

Renewal of Registration Audit

National Skill Institute is required to publish on its website its latest registration audit report.

Audit Date: 22-24 November 2016

Audit Conducted by: ASQA

Audit Reason: Renewal of registration

Qualifications Audited:

- RII30915 Certificate III in Civil Construction
- RII40715 Certificate IV in Civil Construction Supervision
- 22195VIC Course in Workplace Spotting for Service Assets
- CPCCOHS1001A Work safely in the construction industry
- CPC20211 Certificate II in Construction Pathways

Audit Outcomes:

- Audit non-compliance identified - Yes
- Summary of the non-compliances that were identified at audit and the actions taken that addressed these issues – pages 2-4
- Non-compliances rectified - Yes

National Skills Institute was granted registration for a period of 7 years – expiry 31 December 2023

National Skills Institute Pty Ltd - 22528

Auditor Findings	Response	Non-compliance rectified
<p>Clause 1.1</p> <p>The RTO's strategies provided did not:</p> <ul style="list-style-type: none"> - detail the strategy for blended delivery in both the classroom and in the workplace. The strategy did not identify when and where training would be delivered. 	<p>Each of the subject Training and Assessment Strategies (TAS) have been extensively reviewed, and amended to be consistent with the Training Package</p>	Yes
<ul style="list-style-type: none"> - include a clear rationale for the inclusion of additional units of competence over and above the volume of units detailed in the training product packaging rules. 	<p>If an employer identifies the need for more than the prescribed number of units to be undertaken, this will be reflected in the industry consultation details included in the TAS. Students receive a training plan that clearly indicates the additional units required by their employer.</p>	Yes
<p>Clause 1.3</p> <p>The evidence provided indicated that both courses - CPCCOHS1001A Work safety in the construction industry, and 22195VIC Course in Workplace Spotting that the RTO didn't have trainer resources available to deliver these specific courses that meets the trainer requirements (eg clause 1.13, 1.14 and 1.16).</p> <p>Clause 1.4</p> <p>The RTO's training and assessment strategies provided did not demonstrate that its training and assessment strategies are consistent with the requirements of each training product as identified in Clause 1.1</p>	Additional evidence provided meet this requirement	Yes
<p>The RTO's training resources are not sufficient to satisfy the requirements of each training product as identified in Clause 1.3</p>	<p>Each of the subject Training and Assessment Strategies (TAS) have been extensively reviewed, and amended to be consistent with the Training Package</p>	Yes
<p>The RTO has not demonstrated that its assessment practices will be consistent with the requirements of each training product as identified in Clause 1.8</p>	<p>Subsequent to the audit, the particular trainer is no longer employed by the RTO. Alternate trainer and Assessor for</p> <ul style="list-style-type: none"> - CPCCOHS1001A Work safety in the construction industry, and - 22195VIC Course in Workplace Spotting for Service Assets <p>Our current enrolment strategy for these two courses is based upon demand from industry and individuals who personally apply as we do not market these courses other than through our website. Our class size maximum for both courses is set at 10. Therefore we would only require one Trainer at this point.</p>	Yes
	<p>The RTO has addressed the multiple issues outlined in the audit which include:</p> <ul style="list-style-type: none"> - Identification of students affected by the sample unit of each Training Product - Review of assessments of those students affected - Affected students contacted and arrangements made for those who require further assessment - All assessors have received professional development in the areas of competency decision making and validation - The Compliance Officer to ensure all marked assessments are reviewed prior to the learner being advised and outcomes being recorded in the student management system - Validation Schedule prepared for the next 12 months - Assessments have been amended to be in accordance with the Principles of Assessment and the Rules of Evidence 	Yes

<p>Clause 1.8</p> <p>Provide evidence to demonstrate what action/s the provider has taken where learners have been deemed competent without meeting all requirements of the training products sampled.</p>	<p>The students who were identified as requiring further assessment have been contacted and arrangements have been made with them to have further assessment.</p>	<p>Yes</p>
<p>Provide evidence of action(s) taken to ensure that learners are only deemed competent having met all the requirements of the training package.</p>	<p>All assessors have received professional development in the area of competency decision making and validation.</p>	<p>Yes</p>
<p>For courses audited</p> <p>The provider's assessment system is not in accordance with the Principles of Assessment for validity, and rules of evidence (validity) and (sufficiency).</p>	<p>Assessments have been amended to be in accordance with the Principles of Assessment and Rules of Evidence.</p>	<p>Yes</p>
<p>BSBMGT401 - Show leadership in the workplace</p> <p>The provider's assessment system is not in accordance with the Principles of Assessment for validity and reliability, and rules of evidence for validity and sufficiency.</p>	<p>Assessments have been amended to be in accordance with the Principles of Assessment and Rules of Evidence.</p>	<p>Yes</p>
<p>BSBWOR404B - Develop work priorities</p> <p>The provider's assessment system is not in accordance with the Principles of Assessment for fairness, validity and reliability.</p>	<p>Assessments have been amended to be in accordance with the Principles of Assessment and Rules of Evidence.</p>	<p>Yes</p>
<p>Clause 1.13</p> <p>The evidence referencing current vocational competence of six trainers was not clearly presented.</p>	<p>Matrixes have been reviewed and amended to reflect clear details of:</p> <ul style="list-style-type: none"> - Vocational competencies for each unit delivered and assessed - Current industry skills directly relevant to each unit delivered and assessed - Professional development in vocational training and learning 	<p>Yes</p>
<p>Clause 1.16</p> <p>The RTO did not ensure that all trainers and assessors that it engages undertake professional development in the fields of knowledge and practice of vocational training, learning and assessment including competency based training and assessment in relation to 6 Trainer files provided</p>	<p>Professional development plan has been updated for all trainers</p>	<p>Yes</p>

National Skills Institute Pty Ltd - 22528

<p>Clause 2.1</p> <p>The organisations Chief Executive Officer has not ensured that the registered training organisation is compliant with these Standards as identified by the non-compliances in this report</p>		
<p>The RTO is not compliant in relation to these clauses: 1.1, 1.3, 1.4, 1.8, 1.13, 1.16, 5.2, 5.3, 5.4, 6.1 and 6.3</p>	<p>The RTO has addressed those non-compliances in terms of relevant responses and referenced evidence supplied per clause</p>	<p>Yes</p>
<p>Clause 5.2</p> <p>The evidence reviewed did not demonstrate that the RTO was informing the learner of their rights if the RTO or a third party closes or ceases to deliver the agreed training and/or assessment</p>	<p>The RTO has redeveloped its Student Information Guide which includes specific information that relates to Cessation of RTO Services as well as Changes to Agreed Services. The revised Student Information Guide is referenced and the amended sections are highlighted for review. Students receive a copy of the Information Guide prior to enrolment.</p>	<p>Yes</p>
<p>Clause 5.3</p> <p>The RTO does not specify all relevant fee information including payment terms and conditions, including deposits and refunds</p>	<p>The RTO has redeveloped its Fee For Service Payment Details form which is issued to all FFS Students. All other students are either not charged fees (Victorian Funded) or in relation Queensland Funded Students, fees are charged to the employer. Students receive a copy of the Payment Details prior to enrolment.</p> <p>The RTO has redeveloped its Student Information Guide which includes specific information that relates to Cessation of RTO Services as well as Changes to Agreed Services. The revised Student Information Guide is referenced and the amended sections are highlighted for review. Students receive a copy of the Information Guide prior to enrolment.</p>	<p>Yes</p>
<p>Clause 6.1</p> <p>The RTO did not demonstrate that where there are any changes to agreed services, the RTO advises the learner as soon as practicable, including in relation to any new third party arrangements or a change in ownership or changes to existing third party arrangements.</p>	<p>The RTO has redeveloped its Complaints and Appeals Policy to manage and respond to allegations involving the conduct of a learner of the RTO</p>	<p>Yes</p>
<p>Clause 6.3</p> <p>The RTO did not demonstrate that that it had a Complaints and Appeals policy and procedure that:</p> <ul style="list-style-type: none"> • addressed principles of natural justice, and procedural fairness at every stage of the complaint or appeal • sets out the procedure for making a complaint or requesting an appeal • ensures complaints and requests for an appeal are acknowledged in writing and finalised as soon as practicable, and • provides for review by an appropriate party independent of the RTO and the complainant or appellant, at the request of the individual making the complaint or appeal, if the processes fail to resolve the complaint or appeal 	<p>The RTO has redeveloped its Complaints and Appeals Policy to ensure that it:</p> <ul style="list-style-type: none"> • Informs those involved in the allegations • Provides those involved to present their side of the story • Operates in a fair and unbiased manner • Clearly sets out the procedure for submitting a complaint or appeal • Ensures that complaints and appeals are acknowledged in writing 	<p>Yes</p>