



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	J.W.W. Trading Pty Ltd
Trading name/s	JPR Security Services
RTO number	90702
CRICOS number	N/A

AUDIT TEAM

Lead auditor	Moya Crowley
Auditor/s	N/A
Technical adviser/s	N/A

AUDIT DETAILS

Application number/s	1032126, 1034451		
Audit number/s	1002136		
Audit reason 1	Application - renewal		
Audit reason 2	Application - change		
Audit reason 3	n/a		
Activity type	Site visit		
Address of site/s visited	Suite 1, 197 Burwood Road, Burwood 2134.		
Date/s of audit	07/11/2013		
Organisation's contact for audit	Justin Wilson	Director	
	justin@jprsecurity.com.au	02 80647236	
NVR standards audited	Selected Standards for Continuing Registration: SNR 15, 16, 17, 18, 20 & 22.2		

BACKGROUND

J.W.W. Trading Pty Ltd, trading as JPR Security Services was registered as a private training organisation in March 2011.

Justin Wilson, the owner and CEO of the organisation holds a current Master Licence (No.408097977) with the Security Licensing and Enforcement Directorate (SLED). The organisation conducts Security licencing and training under the guidelines of SLED.

JPR Security Services specialises in providing security training that is stated to be professional, flexible

and in line with industry standards. JPR's training is tailored to meet the needs of each individual candidate and/or client. JPR Security Services comply with the AQF standards and uses a combination of curriculum, online and on-the-job competency based training.

Industry associations and clients of JPR Security Services include the Security Licensing and Enforcing Directorate (SLED), Star Casino, Blue Casino, Glad Security National Cleaning Operations, ACT and the IRIS Hotel Group.

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

- 115

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
CPP30411	Certificate III in Security	Workplace	13
CPP40707	Certificate IV in Security and Risk Management	Online	4
CPP31011	Certificate III in Cleaning Operations	Face to face	49
SIT30712	Certificate III in Hospitality	Traineeship	N/A
SIT40312	Certificate IV in Hospitality	Traineeship	N/A
HLTFA311A	Apply first aid	Face to face	24

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Justin Wilson	Director and CEO	All as above
Hilary Jorey-Jones	Administration	CPP40707 Certificate IV in Security and Risk Management

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 07/11/2013: Significant non-compliance

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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 16/01/2014: Compliant



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

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

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- There was no evidence provided to demonstrate that based on data collected for the continuous improvement of the RTO's training and assessment, it has implemented changes as required based on the analysis of data. Furthermore, little evidence was provided to support how the RTO regularly monitors and reviews improvements.

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

- Provide evidence to support how the RTO will ensure that information collected for the continuous improvement of training and assessment will and has been analysed and acted upon.
- Provide evidence of how it will ensure it will regularly monitor and review improvements.

Analysis of rectification evidence:

- The organisation provided sufficient evidence to support how it will ensure that information collected for the continuous improvement of training and assessment will and has been analysed and acted upon.
- Evidence was provided to demonstrate how the organisation will ensure it will regularly monitor and review improvements.

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding non-compliance:

- The RTO was unable to provide evidence that it has developed or has access to assessment materials for the units of competency *SITHIND201 Develop and update hospitality industry knowledge* and *SITXCCS201 Provide visitor information* reviewed against SNR 15.5 relating to SIT30712 Certificate III in Hospitality which are consistent with the requirements of the training package.
- The RTO was unable to provide evidence that it has developed or has access to assessment materials for the units of competency *SITXWHS401 Implement and monitor workplace health, safety and security* and *SITXCOM004A Communicate on the telephone* reviewed against SNR

15.5 relating to SIT40312 Certificate IV in Hospitality which are consistent with the requirements of the training package.

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

- Refer to the rectification requirements for SNR 15.5. The organisation is not required to provide rectification evidence to directly address this standard (SNR 15.3); however, it is required to provide evidence that it has assessment material for the units of competency *SITHIND201 Develop and update hospitality industry knowledge* and *SITXCCS201 Provide visitor information*, reviewed against SNR 15.5 relating to SIT30712 Certificate III in Hospitality that complies with requirements of SNR 15.5 and are consistent with the requirements of the SIT12 Tourism, Travel and Hospitality Training Package.
- Refer to the rectification requirements for SNR 15.5. The organisation is not required to provide rectification evidence to directly address this standard (SNR 15.3); however, it is required to provide evidence that it has assessment material for the units of competency *SITXWHS401 Implement and monitor workplace health, safety and security* and *SITXCOM004A Communicate on the telephone* reviewed against SNR 15.5 relating to SIT40312 Certificate IV in Hospitality that complies with requirements of SNR 15.5 and are consistent with the requirements of the SIT12 Tourism, Travel and Hospitality Training Package.

Analysis of rectification evidence:

- The RTO has provided evidence which demonstrates it has access to full suite of resources for SIT30712 Certificate III in Hospitality and SIT40312 Certificate IV in Hospitality.
- The RTO has also provided evidence that sufficient assessment resources have been developed prior to enrolling students.

- 15.4 Training and assessment is delivered by trainers and assessors who:**
- (a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and
 - (b) have the relevant vocational competencies at least to the level being delivered or assessed; and
 - (c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
 - (d) continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

Units of competency not available at audit:

SIT30712 Certificate III in Hospitality

SITHIND201 Develop and update hospitality industry knowledge

SITXCCS201 Provide visitor information

SIT40312 Certificate IV in Hospitality

SITXWHS401 Implement and monitor workplace health, safety and security

SITXCOM004A Communicate on the telephone

The RTO was unable to provide evidence it has access to or has developed assessment materials for the listed units of competency selected to be reviewed at audit. However, the following units of competency were offered by the RTO for review.

Replacement units audited:

SIT30712 Certificate III in Hospitality

SITHIND301 Work effectively in Hospitality Service

SITHIND201 Source and use information on the hospitality industry

SIT40312 Certificate IV in Hospitality

BSBDIV501A Manage diversity in the workplace

SITHRM301 Coach other in jobs skills

There was no evidence provided to support how the RTO has ensured its assessment meets workplace requirements and/or appropriately simulated workplace conditions as required by the relevant training package.

Furthermore, insufficient evidence was provided to support how the RTO's assessment process, tools and practices have been systematically validated to ensure assessment will be conducted in accordance with the principles of assessment and rules of evidence and ensures all training package requirements will be met.

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

SIT30712 Certificate III in Hospitality

SITHIND201 Develop and update hospitality industry knowledge

SITXCCS201 Provide visitor information

SIT40312 Certificate IV in Hospitality

BSBDIV501A Manage diversity in the workplace

SITHRM301 Coach other in jobs skills

Provide evidence the RTO has access to or has developed a suite of assessment material for the qualifications and units of competency listed which address all requirements of the units of competency, specifically, the performance criteria, required knowledge and skills, critical aspects for assessment and evidence required to demonstrate competency and context of and specific resources for assessment requirements.

Ensure each assessment tool/tasks provides clear information about assessment requirements for students and assessors which includes the conditions under which assessment will be conducted,

purpose and context of the assessment and how assessment will be recorded.

Ensure assessment meets workplace requirements and/or appropriately simulates workplace conditions as required by the training package.

Provide evidence to support how the RTO's assessment process, tools and practices for the qualifications and units of competency listed above, have been systematically validated to ensure assessment will be conducted in accordance with the principles of assessment and rules of evidence and ensure all training package, qualification and units of competency requirements will be met.

SIT30712 Certificate III in Hospitality

SITHIND301 Work effectively in Hospitality Service

SITHIND201 Source and use information on the hospitality industry

SIT40312 Certificate IV in Hospitality

SITXWHS401 Implement and monitor workplace health, safety and security

SITXCOM004A Communicate on the telephone

Provide evidence to support how the RTO has ensured its assessment meets workplace requirements and/or appropriately simulated workplace conditions as required by the relevant training package for the units of competency listed.

Provide evidence to support how the RTO's assessment process, tools and practices for the qualifications and units of competency listed above, have been systematically validated to ensure assessment will be conducted in accordance with the principles of assessment and rules of evidence and ensure all training package, qualification and units of competency requirements will be met.

Analysis of rectification evidence:

SIT30712 Certificate III in Hospitality

SITHIND201 Develop and update hospitality industry knowledge

SITXCCS201 Provide visitor information

SIT40312 Certificate IV in Hospitality

BSBDIV501A Manage diversity in the workplace

SITHRM301 Coach other in jobs skills

The RTO provided a suite of assessment material for the qualifications and units of competency listed which address all requirements of the units of competency, specifically, the performance criteria, required knowledge and skills, critical aspects for assessment and evidence required to demonstrate competency and context of and specific resources for assessment requirements.

Each assessment tool/tasks provides clear information about assessment requirements for students and assessors which includes the conditions under which assessment will be conducted, purpose and context of the assessment and how assessment will be recorded.

Assessment meets workplace requirements and/or appropriately simulates workplace conditions as required by the training package.

Provided evidence supports how the RTO's assessment process, tools and practices for the qualifications and units of competency listed above, have been systematically validated to ensure assessment will be conducted in accordance with the principles of assessment and rules of evidence and ensure all training package, qualification and units of competency requirements will be met.

SIT30712 Certificate III in Hospitality

SITHIND301 Work effectively in Hospitality Service

SITHIND201 Source and use information on the hospitality industry

SIT40312 Certificate IV in Hospitality

SITXWHS401 Implement and monitor workplace health, safety and security

SITXCOM004A Communicate on the telephone

The RTO provided evidence that its assessment meets workplace requirements and/or appropriately simulated workplace conditions as required by the relevant training package for the units of competency listed.

Provided evidence to support how the RTO's assessment process, tools and practices for the qualifications and units of competency listed above, have been systematically validated to ensure assessment will be conducted in accordance with the principles of assessment and rules of evidence and ensure all training package, qualification and units of competency requirements will be met.

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding non-compliance:

- There was no evidence provided to support how the continuous improvement of the RTO's client services through the collection, analysis and action on relevant data have been implemented and how it regularly monitors and reviews its improvements.

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

- Provide evidence of continuous improvement of client services improved through the collection and analysis of relevant data it has implemented and what processes it has in place to ensure improvements made to client services will be regularly monitored and reviewed.

Analysis of rectification evidence:

- The RTO provided evidence of continuous improvement of client services improved through the collection and analysis of relevant data it has implemented and the processes it has in place to ensure improvements made to client services will be regularly monitored and

reviewed.

16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.	Original finding: Compliant	Following rectification: n/a
16.4	Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	Original finding: Compliant	Following rectification: n/a
16.5	Learners receive training, assessment and support services that meet their individual needs.	Original finding: Compliant	Following rectification: n/a
16.6	Learners have timely access to current and accurate records of their participation and progress.	Original finding: Compliant	Following rectification: n/a
16.7	The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	Original finding: Compliant	Following rectification: n/a
SNR 17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:		
17.1	The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.	Original finding: Compliant	Following rectification: n/a
17.2	The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.	Original finding: Not compliant	Following rectification: n/a
Reasons for finding of non-compliance:			
<ul style="list-style-type: none">There was no evidence provided to support how the RTO uses a systematic and continuous improvement approach to the management of its operations and how the RTO regularly monitors and reviews improvements made to the management of its operations.			
In order to become compliant, the organisation is required to:			
<ul style="list-style-type: none">Provide evidence to support how the RTO uses a systematic and continuous improvement			

approach to the management of its operations.

- Provide evidence of how the RTO regularly monitors and reviews improvements made to the management of its operations.

Analysis of rectification evidence:

- Evidence was provided to support how the RTO uses a systematic and continuous improvement approach to the management of its operations.
- Evidence was provided of how the RTO regularly monitors and reviews improvements made to the management of its operations.

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

Original finding: Not audited

Following rectification: n/a

17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.

Original finding: Compliant

Following rectification: n/a

SNR 18 The NVR registered training organisation has governance arrangements in place as follows:

18.1 The NVR registered training organisation's Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

As non-compliances have been identified against other standards within this report, the CEO has not ensured the RTO continually complies with the VET Quality Framework which applies to its operations and scope of registration.

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

- The rectification evidence the RTO provides to address the identified non-compliances against the other SNR Standards, if determined compliant, will address this issue. Therefore no further evidence is required for this standard.

Analysis of rectification evidence:

- The rectification evidence provided by the RTO to address the identified non-compliances against the other SNR Standards is compliant.

18.2	The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.
Original finding: Compliant	Following rectification: n/a
SNR 19 Interactions with the National VET Regulator	
19.1	The NVR registered training organisation must co-operate with the National VET Regulator: (a) in the conduct of audits and the monitoring of its operations; (b) by providing accurate and timely data relevant to measures of its performance; (c) by providing information about significant changes by its operations; (d) by providing information about significant changes to its ownership; and (e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.
Original finding: Compliant	Following rectification: n/a
SNR 20 Compliance with legislation	
20.1	The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.
Original finding: Compliant	Following rectification: n/a
20.2	The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.
Original finding: Compliant	Following rectification: n/a
SNR 21 Insurance	
21.1	The NVR registered training organisation must hold public liability insurance throughout its registration period.
Original finding: Not audited	Following rectification: n/a
SNR 22 Financial management	
22.1	The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.
Original finding: Not audited	Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

- 22.3** Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:
- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;
 - (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]~~
 - (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;
 - (d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
 - (e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

Original finding: Not audited

Following rectification: n/a

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

- 23.1** The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:
- (a) meets the Australian Qualifications Framework (AQF) requirements;
 - (b) identifies the NVR registered training organisation by its national provider number from the National Register and
 - (c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Not audited

Following rectification: n/a

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications



and VET statements of attainment issued by any other RTO.

Original finding: Not audited

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

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

This element was not audited.

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

This element was not audited.

SNR 24 Accuracy and integrity of marketing

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

Original finding: Not audited

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

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

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

Original finding: Not audited

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

