

Performance assessment (audit) report



Crucial Training Options Pty Ltd

RTO number: 45767
CRICOS number: N/A
Date report finalised: 22 December 2023



Australian Government
Australian Skills Quality Authority

ASQA

(Working together)

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Assessment and Provider Details

Provider details

Provider's legal name:	Crucial Training Options Pty Ltd
Business/Trading name/s:	N/A
RTO code:	45767
CRICOS code:	N/A

Assessment details

Application number/s:	RENVET0006261
Audit number:	AUDREC0012892
Assessment reason/s:	Application - Renewal
Provider's contact details:	Ms Carol Brosi Burke CEO admin@cto.qld.edu.au 0492 005 978
Address/es of site/s visited (if applicable):	N/A
Date of opening meeting:	11 December 2023
Date/s of interviews	21 December 2023
Date of closing meeting:	21 December 2023

Assessment team

Lead Assessment Officer:	Linda Inglis
Assessment Officers (if applicable):	Lea Stevenson Rachel Law

Report Summary

This report details findings against the following:

- *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs)

Where non-compliance has been identified, the provider 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 the system or process that caused 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.

Assessment findings

Report completed by: Linda Inglis

Practice	Legislation	Compliant	Not Compliant
Regulatory Compliance and Governance	Standards for RTOs	2.2	-

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

- information provided directly by Crucial Training Options Pty Ltd to ASQA
- existing information and records held by ASQA concerning Crucial Training Options Pty Ltd
- information provided to ASQA's assessor/s, interviews and observations, and documentation reviewed during the performance assessment (audit) of Crucial Training Options 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
CHC33021 Certificate III in Individual Support <ul style="list-style-type: none">• <i>CHCCCS040 Support independence and well being</i>	Face to face and online	3
<i>HLTAID011 Provide First Aid</i>	Face to face	Short course – 55 completions in past 12 months

Interviewees

Full name	Position
Ms Carol Brosi Burke	CEO
Ms Margaret Rodgers	Director
Ms Lisa Heysen	Training Coordinator