



7 May 2014

Mr Grant Galvin
Executive Director
Queensland Master Builders Association
Industrial Organisation of Employers
417 Wickham Terrace
SPRING HILL QLD 4000

Audit No: 1005279

Dear Mr Galvin

RE: Audit Finalised

I refer to the correspondence you received on 11 December 2013, informing you of the review of the units of competency for the removal of asbestos.

Thank you for submitting the evidence requested. An assessment of the evidence has been conducted and your registered training organisation (RTO) has been noted for its ongoing compliance with the Standards for NVR Registered Training Organisations.

The findings of this audit will contribute to the records retained of your RTO's compliance history and to the risk rating assigned to your organisation.

A copy of the final audit report is attached for your reference.

Thank you for your organisation's cooperation throughout this audit activity.

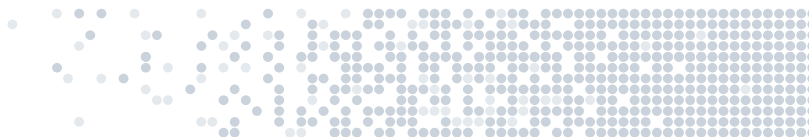
You are reminded that an ongoing condition of your registration is compliance with the Standards for NVR Registered Training Organisations.

Further information and assistance

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

Yours sincerely

Sue Hepperlin
Regional Manager Compliance, Canberra



Audit report – VET Quality Framework

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

ORGANISATION DETAILS

Organisation's legal name	Queensland Master Builders Association Industrial Organisation of Employers
Trading name/s	Master Builders Queensland
RTO number	30097
CRICOS number	n/a

AUDIT TEAM

Lead auditor	Sandra Romyn
Auditor/s	Brooke Wade Melanie Hulme
Technical adviser/s	n/a

AUDIT DETAILS

Application number/s	n/a
Audit number/s	1005279
Audit reason 1	Compliance - monitoring
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Other
Address of site/s visited	n/a
Date/s of audit	26/03/2014
Organisation's contact for audit	Mr Grant Galvin Executive Director grant.galvin@masterbuilders.as n.au (07) 3225 6400
NVR standards audited	Selected Standards for Continuing Registration: 15.2, 15.3, 15.4, 15.5, 18.1 and 24.1

BACKGROUND

A review of the following units of competency for the removal of asbestos is being conducted by the Australian Skills Quality Authority (ASQA):

- *CPCCE3014A Remove non-friable asbestos*
- *CPCCE3015A Remove friable asbestos*



Australian Government
Australian Skills Quality Authority

7 May 2014

Mr Grant Galvin
Executive Director
Queensland Master Builders Association
Industrial Organisation of Employers
417 Wickham Terrace
SPRING HILL QLD 4000

Audit No: 1005279

Dear Mr Galvin

RE: Audit Finalised

I refer to the correspondence you received on 11 December 2013, informing you of the review of the units of competency for the removal of asbestos.

Thank you for submitting the evidence requested. An assessment of the evidence has been conducted and your registered training organisation (RTO) has been noted for its ongoing compliance with the Standards for NVR Registered Training Organisations.

The findings of this audit will contribute to the records retained of your RTO's compliance history and to the risk rating assigned to your organisation.

A copy of the final audit report is attached for your reference.

Thank you for your organisation's cooperation throughout this audit activity.

You are reminded that an ongoing condition of your registration is compliance with the Standards for NVR Registered Training Organisations.

Further information and assistance

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

Yours sincerely

Sue Hepperlin
Regional Manager Compliance, Canberra



The purpose of the review is to focus on the delivery and assessment of these units to ensure they comply with the training package requirements and the VET Quality Framework. Queensland Master Builders Association of Industrial Organisation of Employers has been identified as delivering *CPCCE3014A Remove non-friable asbestos* in Queensland.

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
<i>CPCCE3014A</i>	<i>Remove non-friable asbestos</i>	Face to Face	n/a

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

ORIGINAL AUDIT FINDING AT TIME OF AUDIT

Audit finding as at 26/03/2014: 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 7 May 2014: Compliant

AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Not audited	n/a
SNR 17	Not audited	n/a
SNR 18	Compliant	n/a
SNR 19	Not audited	n/a
SNR 20	Not audited	n/a
SNR 21	Not audited	n/a
SNR 22	Not audited	n/a
SNR 23/AQF	Not audited	n/a
SNR 24	Compliant	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:	Not audited
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
<i>Reasons for finding of non-compliance:</i>	
<ul style="list-style-type: none">• The RTO provided the following as evidence for the unit of competency <i>CPCCE3014A Remove non-friable asbestos</i>:<ul style="list-style-type: none">• Learning resources (power point presentation, Learner Guide & Resource Book)• Schedule 4 – Currency and Competency document for each Trainer/Assessor• Facilitator's Guide• Student Assessment Workbook• Various Queensland Government supporting documents and templates• Student Asbestos Kit (equipment provided)• The learning resources and assessment provided were comprehensive, and meet Training Package requirements. (please see 15.5 for comments)• The RTO has not provided sufficient evidence to confirm their trainer/assessors meet the Requirements for Assessors as defined in the Training Package. Refer to SNR 15.4 for further information.	
<i>In order to become compliant, the organisation is required to:</i>	
<ul style="list-style-type: none">• Provide evidence to address the non-compliances as detailed under SNR 15.4.	
<i>Analysis of rectification evidence:</i>	
<ul style="list-style-type: none">• Evidence was provided that addressed the non-compliances as detailed under SNR15.4.	
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: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

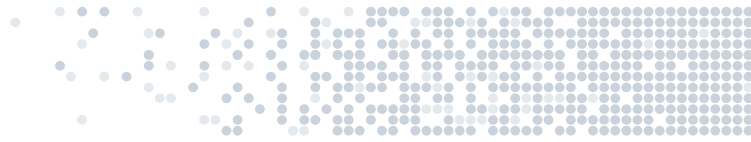
- The RTO provided the following evidence for all Adam Profke; Andrew James McCarthy; Dennis Bryant; Douglas Montgomerie; Greg Birchley; Kim Grossman; Malcolm Hull; Rodney Gatt; and Ron Gall, the trainer/assessors delivering the unit of competency:
 - A document outlining industry experience, professional development and listing qualifications
 - Copies of relevant vocational qualifications
 - Supervision arrangements between Adam Profke and Dennis Bryant and Adam Profke and Rodney Gatt
 - A Trainer and Assessor Matrix
 - Individual resumes
- Trainer/Assessor Kim Grossman is compliant.
- Trainer/Assessor Greg Birchley is stated as having a Certificate IV in Training and Assessment from both 2002 & 2008. A copy was not provided.
- No evidence of relevant current industry experience within the last two years, as required by the Training Package, was sighted for Malcolm Hull or Adam Profke.
- While the document Schedule 4 – Currency and Competency outlining previous experience demonstrated relevant industry experience within the last two years as required under the Training Package, the resumes provided for the remaining trainer/assessors did not include enough information, such as dates, duties and company details, to verify this information.

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

- Provide the following information:
 - Amended Trainer and Assessor Matrix.
 - Certificate IV in Training and Assessment for Greg Birchley.
 - Evidence of relevant current industry experience within the last two years for Malcolm Hull and Adam Profke.
 - Further evidence for Andrew James McCarthy; Dennis Bryant; Douglas Montgomerie; Greg Birchley; Rodney Gatt; and Ron Gall providing details of relevant current industry experience within the last two years.

Analysis of rectification evidence:

- An amended Trainer and Assessor Matrix was provided – **Compliant**
- A certified copy of the following qualification was provided:
 - Gregory Birchley's Certificate IV in Training and Assessment (TAA40104) from NEXT Training Pty Ltd, dated 15 January 2008 – **Compliant**
- Evidence of relevant current industry experience within the last two years for Malcolm Hull included the resume of Malcom Hull that documented current industry experience as follows:
 - Instruct and show Bede Roebuck the correct removal of asbestos containing material and safety procedures to follow on a residential property at Atkinson St, Mackay in February 2013 (2 days)
 - Work with Ross Gee to prepare for and undertake a renovation of a residential property at Corella Way, Blacks Beach in December 2013 (2 days)
 - Visit Ian Bean on a job site at Bjelke Court, Mackay in September 2013 (1 day) and work through the identification and removal of internal walls
 - Working with Gemini Homes on a property at Eungella Road, Marian in August 2013 (2 days) on the correct removal processes and safety procedures. – **Compliant**



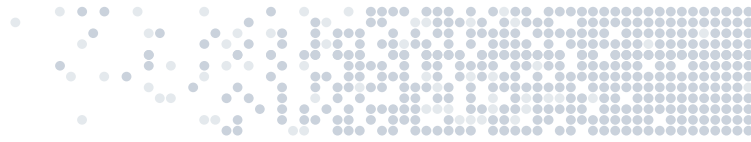
- Evidence of relevant current industry experience within the last two years for Adam Profke included:
 - Under the Master Builders Co-Assessment Arrangements agreement, dated 23 July 2013, the Assessor (Adam Profke) and Subject Matter Expert (Dennis Bryant) “agree that together they will make a decision that the principles of assessment and rules of evidence were met and together make a determination of competence”. Dennis Bryant has demonstrated currency (see below). - **Compliant**

- Evidence provided detailing relevant current industry experience within the last two years included:
 - Resume of Andrew James McCarthy
 - Termite repairs to private residence including removal of asbestos in soffits at 8 Pizza Ct Surfers Paradise January 2014 (2 days)
 - Removal of ceiling sheeting containing asbestos to allow for the installation of an air conditioning duct at Pablo Pablo Restaurant Palm Beach in January 2013 (2 days)
 - Removal and disposal of bonded asbestos to decking at 474 The Esplanade, Palm Beach as part of general refurbishment of an existing residential building in March 2013 (3 days)
 - Installation of fixings to bonded asbestos roofing to allow for installation of Solar panels in my capacity as a solar panel installer for All Coast Electrical between June and December 2013. This work involved an average of 3 properties per day for various sites at the Gold Coast and Brisbane area. – **Compliant**

 - Resume of Dennis Bryant
 - Darren McAndrew – Longreach (18 February 2014) – Received advice from client of possible asbestos contamination resulting in an un-licensed contractor performing work during renovations on a residential property for a bathroom renovation. Provided advice to my client on the requirements that would be needed to be implemented to decontaminate the site, personnel and equipment, safe handling of the asbestos material and public notification (1 day)
 - Brett Jenkins – Barcaldine (13 January 2014) – Assistance with site preparation and set up of equipment for the removal of internal wall sheeting on an existing residential dwelling containing asbestos. Advice also provided on the latest licencing requirements for asbestos.
 - Identification and safe removal of asbestos sheeting on a neighboring property in February 2013 at 82 Schofield Pde, Keppel Sands (3 days) – **Compliant**

 - Resume of Douglas Montgomerie
 - April 2014 – 1 day: develop systems and equipment to expedite removal of asbestos containing materials from roofs
 - January 2014 – 3 days: Worked for Allcoast Group (Steve Pregnel), tasks included risk assessment of the site, removal of asbestos containing material being sheeting from walls & ceiling on residential building at Alfred St, Shelly Beach Qld
 - July 2013 – 1 day: Building inspection and treatment on a residential building at Coinda Crs, Maroochydore Qld for client including identifying and removal of asbestos containing material that was found in the clients broken fence panel
 - January 2013 – 1 day: Building inspection of a residential property for sale for a client at Bradnam Ave, Maroochydore. During the inspection, asbestos containing material was identified and both written and verbal advice was provided to the client on this finding. – **Compliant**

 - Resume of Gregory Birchley
 - Renovation and maintenance of a residential building at Wrights Road, Helidon in March 2014 including the repair of a roof leak, internal wall sheeting, guttering, window and door locks and removal of residue asbestos that was left on site from a



- previous contractor (3 days)
 - Removing external sheeting suspected of containing asbestos and arranging for a sample and testing for MB Services in September 2013 in a residential dwelling at Thornview Range Road, Thornview (2 days)
 - Repair of a soffit in a residential building JM Electrical at Water Street, Helidon were identified asbestos contained in the soffit material including site preparation, removal of the soffit and waste management, risk assessment and a personal and tool decontamination in July 2013 (1 day)
 - Inspection and identification of a residential building at Coalbank Road, Haden to determine the presence of asbestos containing material with the preparation of an Asbestos Management Plan for the client May 2013 (1 day) - **Compliant**
- Resume of Rodney Gatt
 - Removal of asbestos containing materials whilst renovating a residential building following flood damage in February 2013 at 69 Ann St, Maryborough
 - Renovations to an amenities block in a local tourist park in August 2012, including identifying and removing asbestos containing material at the Happy Wonder Village Tourist Park, Torquay – **Compliant**
- Resume of Ronald Gall
 - Renovations on residential dwelling to remove wall sheeting, containing asbestos, for client at Cathy St, Yeppoon in February 2013, identifying and advising the client of the presence of asbestos containing material within the property, preparing the site and removing materials safely
 - Identifying, preparing site and cutting into wall sheeting, containing asbestos to install an air conditioner for clients at Davidson St, Yeppoon in August 2013 and Meiland St, Yeppoon in November 2013
 - Identifying, preparing site and cut into existing wall, containing asbestos to install light switches and power points at William Street, Rockhampton in September 2013 - **Compliant**

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: n/a

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: Not audited

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: Not audited

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: Not audited

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: Not audited

Following rectification: n/a

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

Original finding: Not audited

Following rectification: n/a

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

Original finding: Not audited

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: Not audited

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: Not audited

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: Not audited

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.



Original finding: Not audited

Following rectification: n/a

17.4 The NVR registered training organisation manages records to ensure their accuracy and integrity.

Original finding: Not audited

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.

Original finding: Not compliant

Following rectification: Compliant

Reasons for finding of non-compliance:

- The CEO has not ensured compliance with the VET Quality Framework as non-compliances have been identified against SNR 15.3 and 15.4.

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

- Provide evidence to address the non-compliances identified against SNR 15.3 and 15.4.

Analysis of rectification evidence:

- Evidence was submitted that rectified non-compliances identified against 15.3 and 15.4.

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.

Original finding: Not audited

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: Not audited	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: Not audited	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: Not audited	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;
- (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.

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: Compliant

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