

Site Audit Outcome Report

Assessment Criteria	
Document	Assessment
A	General Provisions (Conditions of Contract)
B	Business Rules Entitlement and Participation Equity Programs
C	VET Fees and Charges Policy 2017
D	Western Australian Data Enrolment Standards

Item	Criteria	Clause	Document
1	Advertising and marketing	2.3	B

Questions

Is your organisation responsible for all its own advertising and marketing?

How does your organisation advertise and market publicly funded training?

What forms of promotional material does your organisation utilise?

Does all promotional material relating to publicly funded training include the Future Skills WA Word Mark? Please present examples.

Does all promotional material include the indicative fees for any course/qualification related to the material and the caveat listed under clause 9.3? Please present examples.

Does your organisation publish on its website indicative fees for government subsidised training for each course/qualification offered under the service agreement? Please display website.

Is the caveat under clause 9.3 included on the website? Please display website.

Details

Action Required

Ruling	Compliant	Non Compliant

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Item	Criteria	Clause	Document
2	Alternative Funding	11	A
Questions			
<i>Does your organisation receive funding from any other government agencies (including the Commonwealth) to deliver the training services offered under the Service Agreement?</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
3	Regulator Audits	14.3	A
Questions			
<i>When did your organisation last have an audit by ASQA / TAC?</i>			
<i>Did you send your contract manager a copy of the audit report within 10 days?</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
4	Subcontracting	29.1, 2	A, B
Questions			
<i>Does your organisation subcontract any of its Training Services under the Agreement (training and assessment) to a third party?</i>			
<i>If so, has pre-approval been granted by the Department.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
5	Fees and Charges	2.6	B
Questions			
<i>Does your organisation (or a related entity) offer scholarships to students for funded training?</i>			
<i>If scholarships are offered, has your organisation reported the details of this scholarship to the Department?</i>			
<i>Does your organisation offer gifts or other incentives to funded students or their employers?</i>			
<i>Where fees are waived, are students assessed through a formal process (which identifies the student's capacity to pay the fees)?</i>			
<i>Does your organisation or another party pay the fees on behalf of the students (other than the legal employer or the students' family/friends)?</i>			
<i>How are students made aware of your organisations refunds policy prior to enrolling?</i>			
<i>How are students made aware that written advice of withdrawal is necessary to receive a full refund (prior to the census date) OR not incur a liability under VET FEE-HELP?</i>			
<i>Are students provided with an invoice at enrolment which is itemised in-line with clause 9.5 of the General Provisions? (unit fee, resource and other fees, census/withdrawal date etc.)</i>			
<i>If invoices are paid by the employer, do you always provide a copy of the invoice to the student?</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
6	Evidence of Participation	1.11	B, D
Questions			
<i>The Service Provider has valid evidence of participation in accordance with the Western Australian VET Enrolment Data Standards for reported activity.</i>			
<i>The service provider must retain both evidence of commencement and evidence of final assessment in any unit of Competency (UoC) for which funding has been claimed.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
7	Fees and Charges Charged	2.6 b	B, C

Questions

Course fees charged align with the course fee rates outlined in the applicable years Fees and Charges Policy.

Resource and other fees charged are within the parameters of the applicable years Fees and Charges policy. Accountable officers must be able to substantiate fees.

Details

Action Required

Ruling	Compliant	Non Compliant
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Item	Criteria	Clause	Document
8	Fees and charges - Student Eligibility for concession or Fee Waiver	2.6 d	B
Questions			
<i>The Service Provider has retained proof of student eligibility for concession or Fee Waiver.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
11	Business Rules for Participation Equity Program- Student Eligibility	7.2	B
Questions			
<i>Referrals from Brokers made on the appropriate referral form, provides the RTO with evidence of eligibility of the student for funded training under this program - or - self referral as appropriate.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
12	Business Rules for Participation Equity Program- Delivery and Support Services (DASS)	2.11	B
Questions			
<i>An RTO must deliver the training contact hours and support detailed in their tendered training delivery strategy.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
13	Business Rules for Participation Equity Program- Support Services	2.11 a,b	B
Questions			
<i>Respondents should note that support services detailed in the template tendered must be available to students. Each provider will be audited to see if students knew about the support services and had access to the support services described.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	

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Item	Criteria	Clause	Document
14	Reporting Standards	10, 2.7	A, B
Questions			
<i>All reports, documents, and information provided to the Corporation under this Agreement must be complete, accurate, comprehensive, up-to-date and in no way misleading or deceptive.</i>			
Details			
Action Required			
Ruling	Compliant	Non Compliant	
Additional Comments			