

# TexSkill Limited 0156

## AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	<b>TexSkill Limited</b>	NTIS Number	<b>0156</b>
Address	<b>242A Sydney Rd Brunswick 3056</b>		
	Website	<a href="http://www.texskill.com.au">http://www.texskill.com.au</a>	
Registration Contact	<b>Karen Abberfield</b>		
Phone Number	93811883	E-mail	<a href="mailto:karen.abberfield@texskill.com.au">karen.abberfield@texskill.com.au</a>
Student Numbers			
AUDIT TEAM			
Lead Auditor	Rob Gullan	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number	96513226	E-mail	<a href="mailto:Gill.jerzy.j@edumail.vic.gov.au">Gill.jerzy.j@edumail.vic.gov.au</a>
AUDIT DETAILS			
Type of Audit	Initial/Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic		
Standards audited	AQTF 1-3		
Conditions audited	COR 6		
Audit Date/s	<b>12 February 2009</b>		
Other audit notes	<p>TexSkill is a not for profit organisation established some years ago to provide industry oriented training support to enterprises in the textile industry.</p> <p>The organisation has grown significantly and the focus has become more on competitive manufacturing across a broad spectrum of large companies in Victoria and in NSW and Qld.</p> <p>The CEO changed about 18 months ago and the new CEO has engaged in a substantial change management program across the RTO. A number of staff have left the organisation as it has moved to operating and practicing what it is delivering to enterprises. This change process is ongoing and continuous and not just prior to the audit.</p> <p>As part of the audit process the RTO has taken the opportunity to significantly reduce its scope of registration, removing a number of qualifications including Cert IV TAA. Whilst the RTO had a range of resources and staff capable of delivery and assessment of the TAA qualification, in their opinion it had not been delivered for sometime and the resources used had not been modified or up dated sufficiently to meet the quality objectives. Other qualifications were removed to ensure that</p>		

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	the organisation was able to concentrate its resources and staff on core business activities of competitive manufacturing.	
FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
<b>MTM30907</b>	<b>Certificate III in Meat Processing ( small goods)</b>	<b>workplace</b>
<b>LMT30900</b>	<b>Certificate III in Leather goods production</b>	<b>workplace</b>
<b>LMT30407</b>	<b>Certificate III in textile Fabrication</b>	<b>workplace</b>
<b>21758VIC</b>	<b>Graduate Certificate in Competitive Enterprise</b>	<b>workplace</b>

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)		
Karen Abberfield	CEO	
Peter Lang	Lean Training Coordinator	
Inara lowe	Program support officer	
Daniel Anderson	Lean Training Coordinator	
Simon Kowlyack	Business development	

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## STANDARDS

### Standard 1: The RTO provides quality training and assessment across all of its operations

Audit conclusion	Result	
<b>Tex Skills is compliant with this standard</b>	Compliant	✓
	Non-compliant	
	Not audited	

#### Strengths

The strength of TexSkill is the extent to which it engages with client enterprises to ensure that training is appropriate for both the company and the individual. The commitment to Hoshin approach is well demonstrated across RTO operations.

#### Opportunities for Improvement

An opportunity for improvement would be for TexSkill to develop a standardised approach across all qualifications and units of competency that map assessment tasks not only to performance criteria and employability skills but also to knowledge and skills and critical aspects of evidence

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Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	✓
Tex Skills is compliant with this standard	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		
<p>Opportunities for improvement would be for TexSkill to</p> <ul style="list-style-type: none"><li>• implement a more formal structured process to collecting and analysing and acting upon data relating to client services</li><li>• implement fully the new process relating to the award of qualifications to students, namely that there is CEO sign off based on sighting the hard copy student file.</li></ul>		

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**Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates**

Audit conclusion	Result	✓
<b>Tex Skills is compliant with this standard</b>	Compliant	✓
	Non-compliant	
	Not audited	

## Strengths

## Opportunities for Improvement

An area for improvement is for TexSkill to ensure that all policies and procedures are more consistently and rigorously followed, by all staff

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## STANDARDS AND ELEMENTS

Standard 1: The RTO provides quality training and assessment across all of its operations

**1.1 Training and assessment is continuously improved by collecting, analysing and acting on relevant data.**

**Intent The RTO improves training and assessment arrangements in accordance with data collected.**

Evidence	Result	✓
Sighted at audit were a range of materials and evidence relating to gaining and getting feed back and associated follow up actions for training and assessment matters, including trainee and employer surveys.	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
<b>Findings</b>		
Tex Skills is compliant with this element		

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**1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.**

**Intent** Industry engagement and support is evident in the development of all training and assessment strategies. All training and assessment strategies meet the requirements of the Training Package or accredited course.

<b>Evidence</b>	<b>Result</b>	<b>✓</b>
See comment in 2.2	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

**Findings**

**Tex Skills is compliant with this element**

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**1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's training and assessment strategies.**

**Intent** The resources used by the RTO across all of its operations are consistent with current industry standards.

<b>Evidence</b>	<b>Result</b>	✓
TexSkill has a well structured and comprehensive process for ensuring that workplaces where training occurs have not only appropriate facilities and give access to students to equipment etc but that there is a commitment across all levels of the company to the nature of the training program and its intent. See comments in 2.2	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

## Findings

**TexSkill is compliant with this element**

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- 1.4 Training and assessment is delivered by trainers and assessors who:**
- a) have the training and assessment competencies determined by the National Quality Council or its successors**
  - b) have the relevant vocational competencies at least to the level being delivered or assessed, and**
  - c) continue to develop their vocational and training and assessment competencies to support continuous improvements in the delivery of RTO services.**

**Intent** All trainers and assessors of nationally recognised training meet national benchmark competency requirements and continue to develop their competence.

Evidence	Result	✓
<p>TexSkill has a well developed HR and professional development process and performance appraisal process for trainers and assessors. This is described in a TexSkill HR system document.</p> <p>At audit the following hard copy staff files were reviewed along with associated intranet (web based) files for:</p> <ul style="list-style-type: none"> <li>Simon Kolwyack</li> <li>Karyn Holden</li> <li>Rina Sinha</li> <li>Wayne Spackman</li> <li>Alan Thexton</li> <li>Daniel Anderson</li> <li>Amanda Hardy</li> <li>Garry Hickey</li> <li>Ken Janson</li> <li>Mary Orledge</li> <li>Juanita Pelizzer</li> </ul> <p>Consistently the hard copy files contained</p> <ul style="list-style-type: none"> <li>Vocational summary File</li> <li>Team member Vocational competency form for each qualification delivered and assessed.</li> <li>Resume</li> <li>Verified/certified training and vocational qualifications</li> <li>Original application report</li> <li>Code of conduct</li> </ul> <p>At audit it was clear that the verification and/or certification of documents, or their inclusion, within the file was consistently undertaken.</p> <p>The web based files included a</p> <ul style="list-style-type: none"> <li>PD log</li> <li>PD plans</li> <li>Objectives and</li> <li>Profile</li> </ul> <p>Also sighted at audit was a team members induction handbook, and an induction checklist,</p>	<p>Compliant</p> <p>Non-compliant</p> <p>Not audited</p> <p>Not applicable</p>	<p>✓</p> <p>✓</p> <p></p> <p></p>

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The professional development activities of TexSkill are well developed, In 2008 TexSkill paid for all staff to upgrade their training skills to Certificate IV In TAA level through TAFE Tasmania. Because of their strong commitment to competitive manufacturing they have arranged 2 study tours for industry clients to Japan where different staff members attend. The outcomes from study tour are evident within TexSkill as an organization where they have adopted very visible approach to the Hoshin approach to ongoing reflection, notification , team support and continuous improvement to all parts of the training and delivery process at client workplaces

## Findings

### **Tex Skills is compliant with this element**

The evidence available was robust and verified to particularly conclude that all staff were competent to undertake the role of trainer/assessor for the qualifications on the scope of registration and that their skills were up to date and continuously being developed.

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- 1.5 Assessment including RPL:**
- a) meets the requirements of the relevant Training Package or accredited course
  - b) is conducted in accordance with the principles of assessment and the rules of evidence, and
  - c) meets workplace and, where relevant, regulatory requirements.

**Intent** Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.

Evidence	Result	✓	
<p>1. For the qualification sampled there was a learning and assessment strategy that included a matrix that clearly showed the specific assessment requirements/tools for each unit of competency (or cluster of units of competency) consistent with the requirements of the training package</p> <p>2. For each unit of competency( or cluster of competencies in the sampled qualifications there was</p> <ul style="list-style-type: none"> <li>• Clear advice to students as to how the unit(s) will be assessed. In the case of the Vocational Graduate Certificate in Competitive Enterprise this was achieved by way of a comprehensive Participant information pack hat outlined in detail the assessment requirements and timelines for each unit.</li> <li>• Assessment tasks for the unit(s) that are consistent with and meet the requirements of the unit(s) of competency- and are consistent with those specified in the L&amp;A strategy.</li> <li>• A mapping of employability skills against assessment tasks</li> <li>• An assessment record sheet for each assessment task</li> <li>• A clear set of assessment criteria/model answers for each assessment task.</li> <li>• An overall assessment record sheet for the unit(s) of competence to show achievement of the participant against each of the specified assessment tasks, signed by both assessor and student.</li> <li>• Facilitator guide - An information guide for assessors on the process of training and assessment used by the RTO</li> </ul> <p>Units of competency particularly sampled were</p> <ul style="list-style-type: none"> <li>• LMTTX3004B Set up textile machines for product change</li> <li>• LMTTX3006B Ensure efficient operation of textile machines</li> <li>• MTMP2054B Inspect hindquarter and remove contamination</li> <li>• MTMMP3C Apply Quality Assurance Practices</li> </ul> <p>For the following 5 units there was signed evidence to show that a subject matter expert( saddler) had been involved in assisting the trainer/assessor.</p> <ul style="list-style-type: none"> <li>• LMTHRGN08A Follow defined OH&amp;S procedures</li> <li>• LMTQAGN01A Apply Quality standards</li> <li>• LMTPRGN17A Cut leather by hand</li> <li>• VBQU019 manage principles and practices in a lean manufacturing enterprise</li> <li>• VBQU023 implement lean systems in a competitive enterprise.</li> </ul>	Compliant	✓	
	Non-compliant		
	Not audited		
	Not applicable		

**Findings**

**Tex Skills is compliant with this element**

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However an area for improvement would be to develop a standardised approach across all qualifications and units of competency that map assessment tasks not only to performance criteria and employability skills but also to knowledge and skills and critical aspects of evidence

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**Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients**

<b>2.1 Client services are continuously improved by collecting, analysing and acting on relevant data.</b>		
<b>Intent</b> Client services meet clients' needs and are continuously improved in accordance with data collected about their effectiveness.		
<b>Evidence</b>	<b>Result</b>	<b>✓</b>
<p>TexSkill has embraced the Hoshin construct for all RTO operations as indicated in 3.1 so that continuous improvement is an integral part of the operations of TexSkill. Sighted at audit were a range of pieces of information emails, letters, trainer comments, wall charts, planning diagrams, action plans etc that showed TexSkill was gaining information to support continuous improvement of their client services. However there was no formally structured or evidenced process that showed that TexSkill was actively and deliberately gaining such information and data to support the continuous improvement of client services. At audit TexSkill presented a newly developed process for gaining such data but this is yet to be fully implemented.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
<b>Findings</b>		
<p><b>Tex Skills is compliant with this element</b>                      However an area for improvement would be to implement a more formal structured process to collecting and analysing and acting upon data relating to client services</p>		

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**2.2 Clients are informed about the learning, assessment and support services to be provided and their rights and obligations prior to enrolment and/or entering into a contract with the RTO.**

**Intent** Clients are provided with accurate and sufficient information to make an informed choice about their enrolment and/or contractual agreement.

<b>Evidence</b>	<b>Result</b>		
<p>TexSkill has entered into an MOU with Institute for Lean Systems to use the lean systems approach to working in a competitive manufacturing environment with client companies. The MOU was sighted at audit. The agreement is for TexSkill to use lean systems materials processes and structures to facilitate program delivery and development of lean support teams in the organization TexSkill staff are fully responsible for all learning and assessment activities of participants. As part o the lean system approach there is extensive communication with the company in determining appropriate activities and involvement of people across the whole organization..</p> <p>The whole approach of TexSkill is to work at all levels of the client company to ensure that TexSkill knows a great deal about how the company works, what issues the company wants to address and what changes/improvements in company performance are desired and then working with the company to determine what programs are offered to whom, in what way, to what end and how they will be supported across the company.</p> <p>A number of client company files were examined and the detail of the analysis, the extent of the communication and the understanding presented of company organizational arrangements and issues was most comprehensive</p> <p>In relation to the Graduate Certificate program this involves, a 2 day operations tour, an onsite transformation planning and scheduling session, determination of courses structure and content, stream transformation activity is identified, baseline lean assessment is conducted, lean steering committee is established, executive backing is gained.</p> <p>In relation to other programs reviewed Both clients companies and participants are provided with an extensive array of information about VET and aspects of the training programs. Including</p> <ul style="list-style-type: none"> <li>• Australian apprenticeships</li> <li>• Employer responsibilities</li> <li>• Delivery and assessment strategy</li> <li>• Agreed reporting strategies</li> </ul> <p>Participants are provided with a 25 page student induction handbook that includes</p> <ul style="list-style-type: none"> <li>○ An overview of becoming and demonstrating competence</li> <li>○ The assessment process</li> <li>○ The role of the workplace supervisor</li> <li>○ The role of the trainer/assessor</li> <li>○ Rights and responsibilities of employers and employees</li> <li>○ Regulations and legislation</li> <li>○ Access and equity</li> </ul>	Compliant	✓	
	Non-compliant		
	Not audited		
	Not applicable		

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- Appeals, complaints
- Access to records
- Provision for LLN
- OH&S
- RPL
- Disciplinary procedures
- Mutual recognition
- Contacts

## Findings

**Tex Skills is compliant with this element**

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<b>2.3</b>	<b>Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of learning and assessment.</b>		
<b>Intent</b> Learners, including apprentices and trainees, receive support from all parties engaged in their training and assessment.			
<b>Evidence</b>		<b>Result</b>	✓
<p>See 2.2 above</p> <p>The agreements between RTO, Employer and trainee are represented by way of a training plan</p> <p>Selection of qualifications and units that make up qualifications are confirmed in writing by company representatives</p> <p>For each company TexSkill establishes a company file comprising</p> <ul style="list-style-type: none"> <li>• Company profile</li> <li>• Delivery and assessment strategy</li> <li>• Induction sign off</li> <li>• Team members vocational competence form</li> <li>• Student and client course evaluation</li> <li>• Memorandum of understanding.</li> </ul> <p>The employer induction process is signed off by the employer representative.</p>		Compliant	✓
		Non-compliant	
		Not audited	
		Not applicable	
<b>Findings</b>			
<p><b>Tex Skills is compliant with this element</b></p>			

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

**Intent** Learners have every reasonable opportunity to complete their training program.

### Evidence

As TexSkill operates solely in the workplace students are generally selected for training programs by their employer. People are chosen for training based on their capacity to undertake the work role. Student selection is validated by collection of information from students by way of enrolment form and training plan information. Background and qualifications are checked to see that they are consistent with general requirements of the qualification. Particular attention is paid to the way students fill in appropriate pro-formas etc. If any concerns are evident students are asked to complete a LL and N assessment (sighted at audit). As the result of this appropriate learning and assessment strategies are developed, In the case LOTE or disability TexSkill has on occasions engaged interpreters, Auslan support etc

### Result

✓

Compliant

✓

Non-compliant

Not audited

Not applicable

### Findings

**Tex Skills is compliant with this element**

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<b>2.5 Learners have timely access to current and accurate records of their participation and progress.</b>														
<b>Intent</b> Learners have access to their records.														
<b>Evidence</b>	<b>Result</b>													
<p>The student Induction handbook lets students know that they can access their record and how they can access them.</p> <p>Record systems are well managed to the extent that when a company in NSW had a fire that destroyed all employee records including training records that were held on site, NSW TAFE (16/11/07) sent a letter congratulating TexSkill on <i>“maintaining up to date electronic records, stored off site – that proved invaluable to in recovering from the fire”</i></p> <p>Hard copy files are maintained at the work site in secure cabinets where the organization is of sufficient size, otherwise hard copy files are stored in Brunswick office.</p> <p>All student records are accurately maintained on VETtrak by a dedicated program support officer. The program support officer was able to demonstrate access to records for students enrolled in all states and territories and the process by which results are entered.</p> <p>Interstate records are quality assured by regular visits by staff from Melbourne office. A reporting schedule was sighted at audit. Currently the position of general manager operations responsible for quality assurance across the organization is vacant. The position description was sighted and interviews with candidates for the role is underway.</p> <p>3 hard copy student files were examined along with a number of soft copy files- all questions on access and locating individual student information were well handled by the program support officer. All records were up to date. Back up is undertaken on a daily basis to external drive. The external drive is removed from the premises daily. It security and service is provided 24/7 for local interstate operations All records are stored and securely managed on a web-based intra net site.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Compliant</td> <td style="text-align: center; padding: 2px;">✓</td> </tr> <tr> <td style="padding: 2px;">Non-compliant</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Not audited</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Not applicable</td> <td style="padding: 2px;"></td> </tr> </table>	Compliant	✓	Non-compliant		Not audited		Not applicable		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">✓</td> </tr> <tr> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;"></td> </tr> </table>	✓			
Compliant	✓													
Non-compliant														
Not audited														
Not applicable														
✓														
<b>Findings</b>														
<p><b>Tex Skills is compliant with this element</b></p>														

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<b>2.6 Complaints and appeals are addressed efficiently and effectively.</b>		
<b>Intent</b> Complaints and appeals are managed fairly, efficiently and effectively.		
<b>Evidence</b>	<b>Result</b>	<b>✓</b>
Sighted at audit was a complaints and appeals policy/procedure and associated complaint form and student complaint resolution form . The complaint procedure and process was satisfactory. Information about the complaints procedure is provided in the student induction handbook. The handbook also indicates that the national Complaints code can be obtained form their office.	Compliant	
	Non-compliant	
	Not audited	
	Not applicable	
<b>Findings</b>		
Tex Skills is compliant with this element		

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**Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates**

<b>3.1 A systematic and continuous improvement approach to the management of operations is used.</b>										
<b>Intent</b> The management system ensures that the RTO meets:										
<ul style="list-style-type: none"> <li>• the AQTF 2007 <i>Essential Standards for Registration</i></li> <li>• legislation and regulations under which it is registered.</li> </ul>										
<b>Evidence</b>	<b>Result</b>	✓								
<p>TexSkill has a comprehensive 2007-2009 business plan , supported by a board discussion paper</p> <p>Tex skill is embracing the construct of Hoshin Kanuri i.e operating in a way that</p> <ul style="list-style-type: none"> <li>• Creates sustainable relationships with customers</li> <li>• Delivering customer value through innovative products and services</li> <li>• Supporting people to develop a culture of continuous improvement and</li> <li>• Fostering business development</li> </ul> <p>This construct is well demonstrated throughout the documentation and evidence sighted at audit. TexSkill has also adopted a method of publicly demonstrating performance and issues relating to performance of individuals and teams involved in delivery of training and assessment to companies. This involves a room with a wall of reports graphs charts and codings showing the progress of different individuals and companies . This material is current and kept up to date by an assigned individual</p> <p>Tex skill has a comprehensive array of policies and procedures and proformas relating to operations at all levels. It was clear at audit that these documents and processes are undergoing continuous improvement consistent with best practices of the manufacturing environment. However it must be said that there were a number of instances where the application or following of policies and procedures were not being as fully evidenced as they could be. There is room for TexSkill to ensure that all policies and procedures are more consistently and rigorously followed by all staff.</p> <p>Letter from NSW Tafe supports comprehensiveness of records, particularly for delivery interstate.</p> <p>TexSkill has a web based system of recording policies procedures activities learning and assessment strategies to support operations interstate. This works well and is continuously being upgraded. The latest addition being a video conferencing system that allows American, Japanese and Australian individuals to participate.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Compliant</td> <td style="padding: 2px; text-align: center;">✓</td> </tr> <tr> <td style="padding: 2px;">Non-compliant</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Not audited</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Not applicable</td> <td style="padding: 2px;"></td> </tr> </table>	Compliant	✓	Non-compliant		Not audited		Not applicable		
Compliant	✓									
Non-compliant										
Not audited										
Not applicable										
<b>Findings</b>										
<p><b>Tex Skills is compliant with this element</b></p> <p>An area for improvement is for TexSkill to ensure that all policies and procedures are more consistently and rigorously followed, by all</p>										

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**3.2 Training and/or assessment services provided on behalf of the RTO are monitored to ensure they comply with all aspects of the Essential Standards for Registration.**

**Intent** Services delivered under partnership arrangements comply with the AQTF 2007 *Essential Standards for Registration*.

**Evidence**

**Result**

✓

No other group delivers training and assessment services on behalf of TexSkill.  
As mentioned above TexSkill delivers training and assessment to client companies with in the framework of a Lean Systems approach which is covered by an MOU.

Compliant

✓

Non-compliant

Not audited

Not applicable

**Findings**

**Tex Skills is compliant with this element**

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## 3.3 Records are managed to ensure their accuracy and integrity.

**Intent** Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the AQTF 2007 *Essential Standards for Registration*.

### Evidence

TexSkill a significant set of records relating to operations and continuous improvement. Academic records are accurate up to date and stored off site See comment 2.5 NSW TAFE.

Result	✓
Compliant	✓
Non-compliant	
Not audited	
Not applicable	

### Findings

Tex Skills is compliant with this element

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## CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

Evidence	Result	✓
<p>Appropriate information in relation to student enrolment is maintained on VETtrak.</p> <p>Certificates are awarded consistent with the requirements of the NQC/AQF with correct wording and use of logos. All awards sighted were consistent with the requirements of the qualifications in relation to structure and units of competence.</p> <p>The process for awarding certificates is well defined and a new process is about to be implemented which ensures that there are additional checks and balances in place for the award of qualifications to students studying at interstate locations.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p><b>Tex Skills is compliant with this element</b></p> <ul style="list-style-type: none"><li>• However an area for improvement would be for TexSkill to implement fully the new process relating to the award of qualifications to students, namely that there is CEO sign off based on sighting the hard copy student file.</li></ul>		