



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: McEvoy & Doust Pty Ltd

Date/s of audit: 26/11/2018

Date report created: 28/11/2017

Date report updated: 12/02/2019

Organisation details

Organisation's legal name:	McEvoy & Doust Pty Ltd
Trading name/s:	Eastpoint Security Academy Community Education Australia Security Training
RTO number:	6074
CRICOS number:	N/A

Audit team

Lead auditor:	Mark Shrubshall
Assistant/s:	

Audit details

Application number/s:	N/A
Audit number:	AUDREC0008688
Audit reason:	Compliance - monitoring
Address of site/s visited:	Level 1/7 Clunies Ross Ct Eight-Mile Plains Qld 4133
Date/s of audit:	26/11/2018
Organisation's contact for audit:	Mr Abhishek Prasad CEO info@communityeducation.edu.au 07 3708 1061

Original finding at time of audit

Audit finding: Serious non-compliance

Report completed by: Mark Shrubshall

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1,	Not compliant
Enrolment	5.1, 5.3, 7.3 5.2,	Compliant Not compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.13-1.14, 1.16 1.1, 1.2, 1.3, 1.8	Compliant Not compliant
Completion	3.1	Not compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 1/02/2019 : Compliant

Report completed by: Mark Shrubshall

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.2	Compliant

Training and Assessment	1.1, 1.2, 1.3, 1.8	Compliant
Completion	3.1	Compliant

Background

McEvoy & Doust Pty Ltd was first registered on 21 August 1998

Summary of organisation and management structure:

- Chief Executive Officer
- Training and Compliance Officer
- Administration and Marketing Officer
- Operations Officer
- Training Co-ordinator
- Trainers and Assessors

Scope of registration:

- CPP20212 Certificate II in Security Operations
- CPP30411 Certificate III in Security Operations
- SIT30816 Certificate III in Commercial Cookery
- SIT30916 Certificate III in Catering Operations
- SIT40416 Certificate IV in Hospitality
- SIT40516 Certificate IV in Commercial Cookery
- SIT50416 Diploma of Hospitality Management

Suburb and state of all delivery locations:

- Sydney – Parramatta (has shifted operations to Queensland)
- Brisbane – Eight miles plains

Third party usage:

- The organisation does not use a third party for the delivery and assessment of its scope of registration or for recruitment of students.

Core clients/target groups:

- Consist of domestic students new to the industry and employees wishing to upgrade or gain a qualification

Training Revenue (Funded or fee for service):

- Fee for service
- Certificate 3 Guarantee

Total number of current enrolments as at audit date:

- 7

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

- Information provided by students as part of a student survey or interview.
- Information provided directly by McEvoy & Doust Pty Ltd to ASQA
- Existing information and records held by ASQA concerning McEvoy & Doust Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of McEvoy & Doust Pty Ltd conducted on 26/11/2018.
- Other publicly available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
CPP30411	Certificate III in Security Operations	Face to face	7
SIT30816	Certificate III in Commercial Cookery	Face to face/Workplace	0
SIT30916	Certificate III in Catering Operations	Face to face/Workplace	0
SIT50416	Diploma of Hospitality Management	Face to face/Workplace	0

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

Interviewees

Name	Position	Training products
Adeel Babur	Training Manager/ Compliance Officer	NA
Vijai Komar	Administration /Marketing Officer	NA
Daloir Singh	Training Coordinator	NA
Denise Bradshaw	Trainer/Assessor	CPP30411 Certificate III in Security Operations

About this Report

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

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

Correcting non-compliance may require:

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

Original Action required by RTO

McEvoy & Doust Pty Ltd did not meet all requirements for clauses 4.1, 5.2, 1.1, 1.2, 1.3, 1.8, 3.1.

Remedial action is required for the following training products:

CPP30411 Certificate III in Security Operations
SIT30816 Certificate III in Commercial Cookery
SIT30916 Certificate III in Catering Operations
SIT50416 Diploma of Hospitality Management

The RTO is required to provide evidence that demonstrates:

Clause 4.1

SIT30816 Certificate III in Commercial Cookery
SIT30916 Certificate III in Catering Operations
SIT50416 Diploma of Hospitality Management

- All information, whether disseminated directly by the organisation or on its half by third parties is now accurate and factual and addresses all the requirements specified in the Standards for RTOs Clause 4.1 and the non-compliances identified in this report.

Clause 5.2

SIT30816 Certificate III in Commercial Cookery
SIT30916 Certificate III in Catering Operations
SIT50416 Diploma of Hospitality Management

- The organisation provides current and accurate information that enables the learner to make informed decision about undertaking training with the RTO and at a minimum includes the following content:
 - e) the learner's obligations:
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and

iii) any materials and equipment that the learner must provide

Clauses 1.1 & 1.2

CPP30411 Certificate III in Security Operations

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT50416 Diploma of Hospitality Management

- the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided
- the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training products sampled that were impacted by training and assessment practices that did not meet the requirements of the training product (including amount of training). Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Clause 1.3

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT50416 Diploma of Hospitality Management

- the organisation now has sufficient resources to comply with Standards for RTOs Clause 1.3, in particular in relation to a commercial kitchen for the training and assessment.
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were impacted by insufficient access to resources. Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Clause 1.8

CPP30411 Certificate III in Security Operations

SIT50416 Diploma of Hospitality Management

- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - include the full suite of assessment tools (including RPL) for each unit of competency identified as non-compliant
 - demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training product(s)
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product that were assessed in a

manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past three months.

Clause 3.1

CPP30411 Certificate III in Security Operations

SIT50416 Diploma of Hospitality Management

- the organisation now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training or VET accredited course. Remedial action needs to cover students who enrolled or completed with your organisation in the past three months.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by McEvoy & Doust Pty Ltd on 01/02/2019 the RTO:

- provided sufficient evidence to demonstrate compliance with clauses 4.1, 5.2, 1.1, 1.2, 1.3, 1.8 & 3.1

Refer to analysis of additional evidence detailed under each clause in this report for further information.

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes 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;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration; or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT50416 Diploma of Hospitality Management

The following was reviewed in relation to marketing:

- Web Site
- Course Brochures
- Student Handbook

The RTOs marketing practices are not compliant with the requirements of Clause 4.1 of the Standards for RTOs 2015 as:

- Marketing material identifies the organisation is offering services and yet is not fully resourced
- Marketing material is not accurate in particular in relation to the units of cookery

Evidence of non-compliant marketing practices includes:

- Marketing material indicates the organisation is able to offer training and assessment in the above qualifications. The material advises that its client groups consist of:
 - Employed or self-employed workers who want formal recognition of their experience/ skills in Commercial Cookery/ Hospitality
 - Students that are not employed but looking to get enrolled in the relevant qualification

Unemployed students are advised that they must find/arrange access to a commercial kitchen to demonstrate the skills and knowledge as required in each unit of competency.

This requirement indicates that the organisation is not fully resourced and therefore is unable to offer training and assessment to students that are unemployed. The information is misleading and has the potential to disadvantage students.

Please refer to clause 1.3 for additional information

SIT50416 Diploma of Hospitality Management

- The website identifies SITHCCC014 Prepare meat dishes as a core unit however, the training package identifies the unit as an elective

Analysis of additional evidence:

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT50416 Diploma of Hospitality Management

The following additional evidence was provided:

- Practical Placement Agreement with Rokana's Mezza & Grill
- Practical Placement Agreement with Sofra Middle Eastern & Indian Cuisine
- Brochure SIT30816
- Brochure SIT30916
- Brochure SIT50416
- Website Screenshot

The evidence provided has addressed the non-compliance and/or impact of the non-compliance to students.

Standards for RTOs Clause 5.2

Original Finding: Not compliant

Finding following additional evidence: Compliant

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides, in print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

- a) the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register;**
- b) the training and assessment, and related educational and support services the RTO will provide to the learner including the:**

- i) estimated duration;
 - ii) expected locations at which it will be provided;
 - iii) expected modes of delivery;
 - iv) name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf; and
 - v) any work placement arrangements.
- c) the RTO's obligations to the learner, including that the RTO is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
- d) the learner's rights, including:
- i) details of the RTO's complaints and appeals process required by Standard 6; and
 - ii) if the RTO, or a third party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in;
- e) the learner's obligations:
- i) in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme arising from the provision of services;
 - ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
 - iii) any materials and equipment that the learner must provide; and
- f) information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT50416 Diploma of Hospitality Management

The following was reviewed in relation to marketing and enrolment:

- Web Site
- Course Brochures
- Student Handbook
- Enrolment form

The RTO's enrolment practices are not compliant with the requirements of the *Standards for RTOs 2015a*:

- They do not provide current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:

e) the learner's obligations:

- ii) any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product; and
- iii) any materials and equipment that the learner must provide

Evidence of non-compliant enrolment practices includes:

- Marketing material indicates the organisation is able to offer training and assessment in the above qualifications. The material advises that its client groups consist of:
 - Employed or self-employed workers who want formal recognition of their experience/ skills in Commercial Cookery/ Hospitality
 - Students that are not employed but looking to get enrolled in the relevant qualification

Unemployed students are advised that they must find/arrange access to a commercial kitchen to demonstrate the skills and knowledge as required in each unit of competency.

- The unemployed students are not informed of the criteria required of a commercial kitchen by the training package to enable training and assessment to take place.

Analysis of additional evidence:

SIT30816 Certificate III in Commercial Cookery

SIT30916 Certificate III in Catering Operations

SIT50416 Diploma of Hospitality Management

The following additional evidence was provided:

- Practical Placement Agreement with Rokana's Mezza & Grill
- Practical Placement Agreement with Sofra Middle Eastern & Indian Cuisine
- Brochure SIT30816
- Brochure SIT30916
- Brochure SIT50416
- Website Screenshot

The evidence provided has addressed the non-compliance and/or impact of the non-compliance to students.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

Standards for RTOs Clause 1.2

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

For the purposes of Clause 1.1, the RTO determines the amount of training they provide to each learner with regard to:

- a) the existing skills, knowledge and the experience of the learner;
- 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.

CPP30411 Certificate III in Security Operations

Identified learner cohort:

- Domestic students
- Current workers in the industry wishing to progress their security career
- Students wishing to continue study after the CPP20211
- Those eligible for the Certificate 3 Guarantee Program
- Full fee for service paying students

The organisation has stated this will be delivered as follows:

- 51 Hours training and assessment
 - 29 Hours practical demonstration
 - 297 hours self-directed learning
 - Total amount of training – 377 hours
 - Total volume of learning – 12 months
 - Duration – 12 months (time allowed to complete all activities).
-
- The organisation is not compliant with Clause 1.2 of the Standards for RTOs as it has not demonstrated the amount of training it intends to provide to each learner has been determined with regard to the learners' existing skills, knowledge and experience and the intended modes of delivery.
 - The strategy identifies a range of students including those with no experience however; the amount of training is identical for all.
 - The organisation has identified the amount of training as 377 hours, which includes self-directed learning (297 hours). Self-directed learning is not part of the amount of training, when removed; the hours reduce to 80 hours.
 - The strategy does not clearly identify what the nominated hours are for assessment which once nominated would further reduce the amount of training hours.
 - Once students are enrolled, they are provided with pre reading and written theory questions (open book assessment) which they may answer prior to attending week 2 & 3 where a review of written questions as well as demonstration and practice of practical skills takes place. The strategy suggests that students have up to 12 months to complete so that they can work at their own pace. However, the reality is that the strategy enables students to convert the pre reading and 10 days component to part time of one day per month, which equates to approximately 12 months. However, the volume of learning remains at 377 hours.

The Australian Qualifications Framework (AQF) volume of learning identifies the notional duration of all activities required for the achievement of the learning outcomes for each qualification type and describes how long a student who does not hold the competencies identified in the relevant units of competency would take to develop all of the required skills and knowledge. 'Volume of learning' includes all teaching, learning and assessment activities that a typical student must undertake to achieve the learning outcomes. For example:

- Certificate III / Diploma / Graduate Diploma: 1 – 2 years (1200 – 2400 hours)

The organisation has not demonstrated how the proposed total hours, which are a significant variation from the recommended volume of learning hours, are appropriate and will achieve the required rigour and **depth of training** for the identified student cohort and mode of delivery.

SIT50416 Diploma of Hospitality Management

SIT30916 Certificate III in Catering Operations

SIT30816 Certificate III in Commercial Cookery

The following was reviewed in relation to training delivery and assessment

- SIT50416 Diploma of Hospitality Management training and assessment strategy
- SIT30916 Certificate III in Catering Operations training and assessment strategy
- SIT30816 Certificate III in Commercial Cookery training and assessment strategy

The RTOs training delivery and assessment practices for the above qualifications are not compliant with the requirements of Clause 1.2 of the Standards for RTOs 2015 as they do not identify an amount of training.

Evidence of non-compliant training delivery and assessment practices includes:

SIT50416 Diploma of Hospitality Management

- Under the heading duration and amount of training, it identifies that the amount of training has been calculated in the following manner- 20 hours per week of training and assessment by 64 weeks = 1280 hours. Assessment does not form part of the amount of training therefore the amount of training is incorrect.

An amount of training essentially comprises of formal activities such as classes, lectures, tutorials, online or self-paced study as well as workplace learning.

SIT30916 Certificate III in Catering Operations

- Under the heading duration and amount of training, it identifies that the amount of training has been calculated in the following manner- 20 hours per week of training and assessment by 42 weeks = 840 hours. Assessment does not form part of the amount of training therefore the amount of training is incorrect.

An amount of training essentially comprises of formal activities such as classes, lectures, tutorials, online or self-paced study as well as workplace learning.

SIT30816 Certificate III in Commercial Cookery

- Under the heading duration and amount of training, it identifies that the amount of training has been calculated in the following manner- 20 hours per week of training and assessment by 45 weeks = 900 hours. Assessment does not form part of the amount of training therefore the amount of training is incorrect.

An amount of training essentially comprises of formal activities such as classes, lectures, tutorials, online or self-paced study as well as workplace learning.

Analysis of additional evidence:

CPP30411 Certificate III in Security Operations

SIT50416 Diploma of Hospitality Management

SIT30916 Certificate III in Catering Operations

SIT30816 Certificate III in Commercial Cookery

The following additional evidence was provided:

- Training and Assessment Strategy CPP30411
- Training and Assessment Strategy SIT50416
- Training and Assessment Strategy SIT30916
- Training and Assessment Strategy SIT30816

The evidence provided has addressed the non-compliance and/or impact of the non-compliance to students.

Standards for RTOs Clause 1.3

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;**
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;**
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and**

d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

SIT50416 Diploma of Hospitality Management
SIT30916 Certificate III in Catering Operations
SIT30816 Certificate III in Commercial Cookery

The following was reviewed in relation to resources:

SIT50416 Diploma of Hospitality Management training and assessment strategy

SIT30916 Certificate III in Catering Operations training and assessment strategy

SIT30816 Certificate III in Commercial Cookery training and assessment strategy

The RTOs resources practices are not compliant with the requirements of Clause 1.3 of the Standards for RTOs 2015 as the evidence does not demonstrate that the organisation is fully resourced for the above qualifications.

Evidence of non-compliant resources practices includes:

- Training and assessment strategies states -
 - *“Students who are not employed but looking to get enrolled in the qualification must arrange access to a commercial kitchen to demonstrate the skills and knowledge required by each unit of competency of this qualification”.*

This statement is also repeated in the marketing of the qualification.

(Please refer to clause 4.1 for additional information)

The information suggests that the student must provide access to a commercial kitchen for the skills and knowledge to be demonstrated.

Students that are not employed in the industry are unlikely to have gained any skills and knowledge prior to enrolment into the course and therefore will need to be trained before they are:

- 1) Able to demonstrate skills and knowledge
- 2) Able to work safely in a commercial kitchen

The information suggests and the organisation confirmed that they do not have the facilities to conduct practical training in the above qualifications prior to a student entering the industry area.

The organisation explained its business model for unemployed students was to enrol a student that wanted to attend the course and who had found a facility/commercial kitchen and then discuss with the owner of the facility to allow other students to attend the facility as well (run a class).

The organisation confirmed that if sufficient students were not found for this scenario then the course would not run.

This model is not sustainable and does not take into consideration the impact it would have on an operating business in particular from a health, safety, and insurance perspective.

Furthermore it does not take into account that the original student may be disadvantaged having enrolled and then been told the course will not run due to either insufficient student numbers or the employer not agreeing for a class with additional students to be run in his/her facility.

At the time of audit, the organisation was unable to demonstrate that it had any agreements or leases in place for a facility that would enable the organisation to provide delivery and assessment services to the unemployed.

It is noted that the organisations marketing/strategies do identify another cohort, people that are employed or self-employed in the industry. It is recognised that the organisation would have the resources to conduct workplace training and assessment in conjunction with an employer for their staff or a self-employed person.

Analysis of additional evidence:

SIT50416 Diploma of Hospitality Management
SIT30916 Certificate III in Catering Operations
SIT30816 Certificate III in Commercial Cookery

The following additional evidence was provided:

- Practical Placement Agreement (10/250 Kingston Rd, Slacks Creek Qld)
- Practical Placement Agreement (1 Noel St Slacks Creek Qld)

The evidence provided has addressed the non-compliance

Standards for RTOs Clause 1.8

Original Finding: *Not compliant*

Finding following additional evidence: *Compliant*

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

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

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none">• reflecting the learner's needs;• assessing competencies held by the learner no matter how or where they have been acquired; and• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none">• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;• assessment of knowledge and skills is integrated with their practical application;• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 1.8.2 Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

CPP30411 Certificate III in Security Operations
SIT50416 Diploma of Hospitality Management

The following evidence was reviewed in relation to assessment:

CPP30411 Certificate III in Security Operations

CPPSEC3002A Manage conflict through negotiation

CPPSEC2011B Control access to and exit from premises

- Student assessment workbook
- Trainer and assessor guide (includes benchmarking)
- Learner guide
- Completed student assessment workbooks for:
 - ZM,SL,CB,JZ,IN,JB,NK,SG,LR,RR,LB,LS,MC,SH.

SIT50416 Diploma of Hospitality Management

SITXHRM003 Lead and manage people

SITHPAT006 Produce desserts

- Student assessment workbook
- Student observation record
- Trainer and assessor guide (includes benchmarking).

The organisation's practices are not compliant with the requirements of Clause 1.8 of the Standards for RTOs. The evidence provided does not confirm the organisation has an assessment system that addresses training product requirements and does not ensure all assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Evidence of non-compliant assessment practice includes:

CPP30411 Certificate III in Security Operations

CPPSEC3002A Manage conflict through negotiation

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Required Skills:
 - Communicate effectively with people from different social, cultural and ethnic backgrounds and varying physical and mental abilities

- Knowledge Evidence:
 - Emergency and evacuation procedures
 - Phonetic alphabet

CPPSEC2011B Control access to and exit from premises

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Required Skills:
 - Communicate effectively with people from different social, cultural and ethnic backgrounds and varying physical and mental abilities

SIT50416 Diploma of Hospitality Management

SITXHRM003 Lead and manage people

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Part A scenario does not provide criteria defining acceptable performance in the trainer and assessor checklist. Therefore, the organisation did not demonstrate that consistent judgements would be made across a range of learners and assessors.

SITHPAT006 Produce desserts

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Respond to special customer requests and dietary requirements

The example(s) listed above provide guidance on the area of non-compliance identified and are not a full list of each unit of competency requirement that has not been met. The organisation is responsible for providing evidence that demonstrates all unit of competency requirements are met.

Analysis of additional evidence:

CPP30411 Certificate III in Security Operations

SIT50416 Diploma of Hospitality Management

The following additional evidence was provided:

- CPP30411 Certificate III in Security Operations Training and Assessment Strategy
- CPP30411 Certificate III in Security Operations Student Assessment Tool
- CPP30411 Certificate III in Security Operations Trainer and Assessor Guide
- RPL Kit CPPSEC3002A and CPPSEC2011A
- SITXHRM003 Trainer and Assessor Guide and Marking Guide
- SITXHRM003 Student Assessment Workbook
- SITXHRM003 Unit Mapping Document
- SITPAT006 Student Assessment Workbook
- SITPAT006 Trainer Assessor Guide and Marking Guide
- SITPAT006 Unit Mapping Document

- RPL Kit SIXHRM003 and SITHPAT006
- Industry Consultation Report
- Industry Validation Report
- Industry Feedback

The evidence provided has addressed the non-compliance and/or impact of the non-compliance to students.

Completion

Standards for RTOs Clause 3.1

Original Finding: *Not compliant*

Finding following additional evidence: *Compliant*

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

CPP30411 Certificate III in Security Operations SIT50416 Diploma of Hospitality Management

The RTO's completion practices are not compliant with the requirements of the *Standards for RTOs 2015* as:

- The organisation did not demonstrate that it issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Evidence of non-compliance practices includes:

- As non-compliance was identified with the assessment requirements of Clause 1.8 with regard to completed candidate assessments, the RTO has not ensured its learners have addressed the requirements of the training product as specified in the relevant training package

Analysis of additional evidence:

CPP30411 Certificate III in Security Operations SIT50416 Diploma of Hospitality Management

The following additional evidence was provided:

- Student Contact Log
- Gap Training Schedule
- Emails Sent to Completed Students
- Signed Attendance Sheets
- Session plan for Gap Training

The evidence provided has addressed non-compliances and demonstrated an implemented process to address the impact of the non-compliance to students.