



# REPORT

## **Audit report: Occupational Skills Centre Australia Pty Ltd as trustee for the McCorkle Family Trust**

RTO number:	32299
CRICOS number:	N/A
Date/s of site visit:	NA
Date report created:	1/02/2021
Date report updated:	7/04/2021

## Provider details

Provider's legal name:	Occupational Skills Centre Australia Pty Ltd as trustee for the McCorkle Family Trust
Trading name:	Occupational Skills Centre Australia Pty Ltd
RTO number:	32299
CRICOS number:	N/A

## Audit team

Lead auditor:	Stephen Murphy
Auditor/s:	N/A

## Audit details

Application numbers:	ADDVET0034558 ADDVET0034557
Audit number:	AUDREC0011069
Audit reason:	Application - Change
Date of opening meeting/discussion	16/12/2020
Date of closing meeting/discussion	16/12/2020
Provider's contact for audit:	John Talbert McCorkle CEO john@occskills.com.au 0427070422
Address/es of site/s visited (if applicable):	NA – Desk Audit

## Summary of audit findings

### Audit finding: Serious non-compliance

Report completed by: Stephen Murphy

Practice	Standards for RTOs	Finding
Training and Assessment	1.1, 1.2, 1.3*, 1.8*, 1.13*, 1.14, 1.16*	Not compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Completion	3.1*	Not compliant

\*Indicates a non-compliant clause

## Summary of audit findings following analysis of additional evidence

**Audit finding following analysis of additional evidence provided on 19/03/2021: Minor non-compliance**

**Report completed by:** Stephen Murphy

Practice	Standards for RTOs	Finding
Training and Assessment	1.3, 1.8*, 1.13*, 1.16*	Not compliant
Completion	3.1*	Not compliant

\*Indicates a non-compliant clause

## Background

Summary of provider and management structure:

- The provider was first registered as an RTO in 2010 by Gavin Dicoski. Gavin was then joined by John McCorkle as the CEO, with both Gavin and John holding 50% shares in the company. Over recent times they have put in place Maddie Whitiri as compliance manager, as well as Simon Hawthorne as operations and business development roles. The main focus is their operations within Queensland with minor dealings in both of Northern Territory and New South Wales.
- Management – see Organisation Chart (Attachment 1).

Scope of provider's registration:

- BSB30115 Certificate III in Business
- BSB30415 Certificate III in Business Administration
- BSB40320 Certificate IV in Entrepreneurship and New Business
- BSB41415 Certificate IV in Work Health and Safety
- BSB41419 Certificate IV in Work Health and Safety
- BSB42618 Certificate IV in New Small Business
- BSB50420 Diploma of Leadership and Management
- BSB51918 Diploma of Leadership and Management
- CPC10111 Certificate I in Construction
- CPC10120 Certificate I in Construction
- RII20215 Certificate II in Surface Extraction Operations
- RII30115 Certificate III in Surface Extraction Operations
- TLI21315 Certificate II in Rail Infrastructure
- TLI27120 Certificate II in Rail Infrastructure
- TLI32515 Certificate III in Rail Infrastructure
- TLI37120 Certificate III in Rail Infrastructure
- CPCCWHS1001 Prepare to work safely in the construction industry
- MSMPER300 Issue work permits
- MSMWHS217 Gas test atmospheres

Suburb and state of all delivery sites:

- Cairns - QLD
- Rockhampton – QLD
- Bundaberg – QLD
- Gladstone – QLD
- Maryborough – QLD
- Logan – QLD

Third party usage:

- No third parties

Core clients/target groups:

- Jobseekers
- JWB personnel

Training Revenue (Funded or fee for service):

- CIII guarantee
- Fee for service
- User choice

Total number of current enrolments in the organisation as at 16/12/2020:

- 106

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- information provided by students as part of a student survey or interview
- information provided directly by Occupational Skills Centre Australia Pty Ltd as trustee for the McCorkle Family Trust to ASQA
- existing information and records held by ASQA concerning Occupational Skills Centre Australia Pty Ltd as trustee for the McCorkle Family Trust
- information provided to ASQA's auditor and documentation reviewed during the desk audit of Occupational Skills Centre Australia Pty Ltd as trustee for the McCorkle Family Trust conducted on 16 December 2020
- other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

## Training products sampled

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>CPC10111 Certificate I in Construction</i>	Face to face	18
<i>TLI21315 Certificate II in Rail Infrastructure</i>	Face to face	88
<i>RIIRIS402E Carry out the risk management process</i>	Face to face	0
<i>RII20120 Certificate II in Resources and Infrastructure Work Preparation</i>	Face to face	0
<i>HLTAID009 Provide cardiopulmonary resuscitation</i>	Face to face	0

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

## Interviewees

Name	Position	Training products
John McCorkle	CEO	NIL
Gavin Dicinoski	Managing Director	All
Simon Hawthorne	Operations Manager	All
Maddie Whitiri	Compliance Officer	All

## About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners.

## Areas of non-compliance and action required

### Training and Assessment

#### Training Delivery and Assessment

##### Standards for RTOs - Standard 1

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.

##### Clause 1.3

**Audit Finding: Not compliant**

**Finding following additional evidence: Compliant**

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.

##### Key sources of evidence relevant to finding

- Email sent from Simon Hawthorne (Operations Manager) dated 2 December 2020
- Discussions with the RTO representatives 16 December 2020

##### Evidence analysis

The provider demonstrated that they are generally well resourced for the training products reviewed. However, in reviewing the documented resources and through email communications and discussions with the RTO representative, Simon Hawthorne, it was identified that the RTO was not fully resourced for the below training products that it is seeking to add to its scope of registration:

- RII20120 Certificate II in Resources and Infrastructure Work Preparation
- RIIRIS402E Carry out the risk management process

Within the body of an email sent to ASQA by Simon on 2 December 2020 the below information was provided:

- RII20120
  - "We have completed four units of competency for this qualification and continue to work to complete the other four".
- RIIRIS402 GD
  - "We have not completed the writing of this unit of competency yet, the one you see is in the draft and will have to be finalised".

Further to this, in discussions with Simon, at audit, The lead auditor asked him to elaborate on the contents of the email.

Simon explained that the provider has not yet finalised all the resources for both of these training products as they were concerned about committing to completion and then having their application granted by ASQA. The lead auditor advised Simon that as per the general direction there is a requirement that all resources for all units of competency are ready when applying to add products to scope.

##### Audit finding

*Not compliant*

## **Audit finding**

The provider has not demonstrated that it is appropriately resourced to deliver each unit of competency for the above training products.

## **Action required**

Provide evidence that demonstrates:

- The RTO possess all learning resources for all units of competency included in the training and assessment strategies for the below training products:
  - RII20120 Certificate II in Resources and Infrastructure Work Preparation
  - RIIRIS402E Carry out the risk management process

## **Additional evidence provided in response to audit report**

### **Key sources of evidence relevant to findings**

- OSCA Audit Rectification (1).pdf
- TAS RII20120 Cert II Resources and infrastructure General v4.pdf
- RIICCM201E LG V1.pdf
- RIICCM201E MAPPING q v1.pdf
- RIICCM201E MG v5.docx
- RIICCM201E PB v5.docx
- RIICCM201E PP v5.pptx
- RIICCM201E Pre Val.pdf
- RIISAM202E LG V1.pdf
- RIISAM202E MAPPING v6.pdf
- RIISAM202E MG v1.docx
- RIISAM202E PB v1.docx
- RIISAM202E PP v1.pptx
- RIISAM202E Pre Val.pdf
- RIIVEH201E LG V1.pdf
- RIIVEH201E MAPPING.docx
- RIIVEH201E MG.docx
- RIIVEH201E PB v2.docx
- RIIVEH201E E PP.pptx
- RIIVEH201E Pre Val.pdf
- RIIMPO301E LG V1.pdf
- RIIMPO301E MAPPING q v1.pdf
- RIIMPO301E MG.docx
- RIIMPO301E PB v1.docx
- RIIMPO301E PP Part 1.pptx
- RIIMPO301E PP Part 2.pptx
- RIIMPO301E Pre Val.pdf
- RIIMPO301E Pre Val.pdf
- RIIMPO301E Session Plan.docx
- RIIRIS402E LG V1.pdf
- RIIRIS402E Mapping v1.pdf
- RIIRIS402E MG.docx
- RIIRIS402E PP (compressed).pptx
- RIIRIS402E Pre Val.pdf

## **Evidence analysis**

The RTO is required, for training products on their scope of registration, training products that are subject to an application to add to scope and consistent with its training and assessment strategies, have sufficient

## Evidence analysis

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.

Review of the RTO's response identifies that in relation to the above mentioned training products, the RTO has demonstrated that they are resourced appropriately.

## Finding following additional evidence

*Compliant*

### Standards for RTOs - Standard 1

**The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.**

#### Clause 1.8

**Audit Finding: Not compliant**

**Finding following additional evidence: Not compliant**

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

#### Key sources of evidence relevant to finding

CPC10111 Certificate I in Construction  
CPCCWHS1001 *Prepare to work safely in the construction industry*  
CPCCCM2005B *Use construction tools and equipment*

Assessment system documents:

- CPCCWHS1001 – Cert 1.pdf
- CPCCWHS1001 MAPPING.docx
- CPCCWHS1001 Marking guide v2.pdf
- CPCCCM2005 Mapping.docx
- CPCCCM2005B Marking guide.docx
- CPCCCM2005B Tools v2.pdf

Students completed assessments:

- CW CPCCWHS1001.pdf
- CW ERF.pdf
- CW ID.pdf
- CW WC.png
- DAS CW 9JUL2020.pdf
- JS CPCCWHS1001.pdf
- JS DAS 10.10.2020.pdf
- JS EFR.pdf
- JS ID.pdf
- JS PPE Photo evidence.jpg
- JS WC.jpg
- VL ASQF Feedback.pdf
- VL CPCCWHS1001.pdf
- VL ERF.pdf
- VL ID.pdf
- VL PPE evidence.jpg



## Key sources of evidence relevant to finding

- VL WC.pdf
- DAS CPCWHS1001 7.5.2020.pdf
- DAS CPCCCM2005B 6.4.2020.pdf
- DS COCCCM2005B.pdf
- DS Enrolment.pdf
- DS ID.jpg
- DS SRTO.pdf
- DEWI last page from folder CPCCCM2005.pdf
- JW CPCCCM2005.pdf
- JW ERF.pdf
- JW ID.jpg
- Attendance Sheet CPCCCM2005B 6.4.2020.pdf
- Discussions with the RTO representatives 16 December 2020

*\*Note: the above file names have been altered to show student initials only, to protect their privacy*

## Evidence analysis

A provider must develop and implement a system to ensure:

- all assessment requirements of the relevant training package are met
- the Principles of Assessment and Rules of Evidence are applied in the assessment practices.

The Principles of Assessment require that no matter which assessment pathway or method a provider uses, the principles of fairness, flexibility, validity and reliability must be met. The Rules of Evidence require that the evidence used to make a decision about competence must be valid, sufficient, authentic and current.

The evidence reviewed does not support that the provider has implemented an assessment system that ensures assessment complies with the assessment requirements of the relevant training package and is conducted in accordance with the Principles of Assessment and Rules of Evidence.

The provider has not evidenced compliance with the Principles of Assessment; fairness and reliability and the Rules of Evidence; validity and sufficiency. As an example, but not limited to:

CPC10111 Certificate I in Construction

*CPCCWHS1001 Prepare to work safely in the construction industry*

- Within the section of the assessment tool, CPCCWHS1001 – Student Assessment Workbook, titled Verbal record sheet, there were no clear instructions that indicated the student was required to respond to the oral questions verbally. When reviewing the sampled students it was not clear by who/ or how the responses had been recorded. For student CW, the responses are in the students own handwriting. It therefore could not be confirmed that student CW had verbally responded to the questions as required by the CPC training package.
- In discussions with the RTO representatives, both Gavin and Simon agreed that it looked like the responses of student CW had been written by the student. The documents for two other students were reviewed, with the RTO's representatives agreeing that it could not be determined how the responses were recorded. Adding to this, there are no instructions guiding either the assessor or student on how this assessment should be undertaken
- It could not be determined where, or if, the following knowledge evidence components are sufficiently assessed:
  - A person must demonstrate knowledge of:
    - construction hazards, including those relating to:
      - hazardous substances and dangerous goods
    - construction emergencies, including:
      - chemical spill
- Within the assessment tool there is 1 question (Q11) that asks what hazards could be found on a construction site. There is no question, nor requirement, to “demonstrate knowledge of construction hazards relating to hazardous substances and dangerous goods”

## Evidence analysis

- Within the assessment tool there is 1 question (Q21) that asks the student to identify with either a “yes” or “no” what could be a construction emergency. One of the listed possible emergencies is “Chemical spill of hazardous substances”. However, there is no question nor requirement to “demonstrate knowledge of chemical spills as a construction emergency”

### *CPCCCM2005B Use construction tools and equipment*

Within the critical aspects of assessment, the unit of competency requires:

- A person who demonstrates competency in this unit must be able to provide evidence of the ability to:
  - safely use and maintain a minimum of rule, tape, square, hammer, hand saw, hand plane, chisel, shovel, wheelbarrow, sledge hammer, pick, mattock, crow bar and pinch bar for given tasks
- When reviewing the assessment task it could not be identified where this component was assessed. During discussion with the RTO representatives, they advised that this is recorded in the student’s log book. They submitted further evidence of this in the way of an extract from student DS’s log book, which was titled “last page of folder”. In this document, the student, DS, detailed some of the tools/ equipment that were used and maintained. However, the details provided by the student did not cover all of the requirements as stipulated within the unit of competency. Further, there appeared to be no part of the assessment tool that captures evidence that the listed hand tools had been used and maintained.

Given the above, it is unclear how the RTO can be assured their assessment process is fair and reliable and that evidence gathered will be valid and sufficient to make a determination of competency.

## Audit finding

### *Not compliant*

The provider has not demonstrated that students have been and will be assessed against all unit of competency requirements and that its assessment tools and practices are consistently implemented so as to ensure the Principles of Assessment and Rules of Evidence for fairness, reliability, validity and sufficiency will be met.

## Action required

Provide evidence that demonstrates:

- The provider has amended its assessment system and practices (to comply with the Standards for RTOs Clause 1.8) for current and future students. The evidence to be provided must:
  - include the full suite of assessment tools for each unit of competency identified as non-compliant
  - demonstrate the provider will implement an assessment system that ensures assessment:
    - complies with the assessment requirements of the relevant training products
    - will be conducted in accordance with the Principles of Assessment and the Rules of Evidence.
- The provider has planned and carried out remedial action to identify and address the impact the non-compliance may have caused to students enrolled in the training product sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who enrolled with the provider in the past three months.

## Additional evidence provided in response to audit report

### Key sources of evidence relevant to findings

*CPC10111 Certificate I in Construction*

*CPCCWHS1001 Prepare to work safely in the construction industry*

## Key sources of evidence relevant to findings

### *CPCCCM2005B Use construction tools and equipment*

Assessment system documents:

- OSCA Audit Rectification (1).pdf
- CPCCWHS1001 LG.pdf
- CPCCWHS1001 MAPPING.docx
- CPCCWHS1001 Marking guide v2.pdf
- CPCCWHS1001 PB.pdf
- CPCCWHS 1001 Audit mapping – 0217.doc
- CPCCCM2005B LG.pdf
- CPCCCM2005B PB v6.pdf
- CPCCCM2005B v6 MG.pdf
- Discussions with the RTO's representative Simon Hawthorne 6 April 2021

## Evidence analysis

The evidence reviewed **does not** support that the provider has implemented an assessment system that ensures assessment complies with the assessment requirements of the relevant training package and is conducted in accordance with the Principles of Assessment and Rules of Evidence. Specifically:

### *CPCCWHS1001 Prepare to work safely in the construction industry*

- It could not be determined where, or if, the following knowledge evidence components are sufficiently assessed:
  - A person must demonstrate knowledge of:
    - construction hazards, including those relating to:
      - hazardous substances and dangerous goods
    - construction emergencies, including:
      - chemical spill

In reviewing the evidence submitted in relation to the above unit of competency, the auditor relied on the RTO's mapping document submitted, CPCCWHS1001 Audit mapping – 0217.doc. This document identifies that the above criteria are assessed in 2 places. The first is in question 14 of the theory assessment, the second, within criteria 5b of the final practical test assessment.

Question 14 of the theory assessment requires students to "List 8 construction hazards you should check for in the work area?".

When the auditor reviewed the assessment tool submitted by the RTO, CPCCWHS1001 PB.pdf, there was no assessment component that could be identified as being titled "Final Practical Assessment" nor criteria 5b.

Based on the review of the above theory question (14), there is no requirement of the student to "demonstrate knowledge of construction hazards relating to hazardous substances and dangerous goods" or "demonstrate knowledge of chemical spills as a construction emergency"

### *CPCCCM2005B Use construction tools and equipment*

Within the critical aspects of assessment, the unit of competency requires:

- A person who demonstrates competency in this unit must be able to provide evidence of the ability to:
  - safely use and maintain a minimum of rule, tape, square, hammer, hand saw, hand plane, chisel, shovel, wheelbarrow, sledge hammer, pick, mattock, crow bar and pinch bar for given tasks

Review of the RTO's assessment tool, CPCCCM2005B PB v6.pdf, identified that the student will undertake 3 practical tasks:

- Task 1 – Carpentry Joints
- Task 2 – Build Project
- Task 3 – Brick Cutting with a brick saw.

## Evidence analysis

Within these 3 tasks, it could not be identified where the student is required to provide evidence that they have safely used and maintained the identified tools and equipment stipulated in the unit of competency. The RTO, in their response, OSCA Audit Rectification (1).pdf, advised that within the assessment tool there is ... "space for different tools to be added". However, in reviewing the 3 tasks, the auditor could not identify where this could happen within the assessment tool.

## Remedial Action

The RTO has provided within their response, OSCA Audit Rectification (1).pdf, a paragraph explaining what remedial actions have been/are being undertaken for *CPCCWHS1001 Prepare to work safely in the construction industry*. However, they have not provided any evidence of what, if any, remedial actions have been undertaken with relation to unit *CPCCCM2005B Use construction tools and equipment*.

As the RTO remains non-compliant with relation to Clause 1.8, it is unclear how appropriate remedial action has or can be undertaken utilising the current assessment system.

## Finding following additional evidence

*Not Compliant*

## Trainer and assessor competency

### Standards for RTOs - Standard 1

**The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses.**

#### Clause 1.13

**Audit Finding: Not compliant**

**Finding following additional evidence: Not compliant**

In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- 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 informs their training and assessment.

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

#### Clause 1.16

**Audit Finding: Not compliant**

**Finding following additional evidence: Not compliant**

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

### Key sources of evidence relevant to finding

*CPC10111 Certificate I in Construction*

*HLTAID009 Provide cardiopulmonary resuscitation*

Gavin Dicoski

- Currency1.pdf
- Currency2.pdf
- Currency3.pdf
- Currency 4.pdf

### **Key sources of evidence relevant to finding**

- Currency a.pdf
- Development Inclusive learning.pdf
- GAVIN HISTORY OF PD.pdf

*TLI21315 Certificate II in Rail Infrastructure*

Jeff Ross

- Jeff Ross Trainer Profile Experience Mapping Matrix v1.pdf

### **Evidence analysis**

Providers must ensure that all trainers and assessors maintain current knowledge and skills in vocational training and learning that informs their training and assessment and undertake professional development in VET, including competency-based training and assessment. Providers must also retain evidence that all trainers and assessors have undertaken relevant professional development in VET. The Standards do not prescribe what form this evidence takes, but providers may choose to include registers of development activities trainers and assessors have completed.

The provider has not demonstrated that all trainers and assessors have maintained current knowledge and skills in vocational education and learning, as well as undertaking professional development in VET, and that they have sufficient systems and controls in place to ensure that all trainers/assessors undertake the relevant professional development, including competency-based training and assessment. As an example:

- Whilst the RTO representatives explained that trainers and assessors participate in activities to maintain currency of their knowledge and skills as well as professional development, there was no supporting evidence that the provider takes a systematic approach to ensuring these development requirements are being met by all trainers and assessors. (Non-compliance relates to clauses 1.13c and 1.16)

### **Audit finding**

*Not compliant*

The provider did not demonstrate that it has implemented systems and controls to ensure all trainers and assessors maintain current knowledge and skills in vocational training and learning, as well as undertaking professional development.

### **Action required**

Provide evidence that demonstrates:

- the provider has implemented systems and controls to ensure trainers/assessors meet the requirements of clauses 1.13c and 1.16.

## **Additional evidence provided in response to audit report**

### **Key sources of evidence relevant to findings**

- OSCA Audit Rectification (1).pdf
- Rail PD trainers logbook.docx
- Discussions with the RTO's representative Simon Hawthorne 6 April 2021

### **Evidence analysis**

The RTO has not submitted any additional evidence to demonstrate compliance with clauses 1.13 and 1.16 with regard to the below training products:

- *CPC10111 Certificate I in Construction*
- *TLI21315 Certificate II in Rail Infrastructure*
- *HLTAID009 Provide cardiopulmonary resuscitation*

## Evidence analysis

In discussions with the RTO's representative, Simon Hawthorne, Simon advised "we have not submitted anything".

## Finding following additional evidence

*Not Compliant*

## Completion

### Standards for RTOs - Standard 3

**The RTO issues, maintains and accepts AQF certification documentation in accordance with these Standards and provides access to learner records.**

#### Clause 3.1

**Audit Finding: Not compliant**

**Finding following additional evidence: Not compliant**

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

#### Key sources of evidence relevant to finding

- DS SOA.pdf\*
- JW SOA.pdf\*
- Evidence reviewed as part of Clause 1.8

*\*Note: the above file names have been altered to show student initials only, to protect their privacy*

## Evidence analysis

Standard 3 requires that AQF certification documentation is only issued to learners who have been assessed as meeting all of the requirements of the training product as specified in the relevant training package.

The provider has not demonstrated that its assessment system complies with the Principles of Assessment and Rules of Evidence (refer to non-compliance identified with Clause 1.8) with respect to students who were assessed as meeting the requirements of the CPC training package and were issued with AQF certification documentation.

The organisation has issued AQF certification documentation to students who have not met all requirements as specified in the CPC training package. With respect to students included in the audit sample:

- Review of students, DS and JW's completed assessments found that the organisation had not confirmed that they have been assessed as meeting all of the requirements specified in the CPC training package prior to issuing the AQF certification documentation - see Clause 1.8 for further details.

## Audit finding

*Not compliant*

The provider has not demonstrated:

- That only students who have been assessed as meeting all of the requirements as specified in the CPC training package have been issued AQF certification documentation.

## Action required

Provide evidence that demonstrates:

- the provider now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.
- the provider has carried out remedial action to identify and address the impact the non-compliance may have caused to former students DS and JW, who were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training package. Remedial action needs to cover the identified students and other students issued with AQF certification for the sampled training products during the past three months.

## Additional evidence provided in response to audit report

### Key sources of evidence relevant to findings

- OSCA Audit Rectification (1).pdf
- Evidence reviewed within Clause 1.8

### Evidence analysis

The provider **has not** demonstrated that its assessment system complies with the Principles of Assessment and Rules of Evidence (refer to remaining non-compliance identified with Clause 1.8) with respect to students who were assessed as meeting the requirements of the CPC training package and were issued with AQF certification documentation.

### Remedial Action

As the RTO remains non-compliant with relation to Clause 1.8, it is unclear how appropriate remedial action has or can be undertaken utilising the current assessment system. Further, within Clause 1.8 it has been identified that no remedial action has been undertaken in relation to unit of competency, *CPCCCM2005B Use construction tools and equipment*.

### Finding following additional evidence

*Not Compliant*

## Minor deficiencies

During the course of the audit, some minor deficiencies were noted. These were not significant such that they resulted in a finding of non-compliance against the relevant clause. They were however discussed with the provider and the provider agreed to remedy these. This included:

- In a general discussion the RTO's representatives were asked to explain the determination/s they had made regarding the amount of training for each training product reviewed within the documented training and assessment strategies. Gavin explained to the auditor how they record the "amount of training" within the training and assessment strategies. The auditor then reiterated what Clause 1.2 requires. At this, both Gabbie and Gavin agreed that the training and assessment strategies do not adequately identify what the amount of training is for each training product, given the cohorts. Based on the discussion it was agreed by the RTO representatives that the training and assessment strategies would be updated by the RTO immediately across all training and assessment strategies for all training products across the operation.

Attachment 1

Organisation Chart

