

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

Audit Date: 8th and 9th December 2015

RTO: Building Skills Centre Pty Ltd

Applicant Details			
Applicant Name	Building Skills Centre Pty Ltd	TOID	20969
Address	120 Forest Road North, Lara Vic 3212		
	Website	www.buildingskills.com.au	
Registration Contact	Stephen Smith		
Phone Number	0407 553 397	Email	stephen@buildingskillscentre.com.au
Audit Team			
Audit Firm	Shinewing Australia	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, 2.6, 2.7	3.1, 3.2, 3.4
VRQA Guidelines Audited	1,2,4,5		
Audit Date/s	8th and 9th December 2015		
RTO Background			
<p>Building Skills Centre Pty Ltd is a Registered Training Organisation (Registration number 20969), trading as Building Skills Centre. The Building Skills Centre delivers the nationally recognised CPC08 Construction, Plumbing and Services Integrated Training Package (various disciplines) to apprentices in the building industry. Training is delivered throughout central and western Victoria. This training is carried out under approved apprenticeship programs funded by the Victorian Government. The RTO currently does not have a VTG contract and delivers via a subcontract arrangement through GO TAFE.</p> <p>Training is carried out in simulated workplace facilities located in Warrnambool and Ballarat. Students are also apprentices who require competency sign off from their employers.</p> <p>Trainers are local trade's people who are currently working in the industry and are known locally and have up-to-date trade knowledge and skills.</p> <p>The Building Skills Centre is approved to be a provider for the Course in Construction (OH&S Induction) 'White Card' under WorkSafe.</p>			

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Qualifications/Units Audited ¹		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
CPC30211	Certificate III in Carpentry	Vic
CPC30611	Certificate III in Painting and Decorating	Vic
CPC31211	Certificate III in Wall and Ceiling Lining	Vic
CPCCOHS1001A	Work safely in the construction industry	Vic

Interviewee(s) – Staff name and position; employer name and position	
Stephen Smith	Director/Trainer
Dale Emmerson	Director/Trainer
Nicole Muir	Administrator

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
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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Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance²				
CF6.1				
<ul style="list-style-type: none"> • Templates for Certificates and Record of Results do not meet the requirements of the AQF. 				

² CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary - AQTF Standards

AQTF Standards/Elements	Compliant	Non - Compliant	Not audited
Standard 1	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 2	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard 3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Summary of Non-Compliance³			
SF1.2.1			
<ul style="list-style-type: none"> • There was insufficient evidence of consultation with industry to demonstrate how consultation has influenced the development of the RTO training and assessment strategies 			
SF1.4.1			
<ul style="list-style-type: none"> • Inadequate evidence of the professional development to develop VET knowledge and skills of trainers / assessors, otherwise the RTO meet requirements. 			
Strength			
All Trainers are also active in the industry.			

³ SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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Audit Summary – VRQA Guidelines for VET Providers

VRQA Guidelines	Compliant	Non - Compliant	Not audited
1. Governance, Probity and Compliance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.1 – Strategic Plan and Business Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.2 – Financial Viability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.3 – Management Systems	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Organisational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Academic/Educational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.6 – Change Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2. Quality Assurance, Review and Evaluation Processes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.1 – Course Quality	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.2 – Cheating and Plagiarism	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2.3 – Quality Education and Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Student Enrolment Records and Certification	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Provision of Courses to Domestic Students	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
4. Student Learning Outcomes and Welfare Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 – Maximum Daily Hours of Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 – Out of Hours Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 – Student Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Teaching, Learning and Assessment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5.1 – Capacity to Deliver Scope of Registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summary of Non-Compliance⁴

GF2.1.1

- The RTO did not provide evidence of monitoring course quality.

GF2.2.1

- The RTO's references to the management of cheating and plagiarism does not meet the guideline.
- Assessment does not meet the Principles of Assessment and rules of evidence

⁴ GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

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Detailed Findings - AQTF Conditions of Registration

CONDITION 1 - Governance			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Condition 1</p> <p>The RTO manages the governance of the RTO using consideration of the experiences of Trainers / Assessors and compliance requirements.</p>	<p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> • Governance Policy • Governance Procedures • Interview with Directors • Interview with Administration Manager • Monthly meetings • 2015 Internal audit schedule • 2016 Internal audit schedule • Fit and Proper Person declaration for Stephen Smith and Dale Emmerson • Two Directors oversee the trainers, feedback is sought during these informal meetings 	<p>No rectification required.</p>	

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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 provides information to staff and students about legislative and regulatory requirements.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Access, Equity and Anti-discrimination Policy • Governance Policy • Governance Procedures • Health and Safety policy • Health and Safety procedures • Information Privacy Policy • Records Management Policy • Student Code of Conduct • Student records policy • Student Support Policy • Trainer MOU <p>Student code of conduct references:</p> <ul style="list-style-type: none"> • Age Discrimination Act 2004 • National Vocational Education and Training Regulator Act 2011 • Privacy Act 1988 • Copyright Act 1968 • Disability Discrimination Act 1992 – Education Standards 2005 • Sex Discrimination Act 1984 • Australian Human Rights Commission Act 1986 <p>Victorian</p> <ul style="list-style-type: none"> • Equal Opportunity Act 2010 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Information Privacy Act 2000 • Occupational Health & Safety Act 2004 • Working with Children Act 2005 • Racial and Religious Tolerance Act 2001 • Charter of Human Rights and Responsibilities 	
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CONDITION 6 - Certification & Issuing of Qualifications & Statements of Attainment			Non-Compliant
CF6.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Condition 6.</p> <p>The record of results and certificate do not meet the Australian Qualifications Framework (AQF).</p> <p>The Certificate includes both the AQF logo and statement. One of these should be removed.</p> <p>The list of completed units is printed on the reverse of the Certificate. It currently contains both the NRT and AQF logos. These should be removed.</p> <p>The AQF requires that a record of results will be issued together with the qualification. The following elements are included as applicable:</p> <ul style="list-style-type: none"> • Qualification code and title, together with the industry descriptor, e.g. Engineering; • occupational or functional stream, in brackets, e.g. (Fabrication); • Where relevant, the words, 'achieved through Australian Apprenticeship arrangements' • The commencement and completion date. <p>The RTO should revise the information currently provided on the reverse of the certificate to meet the requirements of a record of results.</p> <p>The RTO's policies and procedures do not include information regarding the issuance of replacement certificates.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Governance Policy • Governance Procedures • Completions process • Records management policy • Student Records Policy <p>Statement of Attainment for:</p> <ul style="list-style-type: none"> • Ray Murrell <p>Certificate for:</p> <ul style="list-style-type: none"> • Jake Bowes 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should revise their certificates and record of results to make sure that they comply with the requirements of the AQF. • The RTO should revise their policies and procedures to make sure they include the procedure for issuance of replacement certificates. This information should also be provided to students.

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<p>The Student Records Policy was amended at the time of audit to include the process for requesting a replacement certificate. This will also need to be circulated to students.</p>		
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is Compliant with this aspect of Condition 6.</p> <p>The RTO has a mechanism in place to retain client records for a period of 30 years</p> <p>The RTO provides AVETMISS compliant data via the Easy Stats.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Governance Policy • Governance Procedures • Completions process • Records management policy • Student Records Policy • Easy Stats <p>Forms</p> <ul style="list-style-type: none"> • Enrolment Form 	<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 at audit:</p> <ul style="list-style-type: none"> • Building industry apprenticeship training Flyer includes Recognition of Prior Learning and Credit Transfer • Pre-training review • Recognition of Prior Learning Overview • RPL Application Form • RPL Candidate Application Kit CPC30211 Certificate III in Carpentry • RPL Assessor's Kit CPC30211 Certificate III in Carpentry 	<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>The RTO currently delivers apprenticeship training under auspice with Go TAFE. This is clearly identified on their website.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Website www.buildingskills.com.au • ACC referral • Expos – school and industry • Signage on the Training Venue <p>Building industry Apprenticeship Training Pack</p> <ul style="list-style-type: none"> • Building industry Apprenticeship Training Flyer • CPC30211 Certificate III in Carpentry • Competency Based Completion Training Plan • Apprenticeship – Pre-Training Review • Enrolment Form – Victoria • LLN Indicator Tool • Apprentice, Employer & RTO Declaration • 2015 Enrolment Fees, fees charges and refund policy • Complaints and appeals policy • Student Code of Conduct 	<p>No rectification required.</p>	

Improvement Opportunities
<p>Some of the links on the website are now out of date.</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 through ASQA.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Training and assessment strategies • Training and assessment materials 	<p>No rectification required.</p>	

Improvement Opportunities
<p>It is suggested that the RTO apply for a standing order on Form E with VRQA. It is also suggested that the RTO consider implementing a documented procedure for managing scope and transition.</p>

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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 at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Procedure • Continuous Improvement Register • Complaints and appeals Register • Trainer Feedback • Student Feedback – one on one monitoring • Small group training • QI Surveys • QI regulator report • Website: www.buildingskills.com.au 	<p>No rectification required.</p>	

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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.			Non-Compliant
SF1.2.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Element 1.2.</p> <p>The training and assessment Strategy for CPC31311 Certificate III in Wall and Floor Tiling does not identify the pre-requisite units. Otherwise the training and assessment strategies meet the requirements of the relevant Training Package.</p> <p>Interview confirms that ongoing industry consultation is occurring there was limited evidence of the outcomes of this consultation and the link to the training and assessment strategies.</p> <p>There was insufficient evidence of the outcomes of industry consultations The Professional Development Log for Chris Trewin includes how he applies the content from meeting with industry in his training. The RTO will need to apply a systematic approach to the recording of the outcomes of their meeting with industry. All trainers currently work in the industry. In addition 4 workplace visits are conducted for each student annually. Trends and information identified during these visits should be recorded and linked to the RTO's training and assessment strategies.</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CPC30211 Certificate III in Carpentry • CPC30611 Certificate III in Painting and Decorating • CPC31211 Certificate III in Wall and Ceiling Lining • CPC30111 Certificate III in Bricklaying/Blocklaying • CPC31311 Certificate III in Wall and Floor Tiling <p>Training and assessment strategy includes:</p> <ul style="list-style-type: none"> • Program details • Purpose and target group • Delivery mode, duration and location • Units of competency • Entry requirements • Pathways • Industry enterprise/licensing requirements • Nominal delivery hours • AQF level • Training arrangements • Assessment • Workplace involvement/placement requirements • Industry consultation • Training and assessment sequence and methods • Resource requirements – facilities and equipment, practical classrooms/areas • Trainers and assessors 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should review their training and assessment strategies to make sure that all include the pre-requisite units. • The RTO should make sure that they systematically record the outcomes of industry consultation and link these to the development of their training and assessment strategies.

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	<ul style="list-style-type: none"> • Validation and moderation arrangements • Authentication processes • Employability skills • RPL • Continuous improvement approaches 	
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Improvement Opportunities

It is suggested that the RTO develop a training and assessment policy and procedure which identifies the principles of training and assessment that underpin their delivery. This suite of documents could also pick up the management of scope, the systematic recording of course monitoring and continuous improvement.

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ELEMENT 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.3.</p> <p>The RTO has access to appropriate staff, facilities, equipment and training and assessment materials to support their scope of registration.</p> <p>A site visit of the training facility in Ballarat confirmed access to an appropriate workplace simulation.</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CPC30211 Certificate III in Carpentry • CPC30611 Certificate III in Painting and Decorating • CPC31211 Certificate III in Wall and Ceiling Lining • CPC30111 Certificate III in Bricklaying/Blocklaying • CPC31311 Certificate III in Wall and Floor Tiling <p>Training and assessment strategy includes:</p> <ul style="list-style-type: none"> • Program details • Purpose and target group • Delivery mode, duration and location • Units of competency • Entry requirements • Pathways • Industry enterprise/licensing requirements • Nominal delivery hours • AQF level • Training arrangements • Assessment • Workplace involvement/placement requirements • Industry consultation • Training and assessment sequence and methods • Resource requirements – facilities and equipment, practical classrooms/areas • Trainers and assessors 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Validation and moderation arrangements • Authentication processes • Employability skills • RPL • Continuous improvement approaches 	
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SF1.4.1 Finding		Evidence/Documentation Reviewed	Required Rectification(s)
<p>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</p> <p>a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) Have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>			Non-Compliant
<p>The RTO is Non-Compliant with Element 1.4.</p> <p>Training and assessment is delivered by Trainers and Assessors who have the necessary training and assessment competencies as determined by the National Quality Council or its successors.</p> <p>All trainers currently work in the industry and train as a contract trainer. There was no evidence of professional development to develop their Vocational Education and Training (VET) knowledge and skills.</p> <p>The Trainers are maintaining a professional development log however there are limited documented guidelines or policies around professional development. There are no formal policies and procedures around recruitment, induction monitoring and professional development. The RTO has retained the same trainers from the former owners.</p> <p>Interview confirmed that the MOU is signed annually and an updated set of policies and procedures circulated. As part of the subcontract arrangement currently in place with Go TAFE, trainer/assessor's complete and sign an induction checklist into the Go TAFE policies. The RTO should consider a similar process for trainers where they deliver for Building Skills Centre.</p>		<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Sign off of Go TAFE policies and procedures • Staff file checklist <p>Trainer Files</p> <ul style="list-style-type: none"> • Ron Damon • Chris Trewin • Stephen Smith • Adam Ried 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> • It is recommended that the RTO put in place clear policies and procedure to specify the requirements of this standard, in particular that trainers and assessors must continue to develop their Vocational Education and Training (VET) knowledge and skills.

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ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):			Compliant
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 c) Meets workplace and, where relevant, regulatory requirements d) Is systematically validated.			
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 1.5.</p> <p>Assessment including Recognition of Prior Learning (RPL) meets the requirements of the relevant Training Package and is conducted in accordance with the principles of assessment and the rules of evidence.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Pre-training review • Recognition of Prior Learning Overview • RPL Application Form • RPL Candidate Application Kit CPC30211 Certificate III in Carpentry • RPL Assessor's Kit CPC30211 Certificate III in Carpentry <p>Units audited</p> <ul style="list-style-type: none"> • CPCCCM20088 Erect and dismantle restricted height scaffolding • CPCCCM2010B Work Safely heights • CPCCCA3012A Frame and Fit wet area fixtures • CPCCPD3027A Apply Wall paper • CPCCPB3012A Cut and fix paper-faced cornices <p>Each unit or cluster is supported</p> <ul style="list-style-type: none"> • Mapping documents • Session plans • Learner assessment tool • Assessor Assessment tool with model answers • Learner Guides <p>Student files</p> <ul style="list-style-type: none"> • Rhys Walsh 	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> • Zac Svedas • Clinton Irvin • Jack Powell 	
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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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Element 2.1.</p> <p>The RTO establishes the needs of clients and delivers services to meet these needs.</p>	<p>Evidence reviewed at audit:</p> <p>Building industry Apprenticeship Training Pack</p> <ul style="list-style-type: none"> • Building industry Apprenticeship Training Flyer • CPC30211 Certificate III in Carpentry • Competency Based Completion Training Plan • Apprenticeship – Pre-Training Review • Enrolment Form – Victoria • LLN Indicator Tool • Apprentice, Employer & RTO Declaration • 2015 Enrolment Fees, fees charges and refund policy • Complaints and appeals policy • Student Code of Conduct • LLN test – gives the identification of the support they need • Class size 6- 8 students • LLN Indicator Tool • Trainer/Assessor's Guide to LLN Indicator Tool 	<p>No rectification required.</p>	

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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>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Procedure • Continuous Improvement Register • Complaints and appeals Register • Trainer Feedback • Student Feedback – one on one monitoring • Small group training • QI Surveys • QI regulator report • Website: www.buildingskills.com.au 	<p>No rectification required.</p>	

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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 at audit:</p> <ul style="list-style-type: none"> • New employees • Contact VECCI or MEGT • Once the RTO is notified they commence the process • All students are apprentices <p>Building industry Apprenticeship Training Pack</p> <ul style="list-style-type: none"> • Building industry Apprenticeship Training Flyer • CPC30211 Certificate III in Carpentry • Competency Based Completion Training Plan • Apprenticeship – Pre-Training Review • Enrolment Form – Victoria • LLN Indicator Tool • Apprentice, Employer & RTO Declaration • 2015 Enrolment Fees, fees charges and refund policy • Complaints and appeals policy • Student Code of Conduct 	<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 at audit:</p> <ul style="list-style-type: none"> • New employees • Contact VECCI or MEGT • Once the RTO is notified they commence the process • All students are apprentices • ACC involvement in the sign up • Apprentice, Employer and RTO Declaration • 4 Workplace visits per year <p>Building industry Apprenticeship Training Pack</p> <ul style="list-style-type: none"> • Building industry Apprenticeship Training Flyer • CPC30211 Certificate III in Carpentry • Competency Based Completion Training Plan • Apprenticeship – Pre-Training Review • Enrolment Form – Victoria • LLN Indicator Tool • Apprentice, Employer & RTO Declaration • 2015 Enrolment Fees, fees charges and refund policy • Complaints and appeals policy • Student Code of Conduct 	<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)	
<p>Element 2.6 was Compliant</p> <p>Learners have timely access to current and accurate records of the participation and progress.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Apprentice has a training plan • Employers have a training plan • Records management policy • Student Records Policy • Easy Stats <p>Building industry Apprenticeship Training Pack</p> <ul style="list-style-type: none"> • Building industry Apprenticeship Training Flyer • CPC30211 Certificate III in Carpentry • Competency Based Completion Training Plan • Apprenticeship – Pre-Training Review • Enrolment Form – Victoria • LLN Indicator Tool • Apprentice, Employer & RTO Declaration • 2015 Enrolment Fees, fees charges and refund policy • Complaints and appeals policy • Student Code of Conduct 	<p>No rectification required.</p>	

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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)	
<p>The RTO is Compliant with Element 2.7.</p> <p>The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p> <p>The RTO has not had any formal complaints.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Complaints and appeals policy • Complaints and appeals procedure • Complaints and appeals Register • Student Feedback • QI regulator report • Website www.buildingskills.com.au 	<p>No rectification required.</p>	

Improvement Opportunities
<p>The following information should be included in the complaints policy - The National Training Complaints Hotline is accessible on 13 38 73 and is available Monday to Friday, from 8am to 6pm. You can also send complaints via email to skilling@education.gov.au.</p>

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RTO: Building Skills Centre Pty Ltd

Detailed Findings - AQTF Standards

STANDARD 3

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 at audit:</p> <ul style="list-style-type: none"> • Apprentice has a training plan • Employers have a training plan • Records management policy • Student Records Policy • Easy Stats <p>Building industry Apprenticeship Training Pack</p> <ul style="list-style-type: none"> • Building industry Apprenticeship Training Flyer • CPC30211 Certificate III in Carpentry • Competency Based Completion Training Plan • Apprenticeship – Pre-Training Review • Enrolment Form – Victoria • LLN Indicator Tool • Apprentice, Employer & RTO Declaration • 2015 Enrolment Fees, fees charges and refund policy • Complaints and appeals policy • Student Code of Conduct 	<p>No rectification required.</p>	

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RTO: Building Skills Centre Pty Ltd

ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<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 at audit:</p> <ul style="list-style-type: none"> • Continuous Improvement Policy • Continuous Improvement Procedure • Continuous Improvement Register • Complaints and appeals Register • Trainer Feedback • Student Feedback – one on one monitoring • Small group training • QI Surveys • QI regulator report • Website: www.buildingskills.com.au 	<p>No rectification required.</p>	

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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)	
<p>The RTO is Compliant with Element 3.4.</p> <p>The RTO manages records to ensure their accuracy and integrity</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Access, Equity and Anti-discrimination Policy • Complaints and appeals policy • Complaints and appeals procedure • Continuous improvement and quality assurance policy • Continuous improvement and quality assurance procedure • Enrolment Fees, Fees, Charges and Refund Policy • Financial Management Policy • Governance Policy • Governance Procedures • Health and Safety policy • Health and Safety procedures • Information Privacy Policy • Records Management Policy • Student Code of Conduct • Student records policy • Student Support Policy • Easy Stats Student Management System 	<p>No rectification required.</p>	

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RTO: Building Skills Centre Pty Ltd

Detailed Findings – VRQA Guidelines for VET Providers

GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<ul style="list-style-type: none"> • Verified or certified and/or signed documents are held by the RTO • Trainer skills matrix – signed by trainer/assessor • Trainer and assessor qualifications - verified by RTO or otherwise certified • Vocational qualifications – verified by RTO or otherwise certified • CV – signed by trainer/assessor • Professional development activities verified and/or signed by trainer/assessor • Position description • Employment contract/agreement 			
<p>The RTO is Compliant with Guideline 1.3.</p> <p>Trainer/assessor records are consistent with the requirements of the guideline.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Sign off of Go TAFE policies and procedures • Staff file checklist <p>Trainer Files</p> <ul style="list-style-type: none"> • Ron Damon • Chris Trewin • Stephen Smith • Adam Ried 	<p>No rectification required.</p>	

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RTO: Building Skills Centre Pty Ltd

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.			Non-Compliant
GF2.1.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Guideline 2.1.</p> <p>Insufficient evidence of the RTO monitoring course quality.</p> <p>Interview confirmed plans for trainer/assessor moderation meetings and validation sessions.</p> <p>The RTO has mapped their assessment tools and processes to the requirements of the training package, however they will need to put in place a schedule for monitoring and review of these tools and processes as they are used.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> Assessment mapping documents for each unit <p>Training and assessment strategy includes:</p> <ul style="list-style-type: none"> Validation and moderation arrangements Continuous improvement approaches 	<p><u>Actions:</u></p> <ul style="list-style-type: none"> The RTO should make sure that they put in place processes to make sure that they retain evidence of course monitoring activities.

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RTO: Building Skills Centre Pty Ltd

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.			Non-Compliant
GF2.2.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is Non-Compliant with Guideline 2.2.</p> <p>The requirement in the student code of conduct does not provide sufficient strategies to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.</p> <p>The Guideline requirement the RTO to define cheating and plagiarism and to detail the processes in place to detect cheating and plagiarism.</p> <p>The RTO has a statement on the Assessment coversheet which defines cheating and the issuance of warnings. This does not sufficiently address the requirements of the guideline.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Student code of conduct – complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on Copyright • Plagiarism – Copying others 'work is cheating. If your work shows signs of cheating you will be given a first and final warning, and asked to resubmit your work using your own words. Work that is not properly acknowledged is considered to be plagiarised, so make sure you understand use the appropriate referencing conventions (refer to your Course Handbook for Learners for information about referencing). 	<p>Actions:</p> <ul style="list-style-type: none"> • The RTO should review their current references to plagiarism and cheating to make sure that they address the requirements of the guideline to include definitions, strategies to detect cheating and plagiarism and the actions that will be taken in response to confirmed instances of academic misconduct.

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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 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 at audit:</p> <ul style="list-style-type: none"> • Access, Equity and Anti-discrimination Policy • Complaints and appeals policy • Complaints and appeals procedure • Continuous improvement and quality assurance policy • Continuous improvement and quality assurance procedure • Enrolment Fees, Fees, Charges and Refund Policy • Financial Management Policy • Governance Policy • Governance Procedures • Health and Safety policy • Health and Safety procedures • Information Privacy Policy • Records Management Policy • Student Code of Conduct • Student records policy • Student Support Policy <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CPC30211 Certificate III in Carpentry • CPC30611 Certificate III in Painting and Decorating • CPC31211 Certificate III in Wall and Ceiling Lining • CPC30111 Certificate III in Bricklaying/Blocklaying • CPC31311 Certificate III in Wall and Floor Tiling <p>Training and assessment strategy includes:</p> <ul style="list-style-type: none"> • Program details 	<p>No rectification required.</p>	

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

Audit Date: 8th and 9th December 2015

RTO: Building Skills Centre Pty Ltd

	<ul style="list-style-type: none"> • Purpose and target group • Delivery mode, duration and location • Units of competency • Entry requirements • Pathways • Industry enterprise/licensing requirements • Nominal delivery hours • AQF level • Training arrangements • Assessment • Workplace involvement/placement requirements • Industry consultation • Training and assessment sequence and methods • Resource requirements – facilities and equipment, practical classrooms/areas • Trainers and assessors • Validation and moderation arrangements • Authentication processes • Employability skills • RPL • Continuous improvement approaches 	
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Audit Date: 8th and 9th December 2015

RTO: Building Skills Centre Pty Ltd

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).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.1.</p> <p>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).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Governance Policy • Governance Procedures • Health and Safety policy • Health and Safety procedures • Student Code of Conduct • Access, Equity and Anti-discrimination Policy 	<p>No rectification required.</p>	

Audit Date: 8th and 9th December 2015

RTO: Building Skills Centre Pty Ltd

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).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 4.2.</p> <p>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).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Governance Policy • Governance Procedures • Health and Safety policy • Health and Safety procedures • Student Code of Conduct • Access, Equity and Anti-discrimination Policy 	<p>No rectification required.</p>	

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RTO: Building Skills Centre Pty Ltd

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)	
<p>The RTO is Compliant with Guideline 4.4</p> <p>Both the RTO and School policies are designed to address matters of student wellbeing and Safety.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Governance Policy • Governance Procedures • Health and Safety policy • Health and Safety procedures • Student Code of Conduct • Access, Equity and Anti-discrimination Policy 	<p>No rectification required.</p>	

Audit Date: 8th and 9th December 2015

RTO: Building Skills Centre Pty Ltd

GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is Compliant with Guideline 5.1</p> <p>The RTO has comprehensive delivery and assessment plan for each qualification that indicates the modes of delivery and specifies the extent of work based training and assessment.</p> <p>The RTO has access to the required facilities and equipment. They currently deliver apprenticeship training via the Go TAFE VTG contract.</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CPC30211 Certificate III in Carpentry • CPC30611 Certificate III in Painting and Decorating • CPC31211 Certificate III in Wall and Ceiling Lining • CPC30111 Certificate III in Bricklaying/Blocklaying • CPC31311 Certificate III in Wall and Floor Tiling <p>Training and assessment strategy includes:</p> <ul style="list-style-type: none"> • Program details • Purpose and target group • Delivery mode, duration and location • Units of competency • Entry requirements • Pathways • Industry enterprise/licensing requirements • Nominal delivery hours • AQF level • Training arrangements • Assessment • Workplace involvement/placement requirements • Industry consultation • Training and assessment sequence and methods • Resource requirements – facilities and equipment, practical classrooms/areas • Trainers and assessors • Validation and moderation arrangements 	<p>No rectification required.</p>	

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

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Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<ul style="list-style-type: none"> • Authentication processes • Employability skills • RPL • Continuous improvement approaches 	
<p>The RTO is compliant with the aspect of Guideline 5.1</p> <p>The RTO has access to the dedicated and operational educational facilities including classrooms, library/information resource centre, laboratories, administrative areas and staff office accommodation, appropriate in scope and quality for the size, mode of delivery and nature of the institution.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> • Lease agreement for 36a Caramut Road, Warrnambool 3280 • 9B certificate for 36a Caramut Road, Warrnambool 3280 • Lease agreement for 2/31 Grandlee Drive Wendouree • 9B certificate for 2/31 Grandlee Drive Wendouree <p>Training and assessment strategy:</p> <ul style="list-style-type: none"> • CPC30211 Certificate III in Carpentry • CPC30611 Certificate III in Painting and Decorating • CPC31211 Certificate III in Wall and Ceiling Lining • CPC30111 Certificate III in Bricklaying/Blocklaying • CPC31311 Certificate III in Wall and Floor Tiling <p>Units audited</p> <ul style="list-style-type: none"> • CPCCCM20088 Erect and dismantle restricted height scaffolding • CPCCCM2010B Work Safely heights • CPCCCA3012A Frame and Fit wet area fixtures • CPCCPD3027A Apply Wall paper • CPCCPB3012A Cut and fix paper-faced cornices 	<p>No rectification required.</p>