



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	B Transformed Pty Ltd
Trading name/s	B Transformed Pty Ltd
RTO number	32033
CRICOS number	n/a

AUDIT TEAM

Lead auditor	Debra Taylor
Auditor/s	n/a
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	1063375		
Audit number/s	1006798		
Audit reason 1	Application - renewal		
Audit reason 2	n/a		
Audit reason 3	n/a		
Activity type	Site visit		
Address of site/s visited	1/47 Bourbong Street, Bundaberg QLD 4670		
Date/s of audit	19/11/2014		
Organisation's contact for audit	Katherine Murrell	CEO	
	Katie@btransformed.com.au	(07) 4154 3223	
NVR standards audited	All Standards for Continuing Registration SNR 15, 16, 17, 18, 20.2, 22.2, 22.3, 23.1, 24.1 & 25		

BACKGROUND

- Katherine Murrell is CEO and Julie Bugeja is the Trainer/Assessor. Andrew Abbott assists Julie with training.
- Katherine also runs B Transformed health and fitness clinic with a focus on obese people wanting to improve their health. Other services such as counselling, cognitive behaviour therapy etc. are provided through adjacent Allied Health consulting rooms.
- The core clients are individuals over 16 years of age through to mature age students.
- The delivery venue is at the B Transformed clinic in Bourbong Street, Bundaberg.
- All fee revenue is fee for service.
- As there are no workplace or outsourcing arrangements in place, SNR 16.4 or 17.3 was not audited.

- As there are no accredited courses on scope of registration, SNR 25.2 not audited.

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

- 26

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
SIS30313	Certificate III in Fitness	Face to face	15
SIS40210	Certificate IV in Fitness	Face to face	11

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Katherine Murrell	CEO	Nil
Julie Bugeja	Trainer/Assessor	SIS30313 Certificate III in Fitness SIS40210 Certificate IV in Fitness

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 19/11/2014: Significant non-compliance

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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 19/11/2014: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Not audited	n/a
SNR 18	Not compliant	Compliant
SNR 19	Compliant	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a



SNR 22	Not compliant	Compliant
SNR 23/AQF	Not compliant	Compliant
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a

SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:

15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.

Original finding: Compliant

Following rectification: n/a

15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

SIS30310 Certificate III in Fitness

- The organisation provided a learning and assessment strategy for the above listed qualification.
- The strategy provided did not identify *SISFFIT301A Provide fitness orientation and health screening* as a pre-requisite for *SISFFIT307A Undertake client health assessment* or *SISFFIT305A Apply anatomy and physiology principles in a fitness context* as a pre-requisite for *SISFFIT306A Provide healthy eating information to clients* in accordance with recommended guidelines to ensure all knowledge requirements are assessed prior to the student exiting and being granted a Statement of Attainment. The practical assessment is clustered whereas the knowledge assessment is assessed individually. The organisation decided it would prefer to only provide a Qualification Testamur once the student had achieved competency for the entire SIS30310 Certificate III in Fitness.

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

SIS30310 Certificate III in Fitness

SIS40210 Certificate IV in Fitness

- The organisation provided the following evidence:
 - For training and assessment strategy, refer to SNR 15.2
 - For assessment material, refer to SNR 15.5
- The evidence provided did not demonstrate that the organisation's assessment materials are consistent with unit requirements.

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

SIS30310 Certificate III in Fitness

SISFFIT306A Provide healthy eating information to clients in accordance with recommended guidelines

- Assessment materials comprise:
 - 13 Workbook Activities
 - Written Assignment 8
 - Written Assignment 9
 - Practical assessment 6
 - Practical assessment 7
 - Practical observation checklist
- The organisation did not demonstrate it has assessment tools that meet the unit requirements and that the assessment of this unit will be conducted in accordance with the principles of assessment and rules of evidence. For example, but not limited to the following:
 - Critical aspects for assessment and evidence required to demonstrate application of *applying all organisational policies and procedures and legislative requirements*.
 - Required communication skills to *provide information related to body image issues in an appropriate manner*.
 - Required skills in managing the *characteristics of the main social and cultural groups in Australian society and the key aspects that relate to their cultural and religious protocols and preferences for exercise in relationship to healthy eating options and body image*.
 - The practical observation checklist was simply a copy of the performance criteria and does not provide observable behaviours that the student must demonstrate in a range of contexts and over a period of time. As the required skills are assessed within Practical assessment 6 and 7, rectification is not required but it is recommended it be adapted into a meaningful checklist to support the

assessment of the required skills.

- Required knowledge of :
 - *structure and function of the digestive system and the effect of healthy eating on other major body systems.*
 - *Structure and function of the digestive system and the effect of healthy eating on other major body systems (assessed in SSFIT305A)*
 - *Appropriate protocols for advising clients on healthy eating*
 - *Guidelines for developing exercise plans to improve body composition*

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

SISFFIT307A Undertake client health assessment

- Assessment materials comprise:
 - 13 Knowledge Questions
 - Written Assignment 4
 - Written Assignment 7
 - Written Assignment 8
 - Practical Assessment 1
 - Practical Assessment 2
 - Practical Assessment 6
 - Practical Assessment 7
- The organisation did not demonstrate it has assessment tools that meet the unit requirements and that the assessment of this unit will be conducted in accordance with the principles of assessment and rules of evidence. For example, but not limited to the following:
 - Critical aspects for assessment and evidence required to:
 - *develop a rapport with a range of clients based on gender, age, physical capacity, fitness goals and level of motivation*
 - *Identify motivational techniques and strategies appropriate to a range of clients with different needs to support and encourage adherence to an exercise program*
 - *Apply effective contingency management techniques to deal with a range of problems and issues that may arise during the appraisal process such as difficult or demanding clients with unrealistic fitness expectations*
 - Required problem-solving skills to assist the client to identify techniques to adhere to an exercise program
 - Required knowledge of:
 - *Organisational policies and procedures to enable ethical and compliant collection, use and storage of client information*
 - *Factors that motivate people to commence and stay with a long term exercise program*
 - *Purpose and process of fitness appraisals to enable accurate information to be communicated to clients and accurate responses to be made to client queries (assessed in SISFFIT301A)*
 - *Fitness industry standards and practices for the conduct of safe fitness*

appraisals

- *Physical and psychological characteristics that apply to each stage of fitness (such as preparation, conditioning, recovery and adaptation phases) to enable fitness appraisals to provide accurate information for the development of an appropriate exercise program*
- *Stages of change and appropriate motivational strategies for each stage*
- *Exercise adherence and behaviour change*

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

SIS40210 Certificate IV in Fitness

SISFFIT314A Plan and deliver exercise to older clients with managed conditions

- Assessment materials comprise:
 - 14 Knowledge Questions
 - Written Assessment 3
 - Practical Observation Checklist
- The organisation did not demonstrate it has assessment tools that meet the unit requirements and that the assessment of this unit will be conducted in accordance with the principles of assessment and rules of evidence. For example, but not limited to the following:
 - Critical aspects for assessment and evidence of the following:
 - *Screens older clients prior to commencement of exercise sessions and communicates results to family members where appropriate and recommends referral to appropriate medical or allied health professionals where necessary*
 - *Provides accurate and current healthy eating information in accordance with recommended guidelines*
 - *Evaluates exercise sessions and modifies exercise plans according to feedback received from clients and own evaluation*
 - *Required communication skills to provide clear instruction and constructive feedback to older clients, family members, medical and allied health professionals regarding the pre-exercise screening and alternative options*
 - *Required problem-solving skills to recognise conditions outside own scope of practice and make appropriate recommendations or referrals*
 - *Required interpersonal skills to interact effectively with older clients*
 - *Required skills in the application of injury prevention strategies for older clients*
 - *The practical observation checklist was simply a copy of the performance criteria and does not provide observable behaviours that the student must demonstrate in a range of contexts and over a period of time. As the required skills are assessed within Written Assessment 3 rectification is not required but it is recommended it be adapted into a meaningful checklist to support the assessment of the required skills.*
 - Required knowledge of:
 - *Legislation and regulatory requirements and organisational policies and procedures to enable safe and appropriate conduct of exercise for older clients*
 - *General characteristics of the main older client, social and cultural groups*

in Australian society and the key aspects that relate to their cultural and religious protocols and preferences for exercise

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

SISFFIT416A Apply motivational psychology to provide guidance on exercise behaviour and change to meet health and fitness goals

- Assessment materials comprise:
 - 14 Knowledge Questions
 - Written Assessment 1
- The organisation did not demonstrate it has assessment tools that meet the unit requirements and that the assessment of this unit will be conducted in accordance with the principles of assessment and rules of evidence. For example, but not limited to the following:
 - Critical aspects for assessment and evidence required to *demonstrate appropriate manner, empathy and patience when working with clients embarking on a behaviour change.*
 - Context of assessment must also ensure access to *a range of clients of different ages and with different client needs.*
 - Required problem-solving skills to *select motivational strategies appropriate to individual client social and cultural differences, needs, barriers and other influences.*
 - Required knowledge of:
 - *Role of intrinsic and extrinsic motivation in exercise behaviour*
 - *General characteristics of the main social and cultural groups in Australian society and the key aspects that relate to their cultural and religious protocols and preferences for exercise*

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

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

16.1 The NVR registered training organisation establishes the needs of clients, and delivers services to meet these needs.

Original finding: Compliant

Following rectification: n/a

16.2 The NVR registered training organisation continuously improves client services by collecting, analysing and acting on relevant data.

This element was not audited.

16.3 Before clients enrol or enter into an agreement, the NVR registered training organisation informs them about the training, assessment and support services to be provided, and



about their rights and obligations.

Original finding: Compliant

Following rectification: n/a

16.4 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Original finding: Not audited

Following rectification: n/a

16.5 Learners receive training, assessment and support services that meet their individual needs.

Original finding: Compliant

Following rectification: n/a

16.6 Learners have timely access to current and accurate records of their participation and progress.

This element was not audited.

16.7 The NVR registered training organisation provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Original finding: Compliant

Following rectification: n/a

SNR 17 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates, as follows:

17.1 The NVR registered training organisation's management of its operations ensures clients receive the services detailed in their agreement with the NVR registered training organisation.

This element was not audited.

17.2 The NVR registered training organisation uses a systematic and continuous improvement approach to the management of operations.

This element was not audited.

17.3 The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.

Original finding: Not audited

Following rectification: n/a

17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.

This element was not audited.

SNR 18 The NVR registered training organisation has governance arrangements in place as follows:

18.1 The NVR registered training organisation's Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- As non-compliances were identified against the VET Quality Framework, the organisation did not demonstrate the Chief Executive has ensured compliance.

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

18.2 The NVR registered training organisation must also explicitly demonstrate how it ensures the decision making of senior management is informed by the experiences of its trainers and assessors.

This element was not audited.

SNR 19 Interactions with the National VET Regulator

19.1 The NVR registered training organisation must co-operate with the National VET Regulator:
(a) in the conduct of audits and the monitoring of its operations;
(b) by providing accurate and timely data relevant to measures of its performance;
(c) by providing information about significant changes by its operations;
(d) by providing information about significant changes to its ownership; and
(e) in the retention, archiving, retrieval and transfer of records consistent with National VET Regulator's requirements.

Original finding: Compliant

Following rectification: n/a

SNR 20 Compliance with legislation

20.1 The NVR registered training organisation must comply with relevant Commonwealth, State or Territory legislation and regulatory requirements relevant to its operations and its scope of registration.

Original finding: Not audited

Following rectification: n/a

20.2 The NVR registered training organisation must ensure that its staff and clients are fully informed of legislative and regulatory requirements that affect their duties or participation in vocational education and training.

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

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

Original finding: Not audited

Following rectification: n/a

SNR 22 Financial management

22.1 The NVR registered training organisation must be able to demonstrate to the National VET Regulator, on request, that it is financially viable at all times during the period of its registration.

Original finding: Not audited

Following rectification: n/a

22.2 The NVR registered training organisation must provide the following fee information to each client:

- (a) the total amount of all fees including course fees, administration fees, materials fees and any other charges;
- (b) payment terms, including the timing and amount of fees to be paid and any non-refundable deposit/administration fee;
- (c) the nature of the guarantee given by the NVR registered training organisation to complete the training and/or assessment once the student has commenced study in their chosen qualification or course;
- (d) the fees and charges for additional services, including such items as issuance of a replacement qualification testamur and the options available to students who are deemed not yet competent on completion of training and assessment; and
- (e) the organisation's refund policy.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- Evidence comprised: Student Handbook
- The evidence provided does not support compliance with the requirements of SNR 22.2.
- The organisation did not provide a nature of guarantee for the student to complete the training and/or assessment once the student has commenced in their chosen course.

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

22.3 Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:

- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;
- (b) (Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme;
- (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services

yet to be delivered to the student does not exceed \$1,500;

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

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

Original finding: Compliant

Following rectification: n/a

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

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

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

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

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The organisation provided a sample Statement of Attainment and Qualification Testamur which did not meet the Australian Qualifications Framework requirements.

Prior to the conclusion of the audit, the organisation provided evidence that rectified the identified non-compliance. Consequently, no further evidence is required for this specific issue.

23.2 The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.

Original finding: Not audited

Following rectification: n/a

23.3 The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.

Original finding: Not audited

Following rectification: n/a

23.4 The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]

This element was not audited.

23.5 The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]

This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1 The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.

Original finding: Compliant

Following rectification: n/a

24.2 The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.

Original finding: Not audited

Following rectification: n/a

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

