



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Tabor College (Victoria) Inc.
Trading name/s	Tabor College (Victoria) Inc.
RTO number	22065
CRICOS number	N/A

AUDIT TEAM

Lead auditor	John Molenaar
Auditor/s	x
Technical adviser/s	x

AUDIT DETAILS

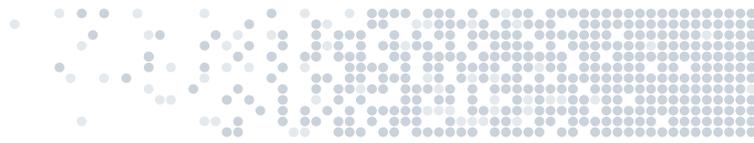
Application number/s	1042063	
Audit number/s	1004618	
Audit reason 1	Application - renewal	
Audit reason 2	n/a	
Audit reason 3	n/a	
Activity type	Site visit	
Address of site/s visited	44-60 Jackson's Road, Mulgrave. VIC	
Date/s of audit	12/12/2013	
Organisation's contact for audit	Neil Horvath nhorvath@tabor.vic.edu.au	RTO Manager 03 9790 9216
NVR standards audited	All Standards for Continuing Registration	

BACKGROUND

Tabor College Victoria is a multi-denominational Christian education centre founded in Melbourne in 1988. Tabor Victoria is an independent higher education provider and registered training organisation offering courses from certificate through to masters degrees.

Total number of current enrolments in RTO as at audit date: 11 students

Students enrol from all parts of Victoria as fee-for-service clients.



The course delivered are accredited courses, developed specifically for training in the Christian ministry and theology. The course is currently under review and has had its accreditation period extended until February 2014.

The College is part of a larger educational facility, co shared with Stirling College, with a focus on higher education with enrolments of up to 350 students. Students enrolled in the VET courses are mainly working students who complete the course through the part time delivery mode.

A review of operations in 2013 has confirmed that the College will continue with VET courses, identifying that the courses assist to re-engage with workers in the church through work placement programs, an aspect of the College training that has not been effective through the higher education programs.

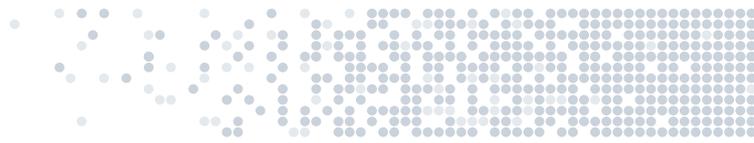
Following a 12 month consolidation in 2014, the College plans to extend its VET offerings in the areas supporting primary education including education support, youth work and pastoral care.

Tabor College plans to access Higher Education and Skills funding for students for 2015.

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
30771QLD	Certificate III in Christian Ministry and Theology	Face to face Classroom based and work placement	0
30772QLD	Certificate IV in Christian Ministry and Theology	Face to face Classroom based and work placement	11
30773QLD	Diploma of Christian Ministry and Theology	Face to face Classroom based and work placement	0

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

INTERVIEWEES		
Name	Position	Qualification/Course/Unit code/s
Neil Horvath	RTO Manager Trainer/Assessor	Certificate III in Christian Ministry and Theology Certificate IV in Christian Ministry and Theology Diploma of Christian Ministry and Theology



ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 12 December 2014: Minor non-compliance

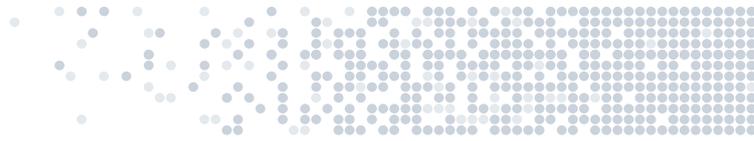
- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on dd/mm/yyyy: n/a

AUDIT FINDING BY STANDARD

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



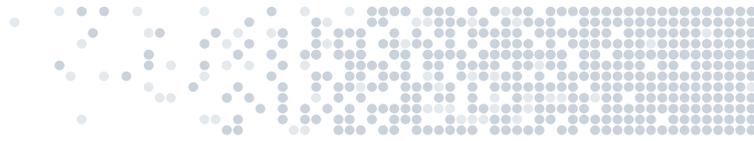
SNR 15	The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:		
15.1	The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.		
Original finding:	Compliant	Following rectification:	n/a
15.2	Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.		
Original finding:	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:	n/a
Reasons for finding of non-compliance:			
<ul style="list-style-type: none">As non compliance was identified against SNR15.4, the RTO has not demonstrated it has access to staff which are consistent with the requirements of the relevant accredited courses (refer to SNR 15.4).			
In order to become compliant, the organisation is required to:			
<ul style="list-style-type: none">Not provide evidence directly to address this standard; however, provision of evidence submitted to address the non-compliance against SNR 15.4, if determined compliant, will meet the requirements of this Standard.			

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time



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

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- Trainers/Assessors Cheryl Catford-McCullum and Neil Horvath did not have the current required trainer/assessor qualification and have been training and assessing under the direct supervision of a trainer/assessor with the TAE40110 qualification. However, the RTO was unable to provide evidence of how supervision is planned and monitored. Furthermore, no evidence was provided that supervision records had been maintained.
- In addition, evidence was not provided to demonstrate how the trainers/assessors meet the requirements of the current NSSC determination for trainer and assessor competencies (17 June 2013), specifically, how the RTO has determined existing trainers/assessor without the current qualification can demonstrate equivalence to the current qualification.

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

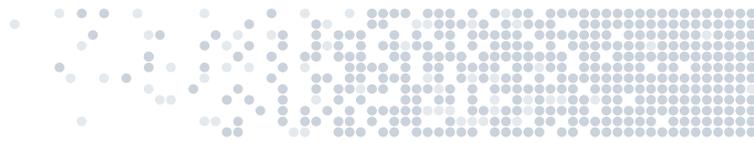
- Provide evidence that it has implemented procedures for direct supervision of trainers who do not hold the qualification TAE40110, developed and implement a direct supervision plan for each trainer/assessor listed and how it will ensure it will maintain records of the monitoring of the implementation of the plan/s.
- Provide evidence to demonstrate all trainers/assessors without the TAE40110 qualification are enrolled to complete the qualification. Or provide evidence of how it has determined each trainer/assessor can demonstrate equivalence to TAE40110 as required by the NSSC determination for trainer and assessor competencies.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time



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: Compliant	Following rectification: n/a

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

16.1	The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.
Original finding: Compliant	Following rectification: n/a

16.2	The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.
Original finding: Compliant	Following rectification: n/a

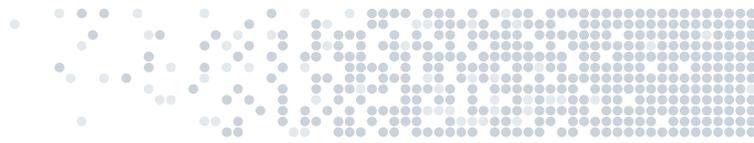
16.3	Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.
Original finding: Compliant	Following rectification: n/a

16.4	Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
Original finding: Compliant	Following rectification: n/a

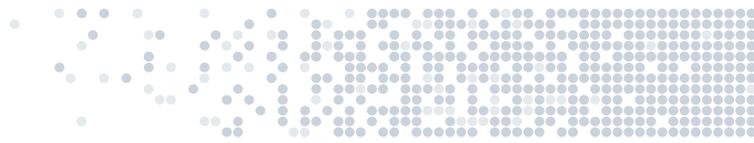
16.5	Learners receive training, assessment and support services that meet their individual needs.
Original finding: Compliant	Following rectification: n/a

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: Compliant	Following rectification: n/a
17.3	The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.
Original finding: Compliant	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: Compliant	Following rectification: n/a
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: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- Tabor College had not identified the requirement to ensure ongoing compliance with the legislation under which it had been registered as an RTO – The National Vocational Education and Training Regulator Act 2011.

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

- Provide evidence to demonstrate how it will ensure the ongoing compliance with the The National Vocational Education and Training Regulator Act 2011 and demonstrate what processes it has in place to ensure ongoing compliance.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

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: Not compliant

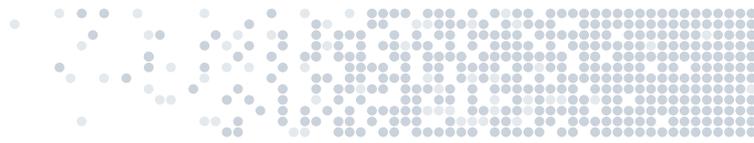
Following rectification: n/a

Reasons for finding of non-compliance:

- Tabor College had not identified how its would ensure that its staff and clients were fully informed of the requirements to comply with the legislation under which the RTO was registered - The National Vocational Education and Training Regulator Act 2011.

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

- Provide evidence of how it informs staff and clients of the Tabor College requirement to be compliant with the requirements of the legislation under which the RTO is registered and to



outline to staff and clients Tabor College responsibilities and the responsibilities of staff and clients.

Analysis of rectification evidence:

- Evidence yet to be supplied

Reasons for outstanding non-compliance:

- Not applicable at this time

SNR 21 Insurance

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

Original finding: Compliant

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: Compliant

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.**

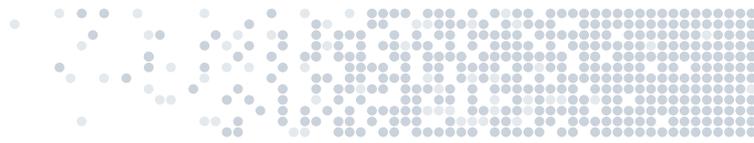
Original finding: Compliant

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;**
- (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course.**

Following course commencement, the NVR registered training organisation may require



payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;

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

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

Original finding: Compliant

Following rectification: n/a

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

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

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

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

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

Original finding: Not compliant

Following rectification: n/a

Reasons for finding of non-compliance:

- Tabor College had issued to a Transcript of Results to students completing units, on the understanding that this was a Statement of Attainment. Students eligible to receive a Statement of Attainment had not been issued with a Statement of Attainment as required by the AQF and the NSSC policy: Application of the AQF Qualifications Policy within the VET Sector.

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

- Provide evidence it has developed a template Statement of Attainment that meets the requirements of the current AQF Implementation Handbook and the NSSC policy: Application of the AQF Qualifications Policy within the VET Sector.
- Provide evidence it has issued a Statement of Attainment to students who should have been issued a Statement of Attainment rather than a Transcript of Results.

Analysis of rectification evidence:

- Evidence yet to be supplied

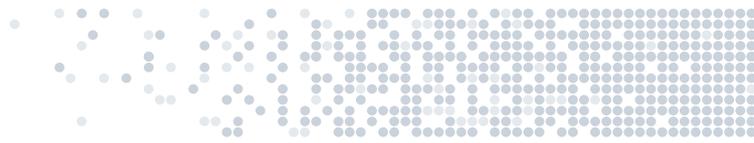
Reasons for outstanding non-compliance:

- Not applicable at this time

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: Compliant

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: Compliant

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: Compliant

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: Compliant

Following rectification: n/a

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a