



REPORT

Audit report: Move Academy Pty Ltd

RTO number:	41087
CRICOS number:	N/A
Date/s of audit:	05 Aug 2020 – 6 Aug 2020
Date report created:	7 August 2020

Organisation details

Organisation's legal name:	Move Academy Pty Ltd
Trading names:	Move Academy Fitlink Australia iFit Education
RTO number:	41087
CRICOS number:	N/A

Audit team

Lead auditor:	Josephine Church
Auditor/s:	N/A

Audit details

Application number/s:	N/A
Audit number:	AUDREC0010692
Audit reason:	Compliance Monitoring
Address of site visited:	Nil – desk audit conducted
Dates of audit:	05 Aug 2020 – 6 Aug 2020
Organisation's contact for audit:	Angela Violet Bowman Chief Executive Officer angela@moveacademy.edu.au 1800125002

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Josephine Church

Practice	Standards for RTOs	Finding
Training and Assessment	1.1*, 1.2, 1.3, 1.8*, 1.13*, 1.14, 1.16	Not compliant
Marketing/Recruitment Practices	4.1	Compliant
Enrolment	5.1, 5.2, 5.3	Compliant
Support and Progression	1.7	Compliant
Completion	3.1*	Not compliant

*Indicates a non-compliant clause

Background

Summary of organisation and management structure:

- The organisation was initially registered on 30 January 2015 and its current registration is due to expire on 28 January 2027. On 29 April 2020, ASQA was notified the organisation's ownership and management changed advising Angela Bowman had been appointed to the position of CEO and was the sole owner. The organisation's management team comprises of:
 - Angela Bowman, Chief Executive Officer
 - Robert McWilliam, Quality Manager
 - Timothy Bowman, Consultant
 - Trainers/Assessors.

Scope of organisation's registration:

- *BSB50215 Diploma of Business*
- *CHC43415 Certificate IV in Leisure and Health*
- *CHC53415 Diploma of Leisure and Health*
- *SIS30315 Certificate III in Fitness*
- *SIS40215 Certificate IV in Fitness*
- *SIS50215 Diploma of Fitness.*

Suburb and state of all delivery sites:

- Maroochydore, QLD.

Third party usage:

- No third party agreements.

Core clients/target groups:

- School leavers commencing careers, mature age career changers and people returning to the work.

Training Revenue (Funded or fee for service):

- Fee for service.

Total number of current enrolments in the organisation as at audit date: 16

- *BSB50215 Diploma of Business* - Nil
- *CHC43415 Certificate IV in Leisure and Health* - Nil
- *CHC53415 Diploma of Leisure and Health* - Nil
- *SIS30315 Certificate III in Fitness* - 12
- *SIS40215 Certificate IV in Fitness* - 4
- *SIS50215 Diploma of Fitness* – Nil.

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by Move Academy Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Move Academy Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the desk audit of Move Academy Pty Ltd conducted on 05-06 Aug 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>SIS30315 Certificate III in Fitness</i>	Online and workplace	12
<i>SIS40215 Certificate IV in Fitness</i>	Online and workplace	4

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

Interviewees

Name	Position	Training products
Angela Bowman	CEO	<i>SIS30315; SIS40215</i>
Timothy Bowman	Consultant	<i>SIS30315; SIS40215</i>

About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Original action required by Organisation

Move Academy Pty Ltd did not meet all requirements for clauses:

- *Standards for RTOs*: 1.1, 1.8, 1.13 and 3.1.

Remedial action is required for the following training products:

- *SIS30315 Certificate III in Fitness*
- *SISFFIT007 Instruct group exercise sessions*
- *BSBRISK401 Identify risk and apply risk management processes*
- *SIS40215 Certificate IV in Fitness*
- *BSBSMB403 Market the small business*
- *SISFFIT015 Collaborate with medical and allied health professionals in a fitness context.*

The organisation is required to provide evidence that demonstrates:

Training and assessment

Standards for RTOs Clause 1.8

- the organisation has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied. The evidence to be provided must:
 - include the full suite of assessment tools for each unit of competency identified as non-compliant
 - demonstrate the organisation will implement an assessment system that ensures assessment:
 - complies with the assessment requirements of the relevant training products
 - will be conducted in accordance with the Principles of Assessment and Rules of evidence.
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students A, B, C and D in the training product sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your organisation in the past one month.

Standards for RTOs Clause 1.1

- the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product.
- the organisation carried out remedial action to identify and address the impact the non-compliance may have caused to students A, B, C and D in the training product sampled that were impacted by training and assessment practices that did not meet the requirements of the training product. Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past one month.

Standards for RTOs Clauses 1.13

- the trainers/assessors currently used by the organisation meet the requirements of the standards Clause 1.13.

Completion

Standards for RTOs Clause 3.1

- the organisation now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package..
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students A, B, C and D in the training product sampled that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training package. Remedial action needs to cover students issued with AQF certification in the past one month.

Areas of non-compliance

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.1

Original Finding: Not compliant

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

SIS30315 Certificate III in Fitness

SISFFIT007 Instruct group exercise sessions

BSBRISK401 Identify risk and apply risk management processes

SIS40215 Certificate IV in Fitness

BSBSMB403 Market the small business

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- The following evidence was reviewed:
 - Training and Assessment Strategy - SIS30315 Certificate III in Fitness 2020 – January 2020
 - Training and Assessment Strategy - SIS40215 - Certificate IV in Fitness 2020 – January 2020
 - 141_Training_Assessment_Strategy_SIS30315_unitcourse – January 2017
 - 142_Training_Assessment_Strategy_SIS40215_unitcourse – January 2017.
- The documented training and assessment strategies for the above listed training products are not consistent with the organisation's demonstrated practice. Specifically, ASQA found the following statements made in each strategy was not what occurred in practice:
 - The strategies state, *"The Training and Assessment Strategies and practice are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course."* At audit ASQA found the organisation's assessment system do not meet the requirements of training product, see comments for clause 1.8 in this report.
 - The strategies state, *"The Academy will ensure that the assessment items:*
 - *Follow the critical aspects for assessment and evidence required to demonstrate this unit of competency as per the unit of competency detail.*
 - *Are based on the principles of assessment (Valid, Flexible, Reliable and Fair).*
 - *Embrace the rules of evidence (Validity, Sufficiency, Authenticity and Currency).**Assessment results will be based on the Assessment Policy which includes:*
 - *Assessment of elements*
 - *Assessing competence*
 - *Additional assessment criteria.**For each unit of competency (and each element within the unit), a range of evidence will be collected as per the evidence gathering techniques set out in this TAS. It is a requirement that all assessments maintain at minimum, two types of appropriate evidence to verify the student's competence for each element within the unit, which addresses the performance criteria arrangements of the elements. At least one of these evidence pieces will be a form of direct evidence with some evidence pieces overlapping elements and units within the course. All assessment tools are aligned directly with the course in the following ways:*
 - *Meet Unit, Element and Performance Criteria requirements;*
 - *Covers the Unit Range Statement or Range of Conditions, Evidence Guide and Critical Aspects of Evidence or Assessment Conditions;*

- Covers all Underpinning Knowledge or Knowledge Evidence, and Skills requirements or Performance Evidence; and
 - Covers Specific Evidence Requirements as listed in each individual unit of competency.”

At audit ASQA found the organisation’s assessment system does not comply with the assessment requirements of the relevant training package, and training and assessment is not conducted in accordance with the Principles of Assessment contained in *Standards for RTOs* table 1.8-1 and the Rules of Evidence contained in table 1.8-2, see comments for clause 1.8 in this report.

- o The strategies state, “All trainers/assessors involved in the delivery and assessment of this course/program have demonstrated their vocational competencies in their Trainers and Assessors Matrix directly covering the requirements of the training package.”
 At audit ASQA did not find that all trainers and assessors have the vocational competencies at least to the level being delivered and assessed, see comments for clause 1.13 (a) in this report.

Standards for RTOs Clause 1.8

Original Finding: Not compliant

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner’s needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner’s needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence	
Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

SIS30315 Certificate III in Fitness

SISFFIT007 Instruct group exercise sessions

BSBRSK401 Identify risk and apply risk management processes

SIS40215 Certificate IV in Fitness

BSBSMB403 Market the small business

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- The following evidence was reviewed:
 - Assessment tools for:
 - SISFFIT007 Instruct group exercise sessions*
 - 47_SISFFIT007_Learner_Guide
 - 80_SISFFIT007_Workbook_Assessor_unitcourse
 - 81_SIS30315_Practical_Assessment_guide
 - 84_SIS30315_Learner_assessor_thirdparty_Instructions
 - 86_SIS30315_CertificateIIIFitness_Practical_Assessment
 - 97_RPL_AssessorKit_SISFFIT007
 - 100_SISFFIT007_mapping
 - 104_SISFFIT007_mapping_module_course
 - 105_CertIII_Fitness_Professional_Mentor_Handbook
 - 106_CertIII_Industry_Experience_Logbook
 - 109_Fitness_Profession_Mentor_Application_form
 - 110_WorkPlace_Experience_Handbook_CertIII.
 - BSBRSK401 Identify risk and apply risk management processes*
 - 48_BSBRSK401_Learner_Guide
 - 50_Working_Fitness_Industry_Learner_guide
 - 79_BSBRSK401_Workbook_Assessor_unitcourse
 - 81_SIS30315_Practical_Assessment_guide
 - 84_SIS30315_Learner_assessor_thirdparty_Instructions
 - 86_SIS30315_CertificateIIIFitness_Practical_Assessment
 - 87_BSBRSK401_Activity_Template
 - 88_Activity_1.3.1_template
 - 89_Group_Exercise_Practical_Template
 - 90_Practical_1.1_template
 - 91_Risk_Assessment_Fitness_Business
 - 92_Workplace_Inspection_template
 - 95_RPL_AssessorKit_BSBRSK401
 - 99_BSBRSK401_mapping
 - 103_BSBRSK401_mapping_module_course
 - 105_CertIII_Fitness_Professional_Mentor_Handbook
 - 106_CertIII_Industry_Experience_Logbook
 - 109_Fitness_Profession_Mentor_Application_form
 - 110_WorkPlace_Experience_Handbook_CertIII.
 - BSBSMB403 Market the small business*
 - 52_BSBSMB403_Learner_Guide

- 82_BSBSMB403_Workbook_Assessor_unitcourse
- 83_SISFFIT015_Workbook_Assessor_unitcourse
- 85_SIS40215_Learner_assessor_thirdparty_Instructions
- 96_RPL_AssessorKit_BSBSMB403
- 102_BSBSMB403_mapping
- 107_CertIV_Fitness Professional_Mentor_Handbook
- 108_CertIV_Industry Experience_Logbook
- 109_Fitness_Profession_Mentor_Application_form
- 111_WorkPlace_Experience_Handbook_CertIV
- BSBSMB403 - WRF & Observer Checklist.

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- 50_Working_Fitness_Industry_Learner_guide
- 51_SISFFIT015_Learner_Guide
- 83_SISFFIT015_Workbook_Assessor_unitcourse
- 85_SIS40215_Learner_assessor_thirdparty_Instructions
- 93_SISFFIT015_Practical_1.1_Template
- 94_Business_plan_template.
- 98_RPL_AssessorKit SISFFIT015
- 101_SISFFIT015_Mapping
- 107_CertIV_Fitness Professional_Mentor_Handbook
- 108_CertIV_Industry Experience_Logbook
- 109_Fitness_Profession_Mentor_Application_form
- 111_WorkPlace_Experience_Handbook_CertIV
- Wesley D'Costa - Validation Silver SISFIT015.

- o Completed student assessment items and the assessment tools used:

BSBSMB403 Market the small business

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- Student A
 - 69_A_BSBSMB403_BusinessPlan, completed 28 February 2018
 - 70_A_BSBSMB403_Short_Answer, completed 30 May 2017
 - 71_A_SISFFIT015_Practical_workbook, completed 26 January 2019
 - 72_A_SISFFIT015_shortanswer, completed 2 June 2017
 - 73_A_Third_Party_Report, no date
 - 116_A_Industry Placement_Agreement_Logbook, completed 27 July 2018.
- Daniel Symonds - B
 - 74_B_BSBSMB403_BusinessPlan, completed 12 February 2018
 - 75_B_BSBSMB403_ShortAnswer, completed 6 November 2018
 - 76_B_SISFFIT015_Practical_Activity, completed 26 June 2019
 - 77_B_SISFFIT015_ShortAnswer, completed 20 July 2019
 - 78_B_Third_Party_Report, no date
 - 117_B_Industry Placement_logbook, completed 26 November 2018
 - 118_B_logbook_activity – no date.

BSBR401 Identify risk and apply risk management processes

SISFFIT007 Instruct group exercise sessions

- Student C
 - 54_C_BSBR401_WIFP1.4_Assessment – no date
 - 55_C_BSBR401_WIFP1.4_workplace_Inspection – completed 28 March 2020
 - 56_C_BSBR401_M_Examination 1_Attempt_review – completed 21 November 2019
 - 57_C_BSBR401_Module1_ShortAnswer_Activity3_Attempt review – completed 20 May 2019
 - 58_C_SISFFIT007_Group Exercise_ShortAnswer_Activity1_Attempt_review – completed 7 November 2019
 - 59_C_SISFFIT007_GroupExercise_Practical – completed 6 March 2020
 - 60_C_Third_Party_Report – no date

- 119_C_Workplace_Agreement – no date
- 120_C_Workplace_Experience_Logbook – no name or date.
- Student D
 - 61_D_BSBRSK401_Activity – completed 10 August 2019
 - 62_D_BSBRSK401_short answer – completed 31 July 2019
 - 63_D_SISFFIT007_GroupExercise_Practical – completed 18 July 2019
 - 64_D_SISFFIT007_QuestionID38692 – no name or date
 - 65_D_SISFFIT007_QuestionID38693 – no name or date
 - 66_D_SISFFIT007_QuestionID38696 – no name or date
 - 67_D_SISFFOT007_ShortAnswer – completed 31 July 2019
 - 68_D_Third_Party_Report – no date
 - 121_D__Workplace_agreement_Les Mills – no date
 - 123_D_industry_placement_logbook. – completed 21 June 2019.
- The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the organisation's responsibility to review the assessment system and implementation of the assessment system for each unit of competency for all non-compliances identified below and provide evidence:
 - of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.
 - that confirms students were assessed as meeting all the requirements of the training products in which they were enrolled.
- Validity and Sufficiency - the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Criteria:
 - BSBSMB403 Market the small business***
 - Based on review of completed student assessments, ASQA is not satisfied that students are required to demonstrate skills during the assessment process as performance criteria are assessed with written short answer knowledge questions. For example, but not limited to:
 - Assessment activity 4.4.1 requires students to respond to the question “how would you seek customer reaction to the marketing mix, and how would you ensure it is culturally appropriate?” to assess performance criteria 4.4 “*Seek and analyse customer reaction to all aspects of the marketing mix, using culturally appropriate processes, to improve targeting and outcomes*”.
 - The practical task 1 business plan does not include interaction with customers to demonstrate the required performance criteria skills.
 - Performance Evidence:
 - BSBRSK401 Identify risk and apply risk management processes***
 - Based on review of completed student assessments, ASQA is not satisfied that students are required to demonstrate “evidence of the ability to apply organisational policies, procedures and processes to:
 - develop and implement treatment plans for own area or responsibility
 - refer risks that are beyond own area of responsibility to others
 - maintain risk management documentation.”
 - Although assessment tasks assess the skills listed in the above points, application of organisational policies, procedures and processes is not required.
 - When asked, the Consultant and CEO confirmed the assessment tool did not incorporate organisational policies, procedures and processes.
 - BSBSMB403 Market the small business***
 - Based on review of completed student assessments, ASQA is not satisfied students are required to demonstrate “evidence of the ability to:
 - determine marketing activity focus in line with objectives of the business plan
 - evaluate customer base

- understand what is ethically and culturally appropriate
- determine a marketing mix according to market and business needs, including:
 - ability to optimise sales and profit
 - ability to evaluate costs and benefits
 - determine customer needs and promotional activities
- determine marketing strategies, including briefing appropriate personnel on their responsibilities
- identify marketing opportunities in the digital environment
- develop approaches to engage, respond and monitor customers in the digital space
- monitor and evaluate activities and performance, and correct performance gaps
- consult and communicate effectively with relevant people
- research and monitor ongoing changes and improvements.”
- When asked, the Consultant and CEO confirmed the assessment tools focus on writing a business plan and not the implementation and monitoring requirements – “the assessment was all about the analysis and target market, not what will work”.
- The template business plan that students complete for the practical assessment does not adequately assess the performance evidence requirements for *BSBSMB403 Market the small business*.
- Assessment Conditions:
 - BSBSMB403 Market the small business*
 - Based on review of completed student assessments, ASQA is not satisfied the assessment is conducted in accordance with the training package requirement that “assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the Management and Leadership – Small and Micro Business field of work and include access to:
 - interaction with others.”
 - When asked, the Consultant confirmed that the assessment for this unit is comprised of short answer knowledge questions (that the student completes online) and writing a business plan (that the student writes and uploads to the online system) and that the assessment does not require the student to interact with others.
- Authenticity - the evidence provided does not confirm the authenticity of the student’s own work. For example, but not limited to:
 - Although students upload evidence to the online assessment system, many examples of completed student documents do not have sufficient identifying information to confirm they were the student’s work. For example, but not limited to:
 - The organisation has identified the following documents as completed student assessments, yet the documents do not have student names or completion dates:
 - SISFFIT015 *Collaborate with medical and allied health professionals in a fitness context* – document 118_B_logbook_activity for student B
 - BSBRK401 *Identify risk and apply risk management processes* - document 54_C_BSBRK401_WIFP1.4_Assessment for student C
 - SISFFIT007 *Instruct group exercise sessions*- document 120_C_Workplace_Experience_Logbook for student C
 - 64_D_SISFFIT007_QuestionID38692 for student D
 - 65_D_SISFFIT007_QuestionID38693 for student D
 - 66_D_SISFFIT007_QuestionID38696 for student D
 - 68_D_Third_Party_Report for student D.
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Validity and Sufficiency:
 - Student A:

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- The student's answer for question 1.31 in document *72_A_SISFFIT015_shortanswer* did not address the benchmark answer requirements indicated in document *83_SISFFIT015_Workbook_Assessor_unitcourse*. The student has been marked as satisfactory for the answer "1.Age; 2. Medical condition; 3. Injury; 4.Use of medication; 5. Smoker". ASQA is not satisfied the student's answer is sufficient or valid against the assessor's benchmark guidance, which states:

"The learner's response should be consistent with:

- *Industry standard health history questionnaires and or fitness appraisal forms usually have indicators and/or benchmarks which determine the need for medical or allied health clearance or referral. For example:*
 - *Some systems use colour coding which may require a single element of a particular colour, or a predetermined number of elements from a particular colour to indicate sufficient risk to require medical or allied health professional clearance or advice*
 - *Some protocols use targeted questions, for example "are you a non-exercising mail (sic) over 35 or female over 40" and if yes is ticked to such a question, then a medical or allied health referral is required*
 - *Some protocols list conditions in medical history, and if any of the conditions listed is ticked as yes, they're medical or allied health professional referral is required*
- *The learner's response needs to provide the details of a system or protocol that is in place to ensure client safety and well-being."*

- Student B:

BSBSMB403 Market the small business

- ASQA is not satisfied the student answer "informal meetings and discussion groups, surveys" that was marked as satisfactory for question 4.4.1 in document *75_B_BSBSMB403_ShortAnswer* is valid and sufficient when compared to the *83_SISFFIT015_Workbook_Assessor_unitcourse* assessor's benchmark answer which states:

"The learner's answer should relate to or be consistent with:

- *Face-to-face or phone verbal conversations*
- *Blog*
- *Skype*
- *Email*
- *Feedback forms*
- *Frequently asked questions*

Being culturally appropriate may include:

- *Using culturally appropriate work practices*
- *Using appropriate language*
- *Appropriate dress."*

- Student A, B, C and D:

SISFFIT007 Instruct group exercise sessions

BSBRSK401 Identify risk and apply risk management processes

BSBSMB403 Market the small business

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- ASQA is not satisfied that assessment judgements rely on valid and sufficient evidence for the above listed training products for the following reasons:

- Documented evidence to show how assessors made their assessment judgements was limited to marking a student assessment task satisfactory in the online system.
- Assessors do not directly observe student's ability to demonstrate the performance of skills.
- When asked about the organisation's assessment practices, the Consultant confirmed that they had purchased assessment tools include a checklist and provided the blank document template BSBSMB403 - WRF & Observer Checklist as an example. The Consultant advised assessors were not using the checklist and the information assessors relied on was sitting in emails.
- Due to deficiencies that exist with the master assessment tools as noted above, it cannot be confirmed valid and sufficient evidence has been collected for all students assessed for an assessor to determine competency against all the requirements of the units of competency.

Trainer and assessor competency

Standards for RTOs Clause 1.13

Original Finding: *Not compliant*

In addition to the requirements specified in Clause 1.14 and Clause 1.15, the RTO's training and assessment is delivered only by persons who have:

- a) vocational competencies at least to the level being delivered and assessed;**
- b) current industry skills directly relevant to the training and assessment being provided; and**
- c) current knowledge and skills in vocational training and learning that informs their training and assessment.**

Industry experts may also be involved in the assessment judgement, working alongside the trainer and/or assessor to conduct the assessment.

SIS30315 Certificate III in Fitness

SISFFIT007 Instruct group exercise sessions

BSBR401 Identify risk and apply risk management processes

SIS40215 Certificate IV in Fitness

BSBSMB403 Market the small business

SISFFIT015 Collaborate with medical and allied health professionals in a fitness context

- The following evidence was reviewed:
 - Trainer Matrix
 - 123_CV
 - 124_CertificateIIIfitness
 - 125_CertificateIVfitness
 - 126_AUT_Transcript – DipFitness
 - 127_TAE40110
 - 128_TAELLN411
 - 129_AUT_OTqual
 - 130_Professional_Development_Register
 - 131_Professional_Development_schedule
 - 132_Vocational_CertificateIII_Fitness
 - 133_Vocational_CertificateIV_Fitness
 - 134_TCV
 - 135_latrobe_uni transcripts
 - 136_TAEASS502
 - 137_Lettercompletion_TAE40110
 - 138_UnitCompetency_TAELLN
 - 139_Professional_Development_register

- 140_Vocational Competence - Cert III and IV
 - Jade Rehu - Training and Qualification Registry
 - Mary Toomey - TAE40110 Record of Results
 - Mary Toomey - TAELLN411 SOA
 - Move Academy Mail - Fwd_ completion certificate
 - Rehu_CertificateIII_SOA
 - Rehu_CertificateIV_SOA
 - Rehu_DiplomaFitness
 - Toomy_Physiotherapydegree.
- The organisation has not demonstrated that only persons who meet all requirements of the Standards deliver training and conduct assessment.
- The organisation did not provide sufficient evidence to demonstrate that the below listed trainer and assessor possesses vocational competencies to the level of the relevant units of competency from the training package:
 - Mary Toomey.
 Specific examples of non-compliance include, but are not limited to:
 - ASQA is not satisfied Mary Toomey possesses either qualification/s or other relevant vocational credentials as a trainer and assessor for *SIS30315 Certificate III in Fitness* and *SIS40215 Certificate IV in Fitness*. Although the organisation provided documents titled *trainer matrix*, *professional development register* and *vocational competence cert III and IV*, these documents did not provide sufficient detail to demonstrate how existing professional experiences and qualifications map to the vocational competencies of the training products delivered to confirm compliance as required by clause 1.13 (a).

Completion

Standards for RTOs Clause 3.1

Original Finding: *Not compliant*

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

The following AQF certification documentation for the sampled students evidence was reviewed:

- A_CertificateIVfitness – document VC51 issues 24 July 2019
 - B_CertificateIVfitness – document VC52 issued 24 July 2019
 - C_CertificateIIIfitness – parchment 00440 issued 8 July 2020
 - D_CertificateIIIfitness – document VC49 issued 31 July 2019.
- The organisation has not demonstrated that its assessment system complies with the Principles of Assessment and Rules of Evidence (refer to non-compliance identified with clause 1.8) with respect to students who were assessed as meeting the requirements of the training product and were issued with AQF certification documentation.
 - The organisation has not demonstrated that it implements a process which confirms that students have met the requirements of the relevant training package prior to issuing AQF certification document. Specifically, the sampled students identified as A, B, C and D were assessed with assessment tools that did not gather evidence that meet all the requirements of the training package yet were issued AQF certification documentation (see comments for clause 1.8).