



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2018-0187

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	33 Working days
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

**From:** [Murray, Paula](#)  
**To:** [CMTEDD FOI](#)  
**Cc:** [Whyte, Charmaine](#)  
**Subject:** FW: Freedom of Information Request [SEC=UNCLASSIFIED]  
**Date:** Monday, 30 July 2018 11:49:07 AM  
**Attachments:** [image001.png](#)  
[image004.png](#)  
[image006.png](#)  
**Importance:** High

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Good morning CMTEDD FOI team

The FOI request below relates to Skills Canberra so I'm seeking to transfer this to you for action.

I've already spoken to the applicant [REDACTED] and he confirmed that the request relates to Skills Canberra, not the Education Directorate.

Regards

Paula

Paula Murray | Acting Senior Advisor | Governance and Legal Liaison  
Email: [paula.murray@act.gov.au](mailto:paula.murray@act.gov.au)  
Phone: +61 2 6205 0720  
Governance and Community Liaison | Education | ACT Government  
L6, 220 Northbourne Avenue, Braddon, ACT 2601 | GPO Box 158 Canberra ACT 2601

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**From:** [REDACTED]  
**Sent:** Monday, 30 July 2018 10:38 AM  
**To:** EDU Legal Liaison <[EDULegalLiaison@act.gov.au](mailto:EDULegalLiaison@act.gov.au)>  
**Cc:** [REDACTED]  
**Subject:** Freedom of Information Request  
**Importance:** High

The FOI Coordinator  
Governance and Legal Liaison  
Governance and Community Liaison Branch  
ACT Education Directorate

Dear Paula,

Thanks for your time on the phone this morning.

This request is made under the ACT [Freedom of Information Act 2016](#).

I would like to request the following documents on behalf of Access Training Institute Pty Ltd, Kirana Training Pty Ltd and Insight Training Group Australia Pty Ltd:

- Any documentation referencing or relating to the above mentioned entities within the past 12 months from the date of this request including with any external parties including other state or federal government bodies.

Should you have any questions please contact [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Documents can be either emailed directly (preferred) or posted to 8 Figtree Drive Sydney Olympic Park NSW 2127.

Thank you for your time and look forward to hearing from you.

Regards,



Sch 2.2(a)(ii)

Chief Executive Officer  
P 1300 885 791

8 Figtree Drive,  
Sydney Olympic Park NSW 2127  
[kirana.edu.au](http://kirana.edu.au)

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Kirana Education, Kirana Colleges and Kirana Workforce Development are licensed marks of Access Training Institute Pty Ltd RTO ID 91498, Kirana Training Pty Ltd RTO ID 52247, Maxis Solutions Pty Ltd RTO ID 91428, Insight Training Group Australia Pty Ltd RTO ID 32142, Precision Training Pty Ltd RTO ID 91808 & Learning Lab Pty Ltd RTO ID 91341.

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**From:** [REDACTED]  
**To:** [CMTEDD FOI](#)  
**Cc:** [REDACTED]  
**Subject:** RE: Freedom of Information Request - CMTEDDFOI2018-0187 - Scope of Request Clarification [SEC=UNCLASSIFIED]  
**Date:** Tuesday, 31 July 2018 11:14:58 AM  
**Attachments:** [image001.png](#)  
[image006.png](#)  
[image007.png](#)  
[image009.png](#)

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Dear Kelly-Jane,

Thank you for your email. Please see below highlighted in yellow our response to your questions. I hope that this provides more clarification.

Regards,



**Sch 2.2(a)(ii)**  
**Chief Executive Officer**  
**P 1300 885 791**

8 Figtree Drive,  
Sydney Olympic Park NSW 2127  
**[kirana.edu.au](http://kirana.edu.au)**

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**From:** Yule, Kelly-Jane <Kelly-Jane.Yule@act.gov.au> **On Behalf Of** CMTEDD FOI  
**Sent:** Tuesday, 31 July 2018 11:08 AM

To: [REDACTED]

**Subject:** RE: Freedom of Information Request - CMTEDDFOI2018-0187 - Scope of Request Clarification [SEC=UNCLASSIFIED]

Good Morning [REDACTED]

Thank you for your Freedom of Information request received on 30<sup>th</sup> July 2018 requesting ***“Any documentation referencing or relating to the above mentioned entities within the past 12 months from the date of this request including with any external parties including other state or federal government bodies”***.

I have been in contact with the Business area requesting a document search as per your request and they have advised that “any documentation” could result in thousands of lines of data and hundreds of documents. In order to provide you with meaningful documents I am requesting that we work together to redefine the scope of your request from “any documentation” to more specific information.

From my discussion with the relevant business area any documentation would consist of:

1. **student records** – approximately 600 students (for every student and an individual entry created for every administrative action, including payments, student file notes). I am advised this is information you are already in possession of. Therefore it is not expected that you are seeking copies of documents you already have. **Please confirm. Correct we do not require this.**
2. **RTO records**; I am advised you already have copies of RTO records therefore it is not expected that you are seeking copies of documents you already have. **Please confirm. Correct we do not require this.**
3. **Student and RTO enquiries**; Skills Canberra has a group email address [skills@act.gov.au](mailto:skills@act.gov.au) that all stakeholders, including students and RTOs send enquiries to (a quick review indicates approximately 400 emails). Can you confirm if you are seeking information in relation to individual students or are you seeking access to emails in relation to the RTO entities? **Please confirm. Access to emails in relation to the RTO entities.**
4. **RTO and Student complaints**; from time to time we receive information and complaints from students, employers and other stakeholders in relation to RTOs. I believe that direct complaints are recorded in a separate database which can be searched by RTO. **Please confirm if you are seeking access to any of this information. Yes we would like this information.**
5. **Audit Reports**; advice is that you already have access to an internal review audit report you participated in from 2018. **Please confirm if you are seeking access to any of this information. Correct we do not require this.**
6. **Information from other state or federal bodies**. In order to reduce the scope of your request can you **please advise** what information you may already be in possession of to avoid duplicate information being provided to you. **The only information we would be in possession of is an audit report from the state or federal body.**

-

To recap I am advised you already have access to a lot of information that would fall under “any documents”. To provide you with the most meaningful documents can you please confirm the above 6 dot points. Or could the information you are seeking be redefined to **“funding agreements for the three RTOs and any related communication”**.

Once I receive your response I will touch base with the business area again and hopefully be able to provide a better and more meaningful range of documents to you.

Due to FOI time constraints could you please respond to the email clarifying the scope of your request by **COB Wednesday 1<sup>st</sup> August 2018**.

Kind regards,

**Kelly-Jane Yule | Freedom of Information Coordinator | Information Access Team**

Ph: 02 620 77461

**Corporate | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Level 2, Canberra Nara Centre | GPO Box 158 Canberra ACT 2601 | [www.act.gov.au](http://www.act.gov.au)

---

**From:** Murray, Paula

**Sent:** Monday, 30 July 2018 11:49 AM

**To:** CMTEDD FOI <[CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au)>

**Cc:** Whyte, Charmaine <[Charmaine.Whyte@act.gov.au](mailto:Charmaine.Whyte@act.gov.au)>

**Subject:** FW: Freedom of Information Request [SEC=UNCLASSIFIED]

**Importance:** High

Good morning CMTEDD FOI team

The FOI request below relates to Skills Canberra so I'm seeking to transfer this to you for action.

I've already spoken to the applicant [REDACTED] and he confirmed that the request relates to Skills Canberra, not the Education Directorate.

Regards

Paula

Paula Murray | Acting Senior Advisor | Governance and Legal Liaison

Email: [paula.murray@act.gov.au](mailto:paula.murray@act.gov.au)

Phone: +61 2 6205 0720

Governance and Community Liaison | Education | ACT Government

L6, 220 Northbourne Avenue, Braddon, ACT 2601 | GPO Box 158 Canberra ACT 2601

---

**From:** [REDACTED]

**Sent:** Monday, 30 July 2018 10:38 AM

**To:** EDU Legal Liaison <[EDULegalLiaison@act.gov.au](mailto:EDULegalLiaison@act.gov.au)>

**Cc:** [REDACTED]

**Subject:** Freedom of Information Request

**Importance:** High

The FOI Coordinator

Governance and Legal Liaison  
Governance and Community Liaison Branch  
ACT Education Directorate

Dear Paula,

Thanks for your time on the phone this morning.

This request is made under the ACT [Freedom of Information Act 2016](#).

I would like to request the following documents on behalf of Access Training Institute Pty Ltd, Kirana Training Pty Ltd and Insight Training Group Australia Pty Ltd:

- Any documentation referencing or relating to the above mentioned entities within the past 12 months from the date of this request including with any external parties including other state or federal government bodies.

Should you have any questions please contact [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]

Documents can be either emailed directly (preferred) or posted to 8 Figtree Drive Sydney Olympic Park NSW 2127.

Thank you for your time and look forward to hearing from you.

Regards,



Sch 2.2(a)(ii)

Chief Executive Officer  
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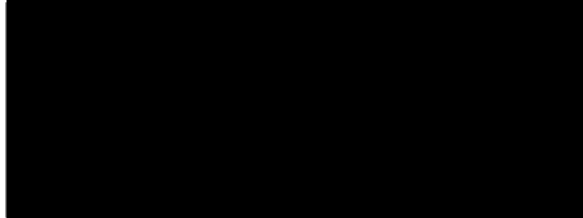




**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2018-0187



via email: [redacted]

Dear [redacted]

### **FREEDOM OF INFORMATION REQUEST**

I refer to your request submitted under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 30<sup>th</sup> July 2018, in which you sought access to “*any documentation referencing or relating to Access Training Institute Pty Ltd, Kirana Training Pty Ltd and Insight Training Group Australia Pty Ltd within the past 12 months from the date of this request including with any external parties including other state or federal government bodies*”.

On the 31<sup>st</sup> July 2018 you advised that you do not require access to any student records, RTO records or the audit reports that you already have copies of. However you did confirm that you are seeking access to any RTO and student complaints and all documentation from other state or federal bodies.

On 8<sup>th</sup> August 2018 Andrew Croft (Quality Assurance Manager) acting on your behalf also confirmed via email that you are not seeking access to documents you already have.

### **Authority**

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

### **Timeframes**

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 17 September 2018.

### **Third Party Consultation**

In making this decision, I completed consultation in accordance with section 38 of the Act. The views of identified third parties were taken into account in making this decision.

### **Decision on access**

Searches were completed for relevant documents and 32 documents were identified that fall within the scope of your request.

I have decided to grant full access to 6 documents and partial access to 24 documents and exempt 2 documents in their entirety. The information redacted in the documents I consider to be information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decision is below.

### **Statement of Reasons**

In reaching my access decision, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;
- the views of relevant third parties; and
- the *Human Rights Act 2004*.

### **Exemption claimed**

My reasons for deciding not to grant access to the identified documents and components of these documents are as follows:

#### Legal Professional Privilege (Schedule 1 of the Act)

I have found that the advice contained in document ref no. 32 between Skills Canberra and the ACT Government Solicitor (GSO) is subject to legal professional privilege as it was brought into existence for the dominant purpose of providing a legal opinion in relation to the ACT Funding Agreement (ACTFA) in place with Access Training Institute Pty Ltd, Kirana Training Pty Ltd and Insight Training Group Australia Pty Ltd. I am satisfied that the communications were made in circumstances of confidentiality and were provided by an independent legal adviser satisfying the requirements to attract legal professional privilege. For this reason, I have decided to exempt from release this information.

#### Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure (Schedule 2.1)

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest':

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
  - (viii) *reveal the reason for a government decision and any background or contextual information that informed the decision.*

Having considered the factors identified as relevant in this matter, I consider that release of the information will provide you with the details and reasons why the ACT Funding Agreement with Access Training Institute Pty Ltd, Kirana Training Pty Ltd and Insight Training Group Australia Pty Ltd was suspended by Skills Canberra. The release of the documents identified will provide contextual information relating to the government decision and any background or contextual information for the cancellation.

Factors favouring non-disclosure (Schedule 2.2)

Taking into consideration the information contained in the documents found to be within the scope of your request, I have also identified the following public interest factors in favour of non-disclosure are relevant to determine if release of the information contained within these documents is within the 'public interest'.

- (a) *disclosure of the information could reasonably be expected to do any of the following:*
  - (ii) *prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004;*
  - (x) *prejudice intergovernmental relations; and*
  - (xi) *prejudice an agency's ability to obtain confidential information.*

When considering the documents and factors in favour of non-disclosure, I have considered the personal information contained in the documents, including names and contact information. I am satisfied that the names and contact information of government employees should be released as these staff members were acting in their official capacity and the personal information being released is done so in relation to

these individuals exercising their delegations in a work related capacity. I do not consider the release of this information is unreasonable or could prejudice their right to privacy. However, I consider it is unreasonable to release the names of non ACT Government employees, namely students and other non-ACT Government departmental staff. I am of the opinion that release of this information may prejudice the protection of the individual right to privacy or any other right under the *Human Rights Act 2004*. I am satisfied that this factor favouring non-disclosure should be afforded significant weight as it relates to individual privacy.

Having reviewed the documents, I consider that the release of some information could prejudice intergovernmental relations and adversely affect the Directorate's ability to obtain confidential information. The information contained in some of the documents identified as relevant to your request also contain sensitive information regarding activities of other jurisdictions and was provided to CMTEDD in the strictest confidence. The release of this information would undermine the sharing of sensitive information between jurisdictions and may have an inhibiting effect on inter-jurisdictional discussions in the future. I am satisfied that these two factors favouring non-disclosure should be afforded very significant weight. As a result, I have decided to fully exempt from release this information in document at folios 35-56 and 75-76.

Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that is not in the public interest to release, while releasing the rest of the documents will ensure the intent of the Act is met and will provide you with access to the majority of information held by CMTEDD within the scope of your request.

### **Additional Information**

Out of scope information contained in these document has been redacted, namely the details other registered training organisations.

### **Charges**

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges would normally be applicable for this request, however I have waived fees associated with your access application in this instance.

### **Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 20 September 2018. Your personal contact details will not be published. You may view CMTEDD disclosure log at:

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601  
Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,



Daniel Riley  
Information Officer  
Information Access Team  
Chief Minister, Treasury and Economic Development Directorate

13 September 2018



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME	WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
[REDACTED]	I would like to request the following documents on behalf of Access Training Institute Pty Ltd, Kirana Training Pty Ltd and Insight Training Group Australia Pty Ltd any documentation referencing or relating to the above mentioned entities within the past 12 months from the date of this request including with any external parties including other state or federal government bodies	CMTEDDFOI2018-0187

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-3	Email - NISF - request for further information on RTO terminations/suspensions	29 Mar 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
2	4-6	Email – ASQA audit activity report	23 Aug 2017	Partial Release	Schedule 2.2(a)(ii)	Yes
3	7-16	Email – NISF Data – September 2017 (Out of scope information removed)	13 Sep 2017	Partial Release	Schedule 2.2(a)(ii)	Yes
4	17-18	Notes from teleconference (Out of scope pages removed)	7 Mar 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
5	19-23	Email – WA 2018 apprenticeship and traineeship RTOs applied	28 Mar 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
6	24-33	Email – NISF Database – April 2018 (Out of scope pages removed)	2 May 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
7	34-56	Email – NISF – request for further information on RTO termination/suspensions	11 May 2018	Partial Release	Schedule 2.2(a)(ii), Schedule 2.2(a)(xii)	Yes
8	57-59	Email – Notice – ASQA Commissioners decision – Kirana Training Pty Ltd	25 May 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
9	60-62	Email – Notice – ASQA Commissioners decision – Access Training Institute	25 May 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
10	63-64	Email – Kirana Training Pty Ltd – (52247) and Access Training Institute Pty Ltd	5 Jun 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
11	65-67	Email – AAT Update – Access Training Institute Pty Ltd	15 June 2018	Partial Release	Schedule 2.2(a)(ii)	Yes

12	68-70	Email – AAT Update – Kirana Training Pty Ltd	15 Jun 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
13	71	Email – ASQA / Skills Canberra meeting agenda	11 Jul 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
14	72-73	Document – Record of Meeting - ASQA	13 Jul 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
15	74	Document – Skils Canberra ASQA Meeting Agenda	13 Jul 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
16	75-76	Document – Terminated	undated	Exempt	Schedule 2.2(a)(xii)	Yes
17	77	Email – RTOs selected for 2017 IRT evaluation	16 April 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
18	78-83	Email – Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd	25 May 2018	Full Release	N/A	Yes
19	84-88	Email – RTO workshop participants	15 June 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
20	89-90	Email – Changes to 91498 – Access Training Institute Pty Ltd	27 June 2018	Full Release	N/A	Yes
21	91-94	Email – Kirana Training – Risk rating not low	27 June 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
22	95-98	Email – ASQA July – September 2017 Reporting data (Out of scope pages removed)	10 Oct 2017	Partial Release	Schedule 2.2(a)(ii)	Yes
23	99-108	Email – Notice of ASQA regulatory decision Kirana Training Pty Ltd and Access Training Institute Pty Ltd	25 May 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
24	109-111	Email – URGENT REMINDER: CM and DDG Reports due today	5 June 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
25	112	Email – ACTFA suspensions	8 June 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
26	113	Email – NISF data for Kirana Education Group RTOs	24 July 2018	Full Release	N/A	Yes
27	114-115	Email – Kirana Training Pty Ltd	25 July 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
28	116-117	Email – RTO actions (Kirana Group)	27 July 2018	Full Release	N/A	Yes
29	118-119	Email – Change of RTO from Kirana/Access to Insight	30 July 2018	Partial Release	Schedule 2.2(a)(ii)	Yes
30	120-121	Email – Phonecalls – Kirana Education Group	30 July 2018	Full Release	N/A	Yes

31	122-123	Meeting notes (Out of scope pages removed)	May/June/Jul 2018	Full Release	N/A	Yes
32		ACT Government Solicitor Advice		Exempt	Legal Professional Privilege (Schedule 1 of the Act)	No
Total No of Docs	32 (123 pages)					



---

**From:** Sch 2.2(a)(ii)  
**Sent:** Thursday, 29 March 2018 5:52 PM  
**To:** Elton, Pamela  
**Subject:** RE: NISF - request for further information on RTO terminations/suspensions [DLM=For-Official-Use-Only]

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Good Afternoon Pam,  
My apologies for the delayed response. I will have this data for you on 3/4/2018 (hopefully by noon!).

Kind regards

Sch 2.2(a)(ii)  
Senior Training Market Operations Officer  
Quality Assurance | Training Services NSW  
NSW Department of Industry  
Level 12 | [1 Oxford Street](#) | Darlinghurst NSW 2010  
PO Box 960 | Darlinghurst NSW 1300  
Sch 2.2(a)(ii)  
W: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

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**From:** Elton, Pamela [mailto:[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)]  
**Sent:** Thursday, 29 March 2018 2:35 PM  
**Sch 2.2(a)(ii)**  
**Subject:** FW: NISF - request for further information on RTO terminations/suspensions [DLM=For-Official-Use-Only]

Hi Sch 2.2(a)(ii)

Could you please assist me with my enquiry (refer to the trail below) or perhaps forward it to Sch 2.2(a)(ii) I have not yet received a response.

Thanks  
Pam

Sch 2.2(a)(ii)  
**Sent:** Monday, 19 March 2018 3:52 PM  
**To:** Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>  
**Subject:** Re: FW: NISF - request for further information on RTO terminations/suspensions [DLM=For-Official-Use-Only]

Sch 2.2(a)(ii)

Could you please provide me with some advice for this.

Cheers

Sch 2.2(a)(ii) | Manager Quality Assurance & Investigations | Training Services NSW  
NSW Department of Industry  
Level 12 | [1 Oxford Street](#) | Darlinghurst NSW 2010 | PO Box 960 | Darlinghurst NSW 1300  
Sch 2.2(a)(ii)

On 19 March 2018 at 15:22, Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)> wrote:

Hi 

Just wondering if you've had a chance to put together some information regarding the RTO's identified in my email (as below)?

Thanks

Pam


Pamela Elton | Quality Assurance and Control Manager

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government

Canberra Nara Centre, [1 Constitution Avenue](#) | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

---

**From:** 

**Sent:** Wednesday, 7 March 2018 12:46 PM

**To:** Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>

**Subject:** Re: NISF - request for further information on RTO terminations/suspensions [DLM=For-Official-Use-Only]

Pam

I am out of the office for the rest of the afternoon but am happy to provide tomorrow morning.

Regards



Sent from my iPhone

On 7 Mar 2018, at 12:25 pm, Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)> wrote:

Hi [REDACTED]

As a follow on from the information you shared during today's NISF teleconference, Skills Canberra would be particularly interested any further information you can provide regarding NSW's termination of the Kirana Group RTOs [REDACTED] **Out of Scope**  
[REDACTED] **Out of Scope**

Thanks in advance.

Regards

Pam

Pamela Elton | Quality Assurance and Control Manager

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government

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**From:** Sch 2.2(a)(ii)  
**Sent:** Wednesday, 23 August 2017 2:26 PM  
**To:** Elton, Pamela  
**Subject:** RE: ASQA audit activity report [SEC=UNCLASSIFIED]  
**Attachments:** Selected RTO audits @ 23 August 2017.xlsx

**UNCLASSIFIED**

Hi Pam,

As requested please find attached the report. Please note the report contains the following:

- Audit/Evidence Reviews (conducted date) from 1 January 2016 till now, and
- Upcoming Audit/Evidence Reviews.

Happy to discuss.

Sch 2 s2(a)(ii)

---

**From:** Elton, Pamela [mailto:Pamela.Elton@act.gov.au]  
**Sent:** Monday, 21 August 2017 2:40 PM  
**To:** Sch 2.2(a)(ii)  
**Subject:** ASQA audit activity report [SEC=UNCLASSIFIED]

Hi Sch 2.2(a)(ii)

Thank you for providing the audit activity report for RTOs with an ACT head office address.

As discussed in Friday's meeting, could we also please have an audit activity report that covers all other RTOs that currently hold an ACT Funding Agreement as per the attached list?

Could you also please clarify something in the ASQA Regulatory Activity: 1 July 2011 – 30 June 2017: National & ACT? In Table 1, is State/Territory referring to the RTO head office address or to the ASQA office that conducted the audits?

Thanks in advance!

Kind regards  
Pam

Pamela Elton | Quality Assurance and Control Manager  
Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)  
Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government  
Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au/skillscanberra](http://www.cmtedd.act.gov.au/skillscanberra)

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RTO ID	Entity Name	Reason	Type	Status - Substatus	Audit or Evidence Review	Entity Head	Nearest ASQA Office
--------	-------------	--------	------	--------------------	--------------------------	-------------	---------------------

Out of Scope

52247	Kirana Training Pty Ltd	Sanction Evidence Review	Desk Audit (VET)	Closed - Review Complete	31/01/2017	NSW	Sydney
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Out of Scope

52247	Kirana Training Pty Ltd	Compliance Monitoring	Site Visit (VET)	Closed - Audit Complete	13/09/2016	NSW	Sydney
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Out of Scope

**From:**  
**Sent:**  
**To:**

Sch 2.2(a)(ii)

Wednesday, 13 September 2017 7:57 AM

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

; Kafer, Jodie;

Sch 2.2(a)(ii)

**Subject:**

NISF Data - September 2017

**Attachments:**

NISF Database September 2017 Final v0.2.xlsx

All;

Please see attached September 2017 NISF data for today's meeting.

Password protection has been removed due to rejection by the firewalls of a number of recipients.

Regards;

Sch 2.2(a)(ii)

--

Sch 2.2(a)(ii)

Quality Assurance | Training Services NSW

Skills and Economic Development

NSW Department of Industry

Level 12 | 1 Oxford Street | Darlinghurst NSW 2010

Sch 2.2(a)(ii)

W: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

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## NISF INFORMATION RESPOSITORY - SEPTEMBER 2017

ACT, NT, QLD, SA, TAS, VIC, WA, NSW

RTO NTIS ID	RTO Legal Name	RTO Trading Name	Jurisdiction	ABN	Current Contract		OI List
					2016	2017	
Sch 2.2(a)(ii) 91498 Access Training Institute Pty Ltd		Access Training Institute Pty Ltd	ACT	59131948279	No	Yes	

# Out of Scope

32142 Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

ACT

77140467929

No

Yes

# Out of Scope



## Out of Scope

52247 Kirana Training Pty Ltd

Kirana Training Pty Ltd

ACT

Yes

Yes

# Out of Scope

# Out of Scope

91498 Access Training Institute Pty Ltd

Access Training Institute Pty Ltd

NSW

Yes

# Out of Scope



# Out of Scope

32142 Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

NSW

Yes

# Out of Scope

52247 Kirana Training Pty Ltd

Kirana Training Pty Ltd

NSW

Yes

# Out of Scope

32142 Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

QLD

77140467929

Yes

Yes

# Out of Scope

# Out of Scope

52247 Kirana Training Pty Ltd

Kirana Training Pty Ltd

QLD

55141200357

Yes

Yes

# Out of Scope

# Out of Scope

91498 Access Training Institute Pty Ltd

Access Training Institute Pty Ltd

QLD

59131948279

Yes

Yes

# Out of Scope

# Out of Scope

91498 Access Training Institute Pty Ltd

Access Training Institute Pty Ltd

WA

59131948279

Yes

No

# Out of Scope

# Out of Scope

32142 Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

WA

77140467929

Yes

Yes

# Out of Scope

52247 Kirana Training Pty Ltd

Kirana Training Pty Ltd

WA

55141200357

Yes

No

# Out of Scope



# Out of Scope

(1) (NSN)

Sch 2.2(a)(ix)

Examinations of contractors

Out of Scope

01458 Access from hostile - performance issues

2/6 KIOs - system issues

Exams, insight, decision



Grade Group - given plenty of opportunities to verify  
then drew a line in the sand.

# Out of Scope

- Many Solutions (Leave Group)

# Out of Scope

Sch 2.2(a)(ii)

# Out of Scope

---

**From:** Elton, Pamela  
**Sent:** Wednesday, 28 March 2018 3:24 PM  
**To:** Kafer, Jodie  
**Subject:** RE: Traineeship and Apprenticeship tender information (interim list) [DLM=For-Official-Use-Only]  
**Attachments:** ACT Response - WA 2018 apprenticeship and traineeship RTOs applied (States information) (split round).xlsx

Hi Jodie

Here is the information I've pulled together so far. Would you like to add any further comments about Kirana?

Thanks  
Pam

---

**From:** Kafer, Jodie  
**Sent:** Friday, 23 March 2018 2:04 PM  
**To:** Elton, Pamela <Pamela.Elton@act.gov.au>  
**Subject:** FW: Traineeship and Apprenticeship tender information (interim list) [DLM=For-Official-Use-Only]

Hi Pam, could you please pull this information together and respond to [Sch 2.2(a)(ii)] when you get a chance. No rush but ideally before the Easter break would be good.

Thanks  
Jodie

---

**From:** [Sch 2.2(a)(ii)]  
**Sent:** Friday, 23 March 2018 1:57 PM  
**To:** Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>; [Sch 2.2(a)(ii)]  
**cc:** [Sch 2.2(a)(ii)]  
**Subject:** Traineeship and Apprenticeship tender information (interim list)

Hi folks,

Further to our earlier conversations please find attached an interim list of the registered RTOs that have made application to date to deliver publicly funded training in WA through the recent 2018 Apprenticeship and Traineeship tender.

A further list of RTOs that apply between now and the closing date of 4.00pm Wednesday 28th March will be provided to you on Thursday 29th March.

In submitting their application all RTOs have given permission for the States/Territories to release the RTOs contractual performance over the past 3 years.

Could I ask that you complete and return the information contained in the spreadsheet as soon as possible. In responding to the 3 questions can you provide Yes/No to each question and if Yes provide details where possible in the comments section.

In addition, if you are able to provide the contract value and the number of students funded over the past 3 years that would be fantastic.

I really appreciate support your in this matter and if you have any questions please contact me or speak with Sch 2.2(a)(ii) who is managing the tender process. Sch 2.2(a)(ii) can be contacted on Sch 2.2(a)(ii)

Regards

Sch 2.2(a)(ii)

Manager Private Training Markets

Optima Centre – Building B

Lvl 3, 16 Parkland Road, Osborne Park WA 6017

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

W: [dtwd.wa.gov.au](http://dtwd.wa.gov.au)

*Building the workforce to meet the economic and community needs of Western Australia*

**Executive Officer**, in relation to a registered training organisation, means:

- (a) a person, by whatever name called and whether or not a director of the organisation, who is concerned in, or takes part in, the management of the Service Provider; or
- (b) if the Service Provider is a body corporate:
  - 1 a person who, at any time during a period for which the Service Provider is registered, owns 15% or more of the Service Provider; or
  - 2 a person who, at any time during a period for which the Service Provider is registered, is entitled to receive 15% or more of dividends paid by the Service Provider; or
- (c) an administrator, receiver and manager, or liquidator of the Service Provider (other than a receiver and manager, or liquidator, appointed by a court); or
- (d) if the Service Provider is a body corporate – the administration of a deed of company arrangement executed by an Service Provider; or
- (e) if the Service Provider is a body corporate – a trustee or other person administering a compromise or arrangement made between the Service Provider and another person or other persons.

**Question 1**

In the past three years has your organisation held a contract to deliver training with the Commonwealth or other State or Territory training authorities?

**Question 2**

Does your organisation and/or its Executive Officer(s) have any formal contractual compliance issues pending with the Commonwealth or other State or Territory training authorities?

**Question 3**

In the past three years has your organisation and/or its Executive Officer(s) had any previous contracts for the provision of training held with other Commonwealth or State or Territory training authorities agencies suspended, terminated or cancelled?

ACT							
RTO Id	Legal Name	Question 1	Question 2	Question 3	Contract value (past 3 years)	Total # students (past 3 years)	General Comments
Out of Scope							
52247	Kirana Training Pty Ltd	Y	N	N	\$446,556	356	Contract value = amount claimed by RTO in last 3 years. We have concerns about this RTO, which are yet to be substantiated.

Out of Scope

---

**From:** Sch 2.2(a)(ii)  
**Sent:** Wednesday, 2 May 2018 10:20 AM  
**To:** Sch 2.2(a)(ii); Kafer, Jodie; Elton, Pamela; Sch 2.2(a)(ii);

Sch 2.2(a)(ii)

**Subject:** NISF Database - April 2018  
**Attachments:** NISF Database April 2018 Final.xlsx

All;

Please see attached NISF data for April 2018.

Regards;  
Paul.

--

Sch 2.2(a)(ii)  
Quality Assurance | Training Services NSW  
Skills and Economic Development  
NSW Department of Industry  
Level 12 | 1 Oxford Street | Darlinghurst NSW 2010  
Sch 2.2(a)(ii)  
W: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

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## NISF INFORMATION RESPOSITORY - APRIL 2018

QLD, WA, VIC, NT, ACT, TAS, NSW, SA

					Current Contract		
RTO NTIS ID	RTO Legal Name	RTO Trading Name	Jurisdiction	ABN	2017	2018	OI List

# Out of Scope

# Sch 2.2(a)(ii)

32142 | Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

QLD

77140467929

Yes

Yes

# Out of Scope

# Out of Scope

52247 | Kirana Training Pty Ltd

Kirana Training Pty Ltd

QLD

55141200357

Yes

Yes

# Out of Scope

# Out of Scope

91498 | Access Training Institute Pty Ltd

Access Training Institute Pty Ltd

QLD

59131948279

Yes

Yes

# Out of Scope

91498 | Access Training Institute Pty Ltd

Access Training Institute Pty Ltd

WA

59131948279

No

No

# Out of Scope

# Out of Scope

32142 | Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

WA

77140467929

Yes

Yes

# Out of Scope

52247 | Kirana Training Pty Ltd

Kirana Training Pty Ltd

WA

55141200357

No

No

# Out of Scope

# Out of Scope

91498 | Access Training Institute Pty Ltd

Access Training Institute Pty Ltd

ACT

59131948279

Yes

Yes

# Out of Scope

32142 | Insight Training Group Australia Pty Ltd

Insight Training Group Australia Pty Ltd

ACT

77140467929

Yes

Yes

# Out of Scope

# Out of Scope

# Out of Scope

52247 Kirana Training Pty Ltd

Kirana Training Pty Ltd

NSW

Not available

Yes

No

## Out of Scope



# Out of Scope

# Out of Scope

---

**From:** Sch 2.2(a)(ii)  
**Sent:** Friday, 11 May 2018 6:34 AM  
**To:** Elton, Pamela  
**Subject:** NISF - request for further information on RTO terminations/suspensions [DLM=For-Official-Use-Only]  
**Attachments:** 2017-11-06 Kirana Group Other - QRC SUMMARY.docx; Out of Scope  
Out of Scope; 2017-11-06 Access Training Institute - QRC SUMMARY.docx; 2017-11-06 Insight Training Group - QRC SUMMARY.docx; QRC Nov 2017 Performance Monitoring Report - Out of Scope

Out of Scope

**Follow Up Flag:** Flag for follow up  
**Flag Status:** Completed

Pamela

Sorry for the delay.

All information is provided on the basis that it is CONFIDENTIAL and is not to be distributed to, released or the contents shared with the Registered Training Organisations referred to there in or any other party.

Regards

Sch 2.2(a)(ii)

Sch 2.2(a)(ii) Manager Quality Assurance & Compliance | Training Services NSW  
NSW Department of Industry  
Level 12 | 1 Oxford Street | Darlinghurst NSW 2010 | PO Box 960 | Darlinghurst NSW 1300  
Sch 2.2(a)(ii)  
W: [www.training.nsw.gov.au](http://www.training.nsw.gov.au)

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Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)



Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)



Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)



---

**From:** Nowak, Monika  
**Sent:** Friday, 25 May 2018 8:44 AM  
**To:** Elton, Pamela  
**Subject:** FW: Notice - ASQA Commissioners' decision -Kirana Training Pty Ltd [SEC=UNCLASSIFIED]  
**Attachments:** Notice - ASQA Commissioners' decision -Kirana Training Pty Ltd.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Pam

FYI

Monika

---

**From:** Sch 2.2(a)(ii)  
**Sent:** Thursday, 24 May 2018 3:47 PM

Sch 2.2(a)(ii)

Sch 2.2(a)(ii); Kafer, Jodie <Jodie.Kafer@act.gov.au>; Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

**Subject:** Notice - ASQA Commissioners' decision -Kirana Training Pty Ltd [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Dear all

Please find the attached Commissioners' decision relating to Kirana Training Pty Ltd.

Kind Regards,



Sch 2.2(a)(ii)  
Assistant Policy Officer

Governance, Policy & Quality  
**Australian Skills Quality Authority**  
GPO Box 9928 Melbourne VIC 3001  
Level 6 595 Collins St Melbourne VIC 3000

Sch 2.2(a)(ii)  
Sch 2.2(a)(ii)

[www.asqa.gov.au](http://www.asqa.gov.au) Info line 1300 701 801



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## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### **Kirana Training Pty Ltd (RTO 52247)**

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: unknown

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

- the RTO applies to the Administrative Appeals Tribunal (or a court) for review (or appeal) of the decision
- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).

---

**From:** Nowak, Monika  
**Sent:** Friday, 25 May 2018 8:46 AM  
**To:** Elton, Pamela  
**Subject:** FW: Notice - ASQA Commissioners' decision -Access Training Institute Pty Ltd. [SEC=UNCLASSIFIED]  
**Attachments:** Notice - ASQA Commissioners' decision -Access Training Institute Pty Ltd.pdf  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Pam

FYI  
Monika

---

**From:** Sch 2.2(a)(ii)  
**Sent:** Thursday, 24 May 2018 3:45 PM

Sch 2.2(a)(ii)

Sch 2.2(a)(ii) Kafer, Jodie <Jodie.Kafer@act.gov.au> Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

**Subject:** Notice - ASQA Commissioners' decision -Access Training Institute Pty Ltd. [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Dear all

Please find the attached Commissioners' decision relating to Access Training Institute Pty Ltd.

Kind Regards,

Robina

Sch 2.2(a)(ii)  
Assistant Policy Officer

Governance, Policy & Quality  
**Australian Skills Quality Authority**  
GPO Box 9928 Melbourne VIC 3001  
Level 6 595 Collins St Melbourne VIC 3000

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

[www.asqa.gov.au](http://www.asqa.gov.au) Info line 1300 701 801



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## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### Access Training Institute Pty Ltd (RTO 91498)

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: 1027

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

- the RTO applies to the Administrative Appeals Tribunal (or a court) for review (or appeal) of the decision
- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).

---

**From:** ASQA - Compliance Adelaide <complianceadelaide@asqa.gov.au>  
**Sent:** Tuesday, 5 June 2018 12:40 PM  
**To:** Commissioners; Elton, Pamela  
**Subject:** RE: Kirana Training Pty Ltd (52247) and Access Training Institute Pty Ltd (91498) [DLM=For-Official-Use-Only]

**For Official Use Only**

Dear Pam

I can confirm that both Kirana Training Pty Ltd and Access Training Institute Pty Ltd received formal notification on 1 June 2018 of ASQA's decision to cancel the RTOs registration with effect 35 days from receiving notice.

Kind regards

**Sch 2.2(a)(ii)**  
Senior Regulatory Coordinator

Regulatory Operations, Adelaide  
**Australian Skills Quality Authority**  
GPO Box 9928 Adelaide SA 5001  
T: (08) 8306 8614 or ext. 88614



E [complianceadelaide@asqa.gov.au](mailto:complianceadelaide@asqa.gov.au)  
[www.asqa.gov.au](http://www.asqa.gov.au) Info line 1300 701 801

---

**From:** Commissioners  
**Sent:** Tuesday, 5 June 2018 10:04 AM  
**To:** **Sch 2.2(a)(ii)**  
**Subject:** FW: Kirana Training Pty Ltd (52247) and Access Training Institute Pty Ltd (91498) [DLM=For-Official-Use-Only]

**For Official Use Only**

Hello Team

Please see request below. Thought it might be more appropriate for this communication to come from you if at all??

Regards  
**Sch 2.2(a)(ii)**

---

**From:** Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>  
**Sent:** Monday, 4 June 2018 10:28 AM  
**To:** Commissioners <[Commissioners@asqa.gov.au](mailto:Commissioners@asqa.gov.au)>  
**Subject:** Kirana Training Pty Ltd (52247) and Access Training Institute Pty Ltd (91498) [DLM=For-Official-Use-Only]

Good morning

Could I please have written confirmation that both Kirana Training Pty Ltd and Access Training Institute Pty Ltd received formal notification on 1 June 2018 of ASQA's decision to cancel the RTOs registration with effect 35 days from receiving notice?

Thank you.

Pam

**Pamela Elton | Quality Assurance and Control Manager**

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government**

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)



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**From:** Nowak, Monika  
**Sent:** Friday, 15 June 2018 1:52 PM  
**To:** Elton, Pamela  
**Subject:** FW: AAT Update - Access Training Institute Pty Ltd (RTO 91498)  
[SEC=UNCLASSIFIED]  
**Attachments:** Notice - ASQA Commissioners' decision -Access Training Institute Pty Ltd....pdf

Hi Pam

FYI

Thank you

Monika

---

**From:** Sch 2.2(a)(ii)  
**Sent:** Friday, 15 June 2018 1:48 PM

Sch 2.2(a)(ii)

Sch 2.2(a)(ii) ; Kafer, Jodie <Jodie.Kafer@act.gov.au>; Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

**Subject:** AAT Update - Access Training Institute Pty Ltd (RTO 91498) [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Dear all,

On 24 May 2018 we informed you of a decision of the Commissioners in relation to Access Training Institute Pty Ltd.

A copy of that notice is attached.

We can now inform you that the RTO has applied to the Administrative Appeals Tribunal (AAT) for a review and stay of the decision.

We will update you as the matter progresses.

Kind Regards,

Sch 2.2(a)(ii)  
Assistant Policy Officer

Governance, Policy & Quality  
**Australian Skills Quality Authority**  
GPO Box 9928 Melbourne VIC 3001  
Level 6 595 Collins St Melbourne VIC 3000

Sch 2.2(a)(ii)  
Sch 2.2(a)(ii)

[www.asqa.gov.au](http://www.asqa.gov.au) Info line 1300 701 801



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## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### Access Training Institute Pty Ltd (RTO 91498)

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: 1027

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

- the RTO applies to the Administrative Appeals Tribunal (or a court) for review (or appeal) of the decision
- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).

---

**From:** Nowak, Monika  
**Sent:** Friday, 15 June 2018 1:51 PM  
**To:** Elton, Pamela  
**Subject:** FW: AAT Update - Kirana Training Pty Ltd (RTO 52247) [SEC=UNCLASSIFIED]  
**Attachments:** Notice - ASQA Commissioners' decision -Kirana Training Pty Ltd.pdf

Hi Pam

FYI  
Thank you

Monika

---

**From:** Sch 2.2(a)(ii)  
**Sent:** Friday, 15 June 2018 1:45 PM

Sch 2.2(a)(ii)

Sch 2.2(a)(ii); Kafer, Jodie <Jodie.Kafer@act.gov.au>; Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

**Subject:** AAT Update - Kirana Training Pty Ltd (RTO 52247) [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Dear all,

On 24 May 2018 we informed you of a decision of the Commissioners in relation to Kirana Training Pty Ltd.

A copy of that notice is attached.

We can now inform you that the RTO has applied to the Administrative Appeals Tribunal (AAT) for a review and stay of the decision.

We will update you as the matter progresses.

Kind Regards,

Sch 2.2(a)(ii)  
Assistant Policy Officer

Governance, Policy & Quality  
**Australian Skills Quality Authority**  
GPO Box 9928 Melbourne VIC 3001  
Level 6 595 Collins St Melbourne VIC 3000

Sch 2.2(a)(ii)  
Sch 2.2(a)(ii)

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## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### **Kirana Training Pty Ltd (RTO 52247)**

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: unknown

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

- the RTO applies to the Administrative Appeals Tribunal (or a court) for review (or appeal) of the decision
- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).

---

**From:** Elton, Pamela  
**Sent:** Wednesday, 11 July 2018 10:57 AM  
**To:** Sch 2.2(a)(ii)  
**Subject:** ASQA / Skills Canberra meeting agenda [SEC=UNCLASSIFIED]

Hi Sch 2.2(a)(ii)

Do you have any items that you would like included on the meeting agenda? The following is a list of items that we wish to discuss.

- Out of Scope
- Kirana Training Pty Ltd (52247) / Access Training Institute Pty Ltd (91498) – regulatory action / AAT

•  
•  
•  
•  
•  
•

# Out of Scope

# Out of Scope

Kind regards  
Pam

Pamela Elton | Quality Assurance and Control Manager  
Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)  
Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government  
Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)



Chief Minister, Treasury and Economic Development Directorate

Skills Canberra and ASQA Regular Meeting (Bi-monthly)

Record of Meeting

**Date:** Friday 13 July 2018

**Time:** 3:30 pm – 5:00 pm

**Location:** Skills Canberra, Level 4 Canberra Nara Centre, 1 Constitution Avenue, Canberra

Agenda Item	Discussion
Opening	Meeting start: 3:30 pm
Attendance	Sch 2.2(a)(ii), Manager Regulatory Operations – Canberra, ASQA Jodie Kafer, Manager Governance and Assurance, Skills Canberra Pamela Elton, Quality Assurance and Control Manager, Skills Canberra
Out of Scope	
2. ASQA regulatory action for Kirana Training Pty Ltd (52247) and Access Training Institute Pty Ltd (91498)	<ul style="list-style-type: none"><li>Skills Canberra advised ASQA that it has placed a suspension on new enrolments from 1 June 2018 pending outcome of ASQA regulatory action for both RTOs.</li><li>469 students currently enrolled in ACT funded training initiatives</li><li>Discussed AAT process and outcome notification</li></ul> <p><u>Action</u></p> <ul style="list-style-type: none"><li>Skills Canberra to contact ASQA on 25/7/18 if notice of AAT outcome has not been received.</li></ul>



# Out of Scope

9. Other business	<ul style="list-style-type: none"><li>• Nil.</li></ul>
10. Next Meeting	<b>Date:</b> mid-September 2018 <b>Time:</b> TBA <b>Location:</b> ASQA, Level 3, 64 Northbourne Ave, Canberra City
11. Meeting Close	4.45 pm

Chief Minister, Treasury and Economic Development Directorate

## Skills Canberra / ASQA Meeting

### AGENDA

Date: 13 July 2018

Time: 3.30 pm – 4.30 pm

Location: Skills Canberra, Level 4 Canberra Nara Centre (North Majura)

#### ASQA Agenda Items

Nil

#### Skills Canberra Agenda Items

**Out of Scope**

2. ASQA regulatory action for Kirana Training Pty Ltd (52247) and Access Training Institute Pty Ltd (91498)

**Out of Scope**

#### Other Business

Sch 2.2(a)(xii)

Sch 2.2(a)(xii)

---

**From:** Elton, Pamela  
**Sent:** Monday, 16 April 2018 9:43 AM  
**To:** Kafer, Jodie  
**Subject:** RTOs selected for 2017 IRT evaluation [SEC=UNCLASSIFIED]

RTO Code      LegalEntity

Out of Scope

4. 52247 Kirana Training Pty Ltd

Out of Scope

**Pamela Elton | Quality Assurance and Control Manager**

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government**

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

ACT TRAINING  
**AWARDS** 2018

**NOMINATIONS  
NOW OPEN**



---

**From:** Elton, Pamela  
**Sent:** Friday, 25 May 2018 10:48 AM  
**To:** Nowak, Monika  
**Subject:** FW: CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]  
**Attachments:** Notice - ASQA Commissioners' decision -Kirana Training Pty Ltd.pdf; Notice - ASQA Commissioners' decision -Access Training Institute Pty Ltd....pdf; Active student numbers for RTO 52247 and 91498.xlsx

FYI

---

**From:** Elton, Pamela  
**Sent:** Friday, 25 May 2018 10:29 AM  
**To:** Miller, DavidJ <DavidJ.Miller@act.gov.au>  
**Cc:** Turner, Skye <skye.turner@act.gov.au>; Caner, Isik <Isik.Caner@act.gov.au>; Dolstra, Anita <Anita.Dolstra@act.gov.au>; Pinney, Melissa <Melissa.Pinney@act.gov.au>; Kafer, Jodie <Jodie.Kafer@act.gov.au>  
**Subject:** CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

Hi all

Kirana Training Pty Ltd and Access Training Institute Pty Ltd will receive notification on 1 June 2018 of ASQA's decision to cancel their RTO registration with effect from 6 July 2018 (35 days from date of notification) – refer to the attached. As you are aware, these RTOs are two of the six RTOs that belong to Kirana Education and they all share the same CEO, Shan Rana. Insight Training Group Australia Pty Ltd is the third RTO from this group that holds an ACTFA.

Both RTOs are not compliant with the following clauses of the *Standards for RTOs 2015*:

---

**Clause 1.3**

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

**Clause 1.7 Learner Support**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

**Clause 1.8 Assessment**

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.
-

Skills Canberra cannot take any action until the RTOs have received notification on 1 June 2018. The RTO will be provided with 30 days from the date of notification to appeal the decision (I've placed a call with ASQA Canberra office to confirm this timeframe). As in past instances, it is highly likely that this will be the case.

Active student numbers are:

**Kirana Training Pty Ltd – 412 students**

Skilled Capital: 375 students

User Choice: 37 students

**Access Training Institute Pty Ltd – 57 students**

Skilled Capital: 47 students

User Choice: 10 students

I have attached a spreadsheet that contains a breakdown of student numbers by qualification/funding type. Note: Insight Training Group Australia has 59 active SC enrolments in similar qualifications.

I propose that we consider placing a condition on the ACTFA for both RTOs that suspends their ability to enrol any new students from 1 June 2017 to allow for the appeal process to play out, which could take some time.

Regards

Pam

Pamela Elton | Quality Assurance and Control Manager

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government

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## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### Access Training Institute Pty Ltd (RTO 91498)

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: 1027

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

- the RTO applies to the Administrative Appeals Tribunal (or a court) for review (or appeal) of the decision
- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).





## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### **Kirana Training Pty Ltd (RTO 52247)**

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: unknown

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

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- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).

<b>Kirana Training Pty Ltd (52247)</b>	<b>Count of Student Name</b>
<b>ASBA Non School</b>	<b>2</b>
Certificate III in Early Childhood Education and Care	2
<b>Skilled Capital</b>	<b>375</b>
Certificate II in Business	6
Certificate II in Community Services	2
Certificate III in Aged Care	2
Certificate III in Business Administration	60
Certificate III in Disability	4
Certificate III in Early Childhood Education and Care	74
Certificate III in Individual Support	50
Certificate IV in Ageing Support	59
Certificate IV in Business	13
Certificate IV in Disability	11
Diploma of Community Services	55
Diploma of Early Childhood Education and Care	39
<b>User Choice Existing Worker</b>	<b>8</b>
Certificate IV in Business Administration	1
Diploma of Early Childhood Education and Care	6
Diploma of Leadership and Management	1
<b>User Choice New Worker</b>	<b>27</b>
Certificate III in Business	1
Certificate III in Early Childhood Education and Care	11
Certificate III in Warehousing Operations	1
Diploma of Early Childhood Education and Care	11
Diploma of Leadership and Management	3
<b>Grand Total</b>	<b>412</b>

<b>Access Training Institute Pty Ltd (91498)</b>	<b>Count of Student Name</b>
Skilled Capital	47
Certificate III in Early Childhood Education and Care	17
Certificate III in Individual Support	10
Certificate IV in Ageing Support	7
Diploma of Early Childhood Education and Care	13
User Choice Existing Worker	6
Diploma of Early Childhood Education and Care	1
Diploma of Leadership and Management	5
User Choice New Worker	4
Certificate III in Early Childhood Education and Care	3
Certificate IV in Leadership and Management	1
<b>Grand Total</b>	<b>57</b>

<b>Insight Training Group Australia</b>	<b>Count of Student Name</b>
Skilled Capital	59
Certificate III in Business Administration	5
Certificate III in Community Services	2
Certificate III in Early Childhood Education and Care	9
Certificate III in Individual Support	8
Certificate IV in Ageing Support	2
Diploma of Community Services	28
Diploma of Early Childhood Education and Care	5
<b>Grand Total</b>	<b>59</b>

---

**From:** Elton, Pamela  
**Sent:** Friday, 15 June 2018 10:08 AM  
**To:** Kafer, Jodie  
**Subject:** RTO workshop participants [SEC=UNCLASSIFIED]  
**Attachments:** WIRE - CM18-5957 Expressions of Interest.xlsx

Hi Jodie, information as requested for your meeting with Dave.

RTO Location/Name	Count of Attendee
Sch 2.2(a)(ii)	

NSW	1
Sch 2.2(a)(ii)	
Kirana Education	1

Sch 2.2(a)(ii)	
----------------	--

Sch 2.2(a)(ii)	
----------------	--

Of the 21 RTOs attending the workshop, 11 of these RTOs have previously sent participants:  
Out of Scope

Out of Scope

8. Kirana

Out of Scope

Out of Scope

Pam

**Pamela Elton | Quality Assurance and Control Manager**

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government**

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

RTO Code	RTO Name	Location	Attendee
Out of Scope			
52247	Kirana Education	NSW	Angela Peters

Out of Scope			
--------------	--	--	--

Position	RTO contact pho	RTO contact email address	Workshop Date
----------	-----------------	---------------------------	---------------

# Out of Scope

Training Coordinator	1800885791	<a href="mailto:angela.peters@kirana.edu.au">angela.peters@kirana.edu.au</a>	20-Jun
----------------------	------------	--	--------

# Out of Scope

RTO Location/Name

Count of Attendee

# Out of Scope

Kirana Education

1

# Out of Scope



**From:** training.gov.au <tgahelp@training.gov.au>  
**Sent:** Wednesday, 27 June 2018 8:32 AM  
**To:** Kafer, Jodie  
**Subject:** training.gov.au - Changes to - 91498 - Access Training Institute Pty Ltd

[View this email in a Web Browser](#)



A joint initiative of the Australian and State and Territory Governments

**This email has been automatically generated. Please do not use "Reply" to respond.**

Hello Jodie

Updates have been made to **91498: Access Training Institute Pty Ltd** listing on [training.gov.au](http://training.gov.au).

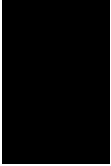

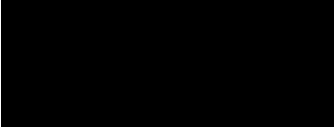

You are receiving this email because you are subscribed through your [training.gov.au](http://training.gov.au) account to receive notifications of changes.

### Change Summary

Below is the complete list of changes to **91498: Access Training Institute Pty Ltd**.

### Contact

Name	Job Title	Organisation	Type	Role	Email	Address	Mobile
Sch 2.2(a)(ii)	Chief Executive Officer	Access Training Institute Pty Ltd	Individual	Chief Executive		8 Figtree Dr, SYDNEY OLYMPIC PARK, NSW, 2127	
	Chief Executive Officer	Access Training Institute Pty Ltd	Individual	Chief Executive		8 Figtree Dr, SYDNEY OLYMPIC PARK, NSW, 2127	
	Quality Assurance Manager	Access Training Institute Pty Ltd	Individual	Registration Enquiries		8 Figtree Dr, SYDNEY OLYMPIC PARK, NSW, 2127	
	Quality Assurance Manager	Access Training Institute Pty Ltd	Individual	Registration Enquiries		8 Figtree Dr, SYDNEY OLYMPIC PARK, NSW, 2127	

			Individual	Managerial Agent		8 Figtree Dr, SYDNEY OLYMPIC PARK, NSW, 2127	
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Please click on the link below to view previous details of changed items

[Change summary report](#)

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Kind regards  
training.gov.au

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---

**From:** Grant, Tanya on behalf of CMTEDD, Skills  
**Sent:** Wednesday, 27 June 2018 12:08 PM  
**To:** Elton, Pamela; CMTEDD, Skills  
**Cc:** Turner, Skye; Hanson, Melanie; Kafer, Jodie  
**Subject:** RE: Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Thank you Pam.

The ANP is MEGT.

Kind regards

Tanya Grant | Administrative Services Officer  
Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)  
Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158, Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>

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**From:** Elton, Pamela  
**Sent:** Wednesday, 27 June 2018 11:11 AM  
**To:** CMTEDD, Skills <[skills@act.gov.au](mailto:skills@act.gov.au)>  
**Cc:** Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** RE: Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

Hi Tanya

I'll get in touch with the RTO to let them know about the pending approvals and advise the RTO to contact the ANP. Alternatively, I will seek permission from the ANP for Skills Canberra to advise the ANP why the TCs will not be approved. I'll keep you updated.

Can you let me know who the ANP is please?

Cheers  
Pam

---

**From:** Grant, Tanya **On Behalf Of** CMTEDD, Skills  
**Sent:** Tuesday, 26 June 2018 3:07 PM  
**To:** Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>  
**Cc:** Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>; CMTEDD, Skills <[skills@act.gov.au](mailto:skills@act.gov.au)>  
**Subject:** Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

Hi Pam

We have three training contracts pending approval that have been lodged with Kirana Training as the RTO. They have not made it through AVETARS auto approval check list as their risk rating is not low.

When I've looked at Kirana's record I can see your note about their ACTFA currently being suspended.

Would you agree that our best option for these three contracts is to return them to the ANP with the advice that another RTO will need to be selected? If so, am I limited to what information I provide the ANP?

Thank you very much.

Kind regards

**Tanya Grant | Administrative Services Officer**

Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158, Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>

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**From:** Grant, Tanya on behalf of CMTEDD, Skills  
**Sent:** Thursday, 28 June 2018 2:52 PM  
**To:** CMTEDD, Skills  
**Cc:** Turner, Skye; Hanson, Melanie; Kafer, Jodie  
**Subject:** RE: Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

**Categories:** Complete, QAC

Thank you very much for your help with this Pam. I will return the three contracts after lunch tomorrow.

Kind regards

**Tanya Grant | Administrative Services Officer**

Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158, Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>

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**From:** CMTEDD, Skills  
**Sent:** Thursday, 28 June 2018 12:10 PM  
**To:** CMTEDD, Skills <[skills@act.gov.au](mailto:skills@act.gov.au)>  
**Cc:** Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** RE: Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

Hi Tanya

Kirana Training will contact MEGT today to explain the situation. Please return the training contracts to the ANP tomorrow with the reason 'RTO is unable to deliver the selected qualification. Select an alternative RTO'. Maybe wait until the afternoon to be sure the conversation has been held.

Thanks  
Pam

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**From:** Grant, Tanya **On Behalf Of** CMTEDD, Skills  
**Sent:** Wednesday, 27 June 2018 12:08 PM  
**To:** Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; CMTEDD, Skills <[skills@act.gov.au](mailto:skills@act.gov.au)>  
**Cc:** Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** RE: Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

Thank you Pam.

The ANP is MEGT.

Kind regards

**Tanya Grant | Administrative Services Officer**

Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158, Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>

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**From:** Elton, Pamela  
**Sent:** Wednesday, 27 June 2018 11:11 AM  
**To:** CMTEDD, Skills <[skills@act.gov.au](mailto:skills@act.gov.au)>  
**Cc:** Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** RE: Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

Hi Tanya

I'll get in touch with the RTO to let them know about the pending approvals and advise the RTO to contact the ANP. Alternatively, I will seek permission from the ANP for Skills Canberra to advise the ANP why the TCs will not be approved. I'll keep you updated.

Can you let me know who the ANP is please?

Cheers  
Pam

---

**From:** Grant, Tanya **On Behalf Of** CMTEDD, Skills  
**Sent:** Tuesday, 26 June 2018 3:07 PM  
**To:** Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>  
**Cc:** Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>; CMTEDD, Skills <[skills@act.gov.au](mailto:skills@act.gov.au)>  
**Subject:** Kirana Training - Risk rating not low [DLM=Sensitive: Personal]

Hi Pam

We have three training contracts pending approval that have been lodged with Kirana Training as the RTO. They have not made it through AVETARS auto approval check list as their risk rating is not low.

When I've looked at Kirana's record I can see your note about their ACTFA currently being suspended.

Would you agree that our best option for these three contracts is to return them to the ANP with the advice that another RTO will need to be selected? If so, am I limited to what information I provide the ANP?

Thank you very much.

Kind regards

**Tanya Grant | Administrative Services Officer**  
Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)  
**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**  
Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158, Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>

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**From:**

Sch 2.2(a)(ii)

**Sent:**

Tuesday, 10 October 2017 11:31 AM

**To:**

Sch 2.2(a)(ii)

Kafer,

Jodie; Sch 2.2(a)(ii)

**Cc:**

Sch 2.2(a)(ii)

**Subject:**

**Attachments:**

ASQA July - September 2017 Reporting data.xlsx; COMBINED-Jurisdictional quarterly report July-Sept 2017.docx

**Sensitive**

Dear recipients

Please find attached the jurisdictional quarterly report for the period July - September 2017 which reflect figures from the Hotline. Also attached is the ASQA quarterly report for the same period.

Outlined in the attached jurisdictional report are the complaints made to the Hotline from complainants residing in each jurisdiction.

The jurisdictional report provides the name of the Registered Training Organisation (RTO) or training provider and the RTO's code in which the complaint relates to, and the number of complaints received in the quarter regarding that entity; and the nature of the complaint/s.

The ASQA report provides similar information relating to complaints for the quarter that were not referred to ASQA for either action or intelligence.

If you have any concerns or require clarification regarding the information provided, please contact me on telephone: 02 Sch 2.2(a)(ii)

Kind regards

Sch 2.2(a)(ii)

Sch 2.2(a)(ii)

**VET Consumer Responsiveness Section  
VET Quality & Regulation Branch  
Australian Government Department of Education and Training**

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Sch 2.2(a)(ii)

*Opportunity through learning*  
[www.education.gov.au](http://www.education.gov.au)

The Department of Education and Training acknowledges the traditional owners and custodians of country throughout Australia and their continuing connection to land, waters and community. We pay our respect to them and their cultures, and elders past, present and future.



**Notice:**

The information contained in this email message and any attached files may be confidential information, and may also be the subject of legal professional privilege. If you are not the intended recipient, any use, disclosure or copying of this email is unauthorised. If you received this email in error, please notify the sender by contacting the department's switchboard on 1300 566 046 during business hours (8:30am - 5pm Local time) and delete all copies of this transmission together with any attachments.



## National Training Complaints Hotline: National Quarterly Report: July - September 2017

In-confidence

Dear recipients

The National Training Complaints Hotline (the Hotline) was officially launched on 20 January 2015. At the close of business on Friday, 29 September 2017, <sup>Sch 2.2(a)(ii)</sup> \* contacts had been received by the Hotline since its launch.

Outlined below are the complaints made to the Hotline from complainants residing in each jurisdiction.

In the interest of more transparent data sharing we've presented the information in this one report to provide a national overview of complaints to jurisdictions. This information is being provided to you for information purposes only. The complaints have been forwarded to the relevant agency/agencies for action as appropriate.

### WARNING:

You should not rely on the consolidated information contained in this report to make or inform a decision which may adversely affect the organisation.

This report is provided to you on a confidential basis. The information must only be communicated within your agency where there is a genuine need-to-know.

Please ensure whenever this information is further communicated, the recipient is aware of the limitations on disclosure and publication (see below).

You must not publish any information contained in this report without the prior written authorisation of the Commonwealth Department of Education and Training. Any unauthorised public disclosure may prejudice ongoing investigations or legal proceedings.

National Training Complaints Hotline: Jurisdictional Quarterly Report: July - September 2017		
Jurisdiction: NSW – <sup>Sch 2.2(a)(xii)</sup>		
Registered Training Organisation (and RTO code)/training provider	Nature of complaint**	Number of complaints
Out of Scope		

# Out of Scope

Kirana Training Pty Ltd (52247)	VET FEE-HELP - VET Student Loans Ombudsman	Sch 2.2(a)(xii)
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# Out of Scope

Jurisdiction: Victoria – 35 contacts		
Registered Training Organisation (and RTO code)/training provider	Nature of complaint**	Number of complaints

# Out of Scope

---

**From:** Miller, DavidJ  
**Sent:** Friday, 25 May 2018 11:20 AM  
**To:** Elton, Pamela  
**Cc:** Turner, Skye; Caner, Isik; Dolstra, Anita; Pinney, Melissa; Kafer, Jodie  
**Subject:** RE: CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

I agree. Obviously we can't effect anything until we know they have been notified by ASQA, but as soon as that occurs on 1 June, no more enrolments. We'll need to get into an understanding of where all the students are up to, and start thinking about alternative arrangements, noting there will no doubt be stays and appeals etc.  
I almost wish I was surprised.  
dave

---

**From:** Elton, Pamela  
**Sent:** Friday, 25 May 2018 10:30 AM  
**To:** Miller, DavidJ <DavidJ.Miller@act.gov.au>  
**Cc:** Turner, Skye <Skye.Turner@act.gov.au>; Caner, Isik <Isik.Caner@act.gov.au>; Dolstra, Anita <Anita.Dolstra@act.gov.au>; Pinney, Melissa <Melissa.Pinney@act.gov.au>; Kafer, Jodie <Jodie.Kafer@act.gov.au>  
**Subject:** CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

Hi all

Kirana Training Pty Ltd and Access Training Institute Pty Ltd will receive notification on 1 June 2018 of ASQA's decision to cancel their RTO registration with effect from 6 July 2018 (35 days from date of notification) – refer to the attached. As you are aware, these RTOs are two of the six RTOs that belong to Kirana Education and they all share the same CEO, Shan Rana. Insight Training Group Australia Pty Ltd is the third RTO from this group that holds an ACTFA.

Both RTOs are not compliant with the following clauses of the *Standards for RTOs 2015*:

---

#### Clause 1.3

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

#### Clause 1.7 Learner Support

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

#### Clause 1.8 Assessment

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.
-

Skills Canberra cannot take any action until the RTOs have received notification on 1 June 2018. The RTO will be provided with 30 days from the date of notification to appeal the decision (I've placed a call with ASQA Canberra office to confirm this timeframe). As in past instances, it is highly likely that this will be the case.

Active student numbers are:

**Kirana Training Pty Ltd – 412 students**

Skilled Capital: 375 students

User Choice: 37 students

**Access Training Institute Pty Ltd – 57 students**

Skilled Capital: 47 students

User Choice: 10 students

I have attached a spreadsheet that contains a breakdown of student numbers by qualification/funding type. Note: Insight Training Group Australia has 59 active SC enrolments in similar qualifications.

I propose that we consider placing a condition on the ACTFA for both RTOs that suspends their ability to enrol any new students from 1 June 2017 to allow for the appeal process to play out, which could take some time.

Regards

Pam

Pamela Elton | Quality Assurance and Control Manager

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)



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**From:** Elton, Pamela  
**Sent:** Friday, 25 May 2018 10:48 AM  
**To:** Nowak, Monika  
**Subject:** FW: CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]  
**Attachments:** Notice - ASQA Commissioners' decision -Kirana Training Pty Ltd.pdf; Notice - ASQA Commissioners' decision -Access Training Institute Pty Ltd....pdf; Active student numbers for RTO 52247 and 91498.xlsx

FYI

---

**From:** Elton, Pamela  
**Sent:** Friday, 25 May 2018 10:29 AM  
**To:** Miller, DavidJ <DavidJ.Miller@act.gov.au>  
**Cc:** Turner, Skye <skye.turner@act.gov.au>; Caner, Isik <Isik.Caner@act.gov.au>; Dolstra, Anita <Anita.Dolstra@act.gov.au>; Pinney, Melissa <Melissa.Pinney@act.gov.au>; Kafer, Jodie <Jodie.Kafer@act.gov.au>  
**Subject:** CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

Hi all

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Both RTOs are not compliant with the following clauses of the *Standards for RTOs 2015*:

---

**Clause 1.3**

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
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**Clause 1.7 Learner Support**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

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Skills Canberra cannot take any action until the RTOs have received notification on 1 June 2018. The RTO will be provided with 30 days from the date of notification to appeal the decision (I've placed a call with ASQA Canberra office to confirm this timeframe). As in past instances, it is highly likely that this will be the case.

Active student numbers are:

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**Access Training Institute Pty Ltd – 57 students**

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I propose that we consider placing a condition on the ACTFA for both RTOs that suspends their ability to enrol any new students from 1 June 2017 to allow for the appeal process to play out, which could take some time.

Regards

Pam

Pamela Elton | Quality Assurance and Control Manager

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government

Canberra Nara Centre, 1 Constitution Avenue | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)







## Notice – Commissioners' decision

### Purpose

This notice provides information that will support policy and planning for training activities, and enable your agency to maintain appropriate knowledge of registered training organisations (RTOs).

The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### Access Training Institute Pty Ltd (RTO 91498)

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: 1027

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

ASQA will notify you in the following circumstances:

- the RTO applies to the Administrative Appeals Tribunal (or a court) for review (or appeal) of the decision
- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).



## Notice – Commissioners' decision

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The Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au)) website is the primary location used to publish information that will inform stakeholders of decisions made by the ASQA Commissioners with respect to registration sanctions and cancellations. For information regarding existing RTOs, stakeholders should refer to the National Register ([www.training.gov.au](http://www.training.gov.au)).

### Decision

The ASQA Commissioners met on **23 May 2018**. At this meeting the following decision was made:

#### **Kirana Training Pty Ltd (RTO 52247)**

- i. cancel, under the NVR Act sections 36(2)(f) and section 39, the RTO's registration with effect 35 calendar days after the date the RTO is given written notice of the decision

Number of affected students: unknown

Reasons for the decision: The provider is not compliant with clauses 1.3, 1.7 and 1.8 of the *Standards for Registered Training Organisations 2015*.

**Please note** that the organisation above has not yet been notified of the decision.

ASQA will notify the organisation about this decision **by no later than 1 June 2018**. Please do not communicate this decision to the organisation before ASQA has given formal notification to the organisation.

Due process will afford the organisation(s) an opportunity to appeal a decision made by ASQA where the decision will have an impact upon their registration.

### Further Notification

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- the Administrative Appeals Tribunal (or a court) grants a stay of the above decision until finalisation of the review process, and
- the Administrative Appeals Tribunal (or a court) varies or revokes the above decision.

If you require any further information about the decision(s), please email [commissioners@asqa.gov.au](mailto:commissioners@asqa.gov.au).



<b>Kirana Training Pty Ltd (52247)</b>	<b>Count of Student Name</b>
<b>ASBA Non School</b>	<b>2</b>
Certificate III in Early Childhood Education and Care	2
<b>Skilled Capital</b>	<b>375</b>
Certificate II in Business	6
Certificate II in Community Services	2
Certificate III in Aged Care	2
Certificate III in Business Administration	60
Certificate III in Disability	4
Certificate III in Early Childhood Education and Care	74
Certificate III in Individual Support	50
Certificate IV in Ageing Support	59
Certificate IV in Business	13
Certificate IV in Disability	11
Diploma of Community Services	55
Diploma of Early Childhood Education and Care	39
<b>User Choice Existing Worker</b>	<b>8</b>
Certificate IV in Business Administration	1
Diploma of Early Childhood Education and Care	6
Diploma of Leadership and Management	1
<b>User Choice New Worker</b>	<b>27</b>
Certificate III in Business	1
Certificate III in Early Childhood Education and Care	11
Certificate III in Warehousing Operations	1
Diploma of Early Childhood Education and Care	11
Diploma of Leadership and Management	3
<b>Grand Total</b>	<b>412</b>

<b>Access Training Institute Pty Ltd (91498)</b>	<b>Count of Student Name</b>
Skilled Capital	47
Certificate III in Early Childhood Education and Care	17
Certificate III in Individual Support	10
Certificate IV in Ageing Support	7
Diploma of Early Childhood Education and Care	13
User Choice Existing Worker	6
Diploma of Early Childhood Education and Care	1
Diploma of Leadership and Management	5
User Choice New Worker	4
Certificate III in Early Childhood Education and Care	3
Certificate IV in Leadership and Management	1
<b>Grand Total</b>	<b>57</b>

<b>Insight Training Group Australia</b>	<b>Count of Student Name</b>
Skilled Capital	59
Certificate III in Business Administration	5
Certificate III in Community Services	2
Certificate III in Early Childhood Education and Care	9
Certificate III in Individual Support	8
Certificate IV in Ageing Support	2
Diploma of Community Services	28
Diploma of Early Childhood Education and Care	5
<b>Grand Total</b>	<b>59</b>

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**From:** Elton, Pamela  
**Sent:** Wednesday, 30 May 2018 12:02 PM  
**To:** Miller, DavidJ  
**Cc:** Turner, Skye; Caner, Isik; Dolstra, Anita; Pinney, Melissa; Kafer, Jodie  
**Subject:** RE: CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

A quick update following my conversation with **Sch 2.2(a)(ii)**, ASQA Canberra Office regarding Kirana Training and Access Training Institute:

- ASQA made the original 'intent to cancel' decision on 29 March 2018 (note: I am unable to locate any record of Skills Canberra receiving notification of this original decision around this time).
- On notification of the intention to cancel, both RTOs applied for reconsideration.
- On reconsideration, all commissioners agreed to cancel the registration of these RTOs on 23 May 2018.
- On receipt of the ASQA notice on 1 June 2018, both RTOs will have 35 days to appeal the decision with the AAT.

Pam

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**From:** Miller, DavidJ  
**Sent:** Friday, 25 May 2018 11:20 AM  
**To:** Elton, Pamela <Pamela.Elton@act.gov.au>  
**Cc:** Turner, Skye <Skye.Turner@act.gov.au>; Caner, Isik <Isik.Caner@act.gov.au>; Dolstra, Anita <Anita.Dolstra@act.gov.au>; Pinney, Melissa <Melissa.Pinney@act.gov.au>; Kafer, Jodie <Jodie.Kafer@act.gov.au>  
**Subject:** RE: CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

I agree. Obviously we can't effect anything until we know they have been notified by ASQA, but as soon as that occurs on 1 June, no more enrolments. We'll need to get into an understanding of where all the students are up to, and start thinking about alternative arrangements, noting there will no doubt be stays and appeals etc. I almost wish I was surprised.  
dave

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**From:** Elton, Pamela  
**Sent:** Friday, 25 May 2018 10:30 AM  
**To:** Miller, DavidJ <[DavidJ.Miller@act.gov.au](mailto:DavidJ.Miller@act.gov.au)>  
**Cc:** Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Caner, Isik <[Isik.Caner@act.gov.au](mailto:Isik.Caner@act.gov.au)>; Dolstra, Anita <[Anita.Dolstra@act.gov.au](mailto:Anita.Dolstra@act.gov.au)>; Pinney, Melissa <[Melissa.Pinney@act.gov.au](mailto:Melissa.Pinney@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** CONFIDENTIAL: Notice of ASQA regulatory decision for Kirana Training Pty Ltd and Access Training Institute Pty Ltd [DLM=For-Official-Use-Only]

Hi all

Kirana Training Pty Ltd and Access Training Institute Pty Ltd will receive notification on 1 June 2018 of ASQA's decision to cancel their RTO registration with effect from 6 July 2018 (35 days from date of notification) – refer to the attached. As you are aware, these RTOs are two of the six RTOs that belong to Kirana Education and they all share the same CEO, Shan Rana. Insight Training Group Australia Pty Ltd is the third RTO from this group that holds an ACTFA.

Both RTOs are not compliant with the following clauses of the *Standards for RTOs 2015*:

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### Clause 1.3

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

### Clause 1.7 Learner Support

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.

### Clause 1.8 Assessment

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.
- 

Skills Canberra cannot take any action until the RTOs have received notification on 1 June 2018. The RTO will be provided with 30 days from the date of notification to appeal the decision (I've placed a call with ASQA Canberra office to confirm this timeframe). As in past instances, it is highly likely that this will be the case.

Active student numbers are:

#### **Kirana Training Pty Ltd – 412 students**

Skilled Capital: 375 students

User Choice: 37 students

#### **Access Training Institute Pty Ltd – 57 students**

Skilled Capital: 47 students

User Choice: 10 students

I have attached a spreadsheet that contains a breakdown of student numbers by qualification/funding type. Note: Insight Training Group Australia has 59 active SC enrolments in similar qualifications.

I propose that we consider placing a condition on the ACTFA for both RTOs that suspends their ability to enrol any new students from 1 June 2017 to allow for the appeal process to play out, which could take some time.

Regards

Pam

**Pamela Elton | Quality Assurance and Control Manager**

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government**

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**From:** Elton, Pamela  
**Sent:** Tuesday, 5 June 2018 2:07 PM  
**To:** Corscadden, Mary  
**Subject:** FW: URGENT REMINDER: CM and DDG Reports due today!! [SEC=UNCLASSIFIED]

Hi Mary, please disregard my previous email. I have summarised the content into one dot point.

- On 4 and 5 June 2018, Skills Canberra suspended Kirana Training Pty Ltd, Access Training Institute Pty Ltd and [redacted] from enrolling new students in ACT Government subsidised training initiatives under the ACT Funding Agreement (ACTFA) as a result of regulatory action being undertaken by the Australian Skills Quality Authority (ASQA). All three organisations have ACT students actively enrolled in ACT Government subsidised training initiatives: Kirana Training Pty Ltd has 412 students, Access Training Institute Pty Ltd has 57 students and [redacted] Sch 2.2(a)(ii). At this stage, the RTOs may continue to provide training to existing students. Skills Canberra will continue to evaluate its position in relation to the suspension of these RTOs following any further notification from ASQA, including liaising with the Community Services Directorate in relation to the status of [redacted] Sch 2.2(a)(ii). Skills Canberra is aware that [redacted] Sch 2.2(a)(ii) has applied to ASQA for reconsideration of the decision. Kirana Training Pty Ltd and Access Training Institute Pty Ltd have also advised their intention to appeal the decision with the Administrative Appeals Tribunal (AAT).

Thanks  
Pam

---

**From:** Elton, Pamela  
**Sent:** Tuesday, 5 June 2018 9:28 AM  
**To:** Corscadden, Mary <[Mary.Corscadden@act.gov.au](mailto:Mary.Corscadden@act.gov.au)>  
**Subject:** RE: URGENT REMINDER: CM and DDG Reports due today!! [SEC=UNCLASSIFIED]

#### ACT Funding Agreement Suspensions

- On 4 June 2018, Skills Canberra issued a Notice of Default to two registered training organisations (RTOs), Kirana Training Pty Ltd and Access Training Institute Pty Ltd, for breaching the terms and conditions of their ACT Funding Agreement (ACTFA). Under the ACTFA, RTOs must comply with *Standards for Registered Training Organisations 2015* (Standards) and must remain registered for the qualifications it is seeking to deliver for ACT Government subsidised training initiatives.
- On 25 May 2018, Skills Canberra received notification from the national regulator, Australian Skills Quality Authority (ASQA) to the following effect:
  - Kirana Training Pty Ltd and Access Training Institute Pty Ltd were not compliant with the Standards,
  - of ASQA's decision to cancel the RTO's registration with effect 35 calendar days from 1 June 2018, and
  - the RTOs may apply to the Administrative Appeals Tribunal (AAT) for a review (or appeal) of the decision.
- Skills Canberra will continue to evaluate its position in relation to the suspension of both RTOs following any further notification from ASQA.
- A total of 469 ACT students are actively enrolled in ACT Government subsidised training initiatives with Kirana Training Pty Ltd (412 students) and Access Training Institute Pty Ltd (57 students).

---

**From:** Corscadden, Mary  
**Sent:** Monday, 4 June 2018 4:28 PM

**To:** CMTEDD, Skills Canberra Government Relations <[SkillsGovernmentRelations@act.gov.au](mailto:SkillsGovernmentRelations@act.gov.au)>; Bayer, Chris <[Chris.Bayer@act.gov.au](mailto:Chris.Bayer@act.gov.au)>; Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Dolstra, Anita <[Anita.Dolstra@act.gov.au](mailto:Anita.Dolstra@act.gov.au)>; Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; Fraser, Leon <[Leon.Fraser@act.gov.au](mailto:Leon.Fraser@act.gov.au)>; White, Liam <[Liam.White@act.gov.au](mailto:Liam.White@act.gov.au)>; Caner, Isik <[Isik.Caner@act.gov.au](mailto:Isik.Caner@act.gov.au)>; Lee, Angela <[Angela.Lee@act.gov.au](mailto:Angela.Lee@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>; Pinney, Melissa <[Melissa.Pinney@act.gov.au](mailto:Melissa.Pinney@act.gov.au)>; Marshall, Brian <[Brian.Marshall@act.gov.au](mailto:Brian.Marshall@act.gov.au)>

**Subject:** URGENT REMINDER: CM and DDG Reports due today!! [SEC=UNCLASSIFIED]

Please let me know if you have or don't have any input

Thanks

Mary

---

**From:** Corscadden, Mary **On Behalf Of** CMTEDD, Skills Canberra Government Relations

**Sent:** Monday, 4 June 2018 11:29 AM

**To:** CMTEDD, Skills Canberra Government Relations <[SkillsGovernmentRelations@act.gov.au](mailto:SkillsGovernmentRelations@act.gov.au)>; Bayer, Chris <[Chris.Bayer@act.gov.au](mailto:Chris.Bayer@act.gov.au)>; Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Dolstra, Anita <[Anita.Dolstra@act.gov.au](mailto:Anita.Dolstra@act.gov.au)>; Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; Fraser, Leon <[Leon.Fraser@act.gov.au](mailto:Leon.Fraser@act.gov.au)>; White, Liam <[Liam.White@act.gov.au](mailto:Liam.White@act.gov.au)>; Caner, Isik <[Isik.Caner@act.gov.au](mailto:Isik.Caner@act.gov.au)>; Lee, Angela <[Angela.Lee@act.gov.au](mailto:Angela.Lee@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>; Pinney, Melissa <[Melissa.Pinney@act.gov.au](mailto:Melissa.Pinney@act.gov.au)>; Marshall, Brian <[Brian.Marshall@act.gov.au](mailto:Brian.Marshall@act.gov.au)>

**Subject:** REMINDER: CM and DDG Reports due today!! [SEC=UNCLASSIFIED]

**Importance:** High

Good morning

**CM and DDG reports are due today.**

Content of the submissions can be largely the same, with more detail in the DDG submission.

Please provide all content to your manager for approval prior to adding to the template and **report within the timeframes**.

Both briefs will detail the week prior, from the previous Wednesday to the Tuesday.

Last week's reports for reference

# Out of Scope

Link to this week below

# Out of Scope

***Please check summary of activity for the week and if the activity did not happen delete – if it did change the tense/update content if necessary .***

Thank you

Mary

Mary Corscadden

Phone: +61 2 6207 7402 | Fax: +61 2 6205 8448 | Email: [mary.corscadden@act.gov.au](mailto:mary.corscadden@act.gov.au)

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**From:** Elton, Pamela  
**Sent:** Friday, 8 June 2018 11:36 AM  
**To:** Turner, Skye; Pinney, Melissa; Aldred, Kelly; Caner, Isik; Dolstra, Anita; Bayer, Chris  
**Cc:** Kafer, Jodie  
**Subject:** ACTFA suspensions [DLM=For-Official-Use-Only]

Hi all

This email is to advise that a condition has been applied to the ACTFA for the following RTOs that suspends them from enrolling new students in ACT funded training initiatives:

- Kirana Training Pty Ltd (52247)
- Access Training Institute Pty Ltd (91498)
- Sch 2.2(a)(ii)

The suspension of Kirana Training and Access Training Institute is in response to regulatory action taken by ASQA to cancel the registration of both RTOs with effect from 6 July 2018. We have received advice that the RTOs will be appealing this decision with the Administration Appeals Tribunal (AAT). The ACTFA suspension is in effect from 1 June 2018 until further notice. A total of 469 ACT students are currently enrolled in an Australian Apprenticeship or Skilled Capital with these RTOs.

# Out of Scope

Each of these RTOs may continue to train and claim payment for existing students.

Please let me know if you have any questions.

Thanks  
Pam

**Pamela Elton | Quality Assurance and Control Manager**

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government**

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**From:** Elton, Pamela  
**Sent:** Tuesday, 24 July 2018 11:58 AM  
**To:** Kafer, Jodie  
**Subject:** NISF data for Kirana Education Group RTOs [SEC=UNCLASSIFIED]

Kirana Education RTOs

1. Access Training Institute Pty Ltd (91498)
2. Insight Training Group Australia Pty Ltd (32142)
3. Kirana Training Pty Ltd (52247)
4. Learning Lab Pty Ltd (91341)
5. Maxis Solutions Pty Ltd (91428)
6. Precision Training Australia Pty Ltd (91808)

**ACT**

Has contracts with 3/6 Kirana Education RTOs - Access Training Institute, Insight Training Group Australia and Kirana Training.

**QLD**

Has contracts with 5/6 Kirana Education RTOs (Maxis Solutions had a contract in 2017 but not 2018)

**WA**

Has a contract with Insight Training Group Australia only. Access Training Institute and Kirana Training had a contract in 2016 but not 2017 or 2018. I am unable to determine why these two RTOs were not contracted in 2017-2018.

**NSW**

Contracts were terminated for all six Kirana Education RTOs in 2017. The termination of RTOs 91498, 32142 and 91341 was due to contract non-compliance. The termination of RTOs 52247, 91341 and 91808 was due to the termination of a related corporate body.

*Source: National Information Sharing Forum Information Repository April 2018 and June 2017.*

**Pamela Elton | Quality Assurance and Control Manager**

Phone: 02 6205 8469 | Email: [pamela.elton@act.gov.au](mailto:pamela.elton@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development | ACT Government**

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**From:** Sch 2.2(a)(ii)  
**Sent:** Wednesday, 25 July 2018 3:24 PM  
**To:** Kafer, Jodie  
**Cc:** Sch 2.2(a)(ii)  
**Subject:** Kirana Training Pty Ltd [SEC=UNCLASSIFIED]

**UNCLASSIFIED**

Hi Jodie,

Thanks for your time today to discuss the situation with Kirana Training Pty Ltd (52247).

After our conversation I contacted ASQA's lawyer, Sch 2.2(a)(ii), who is handling the matter.

Going forward Sch 2.2(a)(ii) was very happy if you had any queries or specific questions about the matter for you to contact him directly.

Hope this information helps.

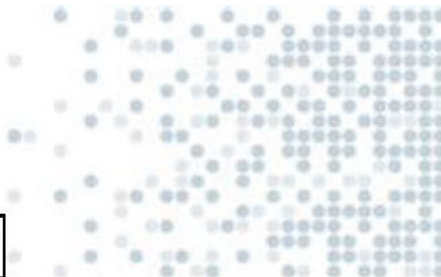
Thanks,

Sch 2.2(a)(i)

Sch 2.2(a)(ii)  
Manager Regulatory Operations

Regulatory Operations Team - Canberra  
Australian Skills Quality Authority  
GPO Box 9928 Melbourne VIC 3001  
Level 3 64 Northbourne Avenue  
Canberra ACT 2600

Sch 2.2(a)(ii)  
Sch 2.2(a)(ii)  
[www.asqa.gov.au](http://www.asqa.gov.au) Info line 1300 701 801  
Follow ASQA on Twitter: [@asqagovau](https://twitter.com/asqagovau)



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**From:** Miller, DavidJ  
**Sent:** Friday, 27 July 2018 2:14 PM  
**To:** Kafer, Jodie  
**Subject:** RTO actions (Kirana Group) [SEC=UNCLASSIFIED]

Hi Kareena,  
Quick heads up regarding some correspondence that is going to be sent out to identified RTOs this afternoon regarding contractual matters.

#### Background

- Kirana Education Group is a parent company that has 6 separate RTO entities. Three of these (Kirana, Access Training Institute and Insight) have an ACTFA.
- On 1 June 2018 Skills Canberra suspended the ACT Funding Agreement (ACTFA) for Kirana and Access Training Institute due to contractual non-compliance. The suspension places a restriction on the RTO from taking on new enrolments through Skills Canberra's government subsidised programs, Skilled Capital and Australian Apprenticeship programs. The suspension does not impact students that are currently in training and the RTOs will continue to be paid for training delivered to existing students.
- This action followed notification from the national regulator (Australian Skills Quality Authority) that they were cancelling the registration of these two RTOs.
- Kirana and Access are currently in dispute with ASQA over this decision. The matter is with the Administrative Appeals Tribunal (AAT). The AAT has currently applied a stay on the action, so the cancellation has not yet taken effect. Timeframes for the matter progressing are unknown.
- NSW has terminated the contract for all RTOs within the group that were accessing funding under NSW Smart and Skilled for contractual non-compliance.
- Compliance with ASQA is a condition of the ACTFA.
- Compliance with other state and territory funding contracts is also a condition of the ACTFA. ACTFA holders are also required to notify us of any compliance matters (including cancellation) of other state and territory agreements (this did not occur).

#### Current issues

- On 20 July 2018 Skills Canberra received a request from a representative of both Kirana and Access for the suspension applied on 1 June 2018 to be lifted.
- On 24 July 2018 Skills Canberra sought advice from the ACTGS on our ability to continue the suspension for Kirana and Access and extend the suspension the third RTO for contractual non-compliance. The ACTGS agrees that the RTOs are in breach of the ACT Funding Agreement and has drafted appropriate correspondence.
- Skills Canberra will be notifying the group later today that the suspension will remain in place for Kirana and Access, and also be extended to Insight.

#### Implications

- Collectively, the Kirana Group are a large provider of training in the ACT.
- From 1 January 2017 to 27 July 2018 Skills Canberra has paid approximately \$616,000 to the three RTOs, and projected future payments to all currently enrolled students across the three RTOs is approximately \$1.5 million.
- The timing of this suspension is sensitive due to the next opening of Skilled Capital places for enrolment on 1 August 2018.
- The qualifications in which these RTOs deliver training have numerous other providers available. Skills Canberra will assist any impacted student to transition to another RTO.

A formal brief as well as a Question Time Brief are being drafted.

Regs

Dave

**Jodie Kafer | Manager, Governance and Assurance**

Phone: +61 2 6205 8421 | Email: [Jodie.kafer@act.gov.au](mailto:Jodie.kafer@act.gov.au)

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**From:** Turner, Skye  
**Sent:** Monday, 30 July 2018 10:14 AM  
**To:** Grant, Tanya; Volkova, Inna; Singh Gill, Karamjeet  
**Cc:** Haeusler, Elizabeth; Aldred, Kelly; Elton, Pamela; Kafer, Jodie  
**Subject:** RE: Change of RTO from Kirana/Access to Insight [DLM=Sensitive: Personal]

Thanks Tanya – really helpful information.

Action:

Pending all other eligibility criteria, these training contracts can be approved and the transfer to Insight can occur (following standard change of RTO process).

As there has been no NOB for Kirana as the training contracts have not been approved, they can be released immediately to Insight for action.

Thank you

Skye Turner | A/Manager Engagement and Client Services  
p: 02 6205 7047 | e: [skye.turner@act.gov.au](mailto:skye.turner@act.gov.au)  
Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government  
Canberra Nara Centre, 1 Constitution Ave | GPO Box 158 Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>



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**From:** Grant, Tanya  
**Sent:** Monday, 30 July 2018 10:00 AM  
**To:** Turner, Skye <[Skye.Turner@act.gov.au](mailto:Skye.Turner@act.gov.au)>; Volkova, Inna <[Inna.Volkova@act.gov.au](mailto:Inna.Volkova@act.gov.au)>; Singh Gill, Karamjeet <[Karamjeet.SinghGill@act.gov.au](mailto:Karamjeet.SinghGill@act.gov.au)>  
**Cc:** Haeusler, Elizabeth <[Elizabeth.Haeusler@act.gov.au](mailto:Elizabeth.Haeusler@act.gov.au)>; Aldred, Kelly <[Kelly.Aldred@act.gov.au](mailto:Kelly.Aldred@act.gov.au)>; Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** RE: Change of RTO from Kirana/Access to Insight [DLM=Sensitive: Personal]

Good morning Skye

The three training contracts that I have discussed with Pam are:

- **Sch 2.2(a)(ii)** – Diploma of Leadership & Management – contract received in AVETARS on 21/06/2018, lodged by MEGT with Kirana as the RTO. The contract was returned on 03/07/2018 with the reason – ‘selected RTO is currently unable to deliver qualifications in the ACT. TC returned for a new RTO to be selected’. TC is still in a returned status as a new RTO has not been selected.
- **Sch 2.2(a)(ii)** - same as above

- **Sch 2.2(a)(ii)** – Diploma of Early Childhood Education and Care – contract received in AVETARS on 19/06/2018, lodged by MEGT with Kirana as the RTO. The contract was also returned on 03/07/2018 with the same reason as the above two contracts. On 13/07/2018 MEGT have selected Insight Training Group Australia as the RTO. This information has transferred across to AVETARS but the contract has remained in a returned status awaiting manual approval.

Let me know if you need any further information.

Kind regards

**Tanya Grant | Administrative Services Officer**

Phone: +61 2 6205 8555 | Email: [skills@act.gov.au](mailto:skills@act.gov.au)

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**From:** Turner, Skye

**Sent:** Monday, 30 July 2018 9:35 AM

**To:** Grant, Tanya <[Tanya.Grant@act.gov.au](mailto:Tanya.Grant@act.gov.au)>; Volkova, Inna <[Inna.Volkova@act.gov.au](mailto:Inna.Volkova@act.gov.au)>; Singh Gill, Karamjeet <[Karamjeet.SinghGill@act.gov.au](mailto:Karamjeet.SinghGill@act.gov.au)>

**Cc:** Haeusler, Elizabeth <[Elizabeth.Haeusler@act.gov.au](mailto:Elizabeth.Haeusler@act.gov.au)>; Aldred, Kelly <[Kelly.Aldred@act.gov.au](mailto:Kelly.Aldred@act.gov.au)>; Elton, Pamela <[Pamela.Elton@act.gov.au](mailto:Pamela.Elton@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>

**Subject:** Change of RTO from Kirana/Access to Insight [SEC=UNCLASSIFIED]

Hi Tanya

I think you have had a conversation with Pam about existing requests for variation to transfer Australian Apprentices from Kirana (or Access Training Institute) to Insight.

If this sounds familiar can you please provide a quick snapshot of how many requests we have and then the requested date of effect for these transfers.

Thank you

**Skye Turner | A/Manager Engagement and Client Services**

p: 02 6205 7047 | e: [skye.turner@act.gov.au](mailto:skye.turner@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

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**From:** Turner, Skye  
**Sent:** Monday, 30 July 2018 11:04 AM  
**To:** Davis, Debbie; Volkova, Inna; Grant, Tanya; Dey, Paromita; Singh Gill, Karamjeet; Kourpanidis, Maddi  
**Cc:** Aldred, Kelly; Haeusler, Elizabeth; Hanson, Melanie; Kafer, Jodie  
**Subject:** RE: Phonecalls - Kirana Education Group [SEC=UNCLASSIFIED]

Following on from this email, if you do see an email come through the Skills mailbox from a staff member at Kirana Group, can you please assign to QAC team and then let me or Jodie know that the email is there.

Thank you

**Skye Turner | A/Manager Engagement and Client Services**

p: 02 6205 7047 | e: [skye.turner@act.gov.au](mailto:skye.turner@act.gov.au)

**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

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**From:** Turner, Skye  
**Sent:** Monday, 30 July 2018 7:44 AM  
**To:** Davis, Debbie <[Debbie.Davis@act.gov.au](mailto:Debbie.Davis@act.gov.au)>; Volkova, Inna <[Inna.Volkova@act.gov.au](mailto:Inna.Volkova@act.gov.au)>; Grant, Tanya <[Tanya.Grant@act.gov.au](mailto:Tanya.Grant@act.gov.au)>; Dey, Paromita <[Paromita.Dey@act.gov.au](mailto:Paromita.Dey@act.gov.au)>; Singh Gill, Karamjeet <[Karamjeet.SinghGill@act.gov.au](mailto:Karamjeet.SinghGill@act.gov.au)>; Kourpanidis, Maddi <[Maddi.Kourpanidis@act.gov.au](mailto:Maddi.Kourpanidis@act.gov.au)>  
**Cc:** Aldred, Kelly <[Kelly.Aldred@act.gov.au](mailto:Kelly.Aldred@act.gov.au)>; Haeusler, Elizabeth <[Elizabeth.Haeusler@act.gov.au](mailto:Elizabeth.Haeusler@act.gov.au)>; Hanson, Melanie <[Melanie.Hanson@act.gov.au](mailto:Melanie.Hanson@act.gov.au)>; Kafer, Jodie <[Jodie.Kafer@act.gov.au](mailto:Jodie.Kafer@act.gov.au)>  
**Subject:** Phonecalls - Kirana Education Group [SEC=UNCLASSIFIED]

Morning everyone

Just as an FYI, it is expected that we will received phonecalls during this week from either staff or students from Kirana Group (also includes Insight and Access Education).

#### **Kirana Staff**

Should be put through to Jodie or Dave.

#### **Kirana existing students**

No immediate impact on students already enrolled with one of the three Kirana RTOs with an ACTFA they can continue to train. If we do get requests to transfer RTOs from existing students (in either Australian Apprenticeships or Skilled Capital) please let Kelly or me know.

#### **Kirana – potential students**

We may get calls from potential students who say that they have started the enrolment process with Kirana (or one of the other RTOs) – now what can they do? I am working with Jodie later this morning to work out a standard response for this but in the meantime can you please take the following details from these students:



- Name (first name last name)
- Qualification they are to enrol in
- Contact information (Phone and email)

On Friday there it was communicated to Kirana Group that they are unable to enrol students – this includes in Skilled Capital enrolments that open on Wednesday – this is why we expect phonecalls.

I will keep you updated on the communication and messaging.

Thanks

**Skye Turner | A/Manager Engagement and Client Services**

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**Skills Canberra | Chief Minister, Treasury and Economic Development Directorate | ACT Government**

Canberra Nara Centre, 1 Constitution Ave | GPO Box 158 Canberra ACT 2601 | <https://www.cmtedd.act.gov.au/enterprise-canberra2/skillscanberra>



# Out of Scope

Meeting 15/06/18

Kirana/<sup>Out of Scope</sup> (ACTFA impact) – GSO advice

# Out of Scope

# Out of Scope

Out of Scope **Kirana/Access** (Action: cancel registration - AAT hearing date 27/07, ACT status: suspension on new enrolments); **Out of Scope**

# Out of Scope

## RTO Issues

- Kirana Education Group action (Insight, Access, Kirana)
  - Total payments across group 1/01/17 – 27/07/18 = \$615,889.36
  - Total payments forecast - \$1,556,999.72

## Concerns

1. New Skilled Capital enrolments for Insight may have already commenced
2. Legal action – incl. FOI request

# Out of Scope