

CQ Education - Summary of Audit Findings and Actions for Rectification

RTO Name	RTO Number	Audit Date
CQ Education Pty Ltd	22497	11 th August, 2016

Qualifications audited:

CPCCOHS1001A - Work safely in the construction industry

SIR20212 - Certificate II in Retail Services

SIR30212 - Certificate III in Retail Services

Audit Outcomes:

- i) **Audit non-compliance identified:** Yes
- ii) **A summary of significant and/or critical non-compliances and actions taken to rectify:** See table below for significant and critical non-compliances identified and rectified in the re-registration audit.

Standard for RTOs 2015	Significant and/or critical non-compliances	Rectification Action
1.2	The RTO did not provide evidence to demonstrate that the existing skills, knowledge and experience of learners has been considered.	As part of the rectification process the current Strategies for Training and Assessment for the Retail programs have been reviewed and revised to ensure the amount of training provided meets the existing skills, knowledge and experience of the learner.
1.3	The RTO did not provide evidence to demonstrate that it has sufficient trainers for more detail see clause 1.13.	CQ Education has engaged an additional trainer. This means that CQ Education now has sufficient trainers.
1.6	The RTO did not provide evidence to demonstrate it uses a range of industry engagement strategies or that the outcomes of the industry engagement it has conducted have been systematically used to inform its training and assessment strategies.	CQ Education has undertaken further Industry Engagement on the current Retail programs. This industry engagement has involved a different method than previously utilised.
1.8	The RTO did not provide evidence to demonstrate that the assessments sampled (5 units) are conducted in accordance with the principles of assessment and the rules of evidence.	Assessment materials have been revised for each of the units of competency sampled as part of the audit. This has included developing assessment materials that address each unit of competency requirements and meet the Principles of Assessment and Rules of Evidence.
1.13	The RTO did not provide evidence to demonstrate that training and assessment is conducted only by persons who have: <ul style="list-style-type: none"> a) vocational competencies at least to the level being delivered and assessed; b) current industry skills directly relevant to the training and assessment being provided; 	CQ Education has engaged an additional trainer with vocational competence as required and reviewed current trainer's vocational currency to ensure all trainers meet this standard.

CQ Education - Summary of Audit Findings and Actions for Rectification

2.1	The organisation's Chief Executive Officer has not ensured that the registered training organisation is compliant with these standards as identified by the non-compliances in this report (i.e. clauses: 1.2, 1.3, 1.4, 1.8, 2.2, 3.2, 5.1, 5.2, 5.3, 5.4 and 6.3).	All clauses have been rectified.
3.2	The RTO did not provide evidence to demonstrate the statement of attainment meets the requirements of schedule 5 or the AQF Qualifications Issuance Policy.	CQ Education has revised the Statement of Attainment to ensure it complies with the requirements of schedule 5 and the AQF Qualifications Issuance Policy.
5.1	The RTO did not provide evidence to demonstrate that the training product is appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.	Course Brochures have been revised and adjusted based on the changes made to Strategies for Training and Assessment.
5.3	The RTO did not provide evidence to demonstrate that the written information provided to the learner included any reference to refunds or payment terms and conditions.	The Student Information Handbook has been revised to improve the information relating to refunds and payment terms and conditions.

- iii) **Non-compliances rectified:** Yes. Re-registration as granted on the 23rd November, 2016 for a 7 year period. Registration expires on 17/04/2023.