



Audit report – VET Quality Framework

Continuing registration as a national VET regulator (NVR) registered training organisation

ORGANISATION DETAILS

Organisation's legal name	Flossink Pty Ltd
Trading name/s	Prestige Service Training
RTO number	31981
CRICOS number	N/A

AUDIT TEAM

Lead auditor	Denise Middleton
Auditor/s	Jen Adlington
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	1061117	
Audit number/s	1006366	
Audit reason 1	Application - renewal	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	153 Musgrave Avenue, Southport Q 4215	
Date/s of audit	11/09/2014	
Organisation's contact for audit	Tracy Kearney tracy@pst.edu.au	Director 0756677224
NVR standards audited	Selected Standards for Continuing Registration: 15, 16, 17, 18, 20.2, 22.2, 22.3, 23.1, 24.1, 25.1 and 25.2	

BACKGROUND

- Flossink Pty Ltd was first registered as a training organisation in July 2009. The decision to become an RTO was made after the Chief Executive Officer had completed many years of contract training for Bremer TAFE.
- The structure of the organisation consists of a Chief Executive Officer, three trainers, three administration staff, and two Business Development Officers. In addition to delivering VET qualifications and courses, the organisation delivers non-accredited training to job seekers and also offers resume writing skills and job ready skills courses.
- The target market of the organisation is unemployed persons, school based trainees, and clients



wishing to enhance the skills of their employees. The organisation has found that traineeship training is difficult to obtain in today's market.

- The primary focus of the organisation is hospitality training, and many of these students are school based trainees.
- The organisation has public funding contracts including User Choice and Certificate III guarantee while Diploma students are fee for service clients.
- Training and assessment is primarily offered in the Gold Coast region.
- The organisation is a Principal Employer Organisation under the relatively new *Further Education and Training Act 2014* (Qld). Under this arrangement, the organisation has to guarantee to employ a certain quota of trainees each year of the contract.
- The organisation has a partnership with Mindworks which allows the partnering organisation to deliver 30899QLD Course in maximising your training and teaching impact.
- The organisation uses Axcelerate as it AVETMISS compliant software.

Total number of current enrolments in RTO as at audit date:

- The organisation has roughly 70 trainees in training and 130 other students.

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
30899QLD	Course in maximising your training and teaching impact	Face to face	Nil
BSB30112	Certificate III in Business	Face to face	70
BSB50207	Diploma of Business	Face to face	Nil
MSAPMPER300C	Issue work permits	Face to face	Nil
MSAPMOHS217A	Gas test atmosphere	Face to face	Nil
RIIRIS201D	Conduct local risk control	Face to face	Nil
SIT30712	Certificate III in Hospitality	Face to face	130
SIT30713	Certificate III in Hospitality	Face to face	Nil
SIT50313	Diploma of Hospitality	Face to face	Nil

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

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Tracy Kearney	Chief Executive Officer	BSB30112 Certificate III in Business BSB50207 Diploma of Business SIT30712 Certificate III in Hospitality SIT30713 Certificate III in Hospitality SIT50313 Diploma of Hospitality
Heather Engels	Administration Officer	Nil



ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 11/09/2014: Significant non-compliance

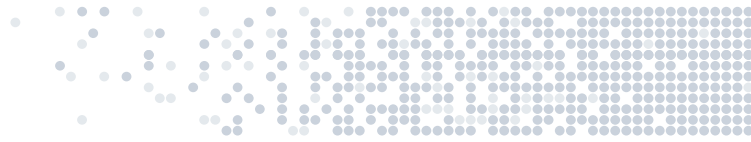
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 22/10/2014: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Not compliant	Compliant
SNR 17	Not compliant	Compliant
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Not audited	n/a
SNR 21	Not audited	n/a
SNR 22	Not compliant	Compliant
SNR 23/AQF	Compliant	n/a
SNR 24	Not compliant	Compliant
SNR 25	Compliant	n/a



SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Compliant

Following rectification: n/a

15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- The organisation did not provide training and assessment strategies for the above units of competency.

SIT30712 Certificate III in Hospitality

SIT30713 Certificate III in Hospitality

SIT50313 Diploma of Hospitality

- The organisation provided training and assessment strategies for the above qualifications which did not identify the pre-requisite units in each qualification.

In order to become compliant, the organisation is required to:

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- The organisation is to provide a strategy for training and assessment for each of the above units of competency; which accurately describe the framework to guide the learning requirements, teaching, training and assessment arrangements to the macro level requirements of the learning and assessment process.

SIT30712 Certificate III in Hospitality

SIT30713 Certificate III in Hospitality

SIT50313 Diploma of Hospitality

- The organisation is to provide training and assessment strategies for the above qualifications which identify the pre-requisite units in each qualification.

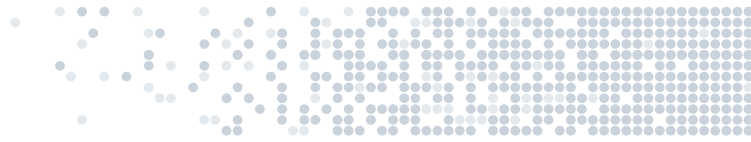
Analysis of rectification evidence:

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- The organisation has withdrawn its application for the above units of competency; hence no further evidence is required.



SIT30712 Certificate III in Hospitality

SIT30713 Certificate III in Hospitality

SIT50313 Diploma of Hospitality

- For the above qualifications, the organisation provided updated training and assessment strategies that identified the appropriate pre-requisite units in each qualification.

15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

BSB30112 Certificate III in Business

BSB50207 Diploma of Business

- This Standard is deemed non-compliant as non-compliances were found against SNR 15.5; being that the evidence provided did not support that the RTO has assessment materials to meet the requirements of the Training Package.
- Furthermore, the organisation could not provide sufficient evidence to demonstrate that it had access to resources as stipulated by the BSB07 Training Package.

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- This Standard is deemed non-compliant as non-compliances were found against SNRs 15.2, 15.4, and 15.5; being that the evidence provided did not support the RTO has training and assessment strategies, staff (trainers/assessors), and assessment materials to meet the requirements of the relevant Training Packages.

In order to become compliant, the organisation is required to:

BSB30112 Certificate III in Business

BSB50207 Diploma of Business

- Refer to the rectification requirements detailed in SNR 15.5. The provision of rectification evidence to address the non-compliances identified, should it be determined compliant, will demonstrate that assessment materials meet the requirements of the Training Package.
- The organisation is to provide evidence to demonstrate that it has access to resources as stipulated by the BSB07 Training Package.

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- Refer to the rectification requirements detailed in SNRs 15.2, 15.4 and 15.5. The provision of rectification evidence to address the non-compliances identified, should it be determined compliant, will meet the requirements of this Standard.



Analysis of rectification evidence:

BSB30112 Certificate III in Business

BSB50207 Diploma of Business

- For the above qualifications, the organisation provided evidence to demonstrate that it has access to appropriate resources in accordance with the BSB07 training package.
- The non-compliance identified in standard 15.5 has been addressed.

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- The organisation has withdrawn its application for the above units of competencies; hence no further evidence is required.

15.4 Training and assessment is delivered by trainers and assessors who:

(a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and

(b) have the relevant vocational competencies at least to the level being delivered or assessed; and

(c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and

(d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

MSAPMOHS217A Gas test atmospheres

MSAPMPER300C Issue work permits

RIIRIS201D Conduct local risk control

- The organisation did not provide evidence to demonstrate that trainer/assessor **Emily Claydon** has continued to develop her vocational education and training (VET) knowledge and skills.

In order to become compliant, the organisation is required to:

MSAPMOHS217A Gas test atmospheres

MSAPMPER300C Issue work permits

RIIRIS201D Conduct local risk control

- The organisation is to provide evidence to demonstrate that trainer/assessor **Emily Claydon** has continued to develop her vocational education and training (VET) knowledge and skills.

Analysis of rectification evidence:

MSAPMOHS217A Gas test atmospheres

MSAPMPER300C Issue work permits

RIIRIS201D Conduct local risk control

- As the above units of competencies have been withdrawn, no further evidence is required for **Emily Claydon** as she is no longer employed as a trainer and assessor by the organisation.



15.5 Assessment including Recognition of Prior Learning (RPL):
(a) meets the requirements of the relevant Training Package or VET accredited course; and
(b) is conducted in accordance with the principles of assessment and the rules of evidence; and
(c) meets workplace and, where relevant, regulatory requirements; and
(d) is systematically validated.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- For the above units of competency, the organisation did not provide a full suite of assessment tools which met all the requirements of the relevant Training Package; specifically they did not address all components of the unit including:
 - MSAPMOHS217A Gas test atmosphere
MSAPMPER300C Issue work permit
 - elements and performance criteria
 - required skills and knowledge
 - critical aspects for assessment
 - required range statement.
 - RIIRIS201D Conduct local risk control
 - performance criteria
 - performance evidence
 - knowledge evidence
 - assessment conditions.
- The organisation did not demonstrate that it has developed or has access to assessment criteria defining the level of performance (benchmarks/sample answers) for the assessment materials and tasks; therefore, it could not be substantiated that the organisation's assessment will be conducted in accordance with the principles of assessment and the rules of evidence.
- As the above units of competency were clustered, the organisation had not recognised the pre-requisite unit **RIIRIS201D Conduct local risk control** or provided exit points for each unit should a client not complete the full cluster of units.

BSB30112 Certificate III in Business

BSBCUS301B Deliver and monitor a service to customer

BSBITU304A Produce spreadsheets

BSB50207 Diploma of Business

BSBPMG522A Undertake project work

BSBADM506B Manage business document design and development

- For the above units of competency, the organisation did not provide a full suite of assessment tools which met all the requirements of the relevant training package, specifically; they did not address all components of the units including required skills and knowledge, performance criteria, critical aspects of assessment, and required range statement.



In order to become compliant, the organisation is required to:

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- For each of the above units of competency, provide a suite of assessments which fully address all requirements of the respective Training Package and unit, including:
 - MSAPMOHS217A Gas test atmosphere
MSAPMPER300C Issue work permit
 - elements and performance criteria
 - required skills and knowledge
 - critical aspects for assessment
 - required range statement.
 - RIIRIS201D Conduct local risk control
 - performance criteria
 - performance evidence
 - knowledge evidence
 - assessment conditions.
- The assessments must contain or be accompanied with the assessment criteria defining the acceptable level of performance required to ensure training package and unit of competency requirements are met; ensures consistency in the judgements made across assessors/students; and ensure assessment is conducted in accordance with the principles of assessment and the rules of evidence.

BSB30112 Certificate III in Business

BSBCUS301B Deliver and monitor a service to customer

BSBITU304A Produce spreadsheets

BSB50207 Diploma of Business

BSBPMG522A Undertake project work

BSBADM506B Manage business document design and development

- For each of the above units of competency, provide a suite of assessments which fully address all requirements of those units; including, performance criteria, required knowledge and skills, critical aspects for assessment, and required range statement.
- The assessments must contain or be accompanied with the assessment criteria defining the acceptable level of performance to ensure training package and unit of competency requirements are met; ensures consistency in the judgements made across assessors/students; and ensure assessment is conducted in accordance with the principles of assessment and the rules of evidence.

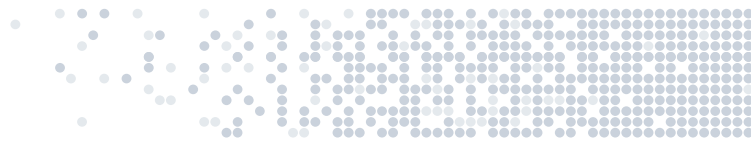
Analysis of rectification evidence:

MSAPMOHS217A Gas test atmosphere

MSAPMPER300C Issue work permit

RIIRIS201D Conduct local risk control

- As the organisation has withdrawn its application for the above units of competency, no further evidence is required.



BSB30112 Certificate III in Business

BSBCUS301B Deliver and monitor a service to customer

BSBITU304A Produce spreadsheets

BSB50207 Diploma of Business

BSBPMG522A Undertake project work

BSBADM506B Manage business document design and development

- For the above units of competencies, the organisation provided a full suite of assessment tools which fully addressed all outstanding non-compliance including rules of evidence and principles of evidence.

SNR 16 The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients, as follows:

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Original finding: Compliant

Following rectification: n/a

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.

Original finding: Compliant

Following rectification: n/a

16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.

Original finding: Compliant

Following rectification: n/a

16.4 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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation provided a training record to be completed by the supervisor/employer which was aligned to the performance criteria as opposed to the tasks performed in the workplace to achieve competency.

In order to become compliant, the organisation is required to:

- The organisation is to provide evidence of a training record or similar document which would allow the employer/supervisor to record the tasks performed in the workplace to achieve competency. This document should reflect the tasks performed in the workplace by the trainee.

Analysis of rectification evidence:

- The organisation provided and updated training record which accurately reflected the tasks performed in the workplace which would allow trainees to achieve competence in the workplace.



16.5 Learners receive training, assessment and support services that meet their individual needs.

Original finding: Compliant

Following rectification: n/a

16.6 Learners have timely access to current and accurate records of their participation and progress.

Original finding: Compliant

Following rectification: n/a

16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Original finding: Compliant

Following rectification: n/a

SNR 17 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:

17.1 The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.

Original finding: Compliant

Following rectification: n/a

17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.

Original finding: Compliant

Following rectification: n/a

17.3 The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The partnership agreement between Mindworks and the organisation made reference to outdated terminology such as AQTF, Training Queensland, and various other outdated terms.

In order to become compliant, the organisation is required to:

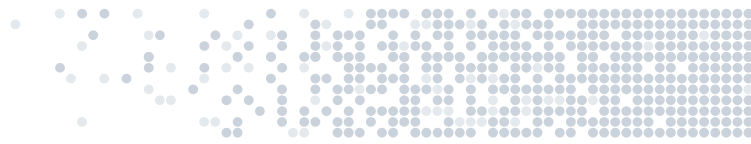
- The organisation is to provide an updated copy of the partnering agreement with Mindworks which reflects current terminology relating to ASQA and the NVR standards.

Analysis of rectification evidence:

- The organisation provided an updated partnering agreement which reflected current terminology relating to ASQA and NVR standards.



17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity.	Original finding: Compliant	Following rectification: n/a
SNR 18 The NVR registered training organisation has governance arrangements in place as follows:			
18.1	The NVR registered training organisation’s Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation’s scope of registration, as listed on the National Register.	Original finding: Not compliant	Following rectification: Compliant
<i>Reasons for finding of non-compliance:</i>			
<ul style="list-style-type: none">As non-compliance was identified in standards 15.2, 15.3, 15.4, 15.5, 16.4, 17.3, 22.2 and 23.1, the Chief Executive Officer did not ensure that he complied with the VET Quality Framework and national guidelines.			
<i>In order to become compliant, the organisation is required to:</i>			
<ul style="list-style-type: none">This standard will become compliant when all non-compliance has been rectified in standards 15.2, 15.3, 15.4, 15.5, 16.4, 17.3, 22.2 and 24.1.			
<i>Analysis of rectification evidence:</i>			
<ul style="list-style-type: none">As all non-compliances have been addressed in standards 15.2, 15.3, 15.4, 15.5, 16.4, 17.3, 22.2 and 24.1, this standard is now compliant.			
18.2	The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.	Original finding: Compliant	Following rectification: n/a
SNR 19 Interactions with the National VET Regulator			
19.1	The NVR registered training organisation must co-operate with the National VET Regulator: (a) in the conduct of audits and the monitoring of its operations; (b) by providing accurate and timely data relevant to measures of its performance; (c) by providing information about significant changes by its operations; (d) by providing information about significant changes to its ownership; and (e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator’s requirements.	Original finding: Not audited	Following rectification: n/a
SNR 20 Compliance with legislation			
20.1	The NVR registered training organisation must comply with relevant Commonwealth, State		



or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Original finding: Not audited

Following rectification: n/a

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

21.1 The NVR registered training organisation must hold public liability insurance throughout its registration period.

Original finding: Not audited

Following rectification: n/a

SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Not audited

Following rectification: n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

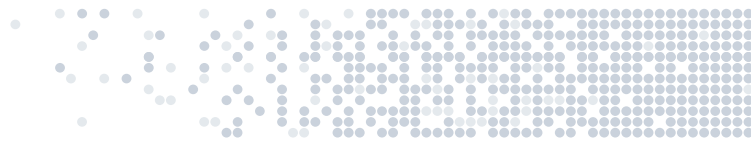
- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- (e) the organisation's refund policy.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation did not provide sufficient information to demonstrate that it provides information to clients on the following:
 - the total amount of fees including course fees, administration fees, material fees and any other fees
 - payment terms including time payment arrangements and non-refundable fees.



In order to become compliant, the organisation is required to:

- the organisation is required to demonstrate that it provides information to clients on the following:
 - the total amount of fees including course fees, administration fees, material fees and any other fees
 - payment terms including time payment arrangements and non-refundable fees.

Analysis of rectification evidence:

- The student handbook has been updated to contain details of the total amount of fees, administration fees, material fees and other fees. The student handbook also contained information relating to time payment and non-refundable fees.

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

(a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;

(b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;

(c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;

(d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or

(e) (Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator.

Original finding: Compliant

Following rectification: n/a

SNR 23 Certification, issuing and recognition of qualifications & statements of attainment

23.1 The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:

(a) meets the Australian Qualifications Framework (AQF) requirements;

(b) identifies the NVR registered training organisation by its national provider number from the National Register and

(c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Compliant

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Not audited

Following rectification: n/a



23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Not audited

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- Pre-audit evidence provided contained information referencing a superseded hospitality qualification that was out of teach-out.

NOTE: Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Not audited

Following rectification: n/a

SNR 25 Transition to Training Packages/expiry of VET accredited courses

25.1 The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Original finding: Compliant

Following rectification: n/a

25.2 The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.

Original finding: Compliant

Following rectification: n/a