicide or harmin at least 3 different situations, as outlined in the performance evidence requirements, however the assessment tool did not have a mechanism to sufficiently capture evidence that the learner has undertaken the task in three different situations.

## **FSK10113 Certificate I in Access to Vocational Pathways**

*FSKNUM04 Locate, compare and use highly familiar measurements for work*

### **Rectification evidence consisted of:**

- Access to Epic's online resources which included for each of the above training products:
  - a) Formative Assessment (questions)
  - b) Observation Checklist
  - c) RTO Practical Evidence Template
- The rectification evidence provided did not demonstrate that its assessment system ensures assessment:
  - Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Checklist and RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.
- From the evidence provided it could not be confirmed that the Elements and Performance Criteria requirements had been met, specifically:



- 1.1 Locate measurements in highly familiar workplace documents and tasks
- 1.4 Demonstrate understanding of conservation of amounts
- 2.3 Use am and pm in reference to time.

**FSK10113 Certificate I in Access to Vocational Pathways**

**FSK20113 Certificate II in Skills for Work and Vocational Pathways**

*FSKDIG01 Use digital technology for basic workplace tasks*

**Rectification evidence consisted of:**

- Access to Epic's online resources which included for each of the above training products:
  - a) Formative Assessment (questions)
  - b) Observation Checklist
  - c) RTO Practical Evidence Template
- The rectification evidence provided did not demonstrate that its assessment system ensures assessment:
  - Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Checklist and RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.
- From the evidence provided it could not be confirmed that the Elements and Performance Criteria requirements had been met, specifically, 2.3 Review performance.

**FSK20113 Certificate II in Skills for Work and Vocational Pathways**

*FSKWTG09 Write routine workplace texts*

**Rectification evidence consisted of:**

- Access to Epic's online resources which included for each of the above training products:
  - a) Formative Assessment (questions)
  - b) Observation Checklist
  - c) RTO Practical Evidence Template
- The rectification evidence provided did not demonstrate that its assessment system ensures assessment:
  - Meets the requirements of the training package
  - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
- The Observation Checklist and RTO Practical Evidence Template did not include observable behaviours or criteria defining acceptable performance. Therefore, the organisation did not demonstrate that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.

**Analysis of evidence**

- The organisation advised in its response that it no longer has any students in the superseded



CHC30408 Certificate III in Disability. Further, the organisation advised it wanted to withdraw its addition to scope application which included the following qualifications:

- BSB10115 Certificate I in Business
- CHC22015 Certificate II in Community Services
- CHC32015 Certificate III in Community Services
- CHC33015 Certificate III in Individual Support
- CHC41115 Certificate IV in Employment Services
- CHC43315 Certificate IV in Mental Health
- FSK10113 Certificate I in Access to Vocational Pathways
- FSK10213 Certificate I in Skills for Vocational Pathways
- FSK20113 Certificate II in Skills for Work and Vocational Pathways

### **BSB20115 Certificate II in Business**

*BSBITU102 Develop keyboard skills*

*BSBWOR204 Use business technology*

#### **Rectification evidence consisted of:**

- Assessment Record
  - Formative Assessment Task (Activities)
  - Summative Assessment Task 1 (Questions)
  - Summative Assessment Task 2 (Project)
  - Summative Assessment Task 3 (Practical Observation(*BSBITU102*) Questions & Activities (*BSBWOR204*))
  - Observation Assessment Tool
  - Final Assessment Mapping Tool
  - Unit Training and Assessment Overview
- The rectification evidence provided by the RTO demonstrates that its assessment system ensures assessment:
    - Meets the requirements of the training package
    - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
  - The Observation assessment tool includes observable behaviours and criteria defining acceptable performance. Therefore, the organisation has demonstrated that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.

### **BSB30415 Certificate III in Business Administration**

*BSBITU302 Create electronic presentations*

#### **Rectification evidence consisted of:**

- Formative Assessment Task (Activities)
- Summative Assessment Task 1 (Questions)
- Summative Assessment Task 2 (Project)
- Summative Assessment Task 3 (Case Study & Questions)
- Observation Assessment Tool
- Final Assessment Mapping Tool
- Unit Training and Assessment Overview



## **SIR20212 Certificate II in Retail Services**

*SIRXCCS201 Apply point-of-sale handling procedures*

### **Rectification evidence consisted of:**

- Assessment mapping Tool
- Assessment Record
- Formative Assessment Task (Activities)
- Summative Assessment Task 1 (Questions)
- Observation Assessment Task
- Third Party Assessment Task
- Unit Training and Assessment Overview

*SIRXRSK201 Minimise loss*

### **Rectification evidence consisted of:**

- Assessment mapping Tool
- Assessment Record
- Assessment Kit
- Observation Assessment Task
- Third Party Report
- Unit Training and Assessment Overview

## **SIR30212 Certificate III in Retail Operations**

*SIRXWHS302 Maintain store safety*

### **Rectification evidence consisted of:**

- Assessment mapping Tool
  - Assessment Record
  - Assessment Kit
  - Observation Assessment Task
  - Third Party Report
  - Unit Training and Assessment Overview
- 
- The rectification evidence provided by the RTO demonstrates that its assessment system ensures assessment:
    - Meets the requirements of the training package
    - Is conducted in accordance with the principles of assessment (1.8.1) and the rules of evidence (1.8.2).
  - The Observation Assessments and Third Party Assessments/Reports included observable behaviours and criteria defining acceptable performance. Therefore, the organisation has demonstrated that sufficient evidence (including the quality, quantity and relevance of the assessment evidence) will be collected and allow the trainer/assessor to make a fair and reliable judgement of the learner's competency.

---

### **Clause 2.1**

The RTO ensures it complies with these Standards at all times, including where services are being delivered on its behalf. This applies to all operations of an RTO within its scope of registration.

### **Finding: Compliant**



---

### **Outstanding non-compliance**

- The organisation has not ensured it complies with the Standards for Registered Training Organisations (RTOs) 2015 at all times, as identified by the non-compliances in this report.

### **Analysis of evidence**

- The organisation has provided evidence that satisfactorily rectifies all areas of outstanding non-compliance identified in the audit report.
-