

## Confidential

Date: 4 July 2008  
Version 5

### Training for Trees Pty Ltd T/A Training for Trees Pty Ltd

RTO DETAILS			
NTIS number	31528		
Address	64 Fisher Place Pullenvale QLD 4069		
Audit venue	64 Fisher Place Pullenvale QLD 4069		
Contact person	Peter Chaffin	Web site	www.trainingfortrees.com.au
Phone number	0437734836	E-mail	pchaffin@bigpond.net.au
Student numbers	107		
AUDIT TEAM			
Lead Auditor	Jane Drewe	Auditor/s	N/A
Phone	07 3237 0840	Adviser/s	N/A
E-mail	Jane.drewe@deta.qld.gov.au	Observer/s	N/A
AUDIT DETAILS			
Type of audit	Post-initial		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3.		
Conditions audited	Nil		
Audit date/s	27 October 2008		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Other audit notes	<ul style="list-style-type: none"> <li>• Training for Trees is slowly increasing the intake of learners into its courses due to Peter's involvement with industry, word of mouth and repeat business with previous clients.</li> <li>• Peter has created a mobile training environment allowing all equipment and resources to be completely portable.</li> <li>• Training and assessment is undertaken at customers' premises.</li> <li>• Organisational clients have included Dreamworld and local councils.</li> <li>• Training for Trees is currently in discussions with a number of organisations to deliver training in skills sets that have been developed to address organisational needs.</li> <li>• Individual clients have often been working in the industry and have chosen to seek recognition of their skills and experience.</li> </ul>		

FOCUS OF AUDIT			
NTIS code	Qualification/Unit of Competence/Accredited Course	Licensed outcome	Delivery site
FPI20205	Certificate II in Harvesting and Haulage ( <i>partial delivery</i> )	No	Pullenvale
FPI30105	Certificate III in Forest Growing and Management ( <i>partial delivery</i> )	No	Pullenvale

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RTF20203	Certificate II in Horticulture (Arboriculture)	No	Pullenvale
RTF30203	Certificate III in Horticulture (Arboriculture)	No	Pullenvale

INTERVIEWEE/S		
Peter Chaffin – Managing Director		

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**Standard 1: The RTO provides quality training and assessment across all of its operations.**

**1.1: The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.**

**Intent:** *The RTO improves training and assessment arrangements in accordance with data collected.*

**At time of audit:**  
 Compliant  
 Not Compliant  
 Not Audited

The organisation's continuous improvement approach:

Y N

ensures that trainers and assessors systematically validate and improve processes, assessment tools and evidence requirements.

involves staff, clients and industry stakeholders (eg employers, skills councils etc)

uses qualitative and/or quantitative data to determine the need for improvements to training and assessment.

Y N N/A

Improvements to training and assessment are demonstrated.

**1.2: Strategies for training and assessment meet the requirements of the relevant training package or accredited course and are developed in consultation with industry stakeholders.**

**Intent:** *Industry engagement and support is evident in the development of all training and assessment strategies. All training and assessment strategies meet the requirements of the training package or accredited course.*

**At time of audit:**  
 Compliant  
 Not Compliant

The organisation develops training and assessment strategies and training programs that:

Y N

provide sufficient information regarding delivery and assessment methods

ensure that learners receive training and assessment that meets the needs of their identified target group

industry engagement and support is evident

meet all requirements of the training package qualification or accredited course, including identifying units of competency.

**1.3: Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the training package or accredited course and the RTO's training and assessment strategies.**

**Intent:** *The resources used by the RTO across all of its operations are consistent with current industry standards.*

**At time of audit:**  
 Compliant  
 Not Compliant  
 Not Audited

Y N

The organisation has access to suitable facilities for its training and assessment activities

The organisation has access to suitable equipment meeting the requirements of industry and the training package or accredited course.

The organisation has access to training materials that meet the requirements of industry stakeholders and the training package or accredited course and which adequately support the learner in achieving the required level of competence

The organisation has access to suitable human resources (refer to element 1.4)

The organisation has access to suitable assessment materials (refer to element 1.5).

**Following rectification:**  
 Compliant  
 Not Compliant

**Non-compliances:**

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Refer to Element 1.5.

**Rectification required:**

Nil. Rectification evidence provided to address Element 1.5 will satisfy the requirements for this element.

**Analysis of rectification evidence received 30 October 2008:**

Refer to Element 1.5.

**The RTO is NOW COMPLIANT with the requirements of this element.**

- 1.4: Training and assessment are conducted by trainers and assessors who:**
- have the necessary training and assessment competencies as determined by the National Quality Council or its successors
  - have the relevant vocational competencies at least to the level being delivered or assessed, and continue developing their vocational and training and assessment competencies to support continuous improvements in the delivery of the RTO's services.

**Intent:** *All trainers and assessors of nationally recognised training meet national benchmark competency requirements and continue to develop their competence.*

**At time of audit:**  
 **Compliant**  
 **Not Compliant**

The organisation verifies that trainers and assessors:

Y N

meet national benchmark competency requirements (*as detailed below*)

continue to develop their competency by:

- supporting them in meaningful engagement with industry and relevant professional bodies
- supporting their professional development in teaching and learning methods
- fostering a culture of critical evaluation and innovation.

**Peter Chaffin**

FPI20205 Certificate II in Harvesting and Haulage (*partial delivery*)

FPI30105 Certificate III in Forest Growing and Management (*partial delivery*)

RTF20203 Certificate II in Horticulture (Arboriculture)

RTF30203 Certificate III in Horticulture (Arboriculture)

TAA40104 Certificate IV in Training and Assessment or equivalent competencies

BSZ40198 Certificate IV in Assessment and Workplace Training or equivalent competencies issued Axiom College in June 2005

Trainer does not hold training and/or assessment competencies, but acts within suitable partnership or supervision arrangements.

**Relevant vocational qualifications**

- 21593VIC Course in Workplace First Aid Level 2 issued by Australian First Aid on 2 November 2007
- Statement of Attainment for *FPIC2007A Maintain chainsaws*, *FPIFGM069A Trim and cross cut felled trees (non-commercial/non-production)*, *FPIFGM110A Fell trees manually – basic (non-commercial/non-production)* and *FPIFGM111A Fell trees manually – intermediate (non-commercial/non-production)* issued by In Training Systems in 27 May 2005
- Chainsaw and Related Operations CS30 Maintain the Chainsaw, CS31A Fell Small Trees (Conifer), CS31B Fell Small Trees (Broadleaf), CS32A Fell Medium Sized Trees

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(Conifer), CS32B Fell Medium Sized Trees (Broadleaf), CS33A Fell Large Trees (Conifer), CS34 Clear Individual Windblown Trees, CS35 Clear Multiple Windblown Trees, CS36 Cross-Cut and Stack Produce, CS37 Breakdown Medium Sized Broadleaf Crowns, CS39 Operate the Chain Saw from a Rope and Harness - National Proficiency Tests Council certified assessor for the above qualifications issued on 6 April 2000 (United Kingdom)

- Certificate in Training and Development Skills Assessor issued by City Guilds of London Institute in 1995 (United Kingdom)
- Certificate in Training and Development issued by City Guilds of London Institute in 1994 (United Kingdom)
- National Certificate in Horticulture (Arboriculture) issued by City Guilds of London Institute in 1984 (United Kingdom).

#### Relevant vocational experience

- 2005 – Current Managing Director of Training for Trees Pty Ltd
- 2005 – 2007 Contract Trainer and Assessor for In Training Systems involving training and assessment in forestry, horticulture and arboriculture
- 1991 – 2005 Contract Trainer and Assessor for forestry and arboriculture in the United Kingdom
- 1982 – 2004 Self employed PJ Chaffin Tree Surgery involving carrying out all aspects of arboriculture contract work for private, industrial and council clients in the United Kingdom.

#### Relevant professional development

- Current subscription to The Australian Arbor Age magazine
- Writing monthly columns for The Australian Arbor Age magazine
- Current subscription to Arborist Community and Tree report email newsletter
- Current member of Queensland Food and Forest Industry Training Advisory Board
- Vemeer Skills Day Practical Skills Update August 2008
- Development of Specialist Care workshop with Brisbane City Council Work Development 2008
- Current member of a sub-committee for Queensland Arboriculture Association
- Current Committee member of Industry Working Group for Amenity Horticulture with Queensland Rural Industry Training Council
- Certificate of Attendance Tree Identification Workshop issued by Queensland Arboriculture Association Inc on 13 July 2005
- Member of Executive Committee for Queensland Arboriculture Association providing Training Officer and Adviser duties 2005 – current.

#### 1.5: Assessment:

- meet the requirements of the relevant training package or accredited course
- is conducted in accordance with the principles of assessment and the rules of evidence
- meets workplace and, where relevant, regulatory requirements.

**Intent:** Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.

At time of audit:  
 Compliant  
 Not Compliant

**FPI20205 Certificate II in Harvesting and Haulage**  
FPIHAR2206A Operate a mobile chipper/mulcher

Following rectification:  
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Not Compliant

Assessment tools consist of:

- written assessment involving 22 questions addressing the required knowledge component of the unit of competency
- practical assessment checklist requiring the learner to operate a mobile chipper/mulcher.

For this unit, the organisation's assessment materials:

Y N N/A

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence
- include workplace requirements as suggested in the range of variables
- assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools
- provided information to students about the context and purpose of assessment
- developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

Y N

- For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
  - Ben Sheehan, Craig Bates

#### FPI30105 Certificate III in Forest Growing and Management

FPIFGM3204A Fall trees manually (intermediate)

Assessment tools consist of:

- written assessment involving 20 questions addressing the required knowledge component of the unit of competency
- practical assessment checklist requiring the learner to carryout intermediate manual tree falling operations.

For this unit, the organisation's assessment materials:

Y N N/A

- sufficiently address performance criteria
- sufficiently address critical aspects of evidence
- sufficiently address required knowledge
- sufficiently address required skill
- sufficiently address context and consistency of assessment requirements
- provide for valid, reliable, flexible and fair assessment
- provide for judgement to be made on basis of sufficient, valid, authentic and current evidence

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- include workplace requirements as suggested in the range of variables  
  assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools  
  provided information to students about the context and purpose of assessment  
  developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

Y N

- For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
- Steven Zordan

#### **RTF20203 Certificate II in Horticulture (Arboriculture)**

##### RTC2005A Fell small trees

Assessment tools consist of:

- written assessment involving 25 questions addressing the required knowledge component of the unit of competency
- practical assessment checklist requiring the learner to complete a range of tree felling tasks.

For this unit, the organisation's assessment materials sufficiently address:

Y N N/A

- sufficiently address performance criteria  
   sufficiently address critical aspects of evidence  
  sufficiently address required knowledge  
  sufficiently address required skill  
  sufficiently address context and consistency of assessment requirements  
  provide for valid, reliable, flexible and fair assessment  
  provide for judgement to be made on basis of sufficient, valid, authentic and current evidence  
  include workplace requirements as suggested in the range of variables  
  assessment methods align to the training and assessment strategy.

The organisation has:

Y N

- developed suitable benchmarking information for all assessment tools  
  provided information to students about the context and purpose of assessment  
  developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.

Y N

- For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students:
- Emma Kelly, Daniel Comesky

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#### RTC2304A Operate and maintain chainsaws

Assessment tools consist of:

- written assessment with 23 questions addressing the required knowledge component of the unit of competency
- practical assessment checklist requiring the learner to operate and maintain a chainsaw.

For this unit, the organisation's assessment materials sufficiently address:

Y N N/A

- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | sufficiently address performance criteria  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> sufficiently address critical aspects of evidence                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | sufficiently address required knowledge  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | sufficiently address required skill  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | sufficiently address context and consistency of assessment requirements                        |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | provide for valid, reliable, flexible and fair assessment                                      |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | provide for judgement to be made on basis of sufficient, valid, authentic and current evidence |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | include workplace requirements as suggested in the range of variables                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | assessment methods align to the training and assessment strategy.                              |

The organisation has:

Y N

- |                                     |                          |  |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | developed suitable benchmarking information for all assessment tools   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | provided information to students about the context and purpose of assessment                                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes. |

Y N

- |                                     |                          |   |
|-------------------------------------|--------------------------|---|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | For this unit, the organisation has gathered sufficient evidence to make a valid judgement of competence (including RPL outcomes) for the following students: |
|                                     |                          | <ul style="list-style-type: none"><li>• Shaun Moloney</li></ul>   |

#### **Non-compliances:**

##### RTC2304A Operate and maintain chainsaws

The assessment tool provided did not adequately address the specific skills requirements in regards to:

- read and interpret MSDSs
- estimate and measure dimensions, and calculate volumes

to provide for a valid assessment and allow a judgement to be made on the basis of sufficient and valid evidence.

#### **Rectification required:**

##### RTC2304A Operate and maintain chainsaws

The RTO is required to provide evidence of an assessment tool that adequately addresses the specific skills requirements in regards to read and interpret MSDSs and estimate and measure dimensions, and calculate volumes.

#### **Analysis of rectification evidence received 30 October 2008:**

The RTO provided a practical assessment checklist that adequately addressed the specific skill requirements for:



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- read and interpret MSDSs
- estimate and measure dimensions, and calculate volumes

#### RTF30203 Certificate III in Horticulture (Arboriculture)

##### RTF3702A Undertake aerial rescue

Assessment tools consist of:

- written assessment with 20 questions addressing the required knowledge component of the unit of competency
- practical assessment checklist requiring the learner to undertake an aerial rescue.

For this unit, the organisation's assessment materials sufficiently address:

Y N N/A

- |                                     |                                     |  |
|-------------------------------------|-------------------------------------|--|
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | sufficiently address performance criteria  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> sufficiently address critical aspects of evidence                     |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | sufficiently address required knowledge  |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | sufficiently address required skill  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | sufficiently address context and consistency of assessment requirements                        |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | provide for valid, reliable, flexible and fair assessment                                      |
| <input type="checkbox"/>            | <input checked="" type="checkbox"/> | provide for judgement to be made on basis of sufficient, valid, authentic and current evidence |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | include workplace requirements as suggested in the range of variables                          |
| <input checked="" type="checkbox"/> | <input type="checkbox"/>            | assessment methods align to the training and assessment strategy.                              |

The organisation has:

Y N

- |                                     |                          |  |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | developed suitable benchmarking information for all assessment tools   |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | provided information to students about the context and purpose of assessment                                     |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes. |
| <input checked="" type="checkbox"/> |                          | Student files were not examined, as no delivery has occurred.  |

##### RTF3031A Undertake complex tree climbing

Assessment tools consist of:

- written assessment with 21 questions addressing the required knowledge component of the unit of competency
- practical assessment checklist requiring the learner to undertake complex tree climbing.

For this unit, the organisation's assessment materials sufficiently address:

Y N N/A

- |                                     |                          |  |
|-------------------------------------|--------------------------|--|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | sufficiently address performance criteria                                  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> sufficiently address critical aspects of evidence |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | sufficiently address required knowledge                                    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | sufficiently address required skill  |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | sufficiently address context and consistency of assessment requirements    |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> | provide for valid, reliable, flexible and fair assessment                  |

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<input checked="" type="checkbox"/> <input type="checkbox"/> provide for judgement to be made on basis of sufficient, valid, authentic and current evidence <input checked="" type="checkbox"/> <input type="checkbox"/> include workplace requirements as suggested in the range of variables <input checked="" type="checkbox"/> <input type="checkbox"/> assessment methods align to the training and assessment strategy.  The organisation has: Y N <input checked="" type="checkbox"/> <input type="checkbox"/> developed suitable benchmarking information for all assessment tools <input checked="" type="checkbox"/> <input type="checkbox"/> provided information to students about the context and purpose of assessment <input checked="" type="checkbox"/> <input type="checkbox"/> developed and, where appropriate, implemented mechanisms to provide feedback to learners on assessment outcomes.  <input checked="" type="checkbox"/> Student files were not examined, as no delivery has occurred.	
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**Non-compliances:**  
RTF3702A Undertake aerial rescue  
 The assessment tools provided did not adequately address the specific knowledge requirements in regards:

- to dealing with electrical emergencies
- senior First Aid Certificate or equivalent

or the specific skill requirement in regards to:

- estimate height, length, distance, weight, load and angles

to provide for a valid assessment and allow a judgement to be made on the basis of sufficient and valid evidence.

**Rectification required:**  
RTF3702A Undertake aerial rescue  
 The RTO is required to provide evidence of an assessment tool that adequately addresses the specific knowledge requirements in regards to dealing with electrical emergencies and senior First Aid Certificate or equivalent and the specific skill requirement in regards to estimate height, length, distance, weight, load and angles.

**Analysis of rectification evidence received on 30 October 2008:**  
 The RTO provided a written assessment tool and practical assessment checklist that adequately address the specific knowledge requirement in regards to dealing with electrical emergencies and the specific skill requirement in regards to estimate height, length, distance, weight, load and angles.

Additionally, the RTO provided a written undertaking that it will request a copy of a senior First Aid Certificate before enrolling a student into this unit of competency.

**The RTO is NOW COMPLIANT with the requirements of this element.**

<b>Standard 1 - Strengths</b>
<ul style="list-style-type: none"> <li>• Peter's active involvement as a member with Queensland Food and Forest Industry Training Advisory Board and Queensland Rural Industry Training Council was identified by the auditor as a strength of the organisation.</li> </ul>
<b>Standard 1 - Opportunities for Improvement</b>
<ul style="list-style-type: none"> <li>• Nil identified.</li> </ul>

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**Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients.**

<b>2.1: The RTO continuously improves client services by collecting, analysing and acting on relevant data.</b>
<p><b>Intent:</b> <i>Client services meet clients' needs and are continuously improved in accordance with data collected about their effectiveness.</i></p> <p>The organisation:</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> establishes what client needs are</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> collects data about whether these needs are being met</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> systematically improves services in response to this data.</p>
<p><b>At time of audit:</b></p> <p><input checked="" type="checkbox"/> <b>Compliant</b></p> <p><input type="checkbox"/> <b>Not Compliant</b></p> <p><input type="checkbox"/> <b>Not Audited</b></p>

<b>2.2: Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided and about their rights and obligations.</b>
<p><b>Intent:</b> <i>Clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or contractual agreement.</i></p> <p>The organisation:</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> provides appropriate information to prospective clients and learners</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> ensures the information is accurate, current and not misleading</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> provides the information systematically.</p>
<p><b>At time of audit:</b></p> <p><input checked="" type="checkbox"/> <b>Compliant</b></p> <p><input type="checkbox"/> <b>Not Compliant</b></p> <p><input type="checkbox"/> <b>Not Audited</b></p>

<b>2.3: 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.</b>
<p><b>Intent:</b> <i>Learners, including apprentices and trainees, receive support from all parties engaged in their training and assessment.</i></p> <p>The organisation:</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> involves workplace personnel in planning relevant workplace programs</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> ensures that the training and assessment program makes full use of opportunities at the workplace</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> monitors each learner's progress and the support provided to them by the workplace.</p>
<p><b>At time of audit:</b></p> <p><input checked="" type="checkbox"/> <b>Compliant</b></p> <p><input type="checkbox"/> <b>Not Compliant</b></p> <p><input type="checkbox"/> <b>Not Audited</b></p> <p><input type="checkbox"/> <b>Not Applicable</b></p>

<b>2.4: Learners receive training, assessment and support services that meet their individual needs.</b>
<p><b>Intent:</b> <i>Learners have every reasonable opportunity to complete their training program.</i></p> <p>The organisation ensures that:</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> individual learners' needs are systematically assessed</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> learners know how to access the services they will require to complete their training and assessment program.</p>
<p><b>At time of audit:</b></p> <p><input checked="" type="checkbox"/> <b>Compliant</b></p> <p><input type="checkbox"/> <b>Not Compliant</b></p> <p><input type="checkbox"/> <b>Not Audited</b></p>

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<b>2.5: Learners have timely access to current and accurate records of their participation and progress.</b>	
<i>Intent: Learners have access to their records.</i>	<b>At time of audit:</b> <input checked="" type="checkbox"/> <b>Compliant</b> <input type="checkbox"/> <b>Not Compliant</b> <input type="checkbox"/> <b>Not Audited</b>
The organisation: Y N	
<input checked="" type="checkbox"/> <input type="checkbox"/> systematically manages learners' records	
<input checked="" type="checkbox"/> <input type="checkbox"/> ensures that staff understand and meet their responsibilities for record-keeping and records management	
<input checked="" type="checkbox"/> <input type="checkbox"/> informs learners on how to access their records.	

<b>2.6: Complaints and appeals are addressed efficiently and effectively.</b>	
<i>Intent: Complaints and appeals are managed fairly, efficiently and effectively.</i>	<b>At time of audit:</b> <input checked="" type="checkbox"/> <b>Compliant</b> <input type="checkbox"/> <b>Not Compliant</b> <input type="checkbox"/> <b>Not Audited</b>
The organisation: Y N	
<input checked="" type="checkbox"/> <input type="checkbox"/> develops and implements a process for handling complaints and appeals	
<input checked="" type="checkbox"/> <input type="checkbox"/> ensures that clients and staff know about and follow the system	
<input checked="" type="checkbox"/> <input type="checkbox"/> takes corrective action to deal with the identified cause of complaints.	

<b>Standard 2 - Strengths</b>
<ul style="list-style-type: none"> <li>Peter's level of engagement with employers was noted by the auditor as a strength of the organisation. This engagement allows Peter to focus the training and assessment on the job tasks and equipment that is relevant to the employer's organisation and students' work environment.</li> </ul>
<b>Standard 2 - Opportunities for Improvement</b>
<ul style="list-style-type: none"> <li>Nil identified.</li> </ul>

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**Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders and the environment in which the RTO operates.**

<b>3.1:</b>	<b>The RTO uses a systematic and continuous improvement approach to the management of operations.</b>	
<i>Intent:</i>	<i>The management system ensures that the RTO meets the AQTF 2007 Essential Standards for Registration and any legislation and regulations under which it is registered.</i>	<b>At time of audit:</b> <input checked="" type="checkbox"/> <b>Compliant</b> <input type="checkbox"/> <b>Not Compliant</b> <input type="checkbox"/> <b>Not Audited</b>
The organisation ensures that: Y N		
<input checked="" type="checkbox"/> <input type="checkbox"/>	there is relevant and sufficient documentation of management systems for the scope and scale of its operations	
<input checked="" type="checkbox"/> <input type="checkbox"/>	staff know and meet their responsibilities for implementing the system	
<input checked="" type="checkbox"/> <input type="checkbox"/>	the system is systematically monitored and improved.	

<b>3.2:</b>	<b>The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.</b>	
<i>Intent:</i>	<i>Services delivered under partnership arrangements comply with the AQTF 2007 Essential Standards for Registration.</i>	<b>At time of audit:</b> <input type="checkbox"/> <b>Compliant</b> <input type="checkbox"/> <b>Not Compliant</b> <input type="checkbox"/> <b>Not Audited</b> <input checked="" type="checkbox"/> <b>Not Applicable</b>
The organisation: Y N		
<input type="checkbox"/> <input type="checkbox"/>	manages training and assessment provided on its behalf by documenting or recording agreements that cover the responsibilities of both parties	
<input type="checkbox"/> <input type="checkbox"/>	monitors the implementation of these agreements	
<input type="checkbox"/> <input type="checkbox"/>	makes improvements where required.	

<b>3.3:</b>	<b>The RTO manages records to ensure their accuracy and integrity.</b>	
<i>Intent:</i>	<i>Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the AQTF 2007 Essential Standards for Registration.</i>	<b>At time of audit:</b> <input checked="" type="checkbox"/> <b>Compliant</b> <input type="checkbox"/> <b>Not Compliant</b> <input type="checkbox"/> <b>Not Audited</b>
Y N		
<input checked="" type="checkbox"/> <input type="checkbox"/>	The organisation uses a systematic approach that ensures it maintains all records relevant to its operations as an RTO, including the continuous improvement of its operations.	
<input checked="" type="checkbox"/> <input type="checkbox"/>	The organisation complies with DETA's Retention of Student Results and Assessment Records Policy for RTOs.	
<input checked="" type="checkbox"/> <input type="checkbox"/>	Qualifications and statements of attainment comply with the requirements of the AQF Implementation Handbook and the relevant training package or accredited course.	

<b>Standard 3 - Strengths</b>
<ul style="list-style-type: none"> <li>• Nil identified.</li> </ul>
<b>Standard 3 - Opportunities for Improvement</b>
<ul style="list-style-type: none"> <li>• Nil identified.</li> </ul>

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Date: 4 July 2008  
Version 5

**Training for Trees Pty Ltd T/A Training for Trees Pty Ltd**

CONDITIONS OF REGISTRATION						
CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
<b>CONDITION 1 – GOVERNANCE</b>						
The RTO's chief executive must ensure that the RTO complies with the Essential Standards for Registration and any national guidelines approved by the National Quality Council across all of its operations within its scope of registration listed on the National Training Information Service.			✓			
<b>CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY</b>						
The RTO's chief executive must ensure that the RTO cooperates with its registering body in the conduct of audits and the monitoring of its operations, the provision of accurate and timely data relevant to measures of its performance and information about significant changes to its operations and in the retention, archiving, retrieval and transfer of records consistent with its registering body requirements.			✓			
<b>CONDITION 3 – COMPLIANCE WITH LEGISLATION</b>						
The RTO must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements that are relevant to the RTO's operations and its scope of registration and ensure that its staff and clients are fully informed of these requirements where they affect their duties or participation in vocational education and training.			✓		Refer to signed agreement	
<b>CONDITION 4 – INSURANCE</b>						
The RTO must hold insurance for public liability throughout its registration period.			✓			
<b>CONDITION 5 – FINANCIAL MANAGEMENT</b>						
The RTO must protect fees paid in advance and have a fair and reasonable refund policy.			✓			
The RTO must have its accounts certified by a qualified accountant to Australian Accounting Standards, at least annually, and provide the certificate of accounts to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide to the registering body, a full audit report			✓			

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## Training for Trees Pty Ltd T/A Training for Trees Pty Ltd

CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
of the RTO's financial accounts from a qualified and independent accountant.						
<b>CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT</b>						
The RTO must issue to persons it has assessed as competent, in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that meets the Australian Qualifications Framework (AQF) requirements, identifies the RTO by its national provider number from the National Training Information Service and includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use.			✓			
The RTO must retain client records of attainment of units of competence and qualifications for a period of 30 years.			✓			
<b>CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS</b>						
The RTO must recognise the AQF qualifications and statements of attainment issued by any other RTO.			✓			
<b>CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING</b>						
The RTO must ensure its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration and the NRT logo is used in accordance with its conditions of use. The RTO must only use references or endorsements about their services or products in its marketing and advertising from a person or organisation in accordance with permission given by that person or organisation.			✓			
<b>CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES</b>						
The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service and also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages or currently accredited courses.			✓			