



Australian Government
Australian Skills Quality Authority

Certificate of Registration



This is to certify that
VocTrain Pty Ltd

trading as
Quality Automotive Training
VocTrain

is registered by the Australian Skills Quality Authority
under the *National Vocational Education and Training Regulator Act 2011*
(the Act) as an NVR Registered Training Organisation (RTO).

from **11th December 2018**

until **10th December 2025**

RTO code: **6194**

The organisation's scope of registration is listed on the National Register.

Registration is subject to continue compliance with the:

- VET Quality Framework
- conditions set out in sections 22 to 28 of the Act
- conditions imposed on the organisation's registration under subsection 29(1) of the Act.

Mark Paterson
Chief Commissioner
Australian Skills Quality Authority

Issued on **17th September 2018** under section 19 of the Act

17th September 2018



Australian Government

Australian Skills Quality Authority

Tom Ziniak
Chief Executive Officer
VocTrain Pty Ltd
85 Grand Junction Road
Rosewater SA 5013
Email: tomz@qat.edu.au

Application No: RENVET0003973

Dear Mr. Tom Ziniak

Re: Outcome of Renewal of Registration Application—Granted

I refer to your application to renew your registration as a national VET regulator (NVR) registered training organisation (RTO).

In accordance with the provisions of the *National Vocational Education and Training Regulator Act 2011* (NVR Act), your application for registration has been granted. The National Register has been updated to include the following key details of your organisation:

Legal name:	VocTrain Pty Ltd
Trading name/s (if relevant):	Quality Automotive Training VocTrain
RTO ID number:	6194

Period of registration


Your organisation has been granted registration for a period of seven years which commences on 11th December 2018 and is due to expire on 10th December 2025. Your organisation's Certificate of Registration is attached.

You can apply to the Australian Skills Quality Authority (ASQA) to withdraw your organisation's registration, and timeframes and obligations apply to that process. There are also obligations on organisations that effectively cease to operate, even though they remain registered as RTOs. Further information about obligations in these circumstances is available from the [ASQA website](http://www.asqa.gov.au).

Scope of registration

The organisation's scope of registration – the vocational education and training (VET) courses that your organisation is registered to provide – is listed on the National Register. Please note that Sections 93–94 of the Act provide for the imposition of monetary penalties on RTOs that provide all or part of a VET course outside scope of registration.

Australian Skills
Quality Authority
ABN 72 581 678 650
GPO Box 9928
Melbourne VIC 3001
Info line 1300 701 801
www.asqa.gov.au



If the training and assessment provided is likely to lead to students applying for a licence/recognition to operate in a relevant industry, you will need to ensure that you meet the requirements of the relevant national or state/territory regulator/s. Organisations that ASQA has formal arrangements with that may have additional requirements to be met beyond registration with ASQA before training and assessment will be recognised for industry licensing, registration or other approval can be found in the [External licensing & additional registration requirements spreadsheet](#) on the ASQA website. Please contact the relevant regulator/s to ensure you have satisfied regulatory requirements before delivery and ensure that marketing materials are accurate.

Changes to scope of registration

You must apply to ASQA if your organisation wishes to change its scope of registration by either adding or removing a VET course. Information on the process to make changes to your scope of registration is available from the [ASQA website](#).

RTO ID number

You **must** quote your organisation's RTO ID number in all future correspondence with ASQA. This number **must** also be included on the qualifications and statements of attainment that you issue and the marketing materials that you use as an RTO.

Maintaining compliance

Please note that this notice does not constitute certification that your organisation, or any material provided either with your application or reviewed in assessing your application, complies with all requirements of the VET Quality Framework or applicable conditions of registration.

I wish to remind you that you have signed a statutory declaration in which you have accepted responsibility for ensuring compliance with the VET Quality Framework. This framework comprises the following components:

- the *Standards for Registered Training Organisations (RTOs) 2015*
- the Australian Qualifications Framework
- the Fit and Proper Person Requirements of the Act
- the Financial Viability Risk Assessment Requirements of the Act
- the Data Provision Requirements of the Act.

This is an important commitment that requires you to actively manage and monitor your RTO's activities to ensure that compliance is maintained at all times and across all of your operations. RTO compliance is the mandated foundation upon which organisations should plan and achieve quality improvements to their training and assessment services.

ASQA fees and charges

Please refer to ASQA website for details of [fees and charges](#) that apply to your registration.

Conditions of registration

You are required to comply with the conditions of registration set out in Sections 22-28 of the Act, as well as any additional conditions that ASQA, as the national VET regulator, has imposed on your organisation's registration.



Access to Documents

Your organisation may also have the right of access to further documents under the *Freedom of Information Act 1982*. More information about Freedom of Information (FOI), including how to make an FOI application, is available [via https://www.asqa.gov.au/about/accountability-and-reporting/freedom-information](https://www.asqa.gov.au/about/accountability-and-reporting/freedom-information).

Further information and assistance

If you require further information or assistance in relation to this matter, please contact the Info Line on telephone 1300 701 801 or by email at Kathleen.moss@ASQA.gov.au.

Yours Sincerely



Kathleen Moss

Assessment Coordinator



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Zinicorp Pty Ltd
Trading name/s	Quality Automotive Training
RTO number	6194
CRICOS number	n/a

AUDIT TEAM

Lead auditor	Wayne Stent
Auditor/s	n/a
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	1047335
Audit number/s	1004572
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	Unit 4, 7 Stephen Street MELROSE PARK SA 5039
Date/s of audit	Site audit 5/11/2013 Assessment of rectification evidence 12/12/2012
Organisation's contact for audit	Mr Tom Ziniak Managing Director tomz@qat.edu.au (08) 82770286
NVR standards audited	Selected Standards for Continuing Registration: 15, 16, 17, 18, 20, 22

BACKGROUND

Zinicorp Pty Ltd trading as Quality Automotive Training was registered as a training provider on 30 October 2003 under the *Training and Skills Development Act* and transitioned to the *National Vocational Education and Training Regulator Act 2011* on 26 March 2012.

The RTO delivers qualifications up to AQF level 4 from the AUR05 and AUR12 training packages to

trainees in the automotive retail, service and repair industry.

The RTO's organisation includes the Managing Director, Administration/Records Officer and three trainers. There is no training and/or assessment delivered by external parties under outsourcing arrangements.

The RTO is an approved Skills for All Provider.

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

- 187

AUDIT SAMPLE

Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
AUR20705	Certificate II in Automotive Mechanical	Traineeship	50
AUR21312	Certificate II in Automotive Braking System Technology	Traineeship	0
AUR31005	Certificate III in Automotive Sales	Traineeship	48
AUR31012	Certificate III in Automotive Sales	Traineeship	0

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

INTERVIEWEES

Name	Position	Qualification/Course/Unit code/s
Mr Tom Ziniak	Managing Director	Automotive mechanical Automotive sales

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 05/11/2013: Critical non-compliance

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

AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

Audit finding following analysis of additional evidence provided on 12/12/2013: Compliant

AUDIT FINDING BY STANDARD		
Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Not audited	n/a
SNR 24	Not audited	n/a
SNR 25	Not audited	n/a

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

AUR20705 Certificate II in Automotive Mechanical

Assessment tools and instruments for unit *AURT200108A Carry out servicing operations* do not comply with training package requirements. The assessment materials presented at audit did not provide sufficient information and guidance for assessors to ensure that sufficient evidence is gathered and used to confirm that a candidate has satisfied the requirements of the unit.

For example, the following requirements for *AURT200108A Carry out servicing operations* are not addressed:

- Source procedures and information such as workshop manuals, specifications and tooling (Performance criteria 1.3)
- Identify lubricants/fluids for components as per manufacturer/component supplier specifications (Performance criteria 2.1)
- Dispose of used lubricants/fluids in accordance with statutory requirements (Performance criteria 2.3)
- Handle lubricants/fluids according to industry regulations/guidelines, WHS legislation and legislation (Performance criteria 2.4)

The practical assessment checklists for checking gearbox oil and checking engine oils do not provide or are not accompanied by assessor support materials that provide sufficient guidance/information about what is required to demonstrate an acceptable level of performance against the training package and workplace requirements

For example, the checklist for checking transmission oil lists only the following requirements to be demonstrated:

- Prepare to check oil
- Check oil
- Replace filler cap

There is no information about what the candidate must do in preparing to check the oil. Such as sourcing specifications, oils/fluids and safety equipment. There is no requirement to demonstrate the handling and disposal of oil/fluids is in accordance with applicable statutory requirements.

AUR21312 Certificate II in Automotive Braking System Technology

Assessment tools and instruments for *AURTTA2004 Carry out servicing operations* do not comply with training package requirements. The assessment materials presented at audit were for the superseded unit *AURT200108 Carry out servicing operations* and did not provide sufficient information and guidance for assessors to ensure that sufficient evidence is gathered and used to confirm that a candidate has satisfied the requirements of the unit.

According to the AUR12 Training Package AURTTA4002 Carry out servicing operations supersede and is equivalent AURT200108A Carry out servicing operations. The assessment resources presented at audit were the same resources as presented for AURTTA2004 and as a result contain the same omissions against unit requirements.

In order to become compliant, the organisation is required to:

- Provide revised assessment materials for *AURT200108A Carry out servicing operations* that provide information for assessors to ensure that practical assessments gather sufficient evidence to demonstrate that current students studying *AUR20705 Certificate II in Automotive Mechanical* will be assessed in accordance with the unit's performance criteria and evidence guide.
- Provide revised assessment materials for *AURTTA2004 Carry out servicing operations* that provide information for assessors to ensure that practical assessment tasks address the unit's performance criteria and evidence guide and provide criteria for acceptable performance.
- Provide a plan including timelines for the review and validation of all materials used to deliver training and assessment units for all qualifications on the RTO scope, not only the qualifications audited to ensure that training and assessment complies with training package requirements.

Analysis of rectification evidence:

- Revised practical assessment checklists and assessor guides provided for the requested units now address all aspects of the units including performance criteria as well as the evidence guide.
- The validation schedule outlines the proposed arrangements including dates for the review/validation of training and assessment resources and the implementation of any rectification as necessary for all qualifications across the scope. The validation events are scheduled in line with current student enrolments to ensure that qualifications having continuing students are priority.

The RTO is compliant

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- Assessment materials for units audited from *AUR20705 Certificate II in Automotive Mechanical* and *AUR21312 Certificate II in Automotive Braking System Technology* examined under SNR15.3 do not comply with training package requirements or contain sufficient instructions for assessors to ensure that assessment evidence used to assess a person as competent comply with the rules of evidence and principles of assessment.

In order to become compliant, the organisation is required to:

- Refer to SNR15.3 for the rectification evidence required. The evidence requirements listed under SNR15.3 will concurrently address the requirements of SNR15.5.

Analysis of rectification evidence:

- Assessment materials provided in response to non-compliance with SNR15.3 concurrently address non-compliance with this standard.

The RTO is compliant.

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

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

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

17.3	The NVR registered training organisation monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the VET Quality Framework.
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Original finding: Not audited

Following rectification: n/a

17.4	The NVR registered training organisation manages records to ensure their accuracy and integrity.
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Original finding: Compliant

Following rectification: n/a

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

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

Following rectification: Compliant

Reasons for finding of non-compliance:

The CEO has not ensured that the RTO complies with The VET Quality Framework as evidenced by the non-compliances identified under SNR 15.3 and 15.5.

In order to become compliant, the organisation is required to:

- Provide evidence that non-compliances identified under SNR15.3 and 15.5 have been rectified.
- Provide a plan including timelines detailing how the CEO will implement any required rectifications across all operations, not only the areas audited.

Analysis of rectification evidence:

- Sufficient evidence has been provided to demonstrate that non-compliance with the standards has been rectified.
- The validation schedule outlines the proposed arrangements including dates for the review/validation of training and assessment resources and the implementation of any rectification as necessary for all qualifications across the scope. The validation events are scheduled in line with current student enrolments to ensure that qualifications having continuing students are priority.

The RTO is compliant.

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

Following rectification: n/a

SNR 19 Interactions with the National VET Regulator

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

Original finding: Not audited

Following rectification: n/a

SNR 20 Compliance with legislation

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

Original finding: Compliant

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

SNR 21 Insurance

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

Original finding: Not audited

Following rectification: n/a

SNR 22 Financial management

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

Original finding: Not audited

Following rectification: n/a

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

Original finding: Compliant

Following rectification: n/a

- 22.3** Where the NVR registered training organisation collects student fees in advance it must ensure it complies with one of the following acceptable options:
- (a) (Option 1) the NVR registered training organisation is administered by a State, Territory or Commonwealth government agency;
 - (b) ~~(Option 2) the NVR registered training organisation holds current membership of an approved Tuition Assurance Scheme; [option 2 not currently available]~~
 - (c) (Option 3) the NVR registered training organisation may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following course commencement, the NVR registered training organisation may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid which is attributable to tuition or other services yet to be delivered to the student does not exceed \$1,500;
 - (d) (Option 4) the NVR registered training organisation holds an unconditional financial guarantee from a bank operating in Australia for no less than the full amount of funds held by the NVR registered training organisation which are prepayments from students (or future students) for tuition to be provided by the NVR registered training organisation to those students; or
 - (e) ~~(Option 5) the NVR registered training organisation has alternative fee protection measures of equal rigour approved by the National VET Regulator. [option 5 not currently available]~~

Original finding: Not audited

Following rectification: n/a

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

- 23.1** The NVR registered training organisation must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or VET accredited course, a VET qualification or VET statement of attainment (as appropriate) that:
- (a) meets the Australian Qualifications Framework (AQF) requirements;
 - (b) identifies the NVR registered training organisation by its national provider number from the National Register and
 - (c) includes the NRT logo in accordance with its current conditions of use.

Original finding: Not audited

Following rectification: n/a

23.2	The NVR registered training organisation must recognise the AQF and VET qualifications and VET statements of attainment issued by any other RTO.
	Original finding: Not audited Following rectification: n/a
23.3	The NVR registered training organisation must retain client records of attainment of units of competency and qualifications for a period of 30 years.
	Original finding: Not audited Following rectification: n/a
23.4	The NVR registered training organisation must provide returns of its client records of attainment of units of competency and VET qualifications to the National VET Regulator on a regular basis, as determined by the National VET Regulator. [no requirements currently exist]
	This element was not audited.
23.5	The NVR registered training organisation must meet the requirements for implementation of a national unique student identifier. [no requirements currently exist]
	This element was not audited.

SNR 24 Accuracy and integrity of marketing

24.1	The NVR registered training organisation must ensure its marketing and advertising of AQF and VET qualifications to prospective clients is ethical, accurate and consistent with its scope of registration.
	Original finding: Not audited Following rectification: n/a
24.2	The NVR registered training organisation must use the NRT logo only in accordance with its conditions of use.
	Original finding: Not audited Following rectification: n/a

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

25.1	The NVR registered training organisation must manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.
	Original finding: Not audited Following rectification: n/a
25.2	The NVR registered training organisation must manage the transition from superseded VET accredited courses so that it delivers only currently endorsed Training Packages or currently VET accredited courses.
	Original finding: Not audited Following rectification: n/a