

Audit Tool – VET Quality Framework

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

About this tool: This tool is a resource to be used by auditors to guide the collection of relevant evidence against each standard and to provide a picture of what compliance with each standard looks like.

The included evidence guidance is, as suggested, a guide only and there may be other factors an auditor takes into consideration when determining whether compliance has been demonstrated. This means that simply because all or a majority of boxes have been ticked to indicate 'Yes' against all listed evidence guidance items for a standard, the overall finding for the standard may not necessarily be 'Compliant'. Where this is the case, the 'Notes' section of the tool MUST be completed by the auditor to reflect the additional issues that were considered in the formulation of a finding of non-compliance.

Details of non-compliance are not recorded in an audit tool. If the evidence does not support a finding of compliance, the non-compliance is reported in full in the audit report.

ORGANISATION DETAILS

Legal name	x
Trading name/s	x

AUDIT TEAM

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

AUDIT DETAILS

Application number	x
Audit number	x

SNR 4 The applicant must have strategies in place to provide quality training and assessment across all of its operations, as follows:

4.1 The applicant has a defined continuous improvement strategy that requires the collection and analysis of data. The strategy includes implementation of continuous improvement activities for training and assessment.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant has a defined continuous improvement strategy that requires:		
☐	☐	data about its training and assessment be collected from relevant stakeholders
☐	☐	analysis of the data.
☐	☐	implementation of changes to training and assessment as required, based on the analysis of data.
☐	☐	regular monitoring and review of improvements.

Optional: Essential notes/temporary reminders only -

4.2 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.

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Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	A strategy was provided for each qualification/course/skill set/unit sampled.
☐	☐	Each strategy provides a framework to guide the learning requirements and the teaching, training and assessment arrangements of each VET qualification/course/skill set/unit – the macro level requirements of the learning and assessment process.
☐	☐	Each strategy was developed through effective consultation with industry.

Optional: Essential notes/temporary reminders only -

4.3 Staff, facilities, equipment, and training and assessment materials to be used by the applicant meet the requirements of the Training Package or VET accredited course and the applicant's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	Staff, resources, facilities and equipment meet training package or accredited course requirements.
☐	☐	Sufficient staff, resources, facilities and equipment are available.
☐	☐	Training and assessment materials are appropriate to the proposed target client group.
☐	☐	Consistency is evident between each strategy and the resources to be used.

Optional: Essential notes/temporary reminders only -

4.4 The applicant has a defined strategy, procedures and measures to ensure training and assessment services are conducted by trainers and assessors who:

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

Reference: [NSSC determination](#)

Original finding: Not audited

Y	N	Evidence guidance:
The applicant:		
☐	☐	provided a strategy/procedures/measures that will ensure vocational competence and industry currency of trainers and assessors.
☐	☐	provided evidence of how trainers' and assessors' competence, including vocational currency, will be established, substantiated and monitored.
☐	☐	provided evidence of how trainers and assessors will maintain and improve their competencies and VET knowledge.
☐	☐	provided evidence of procedures/measures that will ensure that vocationally competent assessors without assessment competencies will conduct assessments with qualified assessor(s), where applicable.

Trainer name

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Trainer/assessor of following qualifications/units/courses within scope of audit:

List code and name

☐	☐	Required training and assessment competencies Evidence
☐	☐	Relevant vocational competency at least to the level being delivered or assessed Evidence
☐	☐	Current industry skills directly relevant to the training/assessment being undertaken Evidence
☐	☐	Sufficient development of VET knowledge and skills, industry currency and trainer/assessor competence. Evidence

Optional: Essential notes/temporary reminders only –

- 4.5 The applicant has a defined strategy and procedures in place to ensure that assessment, including Recognition of Prior Learning (RPL):**
- (a) will meet the requirements of the relevant Training Package or VET accredited course; and
 - (b) will be conducted in accordance with the principles of assessment and the rules of evidence;
 - (c) will meet workplace and, where relevant, regulatory requirements; and
 - (d) is systematically validated.

Original finding: Compliant

Qualification/course

Y	N	NA	Evidence guidance:
☐	☐		Assessment meets the assessment requirements of the training package or course.
☐	☐		Assessment meets workplace requirements and/or appropriately simulates workplace conditions (refer to assessment guidelines).
☐	☐	☐	Assessment meets regulatory requirements; including mandated/approved tools where relevant.
☐	☐		Assessment processes, tools and practices will be systematically validated.

Unit 1 code and name

Assessment tools consist of:

- briefly list assessment tools

Unit 2 code and name

Assessment tools consist of:

- briefly list assessment tools

Assessment Principles – validity, reliability, flexibility, fairness:

Code	Code	Code	Code	Evidence guidance:
Y	N	Y	N	
☐	☐	☐	☐	Elements addressed (to levels as defined in performance criteria)

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☐	☐	☐	☐	Range statement addressed
☐	☐	☐	☐	Required knowledge addressed
☐	☐	☐	☐	Required skills addressed
☐	☐	☐	☐	Critical aspects of evidence addressed
☐	☐	☐	☐	Context and consistency of assessment addressed to appropriate AQF level
☐	☐	☐	☐	Criteria defining acceptable performance are outlined for all instruments
☐	☐	☐	☐	Clear information about assessment requirements is provided (for assessors and students)
☐	☐	☐	☐	Allows for reasonable adjustment and provides for objective feedback
☐	☐	☐	☐	Allows for recognition of existing competence
☐	☐	☐	☐	Considers dimensions of competency and transferability

Rules of Evidence – sufficient, valid, authentic, current:

Code		Code			
Y	N	Y	N	Evidence guidance:	
☐	☐	☐	☐	Sufficient:	Sufficient assessment evidence is gathered to substantiate a competency judgement
☐	☐	☐	☐	Valid:	Assessment evidence gathered has direct relevance to the unit's learning outcomes
☐	☐	☐	☐	Authentic:	Systems are in place to ensure assessment evidence gathered is the student's own work
☐	☐	☐	☐	Current:	Competency judgements rely on evidence which demonstrates current skills and knowledge

Optional: Essential notes/temporary reminders only -

SNR 5 The applicant must have strategies in place to adhere to the principles of access and equity and to maximise outcomes for its clients, as follows:

5.1 The applicant has a strategy in place detailing how it will establish and meet the needs of clients.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The strategy details how the applicant will establish the needs of clients.
☐	☐	The strategy details how client service arrangements can be accessed to address identified needs.

Optional: Essential notes/temporary reminders only -

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5.2 The applicant has a strategy in place for the implementation of continuous improvement of client services informed by the analysis of relevant data.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant has a continuous improvement strategy in place that requires:		
☐	☐	data about its client services be collected from relevant stakeholders.
☐	☐	analysis of the data.
☐	☐	implementation of changes to client services as required, based on the analysis of data.
☐	☐	regular monitoring and review of improvements.

Optional: Essential notes/temporary reminders only -

5.3 The applicant has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The mechanism to provide information to clients is comprehensive.
The applicant has developed information for prospective clients that:		
☐	☐	is sufficient for them to make an informed decision prior to enrolment.
☐	☐	accurately describes the training, assessment and support services that are to be provided.
☐	☐	accurately describes the client's rights and obligations.

Optional: Essential notes/temporary reminders only -

5.4 Where identified in the learning and assessment strategy, the applicant has engaged or has a defined strategy in place to engage employers or other parties who contribute to each learner's training and assessment on the development, delivery and monitoring of training and assessment.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant intends to provide training and assessment in the workplace.
If yes, the applicant:		
☐	☐	has engaged or has a strategy in place to engage the employers and other parties in the development of the training and assessment.
☐	☐	has a strategy in place to engage the employers and other parties in the delivery of the training and assessment.

Optional: Essential notes/temporary reminders only -

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5.5 The applicant has a defined process and mechanism in place to ensure learners receive training, assessment and support services that meet their individual needs.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant has a defined process and mechanism in place to:		
☐	☐	ensure learners' training and assessment support needs will be systematically assessed.
☐	☐	provide learners' access to relevant training and assessment support services, including assistance with language, literacy and numeracy where required.
☐	☐	provide support services that are consistent with the training and assessment strategies.

Optional: Essential notes/temporary reminders only -

5.6 The applicant has a defined process and mechanism in place to ensure learners have timely access to current and accurate records of their participation.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant has a defined process and mechanism in place to:		
☐	☐	inform learners about how to gain access to their records.
☐	☐	collect, record and store records of learners' participation in their training program.

Optional: Essential notes/temporary reminders only -

5.7 The applicant has a defined complaints and appeals process that will ensure learners' complaints and appeals are addressed efficiently and effectively.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant:		
☐	☐	has a process for addressing complaints.
☐	☐	has a process for addressing appeals.
☐	☐	will effectively and efficiently manage and resolve complaints and appeals.

Optional: Essential notes/temporary reminders only -

SNR 6 The applicant must have in place management systems that will be responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO will operate, as follows:

6.1 The applicant has a strategy in place detailing how the management of its operations will ensure clients receive the services detailed in their agreement with the applicant.

Original finding: Not audited

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Y	N	Evidence guidance:
The applicant has a strategy in place that:		
☐	☐	requires agreements detailing the services to be provided to be in place with each client.
☐	☐	ensures clients will receive services the applicant has agreed to provide.

Optional: Essential notes/temporary reminders only -

6.2 The applicant has a defined strategy for the implementation of a systematic and continuous improvement approach to the management of operations.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant has a defined continuous improvement strategy that requires:		
☐	☐	data about its management of operations be collected from relevant stakeholders.
☐	☐	analysis of the data.
☐	☐	implementation of changes to the management of operations as required, based on the analysis of data.
☐	☐	regular monitoring and review of improvements.

Optional: Essential notes/temporary reminders only -

6.3 Where applicable, the applicant has a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant intends outsourcing training and/or assessment services.
If yes, the applicant has a defined process and mechanism that requires:		
☐	☐	the monitoring of training and/or assessment services provided on its behalf.
☐	☐	ensures that the training and/or assessment services provided on its behalf comply with all aspects of the VET Quality Framework.

Optional: Essential notes/temporary reminders only -

6.4 The applicant has a defined strategy and process to manage records to ensure their accuracy and integrity.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant:		
☐	☐	has a defined strategy and process for managing records.
☐	☐	evidenced how it will maintain records to demonstrate that it complies with the VET Quality

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		Framework and with ASQA's General direction: Retention requirements for completed student assessment items .
☐	☐	will monitor and review the accuracy and integrity of records being managed.

Optional: Essential notes/temporary reminders only -

SNR 7 The applicant has adequate governance arrangements, as follows:

7.1 The applicant must demonstrate to the National VET Regulator:

- (a) what its intended objectives as an RTO are;
- (b) that it has undertaken business planning; and
- ~~(c) the continuing viability, including financial viability, of its proposed operations.~~

Original finding: Not audited

Y	N	Evidence guidance:
		The applicant demonstrated:
☐	☐	what its intended objectives as an RTO are.
☐	☐	that it has undertaken business planning that demonstrates an understanding of the market in which it intends to operate.

Optional: Essential notes/temporary reminders only -

7.2 The applicant must also demonstrate how it will ensure the decision making of senior management is informed by the experiences of its trainers and assessors.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant demonstrated that trainers and assessors will provide input into the decision-making processes of the organisation.

Optional: Essential notes/temporary reminders only -

7.3 The applicant's Chief Executive must identify how he or she will ensure that it will comply with the VET Quality Framework and any national guidelines approved by the National Skills Standards Council or its successors. This applies to all of the operations within applicant's intended scope of registration.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant demonstrated how the organisation's Chief Executive will ensure that the organisation will comply with the VET Quality Framework and any guidelines approved by the NSSC.

Optional: Essential notes/temporary reminders only -

SNR 8 Interactions with the National VET Regulator

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8.1 The application for initial registration must be accompanied by a self-assessment report of the applicant's compliance with the VET Quality Framework.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	A self-assessment report of the applicant's compliance with the VET Quality Framework was provided.

Optional: Essential notes/temporary reminders only -

8.2 The applicant's Chief Executive must identify how it will ensure that the applicant will 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 to 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 the National VET Regulator's requirements.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant identified how it will ensure that it will co-operate with ASQA:		
☐	☐	in the conduct of audits and the monitoring of its operations.
☐	☐	by providing accurate and timely data relevant to measures of its performance.
☐	☐	by providing information about significant changes to its operations.
☐	☐	by providing information about significant changes to its ownership.
☐	☐	in the retention, archiving, retrieval and transfer of records consistent with ASQA's requirements (reference: General direction: Retention requirements for completed student assessment items).

Optional: Essential notes/temporary reminders only -

SNR 9 Compliance with legislation

9.1 The applicant must identify how it will comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its intended operations and its intended scope of registration.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant demonstrated how it will ensure it complies with all relevant legislative and regulatory requirements relevant to its intended scope of registration.

Optional: Essential notes/temporary reminders only -

9.2 The applicant must identify how it will inform staff and clients of the legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Not audited

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Y	N	Evidence guidance:
☐	☐	The applicant demonstrated how it will ensure that staff and clients are informed of their legislative and regulatory rights and obligations.

Optional: Essential notes/temporary reminders only -

SNR 10 Insurance

10.1 The applicant must hold public liability insurance.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant provided evidence of a current public liability insurance policy in the name of the legal entity seeking registration.

Optional: Essential notes/temporary reminders only -

SNR 11 Financial management for initial registration

11.1 The applicant must be able to demonstrate to the National VET Regulator, on request, that will be financially viable at all times during the period of its registration.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant demonstrated how it would comply with any requirement by ASQA to submit to an independent financial viability assessment.

Optional: Essential notes/temporary reminders only -

11.2 The applicant must identify how it will provide the following fee information necessary for continuing registration, 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 RTO 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 applicant's refund policy.

Original finding: Not audited

Y	N	Evidence guidance:
The applicant identified how it will clearly express the following fee information to each client in a way that each client understands:		
☐	☐	the total amount of all fees including course fees, administration fees, materials fees and any other charges.
☐	☐	payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee.
☐	☐	the nature of any guarantee given by the organisation to complete the training and/or assessment

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		once the student has commenced study in their chosen qualification or course.
☐	☐	the fees and charges for any additional services such as issuance of a replacement qualification testamur, or reassessment costs.
☐	☐	options available to students who are deemed not yet competent on completion of training and assessment.
☐	☐	the applicant's refund policy.
☐	☐	the evidence provided aligns with the chosen strategy for the protection of fees in advance (refer SNR 11.3).

Optional: Essential notes/temporary reminders only -

11.3	Where the applicant intends collecting student fees in advance it must ensure it will comply with one of the following acceptable options for continuing registration: (a) (Option 1) the RTO is administered by a State, Territory or Commonwealth government agency; (b) (Option 2) the RTO holds current membership of an approved Tuition Assurance Scheme; (c) (Option 3) the RTO 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 RTO 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 RTO has alternative fee protection measures of equal rigour approved by the National VET Regulator.
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Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant intends to collect fees in advance from students.

If yes –the organisation demonstrates how it complies with one of the following acceptable options:

☐	Option 1 – The RTO is administered by a state, territory or Commonwealth government agency.
☐	Option 2 – The RTO holds current membership of an approved Tuition Assurance Scheme. [Option not currently available]
☐	Option 3 – The RTO may accept payment of more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the RTO 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.
☐	Option 4 – The RTO holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the RTO which are prepayments from students (or future students) for tuition to be provided by the RTO to those students.
☐	Option 5 – The RTO has alternative fee protection measures of equal rigour approved by the registering National VET Regulator. (ACPET's Australian Student Tuition Assurance Scheme is the only alternative fee protection measure currently approved by ASQA)

Optional: Essential notes/temporary reminders only -

SNR 12 Strategy for certification, issuing and recognition of qualifications & statements of attainment

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- 12.1** The applicant must identify how it will 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 RTO by its national provider number from the National Register; and
 - (c) includes the Nationally Recognised Training (NRT) logo, in accordance with the current conditions of use.

Original finding: Not audited

Y	N	Evidence guidance:
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Reference: [AQF](#)

The applicant identifies how persons it has assessed as competent in accordance with the requirements of the VET course, will be issued a qualification or statement of attainment (as appropriate) that:

☐	☐	meets the AQF Qualifications Issuance Policy.
☐	☐	meets the NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET Sector.
☐	☐	identifies the RTO by its national provider number, as shown on the national register.
☐	☐	includes the NRT logo in accordance with the current conditions of use .

The applicant demonstrates that it:

☐	☐	will issue a record of results with each qualification.
☐	☐	will maintain a register of all AQF qualifications issued.
☐	☐	has developed qualifications, statements of attainment and records of results that reduce the chances of fraudulent use.

Optional: Essential notes/temporary reminders only -

- 12.2** The applicant must confirm that it will recognise AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Not audited

Y	N	Evidence guidance:
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Reference: [AQF](#)

☐	☐	The applicant has confirmed that it will recognise the AQF qualifications and statements of attainment issued by any RTO.
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Optional: Essential notes/temporary reminders only -

- 12.3** The applicant must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Not audited

Y	N	Evidence guidance:
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☐	☐	The applicant has processes in place to ensure records of qualifications and statements of attainment issued, sufficient to enable reissuance, will be retained for a period of 30 years.
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Optional: Essential notes/temporary reminders only -

12.4 The applicant must identify how it will provide returns of its client records of attainment of units of competency and qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator.

Original finding: Not audited

Y	N	Evidence guidance:
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No requirements currently exist.

12.5 The applicant must meet the requirements for implementation of a national unique student identifier.

Original finding: Not audited

Y	N	Evidence guidance:
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No requirements currently exist.

SNR 13 Strategy for accuracy and integrity of marketing

13.1 The applicant must demonstrate that its proposed marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Not audited

Y	N	Evidence guidance:
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☐☐

Proposed marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its proposed scope of registration.

Optional: Essential notes/temporary reminders only -

13.2 The applicant demonstrates that it will use the NRT logo only in accordance with its conditions of use.

Original finding: Not audited

Y	N	Evidence guidance:
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☐☐

The applicant intends to use the NRT logo in its marketing.

If yes:

☐☐

The applicant demonstrated how the NRT logo will be used in accordance with its conditions of use.

Optional: Essential notes/temporary reminders only -

SNR 14 Strategy for transition to Training Packages/expiry of VET accredited courses

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14.1 The applicant must identify how it will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant demonstrated how it will manage the transition from superseded training packages within 12 months of their publication on the national register (reference: General direction: Transition and teach-out).

Optional: Essential notes/temporary reminders only -

14.2 The applicant must identify how it will manage the transition from superseded VET accredited courses so that it will deliver only currently endorsed Training Packages or current VET accredited courses.

Original finding: Not audited

Y	N	Evidence guidance:
☐	☐	The applicant demonstrated how it will manage the transition from superseded accredited courses so that it delivers only currently accredited courses.

Optional: Essential notes/temporary reminders only -