

**AQTF Essential Conditions and Standards for Continuing
Registration & VRQA Guidelines for VET Providers -
Audit Report**

Audit Date: 17/18 April 2019

**RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training**

Applicant Details			
Applicant Name	TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training	TOID	22274
Address	Broadmeadows Place, Suite 15, 11-17 Pearcedale Parade, Broadmeadows VIC 3047		
	Website	www.advancetraining.com.au	
Registration Contact	Mr Aydin Tat		
Phone Number	(03) 9309 0059	Email	info@advancetraining.com.au
Audit Team			
Audit Firm	ShineWing Australia	Auditor/s	John Molenaar
Auditor/s	Penny Paliadelis	Other Attendees	
Registering Body Details			
Contact Person	Julie Florence		
Phone Number	9032 1560	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.4
2016 VRQA Guidelines Audited	3.1, 3.2	4.1,4.2,4.3, 4.4, 4.5,4.7	
Audit Date/s	17 and 18 April 2019		
RTO Background			
<p>TAT (Security Taxi Training) Pty Ltd T/as Technical Advanced Training (TAT) is an RTO, located in the northern suburbs and offering accredited courses in the areas of Security Training, Early Childhood and Care, First Aid, RSA and Training and Assessment.</p> <p>TAT registered as an RTO in 2005 and has been operating for almost fifteen years. The RTO enrolls approximately 1,000 students each year in security operations qualifications. A small number of students enrol in individual units, mainly first aid unit refreshers, as separate units. The majority of students are eligible for Skills First funding and are enrolled in funding programs. A small number of students are fee for service students.</p> <p>All training is delivered at the RTO Broadmeadows training centre which includes three classrooms. The local community facility is leased for sessions involving practical security tactical training.</p> <p>Though it has the TAE40110 Certificate IV in Training and Assessment on its scope, it has enrolled only six students in this superseded qualification. TAE40116 was added to the scope in 2018 and 12 students were</p>			

Audit Date: 17/18 April 2019

**RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training**

enrolled in 2018, mainly individual units for the purposes of upgrading to the current qualification and 21 enrolments in 2019, again mainly individual units for the purposes of upgrading to the current qualification.

The RTO also has Early Childhood Education and Care qualifications on scope, however, there have been no enrolments to date.

TAT operates as a family business with Aydin as the CEO and program director who is also qualified to deliver the security operations qualifications. TAT has a fulltime compliance manager, administrator and a team of four receptionists.

The RTO employs approximately 10 trainers - a combination of fulltime and part-time security trainers and a sessional TAE40116 trainer. The security trainers continue to work part-time in the security industry and hence maintain industry currency.

The TAT team works closely with the Security Trainers Association and has been involved in the review of the Property Services Training Package.

In 2020 new legislation is to be introduced which will re-align security training into a transport and security portfolio and this will impact on the security qualifications in the revised Training Package, which is still under development. The TAT remains current with developments in the security industry.

The RTO and security trainers are licensed by the Victoria Police Licensing Division and comply with the annual licensing requirements.

Interviews with trainers/assessors confirmed that they were passionate about working in the industry and provided sound role models for the students. The students identified that the security courses were challenging and were impressed by the experience of the trainers/assessors and the support that they were able to provide them to complete their courses.

Most enrolments in TAE40116 were students wishing to upgrade to the current qualifications and included TAT trainers/assessors. Interviews with the trainer and students, confirmed that effective programs were delivered.

The audit had identified that effective training and assessment was conducted for the two qualifications sampled and was conducted by experienced trainers/assessors, however record keeping, and completion of records was not quality assured and assessment records had not been thoroughly completed.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training

Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CPP20212	Certificate II in Security Operations (Crowd Control / Unarmed Guard) Units: CPPSEC2004B Respond to security risk situation CPPSEC2005A Work as part of a security team CPPSEC2006B Provide security services to clients HLTFA311A Apply first aid	Broadmeadows Place, Suite 15, 11-17 Pearcedale Parade, Broadmeadows VIC 3047
TAE40116	Certificate IV Training and Assessment Units: TAEASS402 Assess competence TAEASS403 Participate in assessment validation TAEASS502 Design and develop assessment tools TAEDES401 Design and develop learning program	Broadmeadows Place, Suite 15, 11-17 Pearcedale Parade, Broadmeadows VIC 3047

Interviewee(s) – Staff name and position; employer name and position	
Annette Smith	Trainer/Assessor: Certificate IV Training and Assessment
Orkun Ankara	Trainer/Assessor: Security Operations qualifications
Rabib Elsayah	Trainer/Assessor: Security Operations qualifications
Jason Bail	Trainer/Assessor: Security Operations qualifications
Student 1 - Enes Tat	Part-time student: Certificate IV Training and Assessment
Student 2 - Yasin Ozcan	Part-time student: Certificate IV Training and Assessment
Class of 20 students	Certificate II in Security Operations (Crowd Control / Unarmed Guard)

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If 'No', please provided amended details below:		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

**AQTF Essential Conditions and Standards for Continuing
Registration & VRQA Guidelines for VET Providers -
Audit Report**

Audit Date: 17/18 April 2019

**RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training**

Third party Arrangements –	Yes	No
Do the RTO's third party arrangements match the information provided by the VRQA?	X	
If ' No' , please provided amended details below:		

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training

Audit Summary - AQTF Conditions of Registration

AQTF Conditions Place an X in the appropriate column		Compliant	Non - Compliant	Not audited
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing		X	
9	Transition to Training Packages/Expiry of Accredited Courses	X		
Summary of Non-Compliance²				
<p>CF.8.1 Technical Advanced Training had not ensured that its marketing and advertising of AQF qualifications to prospective clients was ethical, accurate and consistent with its scope of registration. The website information was inconsistent with spelling errors and inappropriate use government funding identifiers.</p>				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training

Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	X		
1.1 – Continuous Improvement Strategy	X		
1.2 – Training and Assessment Strategies		X	
1.3 – Training and Assessment Resources	X		
1.4 – Trainer and Assessor Competency	X		
1.5 – Assessment Strategies		X	
Standard 2	X		
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services		X	
2.3 – Provision of Information to Clients	X		
2.4 – Third-Party Engagement in Training and Assessment		X	
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation	X		
2.7 – Complaints and Appeals Strategy	X		
Standard 3	X		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management		X	
Summary of Non-Compliance³			
<p>SF 1.2.1 Strategies for training and assessment did not fully meet the requirements of the relevant Training Package. Evidence of development, in consultation with industry, was not provided.</p> <p>SF.1.5.1 Assessments, including Recognition of Prior Learning (RPL), met the requirements of the relevant Training Packages, qualifications and units and were conducted in accordance with the principles of assessment and the rules of evidence. However, for the sample of completed candidate assessments reviewed the recording and reporting assessment outcomes had not been effectively implemented and insufficient evidence of assessment decision making had been maintained in the records to provide candidates with feedback.</p> <p>SF.2.2.1 Technical Advanced Training had not collected data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.</p>			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 17/18 April 2019

**RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training**

SF.2.4.1

The training and assessment arrangements did not provide information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners.

SF.3.4.1

Technical Advanced Training had not managed records to ensure their accuracy and integrity. Records were inconsistently maintained and not checked for accuracy and integrity.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training

Audit Summary – 2016 VRQA Guidelines for VET Providers

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced
Training

Summary of Non-Compliance⁴

GF.4.2.1

Though Technical Advanced Training had identified a Volume of Learning for each qualification reviewed, the amount of training it provided to each student about the existing skills, knowledge and the experience of the student and the mode of delivery had not been identified.

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

Detailed Findings - AQTF Conditions of Registration

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

CONDITION 3 - Compliance with Legislation		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Emails to staff informing of trainer/assessor qualification and legislation requirements. • Staff Standard Operating Procedures. • Student Handbook. • Training and Assessment Strategies – Industry legislation 		
CF.3.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had identified and implemented relevant Commonwealth, State or Territory legislation and regulatory requirements that were relevant to its operations and its scope of registration. It ensured that its staff and clients were fully informed of these requirements that affected their duties or participation in vocational education and training through staff email communications and the Student Information Handbook.</p>	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

CONDITION 4 - Insurance		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration audit.		
CF. 4	Finding	Required Rectification(s)
	Not audited as part of this Re-registration audit.	N/A
Improvement Opportunities		
Summary of improvement opportunities relating to condition 4		

CONDITION 5 - Financial Management		Not audited in Phase 2 audit
Evidence/Documentation Reviewed		
Not audited as part of this Re-registration audit.		
CF. 5	Finding	Required Rectification(s)
	Not audited as part of this Re-registration audit.	N/A
Improvement Opportunities		
Summary of improvement opportunities relating to condition 5		

CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Sample Certificate issued to Alham Abadiyan, CCP2012 Certificate II in Security Operations, 17/4/2019 and Statement of Results for units. • Sample Statement of Attainment issued to Abdulkah Al Kubbaise, four units for Certificate in Security Operations, 2/4/2019. • Student file checklist for Eda Inanir. • Sample of Quality checklist maintained to ensure that all requirements had been met – completed by the CEO. • Compliance Manual – retention arrangements • Samples of VETtrak entries and monthly SVTS reporting. • Sample of completed enrolment forms. 		
CF.6.1	Finding	Required Rectification(s)
<p>Technical Advanced Training had issued testamurs in accordance with the requirements of the Training Package that met the Australian Qualifications Framework (AQF) TGA. The testamurs included the Nationally Recognised Training (NRT) logo in accordance with the current conditions of service.</p>		N/A
CF.6.2.	Finding	Required Rectification(s)
<p>Technical Advanced Training had confirmed that it would retain client records of attainment of units of competency and qualifications for a period of 30 years.</p>		N/A
CF.6.3.	Finding	Required Rectification(s)
<p>Technical Advanced Training had a student records management system in place that had the capacity to provide the registering body with AVETMISS compliant data.</p>		N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

CF.6.4.	Finding	Required Rectification(s)
	Technical Advanced Training had provided a return of its client records of attainment of units of competency and qualifications to the VRQA for 2017 through monthly SVTS reporting.	N/A
CF.6.5.	Finding	Required Rectification(s)
	Technical Advanced Training met the requirements for implementation of a national unique student identifier.	N/A

Improvement Opportunities
Technical Advanced Training would benefit by ensuring that all Quality Checklists completed for each student file, prior to the issue of a testamur, was signed and dated by the CEO.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

CONDITION 7 - Recognition of Qualifications Issued by other RTOs		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Student Information Handbook • Student Agreement version 5: 20190401 		
CF.7.1	Finding	Required Rectification(s)
	Technical Advanced Training had procedures in place for the recognition of AQF Qualifications and Statements of Attainment issued by any other RTO. Students were informed in the Student Handbook 2018.	N/A
Improvement Opportunities		
Technical Advanced Training would benefit by: <ul style="list-style-type: none"> • Including the year of currency on the cover of the Student Information Handbook (Student Agreement) • Identifying in the Staff Operating Procedures the requirement for trainers to understand the information in the Student Information Handbook. 		

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

CONDITION 8 - Accuracy and Integrity of Marketing		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> Accuracy and Integrity of Marketing Procedures TAT website Marketing Checklist Folder Register of marketing materials used Sample marketing materials – billboards at train stations. 		
CF.8.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had not ensured that its marketing and advertising of AQF qualifications to prospective clients was ethical, accurate and consistent with its scope of registration. The website:</p> <ul style="list-style-type: none"> Referred to First Aid Training – HLTAID003 - Provide First Aid, misspelling the title of the unit. The qualification Certificate IV in Training and Assessment referred to government funded training, but no qualification code was included. Responsible Service of Alcohol course was the Victorian Commission for Gambling and Liquor Regulation (VCGLR) course which was not nationally accredited, but this referred to government funded. Certificate II in Security Operations (Crowd Control/Unarmed Guard) page referred to government funded training, however, no code was used. Often qualification titles were used without a code. 	<p>Technical Advanced Training is required to ensure that all marketing materials are accurately and ethically presented including:</p> <ul style="list-style-type: none"> Correctly identifying qualifications by code and title. Only referring to 'government funding' for nationally accredited courses which are identified by both code and title.
Improvement Opportunities		
<p>Technical Advanced Training would benefit from:</p> <ul style="list-style-type: none"> Conducting a quality review of the whole website to identify areas for modification. Consistently using the qualification or unit code, whenever a qualification or unit title is used. 		

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

- Ensuring that marketing material quality reviews are conducted in the context of understanding marketing compliance requirements.
- Having a second set of eyes review all marketing materials, against a compliance checklist.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

Detailed Findings - AQTF Standards

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Compliance Manual – Continuous Improvement. • Continuous Improvement Register • Registering Body Report s 2016, 2017, 2018 • Continuous Improvement Calendar for 2019 • Action Register for 2017, 2018 and 2019 • Completed student surveys • Sample of staff meeting minutes 		
SF.1.1.1	Finding	Required Rectification(s)
	Technical Advanced Training collected, analysed and acted on relevant data for continuous improvement of training and assessment.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

ELEMENT 1.2 - Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.		Non-Compliant
Evidence/Documentation Reviewed		
<p>Learning and assessment strategies for the following qualifications and units:</p> <ul style="list-style-type: none"> • CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) • TAE40116 Certificate IV Training and Assessment 		
SF.1.2.1	Finding	Required Rectification(s)
	<p>Strategies for training and assessment did not fully meet the requirements of the relevant Training Package. Evidence of development, in consultation with industry, was not provided.</p> <p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) The training and assessment arrangements did not provide:</p> <ul style="list-style-type: none"> • Details of education/support services available for students. • Information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners. • Accurate entry requirements – did not identify that applicants should be 18 years of age. • Accurate unit titles – the unit title for the unit CPPSEC2017A identified ‘tactics’ rather than ‘techniques’. • Accurate delivery hours – face to face training hours identified 456 hours when actual face to face training hours were 128 hours. • Information about ‘Reasonable Adjustments’ strategies that were available. <p>TAE40116 Certificate IV Training and Assessment The training and assessment arrangements did not provide:</p>	<p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Technical Advanced Training is required to review and modify the Training and Assessment Strategy to include:</p> <ul style="list-style-type: none"> • Details of education/support services available for students. • Information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners that Technical Advanced Training enrolled. • Accurate entry requirements – including that applicants should be 18 years of age. • Accurate unit title – the unit title for the unit CPPSEC2017A was incorrect.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<ul style="list-style-type: none"> • Accurate version details - page numbers referred to TAS for TAE40116 version 2.0: 20190201 however student characteristics were provided only for 2015, rather than the more recent student profile and explanation of the target group for TAE rather than security courses. • Accurate details of trainers/assessors – the TAS listed three trainers/assessors, however only one was qualified to deliver the TAE40116. • Details of education/support services available for students. • Information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners. 	<ul style="list-style-type: none"> • Accurate delivery hours consistent with the Student Timetables included in the TAS. • Information about 'Reasonable Adjustment' strategies that were available. <p>TAE40116 Certificate IV Training and Assessment Technical Advanced Training is required to review and modify the Training and Assessment Strategy to include:</p> <ul style="list-style-type: none"> • Accurate details of trainers/assessors and include only those that are qualified and experienced to deliver the qualification. • Details of education/support services available for students. • Information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners.
---	--

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

Improvement Opportunities

Technical Advanced Training would benefit from:

- Reviewing the Training and Assessment Strategy for Certificate II in Security Operations - Pathways for Students, the section headed – The minimum face-to-face training hours for licensing courses, and modify to identify that these course hours were previously identified on the Victoria Police Licencing and Regulations Division website (www.police.vic.gov.au) however they are no longer identified on this website.
- Conducting a trainer/assessor focus group to identify the student support services provided by individual trainers/assessors and discuss the appropriate student support that can be provided by all trainers/assessors for all students and include this information in the Student Information Handbook.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Training facilities at Broadmeadows • Learning resources for units sampled • Assessment tasks for units sampled. 		
SF.1.3.1	Finding	Required Rectification(s)
	Staff, facilities, equipment and training and assessment materials used by the RTO were consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	N/A

<p>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</p> <p>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>		Compliant
Evidence/Documentation Reviewed		
<p>Trainer/assessor information for the following qualifications.</p> <p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Trainer/Assessors: Lalith Udugampala Rabih Elsayah Orkun Akara</p> <p>TAE40116 Certificate IV in Training and Assessment Trainer/Assessor: Annette Smith</p>		
SF.1.4.1	Finding	Required Rectification(s)
<p>Training and assessment was delivered by trainers and assessors who had the necessary training and assessment competencies and the relevant vocational competencies at least to the level being delivered or assessed, could demonstrate current industry skills directly relevant to the training/assessment being undertaken and continued to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>		N/A



Audit Date: 17/18 April 2019

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):

Non-Compliant

- a) meets the requirements of the relevant Training Package or accredited course
- b) is conducted in accordance with the principles of assessment and the rules of evidence
- c) meets workplace and, where relevant, regulatory requirements
- d) is systematically validated.

Evidence/Documentation Reviewed

Assessment strategies for the following qualifications and units:

- **CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard)**

Units:

CPPSEC2004B Respond to security risk situation

CPPSEC2005A Work as part of a security team

CPPSEC2006B Provide security services to clients

HLTFA311A Apply first aid

Sample of completed unit assessments for the following students:

- Eda Tir., Assessor: Jamal Kaakour
- Sharon Prabhakaran, Assessor: Orkun Ankara
- Anita Lazarevska, Assessor: Jamal Kaakour
- Nicholas Tsoleridis. Assessor: Orkun Ankara
- Martela Touma, Assessor: Orkun Ankara

- **TAE40116 Certificate IV in Training and Assessment**

Sample of completed unit assessments for the following students:

TAEASS402 Assess competence

- George Tselios
- Karrah Caton

TAEDES401 Design and develop learning program

- George Tselios

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

- Karrah Caton
TAEDES401 Design and develop learning program
- Enes Tat

SF.1.5.1	Finding	Required Rectification(s)
	<p>Assessments, including Recognition of Prior Learning (RPL), met the requirements of the relevant Training Packages, qualifications and units and were conducted in accordance with the principles of assessment and the rules of evidence. However, for the sample of completed candidate assessments reviewed the recording and reporting assessment outcomes had not been effectively implemented and insufficient evidence of assessment decision making had been maintained in the records to provide candidates with feedback.</p> <p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Units: <i>CPPSEC2004B Respond to security risk situation</i> <i>CPPSEC2005A Work as part of a security team</i> <i>CPPSEC2006B Provide security services to clients</i> <i>HLTFA311A Apply first aid</i> Five students' files who had completed CPP20212 in 2019 were reviewed. For the completed files reviewed, assessments were marked with a tick for each answer and no other comments or evidence of marking was provided. There was no evidence of feedback provided to the candidates other than ticks on the completed assessments. Security logs were maintained however there was no evidence that the assessor had seen or marked these. Notebook entries were completed by students, however no evidence that the assessor had seen or marked these.</p> <p>TAE40116 Certificate IV Training and Assessment Lack of appropriate record keeping, e.g. missing signatures/dates on completed assessments, many assessment tasks not ticked as satisfactory when overall the students were deemed to be competent. No feedback provided to students on assessments.</p>	<p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Technical Advanced Training is required to:</p> <ul style="list-style-type: none"> • Review its assessment marking procedures, information provided to assessors about marking procedures and arrangements for monitoring the marking procedures implemented by each assessor, to ensure that a consistent assessment marking approach is implemented by all assessors, consistent with the organisation's assessment marking procedures. • Provide evidence on student assessment records, that feedback is provided to candidates on their completed assessments. • Provide evidence on completed assessments that all parts of the assessment have been seen, reviewed and marked by the assessor, including the completed Security Logs and notebook entries. <p>TAE40116 Certificate IV Training and Assessment Technical Advanced Training is required to:</p> <ul style="list-style-type: none"> • Review its assessment marking procedures, information provided to assessors about marking

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p><i>TAEDES401 Design and develop learning program</i> Two students' files who had completed TAE40116 in 2018 were reviewed. There were no individual coversheets for assessment tasks, only unit result and assessment record sheets.</p> <p><i>TAEASS402 Assess competence</i> Two students' files who had completed TAE40116 in 2018 were reviewed. For both students, the Unit Result Record Sheet and the Assessment Record Sheet, maintained on file, had not been completed to identify the date the assessment had been completed or marked. There was no evidence of feedback provided to the candidates other than ticks on the completed assessments.</p> <p><i>TAEDES401 Design and develop learning program</i> Two students' files who had completed TAE40116 in 2018 were reviewed. For one student, the student name and student number had not be completed. For this student one completed assessment had not been dated and the final Unit Assessment Coversheet, to confirm that the student had completed all the requirements and that the student file was complete had not been completed. For both students, there was no evidence of feedback provided to the candidates other than ticks on the completed assessments.</p>	<p>procedures and arrangements for monitoring the marking procedures implemented by each assessor, to ensure that a consistent assessment marking approach is implemented by all assessors, consistent with the organisation's assessment marking procedures.</p> <ul style="list-style-type: none"> • Provide evidence on student assessment records, that feedback is provided to candidates on their completed assessments. • Review its monitoring and quality assurance procedures for maintaining student files, to ensure that all documentation on file is thoroughly completed.
--	--

Improvement Opportunities

There were three sets of assessment records maintained for each unit:

- 1) unit result sheet,
- 2) assessment record sheet and
- 3) workbook questions and homework checklist sheet

where dates, outcomes and assessor/student signatures were required. This process required multiple signing in three separate places. All units sampled had incomplete records. There was no assessor feedback provided on assessments, except occasional ticks on some of the written work.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

Technical Advanced Training would benefit by reviewing the assessment records to be maintained for each unit assessment and identify how these may be streamlined so as not to require the assessor to repeatedly sign and date forms and to include on the Assessment Record Sheet, the provision for the assessor to provide feedback to the learner on their completed assessments and the unit overall.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Pre-training Review Form (Certificate 11 and Certificate III). • Enrolment Form – general information. • Student Information Handbook, Student Support Flow Chart. 		
SF.2.1.1	Finding	Required Rectification(s)
	Technical Advanced Training had established the needs of clients and delivered services to meet these needs.	N/A
Improvement Opportunities		
<p>Technical Advanced Training would benefit from:</p> <ul style="list-style-type: none"> • Clearly identifying areas of support available to students and to include this information in the Student Information Handbook and the Compliance Manual. • Conducting a trainer/assessor focus group to identify the student support services provided by individual trainers/assessors, discuss the appropriate student support that can be provided by all trainers/assessors for all students and to include this information in the Student Information Handbook. 		

2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Non-Compliant
Evidence/Documentation Reviewed		
No evidence provided.		
SF.2.2.1	Finding	Required Rectification(s)
	Technical Advanced Training had not collected data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.	Technical Advanced Training is required to develop and implement a strategy for the collection of data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services meet student needs.
Improvement Opportunities		
Technical Advanced Training would benefit by establishing a focus group of trainers/assessors to identify the support that they provide, identify what is reasonable and where it is impractical.		

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Pre-enrolment information • Website course and RTO information • For the sample of student files reviewed: <ul style="list-style-type: none"> – Sample of completed pre-training interviews – Sample of Training Plan notes. – Sample of completed suitability and eligibility assessment (Skills First). 		
SF.2.3.1	Finding	Required Rectification(s)
	Technical Advanced Training had provided sufficient information, before students enrolled or entered into an agreement, about the training, assessment and support services to be provided and about their rights and obligations.	N/A

2.4 - Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.		Non-Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Pre-enrolment information • Website course and RTO information • For the sample of student files reviewed: <ul style="list-style-type: none"> – Sample of completed pre-training interviews – Sample of Training Plan notes. – Sample of completed suitability and eligibility assessment (Skills First). 		
SF.2.4.1	Finding	Required Rectification(s)
<p>The training and assessment arrangements did not provide information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners.</p>		<p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Technical Advanced Training is required to review and modify the Training and Assessment Strategy to include information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners that Technical Advanced Training enrolled.</p> <p>TAE40116 Certificate IV Training and Assessment Technical Advanced Training is required to review and modify the Training and Assessment Strategy to include information about industry engagement activities that informed the development of training and assessment arrangements specific to the RTO cohort of learners, including that the TAE40116 Certificate IV</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

	Training and Assessment qualification is offered mainly to people completing security courses and who wished to train in the industry.
--	--

2.5 - Learners receive training, assessment and support services that meet their individual needs.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Notes maintained on student files for the sample of student files reviewed. • Student interviews. • Sample of training plan notes. 		
SF.2.5.1	Finding	Required Rectification(s)
	Technical Advanced Training had provided sufficient support to ensure that learners received training, assessment and support services that met their individual needs	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

2.6 - Learners have timely access to current and accurate records of their participation and progress.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> Student Information Handbook - Privacy 		
SF.2.6.1	Finding	Required Rectification(s)
	Technical Advanced Training had developed and implemented procedures to ensure that learners had timely access to current and accurate records of their participation and progress.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Compliance Manual – Complaints and Appeals • Complaints Register • Student Information Handbook 		
SF.2.7.1	Finding	Required Rectification(s)
	Technical Advanced Training provided appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. The complaints and appeals procedures included procedures for students to appeal a complaints decision and the source for an independent external mediator was identified.	N/A

Improvement Opportunities
<p>Technical Advanced Training would benefit from:</p> <ul style="list-style-type: none"> • Identifying the VRQA as an external source for handling complaints. • Reviewing the documentation that identifies the Complaints and Appeals Procedures and ensure that the information is consistent, including the Compliance Manual, Standard Operating Procedures and Student Information Handbook.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Compliance Manual – sets out procedures • Staff SOP • Student Information Handbook • Enrolment Forms • Student Training Plans 		
SF.3.1.1	Finding	Required Rectification(s)
	Technical Advanced Training management of its operations ensured clients received the services detailed in their agreement with the RTO.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> Schedules for review of Conditions, Standards and Guidelines for 2017, 2018 and 2019. (AQTF 2010 Continuous Improvement Calendars). Annual Actions Register. 		
SF.3.2.1	Finding	Required Rectification(s)
	Technical Advanced Training used a systematic and continuous improvement approach to the management of operations.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

3.3 - The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.		Not audited
Evidence/Documentation Reviewed		
Technical Advanced Training does not have third parties delivering training on its behalf.		
SF.3.3.1	Finding	Required Rectification(s)
	Technical Advanced Training does not have third parties delivering training on its behalf.	N/A

3.4 - The RTO manages records to ensure their accuracy and integrity.		Not Compliant
Evidence/Documentation Reviewed		
<ul style="list-style-type: none"> • Compliance manual: <ul style="list-style-type: none"> – Retention of records procedures – Storage requirements – Version control procedures and samples of documentation version identifiers – Up to date records of enrolments and participation – Up to date records of fees paid and refunds given • Version control - samples of documentation version identifiers • Sample of student files • Sample of student VETtrak entries 		
SF.3.4.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had not managed records to ensure their accuracy and integrity. Records were inconsistently maintained and not checked for accuracy and integrity.</p> <p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Five students' files who had completed CPP20212 in 2019 were reviewed. For the completed files reviewed, assessments were marked with a tick for each answer and no other comments or evidence of marking was provided. There was no evidence of feedback provided to the candidates other than ticks on the completed assessments. Security logs were maintained however there was no evidence that the assessor had seen or marked these. Notebook entries were completed by students, however no evidence that the assessor had seen or marked these.</p> <p>TAE40116 Certificate IV Training and Assessment</p>	<p>CPP20212 Certificate II in Security Operations (Crowd Control / Unarmed Guard) Technical Advanced Training is required to:</p> <ul style="list-style-type: none"> • Review its assessment marking procedures, information provided to assessors about marking procedures and arrangements for monitoring the marking procedures implemented by each assessor, to ensure that a consistent assessment marking approach is implemented by all assessors, consistent with the organisation's assessment marking procedures. • Provide evidence on student assessment records, that feedback is provided to candidates on their completed assessments.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

Lack of appropriate record keeping, e.g. missing signatures/dates on completed assessments, many assessment tasks not ticked as satisfactory when overall the students were deemed to be competent. No feedback provided to students on assessments.

TAEDES401 Design and develop learning program

Two students' files who had completed TAE40116 in 2018 were reviewed.

There were no individual coversheets for assessment tasks, only unit result and assessment record sheets.

TAEASS402 Assess competence

Two students' files who had completed TAE40116 in 2018 were reviewed.

For both students, the Unit Result Record Sheet and the Assessment Record Sheet, maintained on file, had not been completed to identify the date the assessment had been completed or marked.

There was no evidence of feedback provided to the candidates other than ticks on the completed assessments.

TAEDES401 Design and develop learning program

Two students' files who had completed TAE40116 in 2018 were reviewed.

For one student, the student name and student number had not be completed. For this student one completed assessment had not been dated and the final Unit Assessment Coversheet, to confirm that the student had completed all the requirements and that the student file was complete had not been completed.

For both students, there was no evidence of feedback provided to the candidates other than ticks on the completed assessments.

- Provide evidence on completed assessments that all parts of the assessment have be seen, reviewed and marked by the assessor, including the completed Security Logs and notebook entries.

TAE40116 Certificate IV Training and Assessment

Technical Advanced Training is required to:

- Review its assessment marking procedures, information provided to assessors about marking procedures and arrangements for monitoring the marking procedures implemented by each assessor, to ensure that a consistent assessment marking approach is implemented by all assessors, consistent with the organisation's assessment marking procedures.
- Provide evidence on student assessment records, that feedback is provided to candidates on their completed assessments.
- Review its monitoring and quality assurance procedures for maintaining student files, to ensure that all documentation on file is thoroughly completed.

Detailed Findings – 2016 VRQA Guidelines for VET Providers

<p>GUIDELINE 1.1 - An RTO must ensure that it has a current strategic plan and a detailed business plan which have been approved by its governing body.</p> <p>a) An RTO ensures the strategic plan details the overall vision, mission, board of directors and strategic directions of the RTO and clearly indicates that provision of vocational education is a primary purpose of the RTO.</p> <p>b) An RTO ensures the business plan details the operational and workforce development arrangements for a three year period that incorporates:</p> <ul style="list-style-type: none"> i. description of the business including an organisation chart, courses, location(s) and facilities ii. a continuous improvement plan or risk management strategy iii. a work force development plan iv. strategic alliances with other education or service providers or third party arrangements v. training and assessment delivery including proposed facilities and delivery hours 		<p>Not Audited in Phase 2 audit</p>
<p>Not audited as part of this re-registration audit.</p>		
GF 1.1	Finding	Required Rectification(s)
	<p>Not audited as part of this re-registration audit.</p>	<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p>GUIDELINE 2.1 - An RTO ensures that where services are provided on its behalf by a third party the provision of those services is the subject of a written agreement.</p> <ul style="list-style-type: none"> • A <i>third party</i> means any party that provides services on behalf of the RTO but does not include a party to a contract of employment with the RTO. • <i>Services</i> mean training, assessment, related educational or support services and/or any activities related to the recruitment of prospective students, but does not include student counselling, mediation or ICT support services. 		Not audited
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.1.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p>GUIDELINE 2.2 – An RTO ensures that any third party delivering services on its behalf is required, under a written agreement, to cooperate with the VRQA:</p> <ul style="list-style-type: none"> a) by providing accurate and factual responses to information requests from the VET Regulator relevant to the delivery of services; and b) for the purposes of the conduct of any audit or monitoring of its operations. 		Not audited
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.2.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 2.3 – An RTO notifies the VRQA of any written agreement entered into under Guideline 2.2 for the delivery of services on its behalf:		Not audited
<ul style="list-style-type: none"> a) within 30 calendar days of the agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and b) within 30 calendar days of the agreement coming to an end. 		
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.3.1	Finding	Required Rectification(s)
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p>GUIDELINE 2.4 – Information, whether disseminated directly by an RTO or by another party on its behalf, is both accurate and factual, including by:</p> <ul style="list-style-type: none"> a) clarifying whether a third party is recruiting prospective students for an RTO on its behalf; and b) distinguishing where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party. 		Not audited
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.4.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p>GUIDELINE 2.5 - Prior to the enrolment of students or the commencement of training and assessment, whichever comes first, an RTO t provides, in print or through referral to an electronic copy, current and accurate information that:</p> <ul style="list-style-type: none"> a) enables the student to make informed decisions about undertaking training with the RTO and b) (at a minimum) includes the name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the student on an RTO's behalf 		<p>Not audited</p>
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.5.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>	<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 2.6 - Where there are any changes to agreed services, an RTO advises the student of those changes as soon as practicable, including in relation to any relevant changes to existing or new third party arrangements or changes in ownership.		Not audited
Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.6.1	Finding	Required Rectification(s)
	Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 2.7 - An RTO has a complaints policy to manage and respond to allegations involving the conduct of:		Not audited
<ul style="list-style-type: none"> a) the RTO, its trainers, assessors or other staff; b) a third party providing services on the RTO's behalf, its trainers, assessors or other staff; or c) a student of the RTO. 		
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		
GF 2.7.1	Finding	Required Rectification(s)
<p>Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.</p>		<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 2.8 - An RTO has an appeals policy to manage a request for the review of a decision, including an assessment decision, made by an RTO or a third party providing services on the RTO's behalf.		Not audited
Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.		
GF 2.8.1	Finding	Required Rectification(s)
	Technical Advanced Training had not entered into third party agreements for the delivery and assessment of qualifications, units or courses.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

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

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p>GUIDELINE 4.2 - For the purposes of Guideline 4.1, an RTO determines the amount of training it provides to each student with regard to:</p> <p>a) the existing skills, knowledge and the experience of the student; b) the mode of delivery; and c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.</p>		<p>Non-Compliant</p>
<p>Evidence/Documentation Reviewed</p> <ul style="list-style-type: none"> • Training and Assessment Strategies, delivery schedules and student information identifying duration and Volume of Learning. 		
<p>GF 4.2.1</p>	<p>Finding</p>	<p>Required Rectification(s)</p>
<p>Though Technical Advanced Training had identified a Volume of Learning for each qualification reviewed, the amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery had not been identified.</p> <p>Certificate II in Security Operations The training duration had been determined by information previously included on the Victorian Police – Licensing Division website and the Security Trainers Association template for Class Student Timetables. The amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery had not been identified.</p> <p>TAE40116 Certificate IV in Training and Assessment The Training and Assessment Strategy identified Volume of Learning and unit hours. The amount of training it provided to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery had not been identified.</p>		<p>Technical Advanced Training is required to identify in the learning and assessment arrangements for each qualification, a rationale for the amount of training it provides to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery, based on the following indicators:</p> <ul style="list-style-type: none"> • AQF Volume of Learning • The TAT delivery methods – practical and theory • Size of classes • Experience of learners • Regulator and licensing authorities where appropriate.

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 4.3 - From 1 January 2016, to deliver any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor), an RTO must have undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation) of these Guidelines.		Compliant
Evidence/Documentation Reviewed		
See notes for Annette Smith at Standard 1.4		
GF 4.3.1	Finding	Required Rectification(s)
Technical Advanced Training has undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with the requirements contained in Schedule 2 (and the definitions of independent validation and validation) of these Guidelines.		N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 4.4 - From 1 January 2016, to deliver any AQF qualification or skill set from the Training and Education Training Package (or its successor), an RTO ensures that all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered, or have demonstrated equivalence of competencies.		Compliant
Evidence/Documentation Reviewed		
See notes for Annette Smith at Standard 1.4		
GF 4.4.1	Finding	Required Rectification(s)
	Technical Advanced Training has ensured that all trainers and assessors delivering the training and assessment hold the training and assessment qualification at least to the level being delivered or have demonstrated equivalence of competencies.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

<p>GUIDELINE 4.5 - From 1 January 2017, to deliver the training and assessment qualification specified in Item 1 of Schedule 1 of these Guidelines, or any assessor skill set from the Training and Education Training Package (or its successor), an RTO ensures all trainers and assessors delivering the training and assessment:</p> <p>a) hold the qualification specified in Item 5 of Schedule 1 of these Guidelines; or b) work under the supervision of a trainer that holds the qualification specified in Item 5 of Schedule 1 of these Guidelines.</p>		Compliant
<p>Evidence/Documentation Reviewed</p> <p>See notes for Annette Smith at Standard 1.4</p>		
GF 4.5.1	Finding	Required Rectification(s)
	<p>Technical Advanced Training has ensured that all trainers and assessors delivering the training and assessment hold the required qualifications.</p>	<p>N/A</p>

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 4.6 - An RTO ensures that any individual working under supervision holds the qualification specified in Item 1 of Schedule 1 of these Guidelines and does not determine assessment outcomes.		Not audited
Evidence/Documentation Reviewed		
See notes for Annette Smith at Standard 1.4		
GF 4.6.1	Finding	Required Rectification(s)
	Technical Advanced Training does not deliver an AQF skill set from the Training and Education Training Package.	N/A

Audit Date: 17/18 April 2019

RTO: TAT (Security/Taxi Training) Pty Ltd T/as Technical Advanced Training

GUIDELINE 4.7 - An application to add any AQF qualification or assessor skill set from the Training and Education Training Package (or its successor) to an RTO's scope of registration has only be granted if an RTO has:		Compliant
<ul style="list-style-type: none"> a) held registration for at least two years continuously at the time of adding the qualification and/or skill set to scope; and b) from 1 January 2016, undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with Guideline 4.3. 		
Evidence/Documentation Reviewed		
<p>See notes for Annette Smith at Standard 1.4</p>		
GF 4.7	Finding	Required Rectification(s)
<p>Technical Advanced Training has held registration for at least two years continuously at the time of adding the qualification and/or skill set to scope; and undergone an independent validation of its assessment system, tools, processes and outcomes in accordance with Guideline 4.3.</p>		N/A
GUIDELINE 5.1 - An RTO registered with the VRQA has provided an annual declaration of compliance with the AQTF Essential Conditions and Standards for Continuing Registration (the AQTF Standards) and these Guidelines, and in particular whether it:		Not audited
<ul style="list-style-type: none"> a) currently meets the requirements of the AQTF Standards and these Guidelines across all of its existing scope of registration; and b) has met the requirements of the AQTF Standards for all AQF certification documentation which it has issued in the previous 12 months; and c) has training and assessment strategies and practices in place that ensure that all current and prospective students are or will be trained and assessed in accordance with the requirements of the AQTF Standards and these Guidelines. 		
GF 5.1	Finding	Required Rectification(s)
<p>Not audited as part of this Re-registration Audit.</p>		N/A