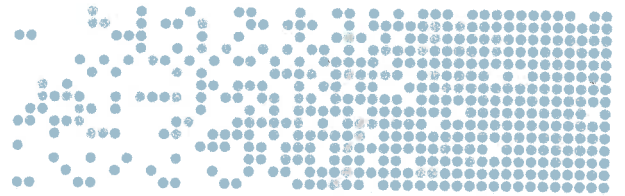




Australian Government
Australian Skills Quality Authority

Certificate of Registration



This is to certify that
Blanch Family Holdings Pty Ltd

trading as
Holistic Training Company

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 **26 November 2018**

until **25 November 2025**

RTO code: **40834**

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 **2 May 2019**

under section 19 of the Act

3 May 2019



Australian Government

Australian Skills Quality Authority

Mr Callan Blanch
Chief Executive Officer
Blanch Family Holdings Pty Ltd
Unit 2 182 Parry St
NEWCASTLE WEST NSW 2302

By email to: callan.blanch@gmail.com

RTO ID: 40834
Application No: RENVET0004140
Audit No: AUDREC0009130

Dear Mr Blanch

Re: Application for renewal of registration

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


Direction to rectify non-compliance

The audit identified your organisation is **not compliant** with some of the requirements of the *Standards for Registered Training Organisations 2015* (Standards for RTOs). Section 22 of the *National Vocational Education and Training Regulator Act 2011* (NVR Act) requires that a registered training organisation must comply with the Standards for RTOs.

The Australian Skills Quality Authority (ASQA), as the national VET regulator, has made the decision to give a written direction, under section 35A(1) of the *National Vocational Education and Training Regulator Act 2011* (NVR Act), requiring your organisation to:

- rectify this breach by addressing each non-compliance outlined in the attached audit report within 20 working days of the date of this notice; and
- retain evidence this written direction has been complied with for examination at a future regulatory activity, by retaining evidence that you have addressed each non-compliance outlined in the attached audit report.

You are not required to submit evidence that you have addressed the non-compliances in response to this notice. ASQA will review evidence that you have complied with this notice at a future regulatory activity.



ASQA considers that issuing a direction to rectify a breach of condition is a proportionate response to the level of non-compliance identified. The direction to rectify a breach of condition has been issued as an alternative to requiring rectification evidence or rejecting the application.

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

Legal name: Blanch Family Holdings Pty Ltd
Trading name/s (if relevant): Holistic Training Company
RTO ID number: 40834

Period of registration

Your organisation has been granted registration for a period of seven years which is due to expire on 25 November 2025. 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](#).

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. 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

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 2015*
- the Fit and Proper Person Requirements
- the Financial Viability Risk Assessment Requirements
- the Data Provision Requirements.
- the Australian Qualifications Framework.

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.

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

Reviewable Decision

You can seek a review of this decision as it is a reviewable decision under section 199 of the NVR Act.

Review option 1

Submit reconsideration application to ASQA

As a delegate made this decision, you may apply to ASQA for a reconsideration of the decision under section 200 of the NVR Act. This option must be exercised within 30 days after the date you receive this letter using the [Application for reconsideration of reviewable decision](#). Your application must include the reasons for the application and may require payment of an application fee. Please refer to the ASQA website at www.asqa.gov.au to obtain the application form and further information about reviewable decisions.

ASQA will inform you of the result of its reconsideration of the decision within 90 days of receiving your application. If, upon the reconsideration, ASQA either affirms or varies its decision, you may seek a further review by the Administrative Appeals Tribunal (the AAT) under section 203(1) of the NVR Act.

The AAT is an independent review authority that has the power to affirm, vary or set aside ASQA's decisions. The AAT aims to provide fair, impartial, high quality and prompt review with as little formality and technicality as possible.

Under section 41 (2) of the *Administrative Appeals Tribunal Act 1975*, you also have the right to apply to the AAT for a stay of the enforcement or implementation of ASQA's decision until such time as the AAT determines its review of the decision.

An application to the AAT for a review of the decision must be submitted within 28 days of receiving notification of ASQA's decision and will usually require the payment of an application fee. Your application to the AAT must be submitted in writing using the AAT forms available from the AAT Registry in your capital city, or from the AAT website www.aat.gov.au. Review applications may also be lodged at the Administrative Appeals Tribunal, GPO Box 9955 in your capital city. You may contact the AAT directly by telephone at 1300 366 700.

Review option 2

Submit review application to AAT

You may also apply to the AAT for review of ASQA's decision under section 203(2) of the NVR Act, without applying to ASQA for a reconsideration of the decision.

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>.

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 Regulatory Operations by email at compliancesydney@asqa.gov.au.

Yours sincerely



Gayatri Mahesh
Manager Regulatory Operations



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: Blanch Family Holdings Pty Ltd

Date/s of audit: 20/3/2019

Date report created: 22/03/2019



Organisation details

Organisation's legal name:	Blanch Family Holdings Pty Ltd
Trading name/s:	Holistic Training Company
RTO number:	40834
CRICOS number:	N/A

Audit team

Lead auditor:	Chrystal Fellows
Assistant/s:	N/A

Audit details

Application number/s:	RENVET0004140	
Audit number:	AUDREC0009130	
Audit reason:	Application - renewal (VET)	
Address of site/s visited:	Unit 2, 182 Parry Street, Newcastle West NSW 2302	
Date/s of audit:	20/03/2019	
Organisation's contact for audit:	Mr Callan Blanch	CEO
	Callan.blanch@gmail.com	0414 093 210

Original finding at time of audit

Audit finding: Critical non-compliance

Report completed by: Chrystal Fellows

Practice	Standards for RTOs	Finding
Marketing/ Recruitment	4.1	Compliant
Enrolment	5.2, 5.3	Compliant
Enrolment	5.1	Not compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.13, 1.14, 1.16	Compliant
Training and Assessment	1.8	Not compliant
Completion	3.1	Not compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Background

Summary of organisation and management structure:

- Blanch Family Holdings Pty Ltd trading as Balanced Training Solutions ABN 92 168 912 794 was initially approved as a registered training organisation (RTO) on 20 January 2014.
- Mr Blanch has been working in the security industry in various capacities since he was 18. Whilst working as a security manager in a shopping centre, he identified skills deficits in the security operations staff employed. With only one RTO in Newcastle providing security services training, he established a security training business and an RTO.

- A merger recently took place between Balanced Training Solutions Pty Ltd and Holistic Industries Pty Ltd to remain competitive in the market and share resources. Balanced Training Solutions Pty Ltd provides security equipment and Holistic Industries Pty Ltd provides labour hire to the security industry.
- ASQA decided to cancel the RTO's registration on 13 November 2017 due to systematic non-compliances identified against across the provider's scope of registration.
- Following this decision, the applied to the Administrative Appeals Tribunal to have the decision reviewed. Following the AAT proceedings the decision to cancel the RTO's registration was revoked.
- The RTO advised that since the date the RTO was notified of ASQA's decision to cancel its registration, it has only provided training and assessment for HLTAID003 Provide first aid.
- The RTO also advised that since the aforementioned date, the RTO no longer is approved to provide RSA licensing. It has advised that following the finalisation of proceedings with the AAT it applied to NSW Gaming and Liquor to become an approved provider again. The RTO has not been informed of the outcome of this application to date.
- The RTO advised that going forward it intends to apply to add the *CPP20218 Certificate II in Security Operations*.
- The current organisational structure consists of CEO and trainer and assessor, Callan Blanch, trainer and assessor Ben Dewson and two administration staff, Laura Barrie and Gemma Robinson.

Scope of registration:

- CPP20212 Certificate II in Security Operations
- CPP40707 Certificate IV in Security Operations
- HLTAID003 Provide first aid
- SITHGAB002 Provide responsible service of alcohol
- SITHGAM001 Provide responsible gambling services

Suburb and state of all delivery locations:

- Newcastle, NSW

Third party usage:

- The RTO does not have any third party agreements in place at this time.

Core clients/target groups:

- Skilled workers and unskilled jobseekers.

Training Revenue (Funded or fee for service):

- Fee for service

Total number of current enrolments as at audit date:

- 0

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- information provided by students as part of a student survey or interview.
- information provided directly by Blanch Family Holdings Pty Ltd to ASQA
- existing information and records held by ASQA concerning Blanch Family Holdings Pty Ltd
- information provided to ASQA's auditors and documentation reviewed during the site audit of Blanch Family Holdings Pty Ltd conducted on 20/3/2019.
- other publicly available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
HLTAID003	Provide first aid	Face to face	0
SITHRAB002	Provide responsible service of alcohol	Face to face	0

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

Interviewees

Name	Position	Training products
Mr Callan Blanch	CEO	All
Mr Ben Dewson	Trainer and Assessor	All

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Action required by organisation

Blanch Family Holdings Pty Ltd did not meet all requirements for clauses 5.1, 1.8 and 3.1.

Remedial action is required for the following training products:

- *HLTAID003 Provide first aid*
- *SITHGAB002 Provide responsible service of alcohol*

The organisation is required to provide evidence that demonstrates:

Clauses 5.1

HLTAID003 Provide first aid

SITHGAB002 Provide responsible service of alcohol

- The RTO now has appropriate systems that are followed to ensure learners are enrolled into an appropriate training product, considering their existing knowledge, experience and skills that complies with Clause 5.1
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to sampled learners that were not enrolled in appropriate training products. Remedial action is to include all current learners and learners who enrolled or completed with the RTO in the three months prior to the date this audit report is issued.

Clause 1.8

HLTAID003 Provide first aid

SITHGAB002 Provide responsible service of alcohol

- The RTO has corrected its assessment system (to comply with Clause 1.8) for future learners and has systems in place to ensure it is this system that is applied.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to sampled learners that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action is to include all current learners and learners who were assessed by the RTO in the three months prior to the date this audit report is issued.

Clause 3.1

HLTAID003 Provide first aid

- The RTO now has appropriate systems that are followed to ensure AQF certification documentation is only issued to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to learners that were issued with AQF certification documentation and were not assessed as meeting the requirements of the training product as specified in the relevant training package. Remedial action is to include all learners who completed with the RTO in the three months prior to the date this audit report is issued.

Areas of non-compliance

Enrolment

Standards for RTOs Clause 5.1

Original Finding: Not compliant

Finding following additional evidence: Not yet determined

Prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

HLTAID003 Provide first aid

SITHGAB002 Provide responsible service of alcohol

The following was reviewed in relation to pre-enrolment practices:

- student files for students TH and JC.

The RTO's pre-enrolment practices are not compliant with the requirements of Clause 5.1 of the Standards for RTOs as the RTO has not demonstrated that prior to enrolment or the commencement of training and assessment, whichever comes first, the RTO provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.

Evidence of non-compliant sufficiency of facilities and equipment includes:

- The RTO has not demonstrated that it ensures that students are suitable for enrolment. For example, but not limited to:
 - The RTO advised on the day of audit that its enrolment procedure does not include the requirement to determine the level of language, literacy and numeracy skills students have prior to enrolment.

Training and Assessment

Training Delivery and Assessment

Standards for RTOs Clause 1.8

Original Finding: Not compliant

Finding following additional evidence: Not yet determined

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
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Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none"> • reflecting the learner's needs; • assessing competencies held by the learner no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none"> • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	<p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
Sufficiency	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner's own work.</p>
Currency	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>

HLTAID003 Provide first aid

SITHGAB002 Provide responsible service of alcohol

The following evidence was reviewed in relation to assessment:

- Assessment tools for:
 - HLTAID003 Provide first aid*
 - SITHGAB002 Provide responsible service of alcohol*
- Completed student assessment items (and the assessment tools used):
 - HLTAID003 Provide first aid*
 - SITHGAB002 Provide responsible service of alcohol*
 - For students:
 - TH - GFADN9B5QC
 - JC - CS2G74722J

The RTO's assessment practices are not compliant with the requirements of Clause 1.8 of the Standards for RTOs. The evidence provided does not confirm the RTO has an assessment system that addresses training product requirements and/or does not ensure all assessments are conducted in accordance with the Principles of Assessment and the Rules of Evidence.

The following analysis provides guidance on the areas of non-compliance. Examples of non-compliances are provided however, this is not an exhaustive list. It is the RTO's responsibility to review the assessment system and/or implementation of the assessment system for each unit of competency for all non-compliances identified below and provide evidence:

- of a revised assessment system for each unit of competency listed above that addresses all requirements of Clause 1.8.
- that confirms students were assessed as meeting all the requirements of the training product(s) in which they were enrolled.

HLTAID003 Provide first aid

Evidence of non-compliant assessment practice includes:

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Performance Evidence:
 - Applied first aid procedures for envenomation, using pressure immobilisation.
 - Knowledge Evidence:
 - Requirements for currency of skill and knowledge.
 - Assessment conditions:
 - Assessment resources must include workplace injury, trauma and/or illness record, or other appropriate workplace incident report form for written reports.
- The assessment practices for the following students do not confirm the organisation conducted adequate assessment of the students that ensured they were competent against all requirements of the training product(s) and that the assessment was conducted in accordance with the Principles of Assessment and the Rules of Evidence. For example, but not limited to:
 - Student: TH - GFADN9B5QC:
 - The RTO has not demonstrated that the completed assessment meets the rules of evidence: validity and sufficiency as no evidence was provided that the RTO had observed the student demonstrating practical skills as per the training package requirements.
 - The RTO has not demonstrated that the completed assessment meets the principle of assessment: reliability as it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors. For example, but not limited to:
 - the completed assessment tasks provided for the case scenario has been marked as correct. However, the student's answers differ from the answers required in the assessor guide. For example, the assessor guide for assessment task 2 requires the student to keep the patient at total rest as they may have a spinal injury and for the student to check the patient's airways. However, the student's answer includes moving the patient into recovery position and does not reference checking the patient's airways.
 - Student: JC - CS2G74722J:
 - The RTO has not demonstrated that the completed assessment meets the rules of evidence: validity and sufficiency as no evidence was provided that the RTO had observed the student demonstrating practical skills as per the training package requirements.
 - The RTO has not demonstrated that the completed assessment meets the principle of assessment: reliability as it cannot be confirmed that all training package requirements will be met and that consistent judgements will be made across a range of learners and assessors. For example, but not limited to:
 - The student's answers provided for the underpinning knowledge assessment have been marked as correct. However, the student's answers differ from the answers required in the assessor guide. For example, the assessor guide for question 19 requires the answer "sprain with possible onset of shock". However, the student has answered "snake bite" and has been marked as correct.

SITHFAB002 Provide responsible service of alcohol

Evidence of non-compliant assessment practice includes:

- Validity and Sufficiency – the assessment tools do not address all unit of competency requirements. For example, but not limited to:
 - Knowledge Evidence:
 - Indicators of erratic drinking patterns:
 - Mixing a wide range of drink types
 - Drinking quickly and asking for more immediately
 - Ordering more than one drink for own consumption
 - Key provisions of liquor laws and regulations at a depth relevant to the scope of job responsibility in licensed premises and the following general requirements of liquor legislation and information that must be customised for each State and Territory:
 - Provisions for barring customers from premises
 - Opening and closing hour provisions

Completion

Standards for RTOs Clause 3.1

Original Finding: Not compliant

Finding following additional evidence: Not yet determined

The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

HLTAID003 Provide first aid

The following was reviewed in relation to AQF certification practices:

- completed student assessments for students TH and CJ.

The RTO has not demonstrated that it has issued AQF certification documentation only to learners that it has assessed as meeting the requirements of the training product.

Evidence of non-compliant AQF issuance practices includes:

- The RTO did not provide evidence that demonstrates that assessment meets the training package requirements and that, for the sampled students, assessment is conducted in accordance with principles of assessment and rules of evidence. The RTO did not demonstrate that it adequately assesses the learners for the above training product as specified in the relevant training package prior to issuing a statement of attainment.

