



Australian Government
Australian Skills Quality Authority

ASQA

27 October 2021

Mr Phillip Nankervis
Director
HRD Integrated Services Pty. Ltd. as Trustee for Nankervis Family Trust
Unit 10, 10 Norton Dr
MELTON VIC 3337

By email to: phil@hrdi.com.au

RTO ID: 22116
Audit No: AUDREC0011453
Application No: ADDVET0036718, ADDVET0037791, ADDVET0037792

Dear Mr Nankervis,

Outcome of performance assessment (audit) and your opportunity to respond

The Australian Skills Quality Authority (ASQA) recently conducted a performance assessment (audit) of your organisation and assessed your compliance with the requirements of the:

- [National Vocational Education and Training Regulator Act 2011](#) (NVR Act) which includes the requirements of the [Standards for Registered Training Organisations 2015](#) (Standards for RTOs)

Throughout the performance assessment (audit) we collected information and evidence relating to how you operate and perform against these standards.

Having considered the totality of evidence, we have determined that you are **not compliant** with your obligations, specifically clauses 1.8, 2.2, 8.2 of the Standards for RTOs.

Attached is the performance assessment (audit) report that outlines our findings supported by the evidence for each area of non-compliance.

Your opportunity to respond

You are invited to provide a written response to the performance assessment (audit) report on (or before) **25 November 2021**. Please provide a written submission identifying how your organisation has rectified (option 1), or intends to rectify (option 2), the non-compliances outlined in the performance assessment (audit) report to our [asqanet portal](#). You can choose one of these options, or a combination of both.

Option 1: Submit evidence of rectification of non-compliances in part or full

Please respond in writing to the performance assessment (audit) report detailing how you have rectified the non-compliance. Submissions should include:

- a clear explanation of the actions taken to rectify the non-compliance by detailing this information in **Attachment A**
- all supporting evidence to demonstrate that these actions have been completed and is logically organised and in a single response.

If you consider that any of the non-compliance did not occur you should detail this in your submission, together with any evidence in support of your view.

Option 2: Propose an agreement to rectify

Alternatively, if you require more time to rectify some or all of the non-compliances, you are invited to propose an agreement to rectify the non-compliance over a period of up to three months by completing **Attachment B**.

If you choose this option, the proposal outlined in **Attachment B** should sufficiently detail all actions you intend to undertake to return to compliance.

Following receipt of your proposed agreement, we will contact you to discuss further.

What happens if you do not respond or your response does not adequately address the non-compliance?

After considering your response and further evidence, if we think you have still not adequately addressed the non-compliance or not proposed sufficient action to return to compliance, we may use a different regulatory action.

Or, if you choose to not respond to this notice within the timeframe outlined above, we may take further action.

These actions we may take include:

- issuing a written direction requiring you to address outstanding non-compliance
- notifying you of ASQA's intent to impose additional conditions of registration across all or part of your existing scope of registration
- notifying you of ASQA's intent to impose one or more administrative sanctions
- reject your applications
- other enforcement action as considered appropriate.

Further information

Our aim is to help you understand where your organisation is currently not compliant so that you can rectify the non-compliance as quickly as possible. If you require further information, please do not hesitate to contact us by email at compliance@asqa.gov.au.

Yours sincerely,



Jane Connellan
Director Compliance
27 October 2021