

10 JAN 2011



Victorian **Registration & Qualifications** Authority

TOld: 4603  
VRQA-2010-1040

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Mr [REDACTED]  
Chief Executive Officer  
Bendigo Access Employment  
T/A Victorian Occupational Training Educational Services  
29-33 Mundy Street  
BENDIGO VIC 3550

Dear Mr [REDACTED]

**Re: Rectification Matters**

Thank you for your response regarding the rectification of non compliance matters identified at the audit held on 21 and 22 September 2010.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation, Bendigo Access Employment trading as Victorian Occupational Training Educational Services is now compliant with the Australian Quality Training Framework (AQTF) 2007 *Essential Standards for Registration* (the Standards).

If you have any queries in relation to these matters, please contact Ms Julie Florence Registration Officer on (03) 9651 3229 or [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely

A handwritten signature in black ink that reads "Maree Haynes". The signature is written in a cursive style and is underlined with a single horizontal stroke.

**Maree Haynes**  
Manager Quality Assurance VET

H January 2011

VRQA-2010-894  
RTO 4603



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Victorian Registration &  
Qualifications Authority

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Dear Mr [REDACTED]

### Renewal of Registration Audit

I am writing to you in relation to the application from Bendigo Access Employment trading as Victorian Occupational Training Educational Services for renewal of registration as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006*. It is a condition of the *Education and Training Reform Act 2006* that an RTO must comply with the *Australian Quality Training Framework 2007: Essential Standards for Registration (AQTF 2007 Standards)*.

An independent audit was conducted on 21 and 22 September 2010 to assess the compliance of Bendigo Access Employment T/A Victorian Occupational Training Educational Services with the *AQTF 2007 Standards* for the purpose of renewal of registration. I enclose a copy of the final audit report for your attention. I note that you have not accepted the findings of the audit in full and have submitted provider comments.

The findings of the audit report indicate significant non-compliance with the following *AQTF 2007 Standards*:

**Standard 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.

**Standard 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 own training and assessment strategies.

**Standard 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 delivery of the RTO's services.

- Standard 1.5** Assessment, including Recognition of Prior Learning (RPL):
- (a) meets the requirements of the relevant Training Package or accredited course,
  - (b) is conducted in accordance with the principles of assessment and the rules of evidence, and
  - (c) meets workplace and, where relevant, regulatory requirements.

**Standard 3.2** 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.

Given the significant non-compliance of Bendigo Access Employment T/A Victorian Occupational Training Educational Services as an RTO, you are required under Part 4.3.17 of the *Education and Training Reform Act 2006* to provide within **28 days** of receiving this correspondence documented evidence of how non-compliance has been rectified.

Please forward your submission to Ms Julie Florence, VET Quality Assurance, VRQA, GPO Box 2317, Melbourne 3001.

In anticipation of a comprehensive and satisfactory response, I have renewed the registration of Bendigo Access Employment T/A Victorian Occupational Training Educational Services as an RTO until **31 October 2015**.

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne 3001.

If you have any further questions, please contact Ms Julie Florence on (03) 9651 3229 or email [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely



Robyn Timmins  
Deputy Director, VRQA

24<sup>th</sup> November 2010