# AQTF Audit Report - FM PMA 34

## Confidential

**University of Queensland T/A University of Queensland (Gatton Campus)**

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<thead>
<tr>
<th>RTO DETAILS</th>
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<tbody>
<tr>
<td><strong>NTIS number</strong></td>
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<tr>
<td><strong>Address</strong></td>
</tr>
<tr>
<td><strong>Audit venue</strong></td>
</tr>
<tr>
<td><strong>Contact person</strong></td>
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<tr>
<td><strong>Phone number</strong></td>
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<td><strong>E-mail</strong></td>
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<tr>
<td><strong>Student numbers</strong></td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>AUDIT TEAM</th>
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<tbody>
<tr>
<td><strong>Lead Auditor</strong></td>
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<tr>
<td><strong>Phone</strong></td>
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<td><strong>E-mail</strong></td>
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<td><strong>Observer/s</strong></td>
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<table>
<thead>
<tr>
<th>AUDIT DETAILS</th>
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<tbody>
<tr>
<td><strong>Type of audit</strong></td>
</tr>
<tr>
<td><strong>Standards audited</strong></td>
</tr>
<tr>
<td><strong>Conditions audited</strong></td>
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<tr>
<td><strong>Audit date/s</strong></td>
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**Audit outcome on day of audit**
- Compliant ☑
- Significant non-compliance ☐
- Minor non-compliance ☐
- Critical non-compliance ☐

**Audit outcome following rectification**
- Compliant ☐
- Significant non-compliance ☐
- Minor non-compliance ☐
- Critical non-compliance ☐

**Other audit notes**
- The organisation was approved under delegation without audit activity in September 2007 to deliver 21877VIC Certificate III in Farriery. The organisation was in a partnering arrangement for this qualification with Skills Tech and now is the sole provider.
- RUV40404 Certificate IV in Veterinary Nursing was also requested to be examined due to the qualification being approved under delegation without audit activity in September 2007.
- The organisation also has scope of registration for conservation and land management, rural production and amenity horticulture qualifications.
- The organisation has also been approved for User Choice funding with its 2008-09 allocation totalling $100,000 for 21877VIC Certificate III in Farriery.
- Training is delivered face to face in the classroom, in the field and at the university's veterinary science facilities.
- The organisation identifies its clients as accredited internal students and employees already working in rural and school leavers.
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### FOCUS OF AUDIT

<table>
<thead>
<tr>
<th>NTIS code</th>
<th>Qualification/Unit of Competence/Accredited Course</th>
<th>Licensed outcome</th>
<th>Delivery site</th>
</tr>
</thead>
<tbody>
<tr>
<td>21677VIC</td>
<td>Certificate III in Farriery</td>
<td>No</td>
<td>Gatton</td>
</tr>
<tr>
<td>RUV40404</td>
<td>Certificate IV in Veterinary Nursing</td>
<td>No</td>
<td>Gatton/St Lucia</td>
</tr>
</tbody>
</table>

### INTERVIEWEE/S

- Mark Pace, Lecturer and Director
- Robin Roylance, QA Compliance Manager
Standard 1: The RTO provides quality training and assessment across all of its operations.

1.1: The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.

| Intent: The RTO improves training and assessment arrangements in accordance with data collected. |
| At time of audit: |
| ☒ Compliant |
| ☐ Not Compliant |
| ☐ Not Audited |

The organisation's continuous improvement approach:

Y ☒ N ☐

☒ ☐ ensures that trainers and assessors systematically validate and improve processes, assessment tools and evidence requirements.

☒ ☐ involves staff, clients and industry stakeholders (e.g., employers, skills councils etc)

☒ ☐ uses qualitative and/or quantitative data to determine the need for improvements to training and assessment.

Y ☒ N ☒ N/A

☒ ☐ ☐ Improvements to training and assessment are demonstrated.

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 stakeholders.

| Intent: Industry engagement and support is evident in the development of all training and assessment strategies. All training and assessment strategies meet the requirements of the training package or accredited course. |
| At time of audit: |
| ☒ Compliant |
| ☐ Not Compliant |

The organisation develops training and assessment strategies and training programs that:

Y ☒ N ☐

☒ ☐ provide sufficient information regarding delivery and assessment methods

☒ ☐ ensure that learners receive training and assessment that meets the needs of their identified target group

☒ ☐ Industry engagement and support is evident

☒ ☐ meet all requirements of the training package qualification or accredited course, including identifying units of competency.
### 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 training and assessment strategies.

**Intent:** The resources used by the RTO across all of its operations are consistent with current industry standards.

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### 1.4: Training and assessment are conducted by trainers and assessors who:

- have the necessary training and assessment competencies as determined by the National Quality Council or its successors
- have the relevant vocational competencies at least to the level being delivered or assessed, and continue developing their vocational and training and assessment competencies to support continuous improvements in the delivery of the RTO's services.

**Intent:** All trainers and assessors of nationally recognised training meet national benchmark competency requirements and continue to develop their competence.

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<td>• supporting them in meaningful engagement with industry and relevant professional bodies</td>
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<td>• supporting their professional development in teaching and learning methods</td>
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<td></td>
<td>• fostering a culture of critical evaluation and innovation.</td>
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</table>
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Keith Swan
21677V1C Certificate III in Farriery

- TAA40104 Certificate IV in Training and Assessment or equivalent competencies
- BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies
- Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

Relevant vocational qualifications

Relevant vocational experience
- 2007 to current – Trainer/Assessor, University of Queensland (Gatton Campus)
- 1977 to current – Business owner and consultant farrier
- 1997 to 2007 – Trainer/Assessor, Skills Tech Australia
- 1986 to 1999 – Farrier consulting and training in Kuala Lumpur, Malaysia.

Relevant professional development
- Currently still works in the farrier industry specialising in horses with hoof problems, working with veterinarians, universities and various equine vet hospitals.
- Attendance at various industry meetings including Australian Farriers and Blacksmiths Association, Queensland Horse Council, Connemara Pony Breeders Association of Australia.
- Moderation of assessment with peers and industry reference groups twice yearly.
- Professional development plan provided outlining two professional development activities in training and assessment will be undertaken 2009 (developing assessment tools, validation and moderation methods being delivered by Voc Ed Learning Group).

Robyn Hodder
RUV40404 Certificate IV in Veterinary Nursing

- TAA40104 Certificate IV in Training and Assessment issued by CADET Training and Employment, 2007
- BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies
- Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

Relevant vocational qualifications
- Bachelor of Applied Science (Animal Studies) issued by University of Queensland, December 2003

Relevant vocational experience
- 2005 to current – Lecturer (Bachelor of Applied Science, Animal Studies), University of...
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- Queensland
  - September 2008 to current – Trainer/assessor vet nursing, University of Queensland (Gatton Campus)
  - 2007 to current – Head nurse, Animal Emergency Service, Springwood
  - 2005 to 2007 – Senior nurse, Animal Emergency Service, Springwood

Relevant professional development
- Commenced as trainer/assessor in September 2008
- Still working in veterinary industry
- Attending Veterinary Nurses Council of Australia conference in April 2009
- August and September 2008 – attended industry training delivered by Veterinary Nurses Council of Australia (VNCA)
- April 2008 – guest speaker and attended Veterinary Nurses Council of Australia annual conference
- Member of Vocational Training Committee, Faculty of Natural Resources, Agriculture and Veterinary Science, University of Queensland (Gatton Campus)
- Member of VNCA
- Member of industry advisory group for veterinary nursing (Qld)
- Professional development plan provided detailing professional development activities to be undertaken in 2009 in particular in relation to training and assessment (developing assessment tools and validation and moderation methods being delivered by Voc Ed Learning Group).

1.5: Assessment:
- meet the requirements of the relevant training package or accredited course
- is conducted in accordance with the principles of assessment and the rules of evidence
- meets workplace and, where relevant, regulatory requirements.

Intent: Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.

21677VIC Certificate III in Farriery
VBP536 Make standard shoes for a range of horses

Assessment tools consist of:
- Practical assessment
- Verbal assessment
- Written assessment
- Third Party assessment (supplementary).

For this unit, the organisation's assessment materials:

<table>
<thead>
<tr>
<th>Y</th>
<th>N</th>
<th>N/A</th>
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sufficiently address performance criteria

☒ ☐ ☐ sufficiently address critical aspects of evidence
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- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables
- assessment methods align to the training and assessment strategy.

The organisation has:

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Y N

For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
- Tom Sedge

VBP535 Maintain, repair and manufacture hand tools used in ferriery

Assessment tools consist of:
- Practical assessment
- Oral/written assessment
- Third party (supplementary evidence).

For this unit, the organisation's assessment materials:

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<tr>
<th>Y</th>
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<th>N/A</th>
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The organisation has:

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</table>
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Y    N
☒    ☐ For this unit, the organisation has gathered sufficient evidence to make a valid
judgement of competence (including RPL outcomes) for the following students:
  • Tom Sedger

RU04040 Certificate IV in Veterinary Nursing
  RU0402A Apply radiographic routines

Assessment tools consist of:
  • Practical assessment
  • Verbal assessment
  • Written assessment
  • Third party report.

For this unit, the organisation's assessment materials sufficiently address:

Y    N    N/A
☒    ☐    ☐ sufficiently address performance criteria
☒    ☐    ☐ adequately address critical aspects of evidence
☒    ☐    ☐ sufficiently address required knowledge
☒    ☐    ☐ sufficiently address required skill
☒    ☐    ☐ sufficiently address context and consistency of assessment requirements
☒    ☐    ☐ provide for valid, reliable, flexible and fair assessment
☒    ☐    ☐ provide for judgement to be made on basis of sufficient, valid, authentic and
current evidence
☒    ☐    ☐ include workplace requirements as suggested in the range of variables
      assessment methods align to the training and assessment strategy.

The organisation has:

Y    N
☒    ☐ developed suitable benchmarking information for all assessment tools
☒    ☐ provided information to students about the context and purpose of assessment
☒    ☐ developed and, where appropriate, implemented mechanisms to provide feedback to
      learners on assessment outcomes.

☒ Student files were not examined as no delivery has occurred due to the organisation's
  continuing development of the program integrating the vocational outcomes into the
  universities' degree qualification. The organisation's first student intake into the
  qualification via the VET pathway will be commencing early 2009.

RU04003A Perform clinic pathology procedures

Assessment tools consist of:
  • Practical assessment
  • Verbal assessment
  • Written assessment
  • Third party report.

For this unit, the organisation's assessment materials sufficiently address:

Y    N    N/A
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☐ sufficiently address performance criteria
☐ sufficiently address critical aspects of evidence
☐ sufficiently address required knowledge
☐ sufficiently address required skill
☐ sufficiently address context and consistency of assessment requirements
☐ provide for valid, reliable, flexible and fair assessment
☐ provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
☐ include workplace requirements as suggested in the range of variables
☐ assessment methods align to the training and assessment strategy.

The organisation has:

Y N
☐ developed suitable benchmarking information for all assessment tools
☐ provided information to students about the context and purpose of assessment
☐ developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

☐ Student files were not examined as no delivery has occurred due to the organisation's continuing development of the program integrating the vocational outcomes into the universities' degree qualification. The organisations first student intake into the qualification via the VET pathway will be commencing early 2009.

Standard 1: Strengths

- The organisation has redeveloped the farriery training and assessment strategy which ensures industry engagement is undertaken regularly to ensure that current and emerging techniques are captured and incorporated into training and assessment activities.

Standard 1: Opportunities for improvement

- Nil identified

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.

2.1: The RTO continuously improves client services by collecting, analysing and acting on relevant data.

Intent: Client services meet clients' needs and are continuously improved in accordance with data collected about their effectiveness.

At time of audit:
☐ Compliant
☐ Not Compliant
☐ Not Audited

The organisation:

Y N
☐ establishes what client needs are
☐ collects data about whether these needs are being met
☐ systematically improves services in response to this data.
### 2.2: Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided and about their rights and obligations.

**Intent:** Clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or contractual agreement.

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
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<tr>
<td>✔️</td>
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<td>☑️</td>
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</table>

The organisation:
- ☑️ Provides appropriate information to prospective clients and learners
- ✗ Ensures the information is accurate, current and not misleading
- ✗ Provides the information systematically.

**At time of audit:**
- ☑️ Compliant
- ✗ Not Compliant
- ✗ Not Audited

### 2.3: 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.

**Intent:** Learners, including apprentices and trainees, receive support from all parties engaged in their training and assessment.

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<th>Yes</th>
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</table>

The organisation:
- ✔️ Involves workplace personnel in planning relevant workplace programs
- ✔️ Ensures that the training and assessment program makes full use of opportunities at the workplace
- ✔️ Monitors each learner's progress and the support provided to them by the workplace.

**At time of audit:**
- ✗ Compliant
- ☑️ Not Compliant
- ✗ Not Audited
- ✗ Not Applicable

### 2.4: Learners receive training, assessment and support services that meet their individual needs.

**Intent:** Learners have every reasonable opportunity to complete their training program.

<table>
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<tr>
<th>Yes</th>
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The organisation ensures that:
- ✗ Individual learners' needs are systematically assessed
- ✔️ Learners know how to access the services they will require to complete their training and assessment program.

**At time of audit:**
- ✗ Compliant
- ☑️ Not Compliant
- ✗ Not Audited

### 2.5: Learners have timely access to current and accurate records of their participation and progress.

**Intent:** Learners have access to their records.

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<th>Yes</th>
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The organisation:
- ✔️ Systematically manages learners' records
- ✔️ Ensures that staff understand and meet their responsibilities for record-keeping and records management
- ✗ Informs learners on how to access their records.

**At time of audit:**
- ✗ Compliant
- ☑️ Not Compliant
- ✗ Not Audited
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2.6: Complaints and appeals are addressed efficiently and effectively.

**Intent:** Complaints and appeals are managed fairly, efficiently and effectively.

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<th>The organisation:</th>
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- [x] develops and implements a process for handling complaints and appeals
- [x] ensures that clients and staff know about and follow the system
- [x] takes corrective action to deal with the identified cause of complaints

**At time of audit:**
- [x] Compliant
- [ ] Not Compliant
- [ ] Not Audited

**Standard 2: Strengths**

- Nil identified

**Standard 2: Opportunities for improvement**

- Nil identified

**Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which the RTO operates.**

3.1: The RTO uses a systematic and continuous improvement approach to the management of operations.

**Intent:** The management system ensures that the RTO meets the AQTF 2007 Essential Standards for Registration and any legislation and regulations under which it is registered.

<table>
<thead>
<tr>
<th>The organisation ensures that:</th>
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<td>Y</td>
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</table>

- [x] there is relevant and sufficient documentation of management systems for the scope and scale of its operations
- [x] staff know and meet their responsibilities for implementing the system
- [x] the system is systematically monitored and improved

**At time of audit:**
- [x] Compliant
- [ ] Not Compliant
- [ ] Not Audited

3.2: The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.

**Intent:** Services delivered under partnership arrangements comply with the AQTF 2007 Essential Standards for Registration.

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<th>The organisation:</th>
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- [ ] manages training and assessment provided on its behalf by documenting or recording agreements that cover the responsibilities of both parties
- [ ] monitors the implementation of these agreements
- [ ] makes improvements where required

**At time of audit:**
- [ ] Compliant
- [ ] Not Compliant
- [ ] Not Audited
- [x] Not Applicable
3.3: The RTO manages records to ensure their accuracy and integrity.

**Intent:** Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the AQTF 2007 Essential Standards for Registration.

At time of audit:
- ☑ Compliant
- ☐ Not Compliant
- ☐ Not Audited

- ☑ The organisation uses a systematic approach that ensures it maintains all records relevant to its operations as an RTO, including the continuous improvement of its operations.
- ☑ The organisation complies with DETA's Retention of Student Results and Assessment Records Policy for RTOs.
- ☑ Qualifications and statements of attainment comply with the requirements of the AQF Implementation Handbook and the relevant training package or accredited course.

**Standard 3 - Strengths**
- Nil identified

**Standard 3 - Opportunities for Improvement**
- Nil identified

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## CONDITIONS OF REGISTRATION

<table>
<thead>
<tr>
<th>CONDITIONS OF REGISTRATION</th>
<th>RESULTS</th>
<th>EVIDENCE</th>
<th>CORRECTIVE ACTION TO BE TAKEN</th>
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<tbody>
<tr>
<td>CONDITION 1 – GOVERNANCE</td>
<td>Yes</td>
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The RTO's chief executive must ensure that the RTO complies with the Essential Standards for Registration and any national guidelines approved by the National Quality Council across all of its operations within its scope of registration listed on the National Training Information Service.

<table>
<thead>
<tr>
<th>CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY</th>
<th>RESULTS</th>
<th>EVIDENCE</th>
<th>CORRECTIVE ACTION TO BE TAKEN</th>
</tr>
</thead>
</table>

The RTO's chief executive must ensure that the RTO cooperates with its registering body in the conduct of audits and the monitoring of its operations, the provision of accurate and timely data relevant to measures of its performance and information about significant changes to its operations and in the retention, archiving, retrieval and transfer of records consistent with its registering body requirements.
<table>
<thead>
<tr>
<th>CONDITIONS OF REGISTRATION</th>
<th>RESULTS</th>
<th>EVIDENCE</th>
<th>CORRECTIVE ACTION TO BE TAKEN</th>
</tr>
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<tbody>
<tr>
<td>CONDITION 3 – COMPLIANCE WITH LEGISLATION</td>
<td>Yes</td>
<td>Refer to signed agreement</td>
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<tr>
<td>The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to the RTO’s operations and its scope of registration and ensure that its staff and clients are fully informed of these requirements where they affect their duties or participation in vocational education and training.</td>
<td>Not applicable</td>
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<tr>
<td>CONDITION 4 – INSURANCE</td>
<td>Yes</td>
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<td>The RTO must hold insurance for public liability throughout its registration period.</td>
<td>Not applicable</td>
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<td>CONDITION 5 – FINANCIAL MANAGEMENT</td>
<td>Yes</td>
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<td>The RTO must protect fees paid in advance and have a fair and reasonable refund policy.</td>
<td>Not applicable</td>
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<td>The RTO must have its accounts certified by a qualified accountant to Australian Accounting Standards, at least annually, and provide the certificate of accounts to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide to the registering body, a full audit report of the RTO’s financial accounts from a qualified and independent accountant.</td>
<td>Yes</td>
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<tr>
<td>CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT</td>
<td>Yes</td>
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<tr>
<td>The RTO must issue to persons it has assessed as competent, in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that meets the Australian Qualifications Framework (AQF) requirements, identifies the RTO by its national provider number from the National Training Information Service and includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.</td>
<td>Not applicable</td>
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<td>The RTO must retain client records of attainment of units of competence and qualifications for a period of 30 years.</td>
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<td>CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS</td>
<td>Yes</td>
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<tr>
<td>The RTO must recognise the AQF qualifications and</td>
<td>Not applicable</td>
<td></td>
<td></td>
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<tr>
<td>CONDITIONS OF REGISTRATION</td>
<td>RESULTS</td>
<td>EVIDENCE</td>
<td>CORRECTIVE ACTION TO BE TAKEN</td>
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<td>statements of attainment issued by any other RTO.</td>
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<td><strong>CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING</strong></td>
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<tr>
<td>The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and the NRT logo is used in accordance with its conditions of use. The RTO must only use references or endorsements about their services or products in its marketing and advertising from a person or organisation in accordance with permission given by that person or organisation.</td>
<td>Yes</td>
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<tr>
<td><strong>CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES</strong></td>
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<td>The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service and also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.</td>
<td>Yes</td>
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