Australian Government
Australian Skills Quality Authority

REPORT

Audit report: Risk Management Training Solutions Pty Ltd.

Date/s of audit: 3-4 and 11 May 2018

Date report created: 2/07/2018

Organisation details

Organisation's legal name:	Risk Management Training Solutions Pty Ltd.
Trading name/s:	Risk Management Training Solutions
RTO number:	N/A
CRICOS number:	N/A

Audit team

Lead auditor:	Narelle Duncan
Assistant/s:	N/A

Audit details

Application number/s:	INTVET0002230	
Audit number:	AUDREC0008172	
Audit reason	Application - initial	
Address of site/s visited:	3-5 Myall Street, Cooroy Qld 4563	
Date/s of audit:	11/05/2018	
Organisation's contact for audit:	Ferne Robinson	Compliance Manager
	ferne@ermq.com.au	07 5455 5451

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Narelle Duncan

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Not compliant
Enrolment	5.1, 5.2, 5.3	Not compliant
Enrolment	7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8	Not compliant
Training and Assessment	1.5, 1.13, 1.14	Compliant
Training and Assessment	1.15, 1.17, 1.18, 1.20	Not audited
Completion	3.2	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Background

Summary of organisation and management structure:

- Emergency Response Management Queensland (ERMQ) has been in operation for five years delivering training under co-provider arrangements with Allens Training and Training Safety Solutions. Training delivered under these arrangements includes all products listed in the organisation's application for initial registration.
- Establishing RTO as a result of the identification of poor training and assessment practices including the quality of training and assessment resources.

- ERMQ commenced primarily delivers accredited and non-accredited safety, emergency response, fire, confined space, breathing apparatus and safe work method statement training.

Scope of registration:

- The organisation has delivered approximately 5000 qualifications and units of competency over the preceding twelve months under co-provider arrangements. The organisation has applied to deliver the following scope of registration:

• HLT21015	Certificate II in Medical Service First Response
• PUA30412	Certificate III in Public Safety (SES Rescue)
• PUA30613	Certificate III in Public Safety (Firefighting and Emergency Operations)
• RII30715	Certificate III in Mine Emergency Response and Rescue
• HLTAID001	Provide cardiopulmonary resuscitation
• HLTAID004	Provide an emergency first aid response in an education and care setting
• HLTAID008	Manage first aid services and resources
• HLTPAT005	Collect specimens for drugs of abuse testing
• MSMWHS201	Conduct hazard analysis
• MSMWHS216	Operate breathing apparatus
• MSMWHS217	Gas test atmospheres
• MSMPER300	Issue work permits
• PUAFIR203B	Respond to urban fire
• PUAWER004B	Respond to workplace emergencies
• PUAWER005B	Operate as part of an emergency control organisation
• PURWER006B	Lead an emergency control organisation
• PUAWER008B	Confine small workplace emergencies
• RIICOM301D	Communicate information
• RIIVEH305E	Operate and maintain a four-wheel drive vehicle
• RIIWHS202D	Enter and work in confined spaces
• RIIWHS204D	Work safely at heights
• RIIWHS301D	Conduct safety and health investigations
• SISCAQU002	Perform basic water rescues
• UETTDRRF06B	Perform rescue from a live LV panel

Suburb and state of all delivery locations:

- As identified above, the organisation intends to deliver training to the mining industry and several power stations in Queensland.
- Delivery arrangements – training to mines is all conducted on site at the mines – logbooks. Training rooms available on site at RMTS and trailers with equipment and resources to travel to sites of clients.

Third party usage:

- The organisation does not intend to use third party organisations to provide training and assessment, marking or recruitment services.

Core clients/target groups:

HLT21015	Certificate II in Medical Service First Response	Mines, SES, Generic cohort (ambo without the full bachelor training – not fully qualified ambulance officer)
PUA30412	Certificate III in Public Safety (SES Rescue)	Mines, SES
PUA30613	Certificate III in Public Safety (Firefighting and Emergency Operations)	Mines,
RII30715	Certificate III in Mine Emergency Response and Rescue	Mines
HLTAID001	Provide cardiopulmonary resuscitation	Mines, SES, Civil construction workers, Generic cohort
HLTAID004	Provide an emergency first aid response in an education and care setting	Generic cohort
HLTAID008	Manage first aid services and resources	Mines, SES, Civil construction workers Generic cohort
HLTPAT005	Collect specimens for drugs of abuse testing	Mines, SES, Civil construction workers Generic cohort
MSMWHS201	Conduct hazard analysis	Mines
MSMWHS216	Operate breathing apparatus	Mines
MSMWHS217	Gas test atmospheres	Mines
MSMPER300	Issue work permits	Mines, Civil construction workers
PUAFIR203B	Respond to urban fire	Mines, Generic cohort
PUAWER004B	Respond to workplace emergencies	Mines, Generic cohort
PUAWER005B	Operate as part of an emergency control organisation	Mines, Generic cohort
PURWER006B	Lead an emergency control organisation	Mines, Generic cohort
PUAWER008B	Confine small workplace emergencies	Mines, Generic cohort
RIICOM301D	Communicate information	Mines
RIIVEH305E	Operate and maintain a four-wheel drive vehicle	Mines, Generic cohort
RIIWHS202D	Enter and work in confined spaces	Mines, Civil construction workers
RIIWHS204D	Work safely at heights	Mines, Civil construction workers
RIIWHS301D	Conduct safety and health investigations	Mines
SISCAQU002	Perform basic water rescues	Mines, Local authorities, SES
UETTDRRF06B	Perform rescue from a live LV panel	Mines, General construction

Training Revenue (Funded or fee for service):

- The organisation does not have plans to access Government funding in the future.

Total number of current enrolments as at audit date:

- Not applicable.

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 Risk Management Training Solutions Pty Ltd. to ASQA.
- Existing information and records held by ASQA concerning Risk Management Training Solutions Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Risk Management Training Solutions Pty Ltd. conducted on 3-4 and 11 May 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
HLT21015	Certificate II in Medical Service First Response	Face to face, workplace	Nil
PUA30412	Certificate III in Public Safety (SES Rescue)	Face to face, workplace	Nil
PUA30613	Certificate III in Public Safety (Firefighting and Emergency Operations)	Face to face, workplace	Nil
RII30715	Certificate III in Mine Emergency Response and Rescue	Face to face, workplace	Nil
HLTAID001	Provide cardiopulmonary resuscitation	Face to face, workplace	Nil
HLTAID004	Provide an emergency first aid response in an education and care setting	Face to face, workplace	Nil
HLTAID008	Manage first aid services and resources	Face to face, workplace	Nil
HLTPAT005	Collect specimens for drugs of abuse testing	Face to face, workplace	Nil
MSMWHS201	Conduct hazard analysis	Face to face, workplace	Nil
MSMWHS216	Operate breathing apparatus	Face to face, workplace	Nil
MSMWHS217	Gas test atmospheres	Face to face, workplace	Nil
MSMPER300	Issue work permits	Face to face, workplace	Nil
PUAFIR203B	Respond to urban fire	Face to face, workplace	Nil
PUAWER004B	Respond to workplace emergencies	Face to face, workplace	Nil
PUAWER005B	Operate as part of an emergency control organisation	Face to face, workplace	Nil

PURWER006B	Lead an emergency control organisation	Face to face, workplace	Nil
PUAWER008B	Confine small workplace emergencies	Face to face, workplace	Nil
RIICOM301D	Communicate information	Face to face, workplace	Nil
RIIVEH305E	Operate and maintain a four wheel drive vehicle	Face to face, workplace	Nil
RIIWHS202D	Enter and work in confined spaces	Face to face, workplace	Nil
RIIWHS204D	Work safely at heights	Face to face, workplace	Nil
RIIWHS301D	Conduct safety and health investigations	Face to face, workplace	Nil
SISCAQU002	Perform basic water rescues	Face to face, workplace	Nil
UETTDRRF06B	Perform rescue from a live LV panel	Face to face, workplace	Nil

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

Interviewees

Name	Position	Training products
Hayden Wallbank	Equipment Manager	NA
Mark Harwood	Business Account Manager	NA
Greg Albury	Trainer	PUA30613; PUA30412; RII30715; HLT21015; MSMPER300; HLTAID001; MSMWHS201; UETTDRRF06B PUAFIR203B
Carl Taylor	Trainer	PUA30613; PUA30412 HLT21015; RII30715; HLTAID001; HLTAID004; HLTAID008; HLTPAT005
Naomi Gray	CEO	NA
Christine Wallbank	Business Manager	NA
Ray Wallbank	Training Operations Manager	PUA30613; PUA30412; RII30715; HLT21015; PUAWER006B; HLTAID001; HLTAID008 MSMPER300; MSMWHS201; MSMWHS217; PUAWER004B; PUAWER005B; PUAWER008B; RIIWHS202D; RIIWHS204D RIIWHS301D; UETTDRRF06B; RIIRIS301D; RIIVEH305E; HLTPAT005; RIICOM301D;

		HLTAID004; MSMWHS216; PUASAR022A; PUAFIR215
Ferne Robinson	Compliance Manager	NA

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.

Action required by RTO

Risk Management Training Solutions Pty Ltd. did not meet all requirements for clauses 1.1, 1.2, 1.3, 1.8, 4.1, 5.1, 5.2 and 5.3.

The RTO is required to provide evidence that demonstrates:

Clause 1.1 and 1.2

- 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.

Clause 1.3

- The organisation now has sufficient resources to comply with Clause 1.3 proportionate to the number of students enrolled at any time, the mode of delivery, location of delivery, and the strategies for training and assessment.

Clause 1.8

- 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 provided must:
  - include the full suite of assessment tools (including RPL) for the non-compliance training products sampled; and
  - demonstrate the organisation will implement an assessment system that ensures assessment:
    - complies with the assessment requirements of the relevant training packages; and
    - will be conducted in accordance with the Principles of Assessment and Rules of Evidence.

Clause 4.1

- All information disseminated by the organisation is now accurate and factual and addresses all of the requirements specified in Clause 4.1.

Clauses 5.1 and 5.2

- The organisation now has appropriate systems that are followed to ensure each learner is provided with accurate information to enable them to make an informed decision about undertaking training with your organisation that complies with Clauses 5.1 and5.2.

Clause 5.3

- The organisation has corrected its Refund Policy for future students to ensure the learner's rights as a consumer are protected and that the policy details the learners rights to obtain a refund for services not provided by the organisation in the event that the arrangement is terminated early.

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.**

HLT21025 Certificate II in Medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
Explicit Units
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMWHS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus

MSMWHS217 Gas test atmospheres
MSMPER300 Issue work permits
PUAFIR203B Respond to urban fire
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PURWER006B Lead an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Communicate information
RIIVEH305E Operate and maintain a four wheel drive vehicle
RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIWHS301D Conduct safety and health investigations
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel

The following was reviewed in relation to marketing:

- HLT21015 CII Medical Service First Response Course Outline
- PUA30412 CIII Public Safety (SES Rescue) Course Outline
- PUA30613 CIII Public Safety (Fire) Course Outline
- RII30715 CIII Mines Course Outline
- Perform Basic Water Rescue & CPR Course Outline
- Provide First Aid in Education Care Course outline
- Occupational First Aid Course Outline
- Collect Specimens for drugs of abuse testing Course Outline
- Confined Space (Gas testing and permit issuer) course outline
- Fire Warden & Fire Extinguisher Course Outline
- Fire Warden, Chief Fire warden & Fire Extinguisher Course Outline
- Mine Site Safety Supervisor Course Outline
- Operate & Maintain 4WD Vehicle Course Outline
- Confined Space (Breathing Apparatus) Course Outline
- Confined space (Gas test atmospheres) Course Outline
- Work Safety at heights Course Outline
- LV Panel & CPR Course Outline
- Workplace Safety Course Outline
- Electrical Safety Course Outline
- Emergency Fire Team Operations Course Outline
- Fire Warden & Fire Extinguisher Refresher Course Outline
- Hazmat Industry Skill Set Course Outline
- Issue Work Permits Course Outline
- Standard 11 Induction Course Outline
- Workplace Emergencies Course Outline
- The organisation's proposed website

The organisation's marketing practices are not compliant with the requirements of Clause 4.1 of the Standards for RTOs 2015 as marketing is not accurate and factual in all cases.

Evidence of non-compliant marketing practices includes:

The organisation has not ensured that information disseminated is sufficiently accurate and factual to allow prospective learners to make informed decisions. For example:

HLT21025 Certificate II in Medical Service First Response

- Review of the proposed course outline confirms that the organisation incorrectly references RII30715 Certificate III in Mine Emergency Response and Rescue in the body of the document.

PUA30412 Certificate III in Public Safety (SES Rescue)

- Review of the proposed course outline confirms that the organisation:
  - incorrectly includes HLTAID003 Provide first aid as a core unit of competency
  - has not included the pre-requisite unit of competency information for PUASAR032A Undertake vertical rescue
  - details entry requirements that may preclude some of the recommended participants detailed in the course outline.

PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)

- Review of the proposed course outline confirms that the organisation:
  - incorrectly includes HLTAID003 Provide first aid as a core unit of competency
  - incorrectly includes HLTAID007 Provide advanced resuscitation as a core unit of competency.

RII30715 Certificate III in Mine Emergency Response and Rescue

- Review of the proposed course outline confirms that the organisation:
  - has not included information on the pre-requisite units of competency for PUASAR022A Participate in rescue operation
  - has not included all applicable pre-requisite unit of competency information associated with PUASAR025A Undertake confined space rescue
  - details the pre-requisite unit of competency required to complete PUAFIR316 Identify, detect and monitor hazardous materials at an incident. However, the organisation has not included this unit in its list of units of competency offered in this qualification
  - the course outline refers to nationally accredited training rather than nationally recognised training.

HLTAID001 Provide cardiopulmonary resuscitation
SISCAQU002 Perform basic water rescues

- Review of the proposed course outlines confirms that the organisation:
  - incorrectly refers to the units of competency as a qualification
  - does not confirm how it will test the entry requirement *'be physically capable of performing uninterrupted CPR for at least 2 minutes'.*
  - incorrectly refers to the units of competency as a skill set.

HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID003 Provide first aid

- Review of the proposed course outline confirms that the organisation:
  - incorrectly refers to the cluster of units of competency as a qualification
  - does not confirm how it will test the entry requirement *'physical capability to be able to meet the demands of the practical demonstration skills including CPR'*
  - incorrectly refers to the cluster of units of competency as a skill set.

- HLTAID008 Manage first aid services and resources
- Review of the proposed course outline confirms that the organisation incorrectly references the units of competency as a qualification and a skill set.

HLTPAT005 Collect specimens for drugs of abuse testing
MSMWHS201 Conduct hazard analysis
RIIWHS202D Enter and work in confined spaces
MSMWHS217 Gas test atmospheres and MSMPER300 Issue work permits

- Review of the proposed course outline confirms that the organisation incorrectly references the units of competency as a qualification.

- The organisation's course outline for Emergency Fire Team Operations excludes the unit of competency PUAFIR203B Respond to urban fire as detailed in its training and assessment strategy.

PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation

- Review of the proposed course outline confirms that the organisation incorrectly refers to the units of competency as a qualification or a skill set.

- The organisation's training and assessment strategy *'Combined Fire Warden, Chief Fire Warden and Fire Extinguisher Industry Skill Set'* includes the unit of competency PUAWER006B Lead an emergency control organisation. However, the course outline for the same cluster does not include this unit of competency.

- Review of the course outline for the following units or clusters, confirms that the organisation incorrectly references the units of competency or cluster as a skill set or qualification:
  - PUAWER008B Confine small workplace emergencies, PUAWER005B Operate as part of an emergency control organisation and PUAWER004B Respond to workplace emergencies
  - RIIWHS301A Conduct safety and health investigations, RIICOM301D Communicate information and RIIRIS301D Apply risk management processes
  - RIIVEH305E Operate and maintain a four wheel drive vehicle
  - RIIWHS202D Enter and work in confined spaced and MSMWHS216 Operate breathing apparatus
  - RIIWHS202D Enter and work in confined spaces and MSMWHS217 Gas test atmospheres
  - RIIWHS204D Work safely at heights
  - UETTDRRF06B Perform recue from a live LV panel and HLTAID001 Provide cardiopulmonary resuscitation
  - RIIWHS202D Enter and work in confined spaces and RIIWHS204D Work safely at heights
  - PUAWER008B Confine small workplace emergencies, UETTDRRF06B Perform rescue from a live LV panel and HLTAID001 Provide cardiopulmonary resuscitation
  - PUAWER005B Operate as part of an emergency control organisation and PUAWER004B Respond to workplace emergencies
  - MSMWHS201 Conduct hazard analysis and MSMPER300 Issue work permits
  - PUAWER004B Respond to workplace emergencies and PUAWER008B Confine small workplace emergencies.

Analysis of additional evidence:

HLT21025 Certificate II in Medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)

RII30715 Certificate III in Mine Emergency Response and Rescue

Explicit units

HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and are setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMWKS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
MSMPER300 Issue work permits
PUAFIR203B Respond to urban fire
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER006B Lead an emergency control organisation
PUAWER008B confine small workplace emergencies
RIICOM301D Communicate information
RIIVEH305E Operate and maintain a four wheel drive vehicle
RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIWHS301D Conduct safety and health investigations
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel

The following additional evidence was provided:

- RMTS_Formal audit rectification response_AUDREC0008172
- Amended Course outlines:
  - CO_HLT21015_CII Medical Service First Response
  - CO_PUA30412_CIII Public Safety (SES Rescue)
  - CO_PUA30613_CIII Public Safety (Firefighting and Emergency Operations)
  - CO_RII30715_CIII Mine Emergency Response and Rescue
  - CO_Perform Basic Water Rescue & CPR
  - CO_Provide First Aid in Education Care
  - CO_Occupational First Aid
  - CO_Collect Specimens for drugs of abuse testing
  - CO_Issue Work Permits
  - CO_Confined space_(Gas test atmospheres)
  - CO_Confined Space_(Gas testing and permit issuer)
  - CO_Confined Space_(Breathing Apparatus)
  - CO_Emergency Fire Team Operations
  - CO_Fire Warden Refresher
  - CO_Combined Fire Warden, Chief Fire Warden & fire Extinguisher
  - CO_LF Panel & CPR
  - CO_Electrical Safety
  - CO_Workplace Safety
  - CO_Work Safely at heights
  - CO_Workplace Emergencies
  - CO_Hazmat
  - CO_Operate & Maintain 4WD Vehicle
  - CO_Mine Site Safety Supervisor (G1, G8, G9)

The evidence provided has addressed the non-compliance.

Enrolment

Standards for RTOs Clause 5.1

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 advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

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.

HLT21025 Certificate II in Medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
Explicit units

HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMWHS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
MSMPER300 Issue work permits
PUAFIR203B Respond to urban fire
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PURWER006B Lead an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Communicate information
RIIVEH305E Operate and maintain a four wheel drive vehicle
RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIWHS301D Conduct safety and health investigations
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel

The following was reviewed in relation to enrolment:

- HLT21015 CII Medical Service First Response Course Outline
- PUA30412 CIII Public Safety (SES Rescue) Course Outline
- PUA30613 CIII Public Safety (Fire) Course Outline
- RII30715 CIII Mines Course Outline
- Perform Basic Water Rescue & CPR Course Outline
- Provide First Aid in Education Care Course outline
- Occupational First Aid Course Outline
- Collect Specimens for drugs of abuse testing Course Outline
- Confined Space (Gas testing and permit issuer) course outline
- Fire Warden & Fire Extinguisher Course Outline
- Fire Warden, Chief Fire warden & Fire Extinguisher Course Outline
- Mine Site Safety Supervisor Course Outline
- Operate & Maintain 4WD Vehicle Course Outline
- Confined Space (Breathing Apparatus) Course Outline
- Confined space (Gas test atmospheres) Course Outline
- Work Safety at heights Course Outline
- LV Panel & CPR Course Outline
- Workplace Safety Course Outline
- Electrical Safety Course Outline
- Emergency Fire Team Operations Course Outline
- Fire Warden & Fire Extinguisher Refresher Course Outline
- Hazmat Industry Skill Set Course Outline
- Issue Work Permits Course Outline
- Standard 11 Induction Course Outline
- Workplace Emergencies Course Outline
- The organisation's proposed website

The organisations enrolment practices are not compliant with the requirements of 5.1 (corrected 5/9/18 – added '5.1') and 5.2 of the Standards for RTOs 2015 as information provided prior to enrolment is not accurate and factual in all cases.

Evidence of non-compliant enrolment practices includes:

The organisation has not ensured that information disseminated prior to enrolment or commencement in training is accurate and factual. For example:

- Review of the information contained in the Student Handbook and course outlines, confirmed that the organisation's proposed information for students does not accurately define the delivery methodologies the organisation intends to use for the above listed qualifications and units of competency. Furthermore, the delivery methods are inconsistent with those detailed in the training and assessment strategies.

Analysis of additional evidence:

HLT21025 Certificate II in Medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting Operations)
RII30715 Certificate III in Mine emergency Response and Rescue
Explicit units
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMWHS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
MSMPER300 Issue work permits
PUAFIR203B Respond too urban fire
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER006B Lead an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Communication information
RIIVEH305E Operate and maintain a four wheel drive vehicle
RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIWHS301D Conduct safety and health investigations
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel

The following additional evidence was provided:

- RMTS_Formal audit rectification response_AUDREC0008172
- Amended Participant Handbook
- Amended course outlines:
  - CO_HLT21015_CII Medical Service First Response
  - CO_PUA30412_CIII Public Safety (SES Rescue)

- CO_PUA30613_CIII Public Safety (Firefighting and Emergency Operations)
- CO_RII30715_CIII Mine Emergency Response and Rescue
- CO_Perform Basic Water Rescue & CPR
- CO_Provide First Aid in Education Care
- CO_Occupaitonal First Aid
- CO_Collect Specimens for drugs of abuse testing
- CO_Issue Work Permits
- CO_Confined space_(Gas test atmospheres)
- CO_Confined Space_(Gas testing and permit issuer)
- CO_Confined Space_(Breathing Apparatus)
- CO_Emergency Fire Team Operations
- CO_Fire Warden Refresher
- CO_Combined Fire Warden, Chief Fire Warden & fire Extinguisher
- CO_LF Panel & CPR
- CO_Electrical Safety
- CO_Workplace Safety
- CO_Work Safely at heights
- CO_Workplace Emergencies
- CO_Hazmat
- CO_Operate & Maintain 4WD Vehicle
- CO_Mine Site Safety Supervisor (G1, G8, G9)

- Amended training and assessment strategies:
  - TAS_HLT21015-Certificate II in Medical Service First Response EW
  - TAS_HLT21015-Certificate II in medical Service First Response NW
  - TAS_PUA30412-Certificate III in Public Safety (SES Rescue) EW
  - TAS_PUA30412-Certificate III in Public Safety (SES Rescue) NW
  - TAS_PUA30613-Certificate III in Public Safety (firefighting and Emergency Operations) EW
  - TAS_PUA30613-Certificate III in Public Safety (Firefighting and Emergency Operations) NW
  - TAS_RII30715-Certificate III in Mine emergency Response and Rescue EW
  - TAS_RII30715-Certificate III in Mine Emergency Response and Rescue NW
  - TAS_Collect specimens for drugs of abuse testing
  - TAS_Combined Fire Warden and Fire Extinguisher
  - TAS_Confined Space#1 (Gas Testing and Permit Issuer)
  - TAS_Confined Space#2 (Breathing Apparatus)
  - TAS_Confined Space#3 (Gas Test Atmospheres)
  - TAS_Electrical Safety
  - TAS_Emergency Fire Team Operations
  - TAS_Fire Warden Refresher
  - TAS_Issue Work Permits
  - TAS_LV Panel and CPR
  - TAS_Occupational First Aid
  - TAS_Operate and Maintain a 4WD Vehicle
  - TAS_Perform Basic Water Rescues
  - TAS_Provide Emergency First Aid in an Education and Care Setting
  - TAS_Work safely at heights
  - TAS_Workplace Emergencies
  - TAS_Workplace Safety

The evidence provided has addressed the non-compliance.

Standards for RTOs Clause 5.3

Original Finding: Not compliant

Finding following additional evidence: Compliant

Where the RTO collects fees from the individual learner, either directly or through a third party, the RTO provides or directs the learner to information prior to enrolment or the commencement of training and assessment, whichever comes first, specifying:

a) all relevant fee information including:

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i) **fees that must be paid to the RTO; and**

ii) **payment terms and conditions including deposits and refunds;**

b) **the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies;**

c) **the learner's right to obtain a refund for services not provided by the RTO in the event the:**

i) **arrangement is terminated early; or**

ii) **the RTO fails to provide the agreed services.**

HLT21025 Certificate II in Medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
Explicit units:
HLTAID001 Provide cardiopulmonary resuscitation
SISCAQU002 Perform basic water rescues
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMWHS201 Conduct hazard analysis
RIIWHS202D Enter and work in confined spaces
MSMPER300 issue work permits
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Communicate information
RIIWHS301D Conduct safety and health investigations
RIIVEH305E Operate and maintain a four wheel drive vehicle
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
RIIWHS204D Work safely at heights
UETTDRRF06B Perform rescue from a live LV panel
~~*RIIERR302D Respond to local emergencies and incidents*~~ (deleted 5/9/18 – unit not on application)
PUAFIR203B Respond to urban fire (added 5/9/18 – unit on application)
PURWER006B Lead an emergency control organisation (added 5/9/18 – unit on application)

The following was reviewed in relation to fee collection and refund practices:

- HLT21015 CII Medical Service First Response Course Outline
- PUA30412 CIII Public Safety (SES Rescue) Course Outline
- PUA30613 CIII Public Safety (Fire) Course Outline
- RII30715 CIII Mines Course Outline
- Perform Basic Water Rescue & CPR Course Outline
- Provide First Aid in Education Care Course outline
- Occupational First Aid Course Outline
- Collect Specimens for drugs of abuse testing Course Outline
- Confined Space (Gas testing and permit issuer) course outline
- Fire Warden & Fire Extinguisher Course Outline
- Fire Warden, Chief Fire warden & Fire Extinguisher Course Outline
- Mine Site Safety Supervisor Course Outline
- Operate & Maintain 4WD Vehicle Course Outline

- Confined Space (Breathing Apparatus) Course Outline
- Confined space (Gas test atmospheres) Course Outline
- Work Safety at heights Course Outline
- LV Panel & CPR Course Outline
- Workplace Safety Course Outline
- Electrical Safety Course Outline
- Emergency Fire Team Operations Course Outline
- Fire Warden & Fire Extinguisher Refresher Course Outline
- Hazmat Industry Skill Set Course Outline
- Issue Work Permits Course Outline
- Standard 11 Induction Course Outline
- Participant Handbook
- Refund Policy
- Fees and Payments Policy
- Fees and Payments Procedure
- Refund Policy
- Refund Procedure

The organisation's fee collection and refund practices are not compliant with the requirements of Clause 5.3 of the Standards for RTOs 2015 as the organisation does not provide information on fees and payment terms and conditions prior to students' enrolment or commencement in training.

Evidence of non-compliant fee collection practices includes:

The organisation has not ensured that fees, payment conditions and refund information is clearly articulated to potential students prior to their enrolment or commencement in training. For example:

- Review of the course outlines for all training products audited confirmed that these documents do not include information on the fees associated with each training product or the applicable payment terms and conditions.

  Information in the Participant Handbook and the course outlines confirms that the applicable fee structure is disclosed to students at the time of enrolment and not before-hand. The fact that the organisation does not publish its fees does not provide potential students with information to enable them to make informed decisions about undertaking training with the organisation.

- The organisation states in the Participant Handbook and Fees and Payments Policy that it will not collect more than $1500 in prepaid fees; however the amount that will be collected in prepaid fees is not documented.

  Review of the organisation's Refund Policy confirms that 70% of the prepaid course fees will be refunded where the student withdraws more than 28 days prior to course commencement and 50% less than 28 days prior to commencement. However, ~~as~~ the organisation does not publish information on the fees to be charged. Therefore, the amount of fees that will be refunded cannot be determined should a student need to withdraw from training or cancel their enrolment.

Analysis of additional evidence:

HLT21025 Certificate II in Medical Service First Response

PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
Explicit units:
HLTAID001 Provide cardiopulmonary resuscitation
SISCAQU002 Perform basic water rescues
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMWHS201 Conduct hazard analysis
RIIWHS202D Enter and work in confined spaces
MSMPER300 Issue work permits
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Communicate information
RIIWHS301D Conduct safety and health investigations
RIIVEH305E Operate and maintain a four wheel drive vehicle
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
RIIWHS204D Work safely at heights
UETTDRRF06B Perform rescue from a live LV panel
PUAFIR203B Respond to urban fire
PURWER006B Lead an emergency control organisation

The following additional evidence was provided:

- RMTS_Formal audit rectification response_AUDREC0008172
- Participant Handbook
- POL_STD5.1-5.3_Refund (refund policy)
- POL_STD 4.1, 5.2_Course withdrawal-cancellation (course cancellation/withdrawal policy)
- Amended course outlines:
  - CO_HLT21015_CII Medical Service First Response
  - CO_PUA30412_CIII Public Safety (SES Rescue)
  - CO_PUA30613_CIII Public Safety (Firefighting and Emergency Operations)
  - CO_RII30715_CIII Mine Emergency Response and Rescue
  - CO_Perform Basic Water Rescue & CPR
  - CO_Provide First Aid in Education Care
  - CO_Occupaitonal First Aid
  - CO_Collect Specimens for drugs of abuse testing
  - CO_Issue Work Permits
  - CO_Confined space_(Gas test atmospheres)
  - CO_Confined Space_(Gas testing and permit issuer)
  - CO_Confined Space_(Breathing Apparatus)
  - CO_Emergency Fire Team Operations
  - CO_Fire Warden Refresher
  - CO_Combined Fire Warden, Chief Fire Warden & fire Extinguisher
  - CO_LF Panel & CPR
  - CO_Electrical Safety
  - CO_Workplace Safety
  - CO_Work Safely at heights
  - CO_Workplace Emergencies
  - CO_Hazmat
  - CO_Operate & Maintain 4WD Vehicle

- CO_Mine Site Safety Supervisor (G1, G8, G9)

The evidence provided has addressed the non-compliance.

Training 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.

The following was reviewed in relation to the organisation's proposed training and assessment strategies and practices:

HLT21025 Certificate II in Medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue

- Training and assessment strategies.

Explicit units
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMPER300 Issue work permits
MSMWHS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Communicate information
RIIWHS301D Conduct safety and health investigations
RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIVEH305E Operate and maintain a four wheel drive vehicle
SISCAQU002 Perform basic water rescues

UETTDRRF06B Perform rescue from a live LV panel
PUAFIR203B Respond to urban fire (added 5/9/18 – unit on application)
PURWER006B Lead an emergency control organisation (added 5/9/18 – unit on application)

- Training and assessment strategy for *Collect specimens for drugs of abuse testing – HLTPAT005 Collect specimens for drugs of abuse testing*
- Training and assessment strategy for Combined Fire Warden and Fire Extinguisher - *PUAWER004B Respond to workplace emergencies, PUAWER005B Operate as part of an emergency control organisation, PUAWER008B Confine small workplace emergencies* and*PUAWER006B Lead an emergency control organisation*
- Training and assessment strategy for Confined Space Industry Skills Set # 1 (Gas Testing and Permit Issuer) – *MSMPER300 Issue work permits*
- Training and assessment strategy for Confined Space Industry Skills Set # 2 (Breathing Apparatus) - *RIIWHS202D Enter and work in confined spaces* and *MSMWHS216 Operate breathing apparatus*
- Training and assessment strategy for Confined Space Industry Skills Set # 3 (Gas Test Atmospheres) – *MSMPER300 Issue work permits*, *MSMWHS201 Conduct hazard analysis* and *MSMWHS217 Gas test atmospheres*
- Training and assessment strategy for Electrical Safety Industry Skill Set – *UETTDRRF06B Perform rescue from a live LV panel*
- Training and assessment strategy for Emergency Fire Team Operations Industry Skill Set - *RIIERR302D Respond to local emergencies and incidents, RIIERR201D Conduct fire team operations* and *PUAFIR203B Respond to urban fire*
- Training and assessment strategy for Fire Warden Refresher Training Industry Skill Set – *PUAWER005B Operate as part of an emergency control organisation* and *PUAWER004B Respond to workplace emergencies*
- Training and assessment strategy for Issue Work Permits Industry Skill Set – *MSMPER300 Issue work permits*
- Training and assessment strategy for LV Panel and CPR Industry Skill Set - *UETTDRRF06B Perform rescue from a live LV panel* and *HLTAID001 Provide cardiopulmonary resuscitation*
- Training and assessment strategy for Occupational First Aid Skill Set *HLTAID006 Provide advanced first aid, HLTAID007 Provide advanced resuscitation* and *HLTAID008 Manage first aid services and resources*
- Training and assessment strategy for Operate and Maintain a 4WD Vehicle – *RIIVEH305E Operate and maintain a 4WD vehicle*
- Training and assessment strategy for Performance Basic Water Rescues and CPR Industry Skill set – *SISCAQU002 Provide basic water rescues* and *HLTAID001 Provide cardiopulmonary resuscitation*
- Training and assessment strategy for Provide an Emergency First Aid Education and Care Setting – *HLTAID001 Provide cardiopulmonary resuscitation, HLTAID003 Provide first aid* and *HLTAID004 Provide an emergency first aid response in an education and care setting*
- Training and assessment strategy for Work safely at heights – *RIIWHS204D Work safely at heights*
- Training and assessment strategy for Workplace Emergencies Industry Skill Set – *PUAWER004B Respond to workplace emergencies* and *PUAWER008B Confine small workplace emergencies*
- Training and assessment strategy for Workplace Safety Industry Skill Set – *RIIWHS202D Enter and work in confined spaces* and *RIIWHS204D Work safely at heights.*

The organisation's proposed training and assessment strategies and practices are not compliant with the requirements of Clauses 1.1 and 1.2 of the Standards for RTOs 2015 as the proposed training and

assessment strategies and practices do not provide a framework to guide the learning or identify an appropriate amount of training.

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

The organisation has not ensured that its training and assessment strategies and practices are consistent with the requirements of the training packages and enable each learner to meet the requirements for each unit of competency in which they are enrolled or identify an appropriate amount of training. For example:

- Review of each of the proposed training and assessment strategies confirmed that:
  - The organisation has not clearly articulated its proposed target group/s. At various locations throughout the training and assessment strategies, the organisation refers to different target groups, occupations and roles within the mining, SES rescue and associated industries.

    These are not all consistent with the proposed target groups identified by the Compliance Manager during the opening meeting.

  - The organisation incorrectly references entry requirements as pre-requisites.

  - The organisation refers to participants undertaking workplace learning and monitoring of progression throughout the proposed training and assessment strategies for individual units of competency or clusters of units of competency. However, the organisation confirmed during the audit that this is not the case.

  - Across the proposed training and assessment strategies for individual units of competency or clusters of units of competency, the organisation incorrectly refers to these as skill sets or qualifications.

  - The organisation refers to the monitoring or workplace learning and recording of workplace learning in the Professional Development Record. However, there is no information that articulates what constitutes workplace learning or the types of tasks to be completed and recorded.

  - The organisation has not provided a rationale as to how it has determined the amount of training required is sufficient to enable existing workers and new entrants to enable each learner to meet the requirements of each unit of competency.

  - During the opening meeting, the Compliance Manager confirmed that an existing worker is one that has some or significant experience in the industry and a new worker was a worker that was new to the industry with no experience.

    The organisation has one proposed training and assessment strategy for each qualification, unit of competency or cluster of units of competency for existing workers and one for new workers. However, the duration and amount of training required to complete is the same for both cohorts.

  - The time required to complete training and assessment are inconsistent with the duration allocated. For example; training for RII30715 Certificate III in Mine Emergency Response Rescue, which requires the completion of 16 units of competency, is delivered over a period 30 days face to face and requires up to 3-4 hours per unit of competency for the written assessment

and up to 8 hours per unit of competency for the practical assessment.

This equates to a total assessment time of up to 192 hours. Depending on the hours per day allocated to the delivery (8, 10 or 12), this will leave approximately 48, 108 or 168 hours for delivery. This does not consider the 2-4 hours per week mentoring.

- With regard to individual units or clusters of units, the organisation states that practical assessment may take up to eight (8) hours to complete. Given that an individual unit of competency may be offered in one (1) or two (2) days, completion of practical assessment over a duration of up to eight (8) hours is not possible.

- Unsupervised learning, which includes undertaking industry related research, complete knowledge-based tasks and practice specific skills, is detailed in the proposed training and assessment strategies. However, there is no information to confirm if this forms part of the overall amount of training, or how it contributes to the overall learning for the qualification.

Analysis of additional evidence:

HLT21025 Certificate II in medical Service First Response
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
Explicit units:
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and care setting
HLTAID008 Manage first aid services and resources
HLTPAT005 Collect specimens for drugs of abuse testing
MSMPER300 Issue work permits
MSMWHS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIICOM301D Conduct safety and health investigations
RIIWHS202D Enter and work in confined spaces
RIIWHS204D Work safely at heights
RIIVEH305E Operate and maintain a four wheel drive vehicle
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel
PUAFIR203B Respond to urban fire
PURWER006B Lead an emergency control organisation

The following additional evidence was provided:

- RMTS_Formal audit rectification response_AUDREC0008172
- Amended training and assessment strategies as follows:
  - TAS_HLT21015-Certificate II in Medical Service First Response EW
  - TAS_HLT21015-Certificate II in medical Service First Response NW
  - TAS_PUA30412-Certificate III in Public Safety (SES Rescue) EW

- TAS_PUA30412-Certificate III in Public Safety (SES Rescue) NW
- TAS_PUA30613-Certificate III in Public Safety (firefighting and Emergency Operations) EW
- TAS_PUA30613-Certificate III in Public Safety (Firefighting and Emergency Operations) NW
- TAS_RII30715-Certificate III in Mine emergency Response and Rescue EW
- TAS_RII30715-Certificate III in Mine Emergency Response and Rescue NW
- TAS_Collect specimens for drugs of abuse testing
- TAS_Combined Fire Warden and Fire Extinguisher
- TAS_Confined Space#1 (Gas Testing and Permit Issuer)
- TAS_Confined Space#2 (Breathing Apparatus)
- TAS_Confined Space#3 (Gas Test Atmospheres)
- TAS_Electrical Safety
- TAS_Emergency Fire Team Operations
- TAS_Fire Warden Refresher
- TAS_Issue Work Permits
- TAS_LV Panel and CPR
- TAS_Occupational First Aid
- TAS_Operate and Maintain a 4WD Vehicle
- TAS_Perform Basic Water Rescues
- TAS_Provide Emergency First Aid in an Education and Care Setting
- TAS_Work safely at heights
- TAS_Workplace Emergencies
- TAS_Workplace Safety

The evidence provided has addressed the non-compliance.

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.

PUA30412 Certificate III in Public Safety (SES Recue)

PUA30613 Certificate III in Public Safety (Fire and Emergency Operations)

PUASAR024A Undertake road crash rescue

Explicit unit:

SISCAQU002 Perform basic water rescues

The following was reviewed in relation to facilities and equipment:

- Training and assessment strategies for the training products listed above

The organisation's facilities and equipment are not compliant with the requirements of Clause 1.3 of the Standards for RTOs 2015 as the organisation has not demonstrated that it has access to the required equipment and resources.

Evidence of non-compliant facilities and equipment includes:

The organisation has not ensured that it has or has access to the required facilities and equipment to provide the training. For example:

- The organisation was unable to demonstrate that it has agreements in place with local authorities for the use of pool facilities for the simulation of basic water rescues for the unit of competency *SISCAQU002 Perform basic water rescues*. Furthermore, the organisation was unable to substantiate that it had access to vehicles for use in simulated extrication of casualties from cars following an accident for the unit of competency *PUASAR024A Undertake road crash rescue.*

Analysis of additional evidence:

PUA30412 Certificate III in Public Safety (SES Rescue)

PUA30613 Certificate III in Public Safety (Fire and Emergency operations)

PUASAR024A Undertake road crash rescue

Explicit unit:

SISCAQU002 Perform basic water rescues

The following additional evidence was provided:

- RMTS_Formal audit rectification response_AUDREC0008172
- Water Facility Agreements – confirming access to and approval to use facilities for the purposes of training
- Mine Site Agreements – confirming access to and approval to use facilities for the purposes of training including the provision of wrecked cars for the purposes of demonstrating safe removal of critical or deceased casualties.

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: 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: 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.

The following was reviewed in relation to assessment practices:

HLT21025 Certificate II in Medical Service First Response
HLTAID005 Provide first aid in remote situations
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
PUALAW002B Conduct initial investigation at incident scene
PUA30412 Certificate III in Public Safety (SES Rescue)
PUAOPE014A Navigate to an incident
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
PUASAR024A Undertake road crash rescue
RII30715 Certificate III in Mine Emergency Response and Rescue
PUASAR022A Participate in rescue operation

- Assessment Q&A
- Assessor Marking Guide
- Participant Assessment Guide
- Participant Feedback
- Practical Observation

Explicit units:
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education and care setting
MSMPER300 issue work permits
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIIVEH305E Operate and maintain a four wheel drive vehicle
RIIWHS202D Enter and work in confined spaces
RIIWHS301D Conduct safety and health investigations
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel

- Assessment Q&A
- Assessor Marking Guide
- Participant Assessment Guide
- Participant Feedback
- Practical Observation

MSMWHS201 Conduct hazard analysis

- Assessment 1 Q&A
- Assessment 2 Practical Observation
- Assessment 3 Third Party Report
- Assessor Marking Guide
- Participant Assessment Guide
- Participant Feedback

The organisation's assessment practices are not compliant with the requirements of Clause 1.8 of the Standards for RTOs 2015 as the assessment tools do not address all the training package requirements and do not confirm assessment will be conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Evidence of non-compliant assessment practices includes:

The organisation has not ensured that assessment will be conducted in accordance with the Principles of Assessment and rules of evidence and that the assessment will meet all training package requirements. For example:

HLT21015 Certificate II in Medical Service Response
HLTAID005 Provide first aid in remote situations

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Required Skills:
    - *Responded appropriately in the event of regurgitation or vomiting.* The observation checklist supporting the demonstration of skill does simply confirms that the learner *'responded appropriately in the event of regurgitation or vomiting'* but does not define what appropriate response is required and if it was carried out correctly.

  - Required Knowledge:
    - *principles and procedures for first aid management of the following scenarios, contextualised to the candidate's remote and/or isolated situation:*
      - *Diabetes*
      - *Dislocations*

    While the instructions for the assessment state that learners will be required to demonstrate their knowledge of these areas, there was no evidence to confirm this is in addressed in either the practical or written assessment tasks.

  - Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

PUA30412 Certificate III in Public Safety (SES)
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
PUALAW002B Conduct initial investigation at incident scene

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - *2.4 The personal and health and safety needs of those involved in the incident are attended to.* Review of both scenarios in the practical assessment confirm that neither task addresses this performance criteria.

  - Performance Evidence:
    - *working with a variety of professionals.* While the observation checklist provides a list of potential professionals, there is no confirmation as to the purpose of the professionals or what tasks they performed in conjunction with the learner.

PUA30412 Certificate III in Public Safety (SES)

PUAOPE014A Navigate to an incident

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - *3.3 Current location is regularly verified within accepted tolerances.* Review of the practical assessment task did not confirm that this performance criteria is addressed in the context of the overall task.
  - Required Skills:
    - *Identify natural and cultural features for transport modes.* While the instructions for the assessment state the learners will be required to demonstrate their knowledge of natural and cultural features for transport modes, there is no evidence in the observation checklist that this is addressed in the context of the overall task.
- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue

PUASAR024A Undertake road crash rescue

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - *4.5 Removal of deceased person/s is undertaken under the direction of police*. There is no evidence to confirm that the learner will be assessed on their ability to correctly remove a deceased person under the direction of police. There is one question (question 26) in the written exam that deals with the theory behind the removal of deceased persons but the practical application the skills required is not addressed int eh context of the overall task.
  - Knowledge Evidence:
    - *Rescue equipment and manufacturer's operational guidelines*. While the written assessment addresses a range of rescue equipment, there is no evidence that the learner is assessed on the operational guidelines specified by the manufacturer.
- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors. For example; Question 7 in the written test.

RII30715 Certificate III in Mine Emergency Response and Rescue

PUASAR022A Participate in rescue operation

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - *3.3 Casualties are prepared for removal and extricated safely using appropriate equipment rescue techniques and procedures, under the direction of appropriately trained personnel.*

While the assessment confirms that a casualty is removed from either a confined space or an overturned vehicle, the behaviours and actions to be observed by the assessor do not demonstrate the tools and equipment used or the method for extricating the casualty.

- Required Skills:
  - *identify and use rescue equipment.* There is no evidence in the practical scenario assessment to confirm that the learner is assessed on their ability to identify and use rescue equipment to extricate a casualty or assist in the process of extrication.

- Required Knowledge:
  - *relevant legislative and regulatory requirements.* No evidence was identified to confirm that this requirement is addressed in the overall context of the assessment.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education or care setting

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Evidence:
    - *Responded appropriately in the event of regurgitation or vomiting.* The observation checklist supporting the demonstration of skill does simply confirms that the learner *'responded appropriately in the event of regurgitation or vomiting'* but does not define what appropriate response is required and if it was carried out correctly.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

MSMPER300 Issue work permits

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - There is insufficient evidence to confirm that any of the performance criteria will be assessed. The observation checklist simply consists of the performance evidence from the unit and does not put into context the actual assessment tasks/scenarios and the behaviours and actions being observed.

  - Performance Evidence:
    - Performance evidence: *ensure correct preparation of worksite is undertaken, including one or more of:*
      - *Mechanical, electrical and other energy sources, and process isolations*
      - *De-energising all sources of energy/pressure*
      - *Purging of plant*
      - *Ventilation of plant*
      - *Lockout/tag out procedures*

- *Blinding/blanking lines*
- *Other hazard controls*

The review of the observation checklist confirmed that while these items of preparation are listed, there is no additional confirmation of the behaviors required to unsure correct preparation.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

MSMWHS201 Conduct hazard analysis

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - There is no evidence to confirm that the practical task will be assessed in the overall context task as the observation checklist consists of a virtual copy of the performance criteria.
  - Performance Evidence:
    - Observation checklist are a copy of the performance criteria from the unit of competency, there is no evidence to confirm that all required Performance Evidence will be assessed in the context of the task.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

MSMWHS216 Operate breathing apparatus

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Evidence:
    - *Correctly close down, remove and clean the breathing apparatus.* There is no evidence to confirm the behaviours required to carry out closing down, removing and cleaning the breathing apparatus. Review of the observation checklist confirms that the evidence is limited to confirming that the learner will follow organisational procedures.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

MSMWHS217 Gas test atmospheres

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - *2.4 Take required action if readings are unacceptable.* In the practical assessment, learners are required to apply known solutions to routine problems (procedures, training). However,

the task does not have potential actions to be taken where readings are determined as unacceptable given that the scenarios are specific and simulated.

- Performance Evidence:
  - Several of the Performance Evidence requirements have been copied directly from the unit into the observation checklist. As a result, the observations are not in the context of the overall task.

- Knowledge Evidence:
  - *exposure standards (time-weighted average, short-term exposure limits, peak limitation values, and examination of toxic effect at the level of a range of flammable gases).* Question 26 of the written test confirms that learners will be assessed on their knowledge of where to locate information on exposure standards. However, this does not demonstrate their knowledge of what exposure standards are.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

PUAWER004B Respond to workplace emergencies

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Required Knowledge:
    - *roles, responsibilities and authority of emergency personnel, emergency control organisation and emergency response team.* There is no evidence that this requirement will be addressed in the assessment.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

PUAWER005B Operate as part of an emergency control organisation

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Required Skills:
    - *apply methods of accounting for people.* While the practical observation confirms that the learner is required to use 'appropriate methods' to account for people, there is no specific evidence to confirm the correct methods to use and that they were used.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

PUAWER006B Lead an emergency control organisation

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements for the following reasons:
  - Required Skills:

        - *ability to take on a leadership role, which includes giving clear directions under emergency conditions, making decisions appropriate to the situation and keeping others appropriately informed.* This required skill is copied directly into the observation checklist rather than a realistic or series realistic behaviours that would be evident in an individual capable of performing a leadership role.

    - Required Knowledge:
        - *emergency response structure including external agencies and disaster plans*. While the internal structure of emergency response is covered in the written assessment, there is no evidence to confirm that external agencies and disaster plan structures are addressed.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

PUAWER008B Confine small workplace emergencies

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
    - Required Skills:
        - *give and follow instructions* and *manage a small workplace emergency.* In the observation checklist, give and follow instructions does not provide any detail of the types of instruction that would be expected to provide to individuals or groups in the event of an emergency or the instructions that the learner is required to follow in the event of an emergency.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

RIIVEH305E Operate and maintain a four wheel drive

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
    - Knowledge Evidence:
        - *hazards associated with vehicle recovery, including:*
            - *Slopes*
            - *Pot holes*
            - *Power lines*
            - *Wet, slippery conditions*
            - *Mud*
            - *Change in terrain*
            - *Obstacles such as tree branches or poles*

        There is no evidence in the assessment that the learner will be assessed on his/her knowledge of this requirement.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

RIIWHS202D Enter and work in confined spaces

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - The practical assessment consists of two simulated scenarios requiring the learner to conduct investigations into three different incidents. Review of the assessor's observation checklist confirms that the behaviours and actions to be observed by the assessor are taken directly from the performance criteria from the unit of competency. Therefore, there is no evidence to confirm that the assessment will be conducted in the overall context of the task.

  - Foundation Skills:
    - The practical assessment consists of two simulated scenarios requiring the learner to conduct investigations into three different incidents. Review of the assessor's observation checklist confirms that the behaviours and actions to be observed by the assessor are taken directly from the performance criteria from the unit of competency. Therefore, there is no evidence to confirm that the assessment will be conducted in the overall context of the task

  - Performance Evidence:
    - The practical assessment consists of two simulated scenarios requiring the learner to conduct investigations into three different incidents. Review of the assessor's observation checklist confirms that the behaviours and actions to be observed by the assessor are taken directly from the performance criteria from the unit of competency. Therefore, there is no evidence to confirm that the assessment will be conducted in the overall context of the task.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

RIIWHS301D Conduct safety and health investigations

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - The practical assessment consists of three simulated scenarios requiring the learner to conduct investigations into three different incidents. Review of the assessor's observation checklist confirms that the behaviours and actions to be observed by the assessor are taken directly from the performance criteria from the unit of competency. Therefore, there is no evidence to confirm that the assessment will be conducted in the overall context of the task.

  - Foundation Skills:
    - The practical assessment consists of three simulated scenarios requiring the learner to conduct investigations into three different incidents. Review of the assessor's observation checklist confirms that the behaviours and actions to be observed by the assessor are taken directly from the performance criteria from the unit of competency. Therefore, there is no evidence to confirm that the assessment will be conducted in the overall context of the task.

  - Performance Evidence:

- The practical assessment consists of three simulated scenarios requiring the learner to conduct investigations into three different incidents. Review of the assessor's observation checklist confirms that the behaviours and actions to be observed by the assessor are taken directly from the performance criteria from the unit of competency. Therefore, there is no evidence to confirm that the assessment will be conducted in the overall context of the task.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

SISCAQU002 Perform basic water rescues

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements for the following reasons:
  - Performance Criteria:
    - *2.1 Determine rescue type required and promptly formulate plan.* There is no evidence to demonstrate that the learner determines the type of rescue as it is already selected for the task. As part of the task instruction, learners are provided with a scenario that confirms the rescue type to be used.

  - Performance Evidence:
    - *Identify and respond to all of the following signs and signals:*
      - *Call for help*
      - *Vertical body position*
      - *Minimal or non-supportive leg action*
      - *Vigorous arm movements*
      - *Submerged or unconscious person*

      The assessment consists of a series of 10 scenarios involving rescues specified in the performance evidence. The first action to be observed by the assessor is the recognition of the signs and signals of a person in difficulty for scenarios 2 – 9. However, there is no evidence to confirm that the signs and signals were used or identified.
  - Knowledge Evidence:
    - *non-swimming rescue methods and techniques* and *swimming rescue methods and techniques.* The model answers to questions 9 and 10 are taken directly from the performance evidence. This does not demonstrate the learner's knowledge of each of the swimming and non-swimming rescue methods.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

UETTDRRF06B Perform rescue from a live LV panel

- Validity and Sufficiency – The assessment tools do not address all unit of competency requirements for the following reasons:
  - Required Skills:
    - *T1 – Knowledge of Safe Approach Distances (SAD's) appropriate to rescue from a live LV panel.* Question 6 in the written assessment requires the learner to confirm what the acronym SAD standards for which is 'safe approach distance'. However, there is no evidence that the learner is assessed on their knowledge of what is considered a safe

approach distance and the requirements, for example, in accordance with the National Guidelines for Safe Approach Distance to Electrical Apparatus in relation to a rescue from a live LV panel.

- *T1 – Involvement of external emergency services.* While the practical assessment includes the identification of whether external emergency services are required, there is no evidence to confirm that the rescue involves the use of external emergency services.

- Required Knowledge:
  - *T1 – Knowledge of Safe Approach Distances (SAD's) appropriate to rescue from a live LV panel.* Question 6 in the written assessment requires the learner to confirm what the acronym SAD standards for which is 'safe approach distance'. However, there is no evidence that the learner is assessed on their knowledge of what is considered a safe approach distance and the requirements, for example, in accordance with the National Guidelines for Safe Approach Distance to Electrical Apparatus in relation to a rescue from a live LV panel.

  - *T1 – Involvement of external emergency services.* While the practical assessment includes the identification of whether external emergency services are required, there is no evidence to confirm that the rescue involves the use of external emergency services.

- Reliability – The assessment tools do not contain sufficient performance benchmarks for each skill/behaviour to be demonstrated, therefore it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors.

The examples listed above provide guidance on the area of non-compliance identified and are not a full list of each unit of competency requirements 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:

HLT21025 Certificate II in medical Service First Response
HLTAID005 Provide first aid in remote situations
PUA30412 Certificate III in Public Safety (SES Rescue)
PUA30613 Certificate III in Public Safety (Firefighting and emergency Operations)
PUALAW002B Conduct initial investigation at incident scene
PUA30412 Certificate III in Public Safety (SES Rescue)
PUAOPE014A Navigate to an incident
PUA30613 Certificate III in Public Safety (Firefighting and Emergency Operations)
RII30715 Certificate III in Mine Emergency Response and Rescue
PUASAR024A Undertake road crash rescue
RII30715 Certificate III in Mine Emergency Response and Rescue
PUASAR022A Participate in rescue operation
Explicit units:
HLTAID001 Provide cardiopulmonary resuscitation
HLTAID004 Provide an emergency first aid response in an education or care setting
MSMPER300 Issue work permits

MSMWHS201 Conduct hazard analysis
MSMWHS216 Operate breathing apparatus
MSMWHS217 Gas test atmospheres
PUAWER004B Respond to workplace emergencies
PUAWER005B Operate as part of an emergency control organisation
PUAWER006B Lead an emergency control organisation
PUAWER008B Confine small workplace emergencies
RIIVEH305E Operate and maintain a four wheel drive vehicle
RIIWHS202D Enter and work in confined spaces
RIIWHS301D Conduct safety and health investigations
SISCAQU002 Perform basic water rescues
UETTDRRF06B Perform rescue from a live LV panel

The following additional evidence was provided:

- RMTS_Formal audit rectification response_AUDREC0008172
- Amended assessment instruments and tools for the above listed units of competency:
  - Amended Assessment Q&A
  - Amended Practical Observation
  - Amended Assessor marking Guide
  - Amended Participant Assessment Guide
  - Third Party Report
  - Various procedures and forms to be utilised during assessment including:
    - Firs Aid Incident Report Form
    - Incident Report Form template
    - Entry Permit
    - Incident Report
    - Investigation Checklist
    - Risk Assessment (HIRAC) Job hazard analysis Safe work method statement
    - Route Navigation Calculations
    - Site based gas test report
    - Workplace Emergency checklist
    - Workplace hazards incident assessments
    - CSEM Plan Sample
    - JHA Blank Template
    - WHS Incident Investigation Procedure
    - Action Plan
    - Evacuation Checklist
    - Excerpt EP Manual
    - Job Safety analysis
    - JSA Procedure
    - Phone threat Checklist
    - Vehicle checklist (pre-start and post-assessment)
    - WHS Investigation Form
    - Work in Isolation Procedure
    - CS Ravensworth Investigation Report

The evidence provided has addressed the non-compliance.