



Victorian Registration &  
Qualifications Authority

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TOId: 4653

VRQA-2012-95

Mr Victor Goy  
Director  
Vic Goy and Associates Pty Ltd  
t/a Marine Training Services  
17 Swanston Street  
GEELONG VIC 3220

Dear Mr Goy

**Re: Rectification Matters**

Thank you for your response regarding the rectification of non-compliance matters identified at the audit held on 26 and 27 October 2011.

Please be advised that the Victorian Registration and Qualifications Authority (VRQA) is satisfied that your organisation, Vic Goy and Associates Pty Ltd t/a Marine Training Services meets the minimum requirements for compliance with the *Australian Quality Training Framework Essential Conditions and Standards for Continuing Registration (AQTF)* and the *VRQA Guidelines for VET Providers (VRQA Guidelines)*.

If you have any queries in relation to these matters, please contact Ms Julie Florence Registration Officer on (03) 9651 3229 or [florence.julie.e@edumail.vic.gov.au](mailto:florence.julie.e@edumail.vic.gov.au).

Yours sincerely

A handwritten signature in blue ink that reads "Maree Haynes".

**Maree Haynes**  
Manager Quality Assurance VET

14 March 2012

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

RTO: Vic Goy and Associates Pty Ltd T/A Marine Training Services

Audit Date: 26<sup>th</sup> – 27<sup>th</sup> October 2011

### Summary of non-compliances – Conditions of Registration

#### Condition of Registration 1

The RTO is not compliant – also not opportunities for improvement section.

Processes were not in place to ensure members of the senior management group met the fit and proper person test.

#### Condition of Registration 2

Not Audited

#### Condition of Registration 3

The RTO is compliant - also not opportunities for improvement section.

#### Condition of Registration 4

The RTO is compliant - also not opportunities for improvement section.

#### Condition of Registration 5

Not Audited

#### Condition of Registration 6

The RTO is not compliant.

The RTO did not have a specific policy and procedure to manage certification and issuing of qualifications and statements of attainment. Furthermore students completing HLTFA301B Apply first aid were issued a qualification certificate and not the required Statement of Attainment.

#### Condition of Registration 7

The RTO is compliant.

#### Condition of Registration 8

The RTO is not compliant.

The RTO did not have a specific marketing policy and procedure in place to manage course promotion and advertising arrangements; nor were there processes in place for final approval, or formal processes for the use of student, staff and/or organisational images and testimonials.

#### Condition of Registration 9

The RTO is not compliant.

The RTO did not have a specific policy and procedure in place to manage the transition of superseded Training Packages within 12 months of their publication. Furthermore, there were no processes in place for the management of students during the transition period.

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

**RTO: Vic Goy and Associates Pty Ltd T/A Marine Training Services**

**Audit Date: 26<sup>th</sup> – 27<sup>th</sup> October 2011**

### Recommendations

#### Condition of Registration 1

Recommendation – It is recommended that:

- Processes should be developed to ensure all members of senior management, and any other individual who has decision making authority or influence within the RTO, meet the fit and proper person test.

#### Condition of Registration 6

Recommendations – It is recommended that:

- An overarching policy and procedure to manage the certification and issuance of qualifications and statements of attainment should be developed, implemented and monitored by the RTO.
- Procedures for the issuance of certificates should be reviewed to ensure that qualification certificates are only issued on full completion of a nationally recognised qualification.

#### Condition of Registration 8

Recommendations – It is recommended that:

- A comprehensive marketing policy and procedure should be developed and implemented.
- Written permission for the use of images and/or testimonials in marketing/advertising should be sought and evidence of such permission retained.

#### Condition of Registration 9

Recommendations – It is recommended that:

- An overarching policy and procedure to manage transition of training packages and/or expired accredited courses should be developed, implemented and monitored by the RTO.

### Strengths

### Opportunities for Improvement

Include compliance as a standing item within the Trainers and Assessors meeting agenda.

Expand the range of legislation underpinning RTO operations.

Develop processes for monitoring the currency of legislation and dissemination of any updates to staff and students.

Prior to renewal, records of consultation regarding insurance arrangements be retained by the RTO.