

Performance assessment (audit) report



RAM Training Services Pty Ltd

RTO number: 31701
CRICOS number: N/A
Date report finalised: 15 September 2021

Contents

Performance Assessment and Provider Details	3
Provider details.....	3
Performance assessment details	3
Performance assessment team.....	3
Report Summary	4
Performance assessment findings	4
Training products sampled	5
Interviewees	5

Performance Assessment and Provider Details

Provider details

Provider's legal name:	RAM Training Services Pty Ltd
Business/ Trading name/s:	RAM Training Services Pty Ltd
RTO code:	31701
CRICOS code:	N/A

Performance assessment details

Application number/s:	ADDVET0036549
Audit number:	AUDREC0011476
Performance assessment reasons:	Compliance audit Application - Change
Date of opening meeting:	4 August 2021
Date/s of interviews	7 September 2021
Date of closing meeting:	7 September 2021
Provider's contact details for performance assessment (audit):	Chris Jones: Chief Executive Officer Phone: 1300 328 500 Mobile: 0423 324 807 Email: chris@ramtrainingservices.com.au
Address/es of site/s visited (if applicable):	N/A

Performance assessment team

Lead Assessment Officer:	Daniel Taylor
Assessment Officers (if applicable):	N/A

Report Summary

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs)

Where non-compliance has been identified, the Registered Training Organisation (RTO) is accountable for identifying and correcting non-compliant systems, practices and behaviours, particularly those that have had a negative impact on students.

Correcting a 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 students and carrying out remedial action for current and past students.

Performance assessment findings

Report completed by: Daniel Taylor

Practice	Findings	Standards for RTOs (Clauses)
Training and Assessment	Compliant	1.1, 1.2, 1.3, 1.6, 1.8, 1.9, 1.13, 1.14, 1.16
Completion	Compliant	3.1
Marketing and Recruitment	Compliant	4.1
Enrolment	Compliant	5.1, 5.2
Regulatory Compliance and Governance	Compliant	2.2, 6.5, 7.1, 8.6

In preparing the performance assessment (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 RAM Training Services Pty Ltd to ASQA
- existing information and records held by ASQA concerning RAM Training Services Pty Ltd
- information provided to ASQA's assessor/s, interviews and observations, and documentation reviewed during the performance assessment (audit) of RAM Training Services Pty Ltd
- other publicly available information - including but not limited to, information published on the provider's and third party websites.

Training products sampled

Training Products	Mode/s of delivery/ assessment*	Current enrolments
TAE40116 Certificate IV in Training and Assessment	Mixed	0
<ul style="list-style-type: none"> • <i>TAEASS502 Design and develop assessment tools</i> • <i>TAEASS402 Assess competence</i> 		
10794NAT Justice of the Peace	Mixed	22
<ul style="list-style-type: none"> • <i>QCJWIT001 Witness or certify documents</i> • <i>QCJJUD001 Perform non-bench judicial and minor bench duties</i> 		
CPPSEC3101 Manage conflict and security risks using negotiation	Face to face	9
CPPSEC3121 Control persons using empty hand techniques	Face to face	9
HLTAID011 Provide First Aid	Face to face	6

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

Interviewees

Full name	Position
Chris Jones	Chief Executive Officer
Shenoa Gittins	Operations Manager
Tony Feagan	Compliance Consultant