

03 December 2012



Australian Government

Australian Skills Quality Authority

Mrs Dulcie Norman  
Above & Below Adventure Co Pty Ltd  
PO Box 749  
Windsor NSW 2756

RTO No: 90473  
Application No: 1020809

Also by email to: [info@aboveandbelow.com.au](mailto:info@aboveandbelow.com.au)

Dear Mrs Norman

**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* (the Act), your application for registration has been granted. A copy of the final audit report is attached for your reference.

The National Register has been updated to include the following key details of your organisation:

|                |  |
|----------------|--|
| Legal name:    | Above & Below Adventure Co Pty Ltd       |
| Trading name:  | Adventure Resources & Promotion Services |
| RTO ID number: | 90473                                    |

**Period of registration**

Your organisation has been granted registration for a period of 5 years which commenced on 20 November 2012 and is due to expire on 19 November 2017. A Certificate of Registration is attached. You can apply to the Australian Skills Quality Authority (ASQA) to renew or withdraw your organisation's registration, and timeframes and obligations apply to each 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 at [www.asqa.gov.au](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.

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. 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 at [www.asqa.gov.au](http://www.asqa.gov.au).

### **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**

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 NVR Registered Training Organisations
- 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: [www.asqa.gov.au/AboutASQA/Fees & Charges](http://www.asqa.gov.au/AboutASQA/Fees&Charges).

### **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.

There are no additional conditions imposed on your organisation's registration.

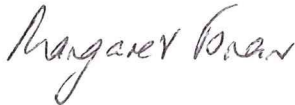
**Access documents**

You may also have the right of access to further documents under the *Freedom of Information Act* 1982 ([www.oaic.gov.au](http://www.oaic.gov.au)).

**Further information and assistance**

If you require further information or assistance in relation to this matter, please contact ASQA on telephone 1300 701 801 or by email at [enquiries@asqa.gov.au](mailto:enquiries@asqa.gov.au).

Yours sincerely



Margaret Foran  
A/Regional Manager Compliance, Sydney





Australian Government  
Australian Skills Quality Authority

# Certificate of Registration

This is to certify that

**Above & Below Adventure Co Pty Ltd**

trading as

**Adventure Resources & Promotion Services**

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).

commences **20 November 2012**

expires **19 November 2017**

RTO Code: **90473**

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

Registration is subject to continued 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.

**Chris Robinson**  
Chief Commissioner  
Australian Skills Quality Authority

Issued on: 03 December 2012 under Section 19 of the Act



## VET Quality Framework audit report

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

|                            |   |
|----------------------------|---|
| Legal name of organisation | Above and Below Adventure Co Pty Ltd  |
| Date/s of audit            | 31 May – 1 June 2012 (site audit)<br><br>6 November 2012 (final report)<br><br>Applications 1020809 and 1020814 |

| ORGANISATION DETAILS                    |   |                 |   |
|---|---|-----------------|---|
| <b>RTO legal name</b>                   | Above and Below Adventure Co Pty Ltd  |                 | <b>RTO ID number</b> 90473  |
| <b>Registered business trading name</b> | Adventures Resources and Promotion Services (as sighted on <a href="http://www.training.gov.au">www.training.gov.au</a> ) |                 | <b>ABN</b> 40930684696  |
| <b>Address</b>                          | 27 Peat Place Lower Portland NSW  |                 | <b>Postcode</b> 2766  |
| <b>Phone</b>                            | (02) 4579 0471  | <b>Fax</b>      |   |
| <b>E-mail</b>                           | <a href="mailto:info@aboveandbelow.com.au">info@aboveandbelow.com.au</a>  |                 | <b>Website</b> <a href="http://www.aboveandbelow.com.au">www.aboveandbelow.com.au</a> |
| <b>Registration contact</b>             | <b>Name</b> Mrs Dulcie Norman   | <b>Position</b> | Director  |

| AUDIT TEAM                |               |                            |  |
|---------------------------|---------------|----------------------------|--|
| <b>Lead auditor</b>       | Sally Tansley | <b>Technical adviser/s</b> |  |
| <b>Audit team members</b> |               |                            |  |

| ASQA CONTACT DETAILS |                              |               |  |
|----------------------|------------------------------|---------------|--|
| <b>Phone</b>         | 1300 701801 (ASQA Info line) | <b>E-mail</b> | <a href="mailto:audits@asqa.gov.au">audits@asqa.gov.au</a> |

| AUDIT DETAILS                 |   |
|-------------------------------|---|
| <b>Audit type</b>             | <input checked="" type="checkbox"/> Renewal of registration<br><input checked="" type="checkbox"/> Extension to scope of registration<br><input type="checkbox"/> Compliance monitoring (incl. post-initial registration)<br><input type="checkbox"/> Other:  |
| <b>Scope of audit</b>         | <input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations<br><input checked="" type="checkbox"/> Australian Qualifications Framework (AQF)<br><input checked="" type="checkbox"/> Data Provision Requirements<br><input checked="" type="checkbox"/> Fit and Proper Person Requirements<br><input checked="" type="checkbox"/> Financial Viability Risk Assessment Requirements |
| <b>Date/s of site visit/s</b> | 31 May – 1 June 2012  |
| <b>Site/s visited</b>         | 27 Peat Place Lower Portland NSW  |
| <b>Standards audited</b>      | Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25  |

| ORGANISATION   |
|--|
| <p>The Above and Below Adventure Company is a Pty Ltd Company and is the trustee for the Norman Family Trust. The Adventure Resources and Promotion Services (ARAPS) is the trading name used by the RTO. The Outdoor Training College (OTC) is the trading name which the RTO advised that it will use for the outdoor recreation qualifications. The RTO advised that it is not using this name at the moment. The rationale for having two trading names according to the RTO is that it would allow the organisation to sell off this part of the business if they wish.</p> <p>The advice from the RTO that it is not using this name at the moment was contradicted by use of the logo in Student Information materials, its web site and on learning and assessment resources. Furthermore the RTO would not be in a position to sell off the Outdoor Training College as a RTO as this is a trading name only and not a RTO. The use of the ARAPS and OTC logo is confusing and can mislead students as to which organisation they are actually enrolled with.</p> <p>Signed Certificate of Registration of Business Names:</p> <ul style="list-style-type: none"> <li>Adventure Resources and Promotion Services (sighted Certificate of Registration of business name to 24 July 2012)</li> <li>Outdoor Training College (Certificate of Registration to 18/10/2012).</li> </ul> <p>The RTO was registered in 2000 and has been operating since then. Dulcie Norman is the sole Director and shareholder.</p> <p>The RTO runs TVET, workplace based traineeships and fee for service training.</p> |

**2012-11-02**

A brief site audit was conducted on 2 November 2012 to clarify some of the evidence submitted, particularly in regard to the current training and assessment strategies.

**This report addresses:**

- an application for renewal of registration – application 1020809
- an application for an amendment to scope – application 1020814

**Note:** The RTO submitted a training and assessment strategy for SIS20310 Certificate II in Sport and Recreation because it believed it to be on its current scope. The qualification was not on the RTO scope on TGA as at 2 November 2012. The CEO advised that the superseded qualification, SRO20106, was on the RTO scope and the RTO thought that the qualification had been rolled over. The CEO confirmed at the site audit that she would contact ASQA to clarify the situation.

| FOCUS OF AUDIT |   |                                     |
|----------------|---|-------------------------------------|
| Code           | Qualification / Accredited course name                                  | Mode(s) of delivery &/or assessment |
| SRO20206       | Certificate II in Outdoor Recreation – <b>current scope</b>             | Online/face to face/workplace       |
| SRO40206       | Certificate IV in Outdoor Recreation – <b>current scope</b>             | Online/face to face/workplace       |
| SIS20210       | Certificate II in Outdoor Recreation – <b>current scope</b>             | Online/face to face/workplace       |
| SIS30510       | Certificate III in Sport and Recreation – <b>current scope</b>          | Online/face to face/workplace       |
| SIS50310       | Diploma of Outdoor Recreation – <b>current scope</b>                    | Online/face to face/workplace       |
| SIS30610       | Certificate III in Sport Career Orientated Participation ( <b>EOS</b> ) | Online/face to face/workplace       |
| SIT40107       | Certificate IV in Tourism (Guiding) ( <b>EOS</b> )                      | Online/face to face/workplace       |
| SIT10107       | Certificate I in Tourism (Australian Indigenous Culture) ( <b>EOS</b> ) | Online/face to face/workplace       |
| TAE40110       | Certificate IV in Training and Assessment ( <b>EOS</b> )                | Online/face to face/workplace       |
| SIT20207       | Certificate II in Hospitality ( <b>EOS</b> )                            | Online/face to face/workplace       |

| INTERVIEWEES              |                            |                                      |
|---------------------------|----------------------------|--------------------------------------|
| Staff (name and position) |                            |                                      |
| Name                      | Position                   | Program (qualification, course, etc) |
| Dulcie Norman             | CEO                        |                                      |
| John Norman               | Principal trainer/assessor | Outdoor recreation qualifications    |

### SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.


## AUDIT OUTCOME

### Audit status as at 4 July 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be critical when considering the potential for adverse impact on the quality of training and assessment outcomes for students.


The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

|                       |               |                  |  |                       |             |
|-----------------------|---------------|------------------|--|-----------------------|-------------|
| <b>Auditor's Name</b> | Sally Tansley | <b>Signature</b> |  | <b>Date of Report</b> | 4 July 2012 |
|-----------------------|---------------|------------------|--|-----------------------|-------------|

### AUDIT RECTIFICATION Renewal of registration Application 1020809

### Audit status following additional evidence received 10 September 2012


- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

|                       |              |                  |  |                       |                 |
|-----------------------|--------------|------------------|--|-----------------------|-----------------|
| <b>Auditor's Name</b> | Linda Inglis | <b>Signature</b> |  | <b>Date of Report</b> | 6 November 2012 |
|-----------------------|--------------|------------------|--|-----------------------|-----------------|

### AUDIT RECTIFICATION Extension of scope Application 1020814

### Audit status following additional evidence received 10 September 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

|                       |              |                  |  |                       |                 |
|-----------------------|--------------|------------------|--|-----------------------|-----------------|
| <b>Auditor's Name</b> | Linda Inglis | <b>Signature</b> |  | <b>Date of Report</b> | 6 November 2012 |
|-----------------------|--------------|------------------|--|-----------------------|-----------------|



## AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

| VET QUALITY FRAMEWORK COMPONENT – Renewal of Registration – Application 1020809                                      |   | STATUS*   |
|--|---|---|
| Financial Viability Risk Assessment Requirements   |   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| Fit and Proper Person Requirements   |   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| Data Provision Requirements  |   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| Australian Qualifications Framework (AQF) Requirements   |   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| <b>Standards for NVR Registered Training Organisations 2011</b><br>- Essential Standards for Continuing Registration |   |   |
| 15   | The NVR registered training organisation provides quality training and assessment across all of its operations  | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 16   | The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 17   | Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 18   | The NVR registered training organisation has governance arrangements in place   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 19   | Interactions with the National VET Regulator  | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 20   | Compliance with legislation   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 21   | Insurance   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 22   | Financial management  | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 23   | Certification, issuing and recognition of qualifications and statements of attainment   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 24   | Accuracy and integrity of marketing   | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| 25   | Transition to training packages/expiry of VET accredited courses  | <input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA |
| *STATUS: Status of audit findings when audit was conducted   |   | C = Compliant      NC = Not Compliant      NA = Not audited                                   |

| VET QUALITY FRAMEWORK COMPONENT – Extension to scope – Application 1020814   |   | STATUS*   |
|--|---|---|
| Financial Viability Risk Assessment Requirements   |   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| Fit and Proper Person Requirements   |   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| Data Provision Requirements  |   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| Australian Qualifications Framework (AQF) Requirements   |   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| <b>Standards for NVR Registered Training Organisations 2011</b><br>- Essential Standards for Continuing Registration |   |   |
| 15   | The NVR registered training organisation provides quality training and assessment across all of its operations  | <input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA |
| 16   | The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 17   | Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 18   | The NVR registered training organisation has governance arrangements in place   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 19   | Interactions with the National VET Regulator  | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 20   | Compliance with legislation   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 21   | Insurance   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 22   | Financial management  | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |

|   |   |   |
|---|---|---|
| 23  | Certification, issuing and recognition of qualifications and statements of attainment | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 24  | Accuracy and integrity of marketing   | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| 25  | Transition to training packages/expiry of VET accredited courses                      | <input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA |
| *STATUS: Status of audit findings when audit was conducted      C = Compliant      NC = Not Compliant      NA = Not audited |   |   |

### Audit Findings

The RTO is compliant with the Financial Viability Risk Assessment Requirements.

The RTO is compliant with the Fit and Proper Person Requirements.

The RTO is not compliant with the Data Provision Requirements because it did not provide evidence to demonstrate that it has provides annual summary reports of quality indicator data to ASQA or that it collects employer satisfaction data. The employer satisfaction data was requested because the RTO delivers traineeships that involve workplaces as indicated in 16.4.

### Findings - Rectification evidence 2 November 2012

#### Renewal of registration – Application 1020809

- The RTO has been found compliant with all Conditions and SNR Standards for the application to renew registration.
- The RTO has provided evidence that the training and assessment strategies for qualifications on the current scope meet the Training Package requirements.
- Trainers and assessors for qualifications on the current scope have appropriate skills and qualifications. Skills and qualifications have been mapped to the qualification units.
- The RTO has provided evidence that for qualifications on the current scope students have access to the required equipment and training materials.
- The assessment tools sampled meet the Training Package requirements.
- The RTO electronic record management system ensures accurate and up to date recording of participation and progress.