



**Australian Government**

**Australian Skills Quality Authority**

# REPORT

## **Audit report: Victorian Institute of Applied Learning Pty Ltd**

Date/s of audit: 5 June 2018

Date report created: 14/06/2018

Date report updated: 29/08/2018

## Organisation details

Organisation's legal name:	Victorian Institute of Applied Learning Pty Ltd
Trading name/s:	Humber College
RTO number:	41469
CRICOS number:	N/A

## Audit team

Lead auditor:	Sharyn Gillick
Assistant/s:	Sharyn Gillick (Response Analysis)

## Audit details

Application number/s:	N/A	
Audit number:	AUDREC0008188	
Audit reason	Post initial	
Address of site/s visited:	3/8 Miller Street, Slacks Creek QLD 4127	
Date/s of audit:	5 June 2018	
Organisation's contact for audit:	Mrs Puneet Randhawa ceo@humbercollege.edu.au	CEO 0478 114 622

## Original finding at time of audit

### Audit finding: Serious non-compliance

Report completed by: Sharyn Gillick

Practice	Standards for RTOs 2015	Finding
Marketing/ Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Enrolment	7.3	Not audited
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.14, 1.16	Not compliant
Training and Assessment	1.15	Compliant
Training and Assessment	1.17, 1.18, 1.20	Not audited
Completion	3.1	Compliant
Completion	3.2	Not compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited
Management Requirements	8.1	Not compliant

## Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 14/08/2018 : Compliant

Report completed by: Sharyn Gillick

Practice	Standards for RTOs 2015	Finding
Training and Assessment	1.1, 1.3, 1.8, 1.13, 1.14, 1.16	Compliant

Completion	3.2	Compliant
Regulatory Compliance /Governance	8.1	Compliant

## Background

### Summary of organisation and management structure:

- Victorian Institute of Applied Learning Pty Ltd was initially registered as a registered training organisation in Victoria, on 5 April 2016.
- Since its initial registration a number of material change notifications have been submitted to ASQA - including change of head office address, chief executive officer and ownership.
- Puneet Randhawa has been Chief Executive Officer of the RTO since mid-2016.
- Ms Randhawa, together with another director of the company, Mr Sarbjit Singh, operate the RTO from the same premises that is also the head office for another company that they own and operate, Global Driver Training.

### Scope of registration:

- BSB50215 Diploma of Business
- TLI31216 Certificate III in Driving Operations
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid
- HLTAID004 Provide an emergency response in an education and care setting
- HLTAID006 Provide advanced first aid
- TLILIC2001 Licence to operate a forklift truck

### Suburb and state of all delivery locations:

- Queensland - Slacks Creek.

### Third party usage:

- Nil

### Core clients/target groups:

- Skilled workers

### Training Revenue (Funded or fee for service):

- Fee for service – domestic.

### Total number of current enrolments as at audit date:

- 0

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 Victorian Institute of Applied Learning Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Victorian Institute of Applied Learning Pty Ltd
- Information provided to ASQA's auditors prior to the site audit and documentation reviewed during the site audit of Victorian Institute of Applied Learning Pty Ltd conducted on 5 June 2018.
- Other publically 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
HLTAID001	Provide cardiopulmonary resuscitation	Face to face	0
HLTAID003	Provide first aid	Face to face	0
TLI31216	Certificate III in Driving Operations	Face to face, RPL	0
TLILIC2001	Licence to operate a forklift truck	Face to face	0

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

## Interviewees

Name	Position	Training products
Puneet Randhawa	CEO Humber College, Trainer and Assessor	HLTAID001, HLTAID003
Sarbjit Singh	Trainer/Director	TLILIC2001
Wayne Carney	Compliance Consultant	N/A

## About this Report

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

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

Correcting non-compliance may require:

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

## Original Action required by RTO

Victorian Institute of Applied Learning Pty Ltd did not meet all requirements for clauses 1.1, 1.3, 1.8, 1.13, 1.14, 1.16, 3.2 and 8.1.

Remedial action is required for the following training product:

- *TLILIC2001 Licence to operate a forklift truck*

*The RTO is required to provide evidence that demonstrates:*

### Training and assessment

Clause 1.1

- The RTO's documented assessment strategy for the delivery of unit *TLILIC2001 Licence to operate a forklift* accurately aligns with the RTO's actual assessment practices and correctly describe the RTO's arrangements for assessment, consistent with the requirements of the TLI training package for the training product.

Clause 1.3

- The RTO has confirmed access to at least one assessor with the necessary high risk work accreditation (that is, an assessor authorised by the relevant Commonwealth/state/territory WHS/OHS regulator), and who also meets the requirements for assessors under the *Standards for RTOs 2015*, to support delivery of unit *TLILIC2001 Licence to operate a forklift*.

Clause 1.8

- The RTO's assessment system for unit *TLILIC2001 Licence to operate a forklift* includes the necessary resources to support ongoing and future implementation of the assessment system; and that implementation of the assessment system will ensure that assessment complies with the assessment requirements (in particular, the assessment conditions) specified in the TLI Training Package for the unit.

Clause 1.13, 1.14 and 1.16

- The RTO has taken action to ensure that it at all times, and for all training products on its scope of registration, it is able to evidence that training and assessment has only been undertaken by persons who have satisfied the relevant requirements of the *Standards*.

## **Completion**

### Clause 3.2

- The RTO has in place mechanisms to reduce fraudulent reproduction and use of the statements of attainment it has issued, re-issued, and will issue in the future, consistent with the requirements of the AQF for AQF documentation, in particular, the AQF Qualifications Issuance Policy.

## **Management requirements**

### Clause 8.1

- The RTO has taken action to ensure that in future when responding to information requests from the VET Regulator, all responses and information provided will be accurate and truthful, so as support cooperation with the Regulator in relation to the conduct of audits and monitoring of the RTO's operations.

## **Audit finding following analysis of additional evidence**

Following analysis of additional evidence provided by Victorian Institute of Applied Learning Pty Ltd on 14 August 2018 the RTO:

- provided sufficient evidence to demonstrate compliance with 1.1, 1.3, 1.8, 1.13, 1.14, 1.16, 3.2 and 8.1.

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

## Areas of non-compliance

### Training and Assessment

#### Training Delivery and Assessment

##### Standards for RTOs Clause 1.1

*Original Finding: Not compliant*

*Finding following additional evidence: Compliant*

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

##### Standards for RTOs Clause 1.2

*Original Finding: Not compliant*

*Finding following additional evidence: Compliant*

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

- a) the existing skills, knowledge and the experience of the learner;
- b) the mode of delivery; and
- c) where a full qualification is not being delivered, the number of units and/or modules being delivered as a proportion of the full qualification.

***HLTAID001 Provide cardiopulmonary resuscitation***

***HLTAID003 Provide first aid***

***TLILIC2001 Licence to operate a forklift truck***

***TLI31216 Certificate III in Driving Operations***

The following evidence, submitted to ASQA on 22 May 2018, was reviewed in relation to training and assessment:

- Training and assessment strategy HLTAID001 version 1.1, last update Aug 2017
- Training and assessment strategy HLTAID003 version 1.1, last update Aug 2017
- Training and assessment strategy TLILIC2001 date 02/08/2016
- Training and assessment strategy TLI31216 date 15/6/2017.

At the site audit on 5 June 2018, the RTO submitted to the Lead Auditor updated training and assessment strategies, which it advised had been amended since submitting the above documents to ASQA. The RTO's representative explained and pointed out to the Lead Auditor changes that had been made to the documented strategies to address deficiencies that had been identified by the RTO and its Consultant.

Prior to providing the amended strategy documents at the site audit, the RTO's training and assessment strategies were not compliant with the requirements of clauses 1.1 and 1.2 of the *Standards for RTO's 2015*.

*Evidence of non-compliance included:*

- The RTO's training and assessment strategy documents for the following training products did not align with RTO's actual practices with regard to the delivery of training for the following training products:
  - *HLTAID001 Provide cardiopulmonary resuscitation*
  - *HLTAID003 Provide first aid.*
- The RTO's training and assessment strategy document for *TLILIC2001 Licence to operate a forklift* incorrectly identified the RTO's trainer as being 'an approved trainer and assessor with WHS QLD'. It was confirmed by the trainer at the site audit that this is not the case (see Clause 8.1 for further details) and that during all previous delivery of this training product another

assessor (who was formerly accredited by Work Health and Safety Queensland) actually conducted assessment. Therefore, the strategy document did not align with and accurately reflect the RTO's actual assessment practices.

- The RTO's documented training and assessment strategy for *TLI31216 Certificate III in Driving Operations* did not clearly identify that/how the RTO would determine the amount of training that it would provide to each learner with regard to the existing skills, knowledge and experience of the learner; the mode of delivery and the units to be delivered (whether individually or as a proportion of the full qualification).

The RTO has not demonstrated compliance with clauses 1.1 and 1.2 of the *Standards for RTOs 2015*.

---

*Analysis of additional evidence provided at audit prior to the issuance of the audit report:*

**HLTAID001 Provide cardiopulmonary resuscitation**

**HLTAID003 Provide first aid**

**TLILIC2001 Licence to operate a forklift truck**

**TLI31216 Certificate III in Driving Operations**

As noted previously, at the site audit on 5 June 2018, the RTO submitted to the Lead Auditor updated training and assessment strategies for the above training products.

The evidence provided did not fully address the previous non-compliance in respect of Clause 1.1. Specifically:

- The training and assessment strategy document provided for unit *HLTAID003 Provide first aid* did not correctly identify the RTO's actual and intended target group for the training product - this was immediately corrected by the RTO representative at audit, when it was pointed out by the auditor. No further evidence is required.
- The amended training and assessment strategy document for *TLILIC2001 Licence to operate a forklift* incorrectly identified the RTO's trainer as being 'an approved trainer and assessor with WHS QLD'. Therefore, the RTO's documented strategy does not correctly describe the RTO's arrangements for assessment, consistent with the requirements of the TLI training package for the training product.

The RTO remains non-compliant with the requirements of Clause 1.1 of the *Standards for RTOs 2015*

---

*Analysis of additional evidence:*

*TLILIC2001 Licence to operate a forklift truck*

The following additional evidence was provided:

- Written response from RTO dated 10/08/2018
- TLILIC2001 Training & Assessment Strategy.pdf.

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.**

The following evidence was reviewed in relation to training and assessment resources:

- Facilities and equipment available at 3/8 Miller Street, Slacks Creek
- Lease agreement
- Letter from SS Movers Transport Pty Ltd dated 8 May 2018 indicating training resources, trucks, trailers and other equipment available for use by the RTO
- Learning materials for sampled units of competency
- Photographs and registration papers for vehicles not on date of site audit
- Documentation relating to trainers and assessors.

As at 5 June 2018, the RTO was unable to evidence that it was fully compliant with the requirements of clause 1.3 of the *Standards for RTOs 2015*, as it could not be confirmed that it has access to assessors for all of the training products on its scope of registration.

*Evidence of non-compliance:*

- Correspondence between Work Health and Safety Queensland and the RTO, sighted at audit, indicated that the RTO has not had access to an accredited high risk work assessor to deliver *TLILIC2001 Licence to operate a forklift truck* since December 2017. As at the date of the site audit, the RTO was attempting to confirm arrangements for access to a potential, alternative assessor accredited by Work Health and Safety Queensland; however no evidence could be provided at audit to support that the nominated accredited person is in fact 'aligned' with the RTO, and that the nominated individual meets the relevant requirements of the *Standards for RTOs 2015* for assessors.

The RTO has not demonstrated compliance with clause 1.3 of the *Standards for RTOs 2015*.

---

*Analysis of additional evidence:*

*TLILIC2001 Licence to operate a forklift truck*

The following additional evidence was provided:

- Written response from RTO dated 10/08/2018
- Kevin Aligned Letter.pdf
- Kevin Certs.pdf
- Kevin Employment Contract.pdf
- Kevin Id's.pdf
- Kevin Resume.pdf
- Keven Trainer Matrix.pdf

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

Table 1.8.2 Rules of Evidence

Validity	<p>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.</p>
Sufficiency	<p>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.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner's own work.</p>
Currency	<p>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.</p>

### **TLILIC2001 Licence to operate a forklift truck**

The following evidence was reviewed in relation to assessment:

- Assessment tools
- Completed assessments for sampled learners
- Assessor credentials.

As at the date of the site audit the RTO was unable to evidence that it had confirmed access to all of the resources required to support the future implementation of its assessment system for the above training product, so as to ensure that assessment complies with the assessment requirements of the TLI Training Package.

#### *Evidence of non-compliance:*

- Evidence provided at audit indicated that the RTO has not, since December 2017, had an assessor with the necessary high risk work accreditation (that is, an assessor authorised by the relevant Commonwealth/state/territory WHS/OHS regulator), and who also meets the requirements for assessors under the *Standards for RTOs 2015* to undertake assessment in accordance with the assessment conditions specified in the TLI Training Package for the unit.

The RTO is not compliant with clause 1.8 of the *Standards for RTOs 2015*.

---

#### *Analysis of additional evidence:*

### **TLILIC2001 Licence to operate a forklift truck**

The following additional evidence was provided:

- Written response from RTO dated 10/08/2018
- Kevin Aligned Letter.pdf
- Kevin Certs.pdf
- Kevin Employment Contract.pdf
- Kevin Id's.pdf
- Kevin Resume.pdf
- Keven Trainer Matrix.pdf
- TLILIC2001 Training & Assessment Strategy.pdf
- Humber College Human Resource Management Policy
- Humber College Risk Management Policy
- Evidence of Remedial Action.pdf

The evidence provided has addressed the non-compliance.

## **Trainer and assessor competency**

### **Standards for RTOs Clause 1.13**

**Original Finding: *Not compliant***

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

**In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:**

- 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; and**
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.**

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

**Standards for RTOs Clause 1.14**

**Original Finding: *Not compliant***

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

The RTO's training and assessment:

- a) if delivered on or prior to 31 March 2019, is delivered only by persons who have the training and assessment credential specified in Item 1 or Item 2 or Item 3 of Schedule 1.
- b) if delivered on or after 1 April 2019, is delivered only by persons who have the training and assessment credential specified in Item 2 or Item 3 of Schedule 1

**Standards for RTOs Clause 1.16**

**Original Finding: *Not compliant***

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

The RTO ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment including competency based training and assessment.

The following evidence was reviewed in relation to trainers and assessors:

- Trainer/Assessor matrices for three current trainers/assessors
- Copies of credentials, resumes and related documents for three current trainers/assessors and a former assessor
- Copy of letter of resignation and ASIC extract in respect of a former trainer/assessor/director of the RTO
- Copy of email from Policelink
- Discussion with RTO representatives at audit.

The RTO is not compliant with clauses 1.13, 1.14 and 1.16 of the *Standards for RTOs 2015*, as it could not be confirmed that at all times, the RTO's training and assessment has only been delivered by persons who satisfy all of the requirements specified in clauses 1.13, 1.14 and 1.16.

*Evidence of non-compliance:*

- The RTO's CEO confirmed at audit that during August 2017 a former director of the RTO conducted training and assessment for units *HLTAID001 Provide cardiopulmonary resuscitation* and *HLTAID003 Provide first aid*. However, no evidence could be provided at audit to confirm that at the time that the training and assessment was conducted, the person concerned satisfied the requirements of the *Standards*. The RTO's representative at audit advised the Lead Auditor, *'We had a dispute with him and he removed all documents from the organisation. We have no records of his qualifications'*. The same representative advised the Lead Auditor that there had been a break in at the RTO premises in January 2018, and a copy of email from Policelink acknowledging additional submission of a supplementary report was presented to the auditor. However, no other information or evidence could be provided at audit to support that the RTO had confirmed or verified that the trainer/assessor satisfied the requirements of clauses 1.13, 1.3 and 1.16 of the *Standards* prior to conducting training and assessment.

The RTO has not demonstrated compliance with clauses 1.13, 1.14 and 1.16 of the *Standards for RTOs 2015*.

*Analysis of additional evidence:*

*HLTAID001 Provide cardiopulmonary resuscitation*

*HLTAID003 Provide first aid*

The following additional evidence was provided:

- Written response from RTO dated 10/08/2018
- Cert IV in training and assessment.pdf
- Jaswinder Resume.pdf
- Jaswinder Trainer Matrix.pdf
- Jaswinder\_Provide First Aid.pdf
- Jaswinder\_Statement of result.pdf
- Humber College Human Resource Management Policy.pdf
- Humber College Risk Management Policy.pdf

The evidence provided has addressed the non-compliance.

## Completion

### Standards for RTOs Clause 3.2

**Original Finding: *Not compliant***

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

**All AQF certification documentation issued by an RTO meets the requirements of Schedule 5.**

The following evidence was reviewed in relation to AQF certification documentation issued by the RTO:

- Copies of statements of attainment issued by the RTO to sampled learners
- Discussions with RTO representatives at audit.

The RTO's practices with regard the issuance of AQF certification document are not compliant with Clause 3.2 of the *Standards for RTOs 2015*, as the RTO has issued documentation that does not meet the requirements of the Australian Qualifications Framework, as required by Schedule 5 to the *Standards*.

*Evidence of non-compliance:*

- Review of the qualification testamurs and statements of attainment issued to sampled students found that during May 2018 the RTO issued May 2018 dated statements of attainment to a number of former learners to whom it had previously issued statements of attainment in 2017. During discussions with the Lead Auditor at the site audit, the RTO's CEO advised that the organisation had reissued the documents to the former learners as she had realised that the wording on the statements formerly issued by the RTO was not consistent with the wording required by the *Standards*. However, by including only a May 2018 date on the new statements of attainment issued to former learners without any reference to the original issuance date, the RTO's certification documentation still does not conform to the AQF Qualifications Issuance Policy which requires that, '*The issuing organisation is responsible for ensuring that it has in place mechanisms to reduce fraudulent reproduction and use of the statements of attainment it issues*'. The RTO was unable to evidence at audit the mechanisms that it has in place to reduce fraudulent use of statements of attainment that it issued in May 2018, which identify only a May 2018 issuance date with no reference to the date that the learner was formerly issued the original statement of attainment for the relevant unit of competency.

The RTO has not demonstrated compliance clause 3.2 of the *Standards for RTOs 2015*.

*Analysis of additional evidence:*

*TLILIC2001 Licence to operate a forklift truck*

The following additional evidence was provided:

- Written response from RTO dated 10/08/2018
- Email\_collection of updated SOA.pdf
- Humber College Governance and Issuance Policy
- Forklift Students certificate .compressed.pdf (Copies of reissued Statements of Attainment).

The evidence provided has addressed the non-compliance.

## Staffing/Management Requirements

### Standards for RTOs Clause 8.1

**Original Finding: *Not compliant***

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

**The RTO cooperates with the VET Regulator:**

- a) by providing accurate and truthful responses to information requests from the VET Regulator relevant to the RTO's registration;**
- b) in the conduct of audits and the monitoring of its operations;**
- c) by providing quality/performance indicator data;**
- d) by providing information about substantial changes to its operations or any event that would significantly affect the RTO's ability to comply with these standards within 90 calendar days of the change occurring;**
- e) by providing information about significant changes to its ownership within 90 calendar days of the change occurring; and**
- f) in the retention, archiving, retrieval and transfer of records**

The following evidence and information sources were reviewed:

- TAS – TLILIC2001 Licence to operate a forklift truck V1.1 pdf - submitted to ASQA on 22 May 2018
- Workplace Health and Safety public register of accredited assessors - reviewed on 23 May 2018
- Copy of qualification presented at audit - TLI31210 issued to Jashanjeet Singh by another registered training organisation, dated 18 May 2018
- Jashanjeet Singh Trainer\_Matrix.pdf – submitted to ASQA on 22 May 2018
- National register training.gov.au - reviewed on 12 June 2018.

Due to disparities between information and documents provided by the RTO to ASQA prior to and during the site audit, and information accessible from other publically available information sources, it could not be confirmed that the RTO has provided accurate and truthful responses to all information requests from the VET Regulator relevant to the RTO's registration, consistent with the requirements of Clause 8.1 of the *Standards for RTOs 2015*.

*Evidence of non-compliance:*

- On 22 May 2018, two weeks prior to the site audit, the RTO submitted to ASQA by email via its Compliance Consultant, a documented training and assessment strategy for explicit scope unit of competency *TLILIC2001 Licence to operate a forklift truck*. On page 5 in the training and assessment strategy document, Sarbjit Singh was identified as the trainer and assessor for the unit. It was also stated on the same page, '*Sarbjit is an approved trainer and assessor with WHS QLD. QLD Lic #0003356749 01-Exp 12/05/22*'. On 23 May 2018, the Lead Auditor reviewed the Workplace Health and Safety public register of accredited assessors - Mr Singh's name could not be found among the list of accredited assessors at that date. When requested

to provide verification of his 'approval' as a trainer and assessor with WHS QLD at the site audit, Mr Singh advised that the information that had been included in the training and assessment strategy submitted to ASQA was incorrect and that he is not, in fact, an 'approved' or accredited assessor with WHS QLD for unit *TLILIC2001*.

- At the site audit, the RTO presented a copy of the qualification *TLI31210 Certificate III in Driving Operations* issued to its trainer/assessor Jashanjeet Singh, dated 18 May 2018. However, subsequent review of information on the national register [www.training.gov.au](http://www.training.gov.au) on 12 June 2018 found disparities between details contained in the document presented at the site audit and information contained on the national register. Moreover, it is noted that this qualification held by Mr Singh was not listed in the Trainer matrix document submitted to ASQA on 22 May 2018. Therefore, due to these disparities, it cannot be confirmed that information and evidence provided with respect to the RTO's trainer/assessor's credentials is accurate.
- Due to the above identified disparities in information and documents provided, it could not be confirmed that the RTO has provided the VET Regulator with accurate and truthful responses to all information requests relevant to the RTO's registration.

The RTO has not demonstrated compliance with Clause 8.1 of the *Standards for RTOs 2015*.

---

*Analysis of additional evidence:*

*TLILIC2001 Licence to operate a forklift truck*  
*TLI31210 Certificate III in Driving Operations*

The following additional evidence was provided:

- Written response from RTO dated 10/08/2018
- Certificates – Jashanjeet:
  - Certificates.pdf
  - Cert III in Driving Operations.pdf
  - Jashanjeet TAE P1.jpg
  - Jashanjeet TAE P2.jpg
  - Transport Logistics car P1.jpg
  - Transport Logistics car P2.jpg
  - Transport Logistics Heavy P1.jpg
  - Transport Logistics Heavy P2.jpg
- Jashanjeet Resume.pdf
- Jashanjeet\_trainer matrix.pdf
- Letter from Aegis.pdf
- TLILIC2001 Training & Assessment Strategy.pdf
- Kevin Aligned Letter.pdf
- Kevin Certs.pdf
- Kevin Employment Contract.pdf
- Kevin Id's.pdf
- Kevin Resume.pdf
- Keven Trainer Matrix.pdf
- Humber College CEO Position Description.pdf
- Humber College CEO Statutory Declaration.pdf

The evidence provided has addressed the non-compliance.