



Victorian **Registration &
Qualifications** Authority

This is to certify that

**Central Highlands Group Training Inc
trading as
Ballarat Group Training (BGT)**

is a
Registered Training Organisation

Registration No. 3 683

registered under part 4.3.10 of the
Education and Training Reform Act 2006
to provide the accredited courses and to
award, confer or issue the recognised
qualifications
listed on its scope of registration.



**NATIONALLY RECOGNISED
TRAINING**

LYNN GLOVER
Director, VRQA

Valid to 31 January 2020

AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

Audit Date: 25th and 26th November 2014

RTO: Central Highlands Group Training Inc.

Applicant Details			
Applicant Name	Central Highlands Group Training Inc.	TOID	3683
Address	14 Hill Street, Ballarat Vic 3353		
	Website	www.bgt.org.au	
Registration Contact	Mrs Marilyn Morley		
Phone Number	03 5333 1707	Email	marilyn@bgt.org.au
Audit Team			
Audit Firm	Moore Stephens	Auditor/s	Anna-Louise Allen
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	Re-registration Audit		
Conditions Audited	1, 3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
VRQA Guidelines Audited	1,2,3,4,5		
Audit Date/s	25th and 26th November 2014		
RTO Background			
<p>Central Highlands Group Training Inc. trades as BGT employment, training and youth services. The RTO's main target audience is youth and apprentices. BGT offers VET in Schools to a number of local schools on a fee for service basis. The RTO has had a Victorian Government Funded training contract for many years, however they have found the recent years very challenging as new providers move into the area offering cheaper programs with shorter deliveries.</p> <p>BGT employs 9 trainers and assessors, 4 part time 5 full time. Class sizes range from 12 to 18, although planning allows for a 25 -30% attrition rate. The Industry Skills Centre which provides training in engineering has seen a growth spurt in the past 12 months, with numbers doubling.</p> <p>BTG has strong relationships with employers in the area providing apprenticeships for Maxitrans, traineeships for VicRoads and work placements with Nazareth House.</p> <p>Students come from outlying towns (20 – 30 Km radius) as well as the Ballarat area. The RTO retains the Hospitality and Retail qualifications on their scope to support the group training arm of the business. These qualifications are not actively marketed.</p>			



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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
22012VIC	Certificate I in Vocational Preparation	Vic
MEM20105	Certificate II in Engineering	Vic
TAE40110	Certificate IV in Training and Assessment	Vic
CHC30212	Certificate III in Aged Care	Vic
CHC30312	Certificate III in Home and Community Care	Vic

Interviewee(s) – Staff name and position; employer name and position	
██████████	Training Manager
██████████	Training Services Co-ordinator
██████████	Trainer Aged Care/Home and Community Care
██████████	Trainer Food Handling Vocational Preparation
██████████	Trainer Vocational Preparation
██████████	Trainer Engineering

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	✓	
If ' No' , please provided amended details below:		

¹ Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology



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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
Condition 1 was Compliant The RTO had demonstrated that it ensured the decision making of senior management was informed by the experiences of its trainers and assessors.	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none">• Organisational Chart• Interview with Training Manager• All Fit and Proper Person declarations for Board, Training Manager sent to the VRQA and copies not retained• Stat Dec for Carl Spencer – Acting CEO• Fit and Proper Person declaration for Garry Doyle• Every day running of the RTO is the responsibility of the Training Manager• Report to CEO weekly• Management Group and Board on a monthly basis• Monthly Board Reports• Present to the Board on a quarterly basis• Trainers meeting - monthly	No rectification required.

Improvement Opportunities

It is suggested that the RTO retain the original fit and proper person declarations for Board Members and Senior Management and only send copies to the VRQA



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CONDITION 3 – Compliance with Legislation			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 3.</p> <p>The RTO has a systematic process to review and manage compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none">• Trainer and Assessor induction checklist• BTG Staff Handbook• BTG Staff Handbook - Acknowledgement of receipt and understanding• Equal Employment Opportunity Policy 1.6• Privacy Policy v2• Recognition of Prior Learning Policy v 1.8• National Recognition Policy 2.2• Legislation Log v1.4 <p>Student Information</p> <p>BGT provides the following information to potential students and trainees on the policies and procedures concerning training at BGT.</p> <ul style="list-style-type: none">• Assessment• Fees and Charges• Recognition of Prior Learning (RPL)• Cheating and Plagiarism• Complaints Process• Appeals Process• AQTF re-registration audit• AQTF Quality Indicators	<p>No rectification required.</p>	



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CONDITION 7 - Recognition of Qualifications Issued by other RTOs				Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)		
<p>The RTO is Compliant with Condition 7.</p> <p>The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> National Recognition Policy 2.2 Recognition of Prior Learning Policy 1.8 <p>Learners' training plan Learner files</p> <ul style="list-style-type: none"> Billy -Jo Parsons Matthew Fritsch Linda Donaldson Elizabeth Mihalec 	<p>No rectification required.</p>		



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CONDITION 8 - Accuracy and Integrity of Marketing			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 8.</p> <p>The RTO's marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.</p> <p>The NRT logo is not used in marketing and advertising of AQF qualifications to prospective clients.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> Website Information Sessions – e.g. Aged Care Enrolment interview Marketing Policy 1.7 <p>Student Information</p> <p>BGT provides the following information to potential students and trainees on the policies and procedures concerning training at BGT.</p> <ul style="list-style-type: none"> Assessment Fees and Charges Recognition of Prior Learning (RPL) Cheating and Plagiarism Complaints Process Appeals Process AQTF re-registration audit AQTF Quality Indicators 	<p>No rectification required.</p>	



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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 9.</p> <p>The RTO has managed the transition from superseded Training Packages within 12 months of their publication on the Training.gov.au.</p> <p>The RTO has managed the transition from superseded accredited courses so that it delivers only currently endorsed training package. In some cases this has resulted in the RTO choosing to deliver through an external provider.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Transition from Superseded Training Packages and Accredited Courses Policy v 1 • Notification via TSN alerts. • Novacore data base – manages version control, review and update of RTO policies and procedures • Interview with the Training Manager 	No rectification required.	



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Detailed Findings - AQTF Standards

STANDARD 1

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.1.</p> <p>The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> Continuous Improvement Policy 1.10 Records Management Policy v 2 Novacore data base – manages version control, review and update of RTO policies and procedures Interview with the Training Manager Interview with Stacie Duke, Training Services Coordinator Register of Feedback – IT server – currently under review Corrective Action register 2014 Training Program improvement register 2013, 2014 QI surveys – generally positive Internal surveys for classroom delivery – mid and end of course Manual analysis of survey results Website www.bgt.org.au 	No rectification required.	



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ELEMENT 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.2.</p> <p>Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry.</p> <p>The Training and Assessment Strategy for all qualifications except the Certificate I in Vocation Preparation lists the industry contacts and their involvement in the development of strategy.</p> <p>It was evident in other documentation that JSAs had been consulted for the Vocational Preparation program, however this section had not been completed in the Training and Assessment strategy. This was clearly an administrative error.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Training and Assessment Strategies Policy 1.8 • Training-Assessment Delivery Procedure Version: 1.6 • Practical Placement & Work Based Training Policy / Procedure 1.1 • Assessment Policy v 2 • Assessment Validation and Moderation Policy v 1.1 • Validation of Training and Assessment Strategies v 1.1. • Completed for Certificate III in Aged Care and Certificate III in Home and Community Care • Certificate III Aged Care Practical Placement 2012 • Certificate III Aged Care & Certificate III in HACC Practical Placement 2014 <p>Training and Assessment strategies</p> <ul style="list-style-type: none"> • MEM20105 Certificate II in Engineering • CHC30212 Certificate III Aged Care & CHC30312 Certificate III in HACC • TAE40110 Certificate IV in Training and Assessment • 22012VIC Certificate I in Vocational Preparation • MOU Register 	No rectification required.	

Improvement Opportunities

The Vocational Preparation Training and Assessment Strategy does not list the JSAs that were consulted with. This should be amended



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Detailed Findings - AQTF Standards			
STANDARD 2			
ELEMENT 2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.			
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
The RTO is Compliant with Element 2.1 . The RTO establishes the needs of clients and delivers services to meet these needs.	Evidence reviewed during the audit: <ul style="list-style-type: none">• Records Management Policy v 2• Client Enrolment Procedure v2• Access and Equity Policy v1.8• Pre-training assessment – Student• Pre-training assessment – Assessor• Re-assess after 100 hours of training to measure progress against the goals• Interview with the Training Manager	No rectification required.	



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ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.2.</p> <p>The RTO continuously improves client services by collecting, analysing and acting upon relevant data.</p> <ul style="list-style-type: none"> No evidence that data has been collected to inform continuous improvement of client services Data on client services is collected but not analysed or acted upon 	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> Continuous Improvement Policy 1.10 Records Management Policy v 2 Novacore data base – manages version control, review and update of RTO policies and procedures Interview with the Training Manager Stacie Duke, Training Services Co-ordinator Register of Feedback – IT server – currently under review Corrective Action register 2014 Training Program improvement register 2013, 2014 QI surveys – generally positive Internal surveys for classroom delivery – mid and end of course Manual analysis of survey results Access and Equity Policy v1.8 	No rectification required.	



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ELEMENT 2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.3.</p> <p>Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p>	<p>Evidence reviewed during the audit:</p> <p>Student Information</p> <p>BGT provides the following information to potential students and trainees on the policies and procedures concerning training at BGT.</p> <ul style="list-style-type: none"> • Assessment • Fees and Charges • Recognition of Prior Learning (RPL) • Cheating and Plagiarism • Complaints Process • Appeals Process • AQTF re-registration audit • AQTF Quality Indicators <p>Other mechanisms</p> <ul style="list-style-type: none"> • Website • Information Sessions – e.g. Aged Care • Enrolment interview • Marketing Policy 1.7 	<p>No rectification required.</p>	



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ELEMENT 2.4 - 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.4.</p> <p>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.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • MOU Register- 2014 – includes Maxitrans and Centrecare (JSA) • Customised training plan • Monthly workplace visits for trainees and apprentices • Interview with the Training Manager • Practical placement agreement for each student • Register of host employers 	<p>No rectification required.</p>	



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ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The RTO is Compliant with Element 2.6. Learners have timely access to current and accurate records of the participation and progress.	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none">• Records Management Policy v 2• Client Enrolment Procedure v2• Transfer of Student Results Policy v 1• Access Authorisation Form v 1.6• Customised training plan• Monthly workplace visits for trainees and apprentices	No rectification required.	



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ELEMENT 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The RTO is Compliant with Element 2.7. The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	Evidence reviewed during the audit: <ul style="list-style-type: none">• Complaints Policy v 1.2• Appeals policy• Complaints and appeals form	No rectification required.	



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STANDARD 3

Detailed Findings - AQTF Standards

ELEMENT 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 3.1.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> Details of parties to Training Plan – signed by the supervisor, student and RTO Apprentice fees Enrolment checklist – students Enrolment checklist – trainees <p>Student Information</p> <p>BGT provides the following information to potential students and trainees on the policies and procedures concerning training at BGT.</p> <ul style="list-style-type: none"> Assessment Fees and Charges Recognition of Prior Learning (RPL) Cheating and Plagiarism Complaints Process Appeals Process AQTF re-registration audit AQTF Quality Indicators 	<p>No rectification required.</p>	



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ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Required Rectification(s)	Compliant
Finding	Evidence/Documentation Reviewed		
<p>The RTO is Compliant with Element 3.2.</p> <p>The RTO uses a systematic and continuous improvement approach to the management of operations.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> Continuous Improvement Policy 1.10 Records Management Policy v 2 Risk Management Policy v1.8 RTO Staff Policy v 1.8 Transition from Superseded Training Packages and Accredited Courses Policy v 1 Risk Analysis Procedure v.1.8 Risk Management Procedure v1.6 Novacore data base – manages version control, review and update of RTO policies and procedures Interview with the Training Manager & Stacie Duke, Training Services Co-ordinator Register of Feedback – IT server – currently under review Corrective Action register 2014 Training Program improvement register 2013, 2014 QI surveys – generally positive Internal surveys for classroom delivery – mid and end of course Manual analysis of survey results 	No rectification required.	



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ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The RTO is Compliant with Element 3.4. The RTO manages records to ensure their accuracy and integrity	Evidence reviewed during the audit: <ul style="list-style-type: none">• Document Control Policy v2• Records Management Policy v 2• Transfer of Student Results Policy v 1• Client Enrolment Procedure v2• Filing Results Procedure v1.7• Invoicing Procedure v1.6• New Employee Induction Procedure v1.6• VET Trak	No rectification required.	



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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
<p>GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.</p> <p>The RTO is Compliant with Guideline 2.1.</p> <p>The RTO monitors course quality.</p> <p>While the RTO is not following a traditional approach to validation, they are regularly reviewing training and assessment and making improvements which are recorded in the continuous improvement register.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • 2014 Validation Recommendations & Rectification Register 2014 • Validation of Training and Assessment Strategies v 1.1. Completed for Certificate IV in Disability • Validation of Training and Assessment Events and tools – VU20008 Develop an action plan for career planning • Validation of Training and Assessment Events and tools MEM05017D Weld using gas metal arc welding process • Validation of Training and Assessment Events and tools CHCAC319A Provide support to people living with dementia 	<p>No rectification required.</p>	



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GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 2.2.</p> <p>The RTO has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Cheating and Plagiarism Policy v1.1 • Website • Student Information includes Cheating and Plagiarism Policy 	No rectification required.	



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GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with Guideline 2.3.</p> <p>The RTO has policies and procedures in place for the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Document Control Policy v2 • Records Management Policy v 2 • Transfer of Student Results Policy v 1 • Client Enrolment Procedure v2 • Filing Results Procedure v1.7 • Invoicing Procedure v1.6 • New Employee Induction Procedure v1.6 • VET Trak • Novacore data base – manages version control, review and update of RTO policies and procedures • Interview with the Training Manager & Stacie Duke, Training Services Co-ordinator 	<p>No rectification required.</p>



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Finding		Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).				
The RTO is Compliant with Guideline 4.1 .		Evidence reviewed during the audit:	No rectification required.	
The RTO does not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).		<ul style="list-style-type: none">• Student Safety and Security Policy v1.6• Scheduling Trainers Procedure v1.6• Timetable for Engineering• Timetable for Vocational Preparation• Timetable for Aged Care/HACC		



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Finding	Evidence/Documentation Reviewed	Required Rectification(s)	Compliant
GUIDELINE 4.2 - A provider must not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student). The RTO is Compliant with Guideline 4.2. The RTO does not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).	Evidence reviewed during the audit: <ul style="list-style-type: none">• Student Safety and Security Policy v1.6• Scheduling Trainers Procedure v1.6• Timetable for Engineering• Timetable for Vocational Preparation• Timetable for Aged Care/HACC	No rectification required.	



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GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
The RTO is Compliant with Guideline 4.4 Both the RTO and School policies are designed to address matters of student wellbeing and Safety.	Evidence reviewed during the audit: <ul style="list-style-type: none">• Student Safety and Security Policy v1.6• Scheduling Trainers Procedure v1.6• Timetable for Engineering• Timetable for Vocational Preparation• Timetable for Aged Care/HACC	No rectification required.	