



Victorian Registration &
Qualifications Authority

VRQA-2010-408
RTO 4132

26 August 2010

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Mr Patrick Gavaghan
General Manager Business
TFIA Business Services Pty Ltd
Suite 16, 23-25 Gipps Street
COLLINGWOOD VIC 3066

Dear Mr Gavaghan

Renewal of Registration Audit Extension to Scope of Registration

I am writing to you in relation to the audit of the application from TFIA Business Services Pty Ltd for renewal of registration and extension to Scope of Registration as a Registered Training Organisation (RTO) pursuant to Part 4.3 of the *Education and Training Reform Act 2006*. It is a condition of *the Act* that an RTO must comply with the *Australian Quality Training Framework 2007: Essential Standards for Registration (AQTF 2007 Standards)*.

An independent audit was conducted on 11 and 13 May 2010 to assess TFIA Business Services Pty Ltd's compliance with the *AQTF 2007 Standards*. In response to the audit you provided a brief summary of actions outlining the steps that you had taken to address the areas of non-compliance.

On 7 July 2010, I wrote to your organisation, providing you with the opportunity to submit evidence of compliance with the *AQTF 2007 Standards*, prior to making a decision on your application for renewal of registration as an RTO and extension to Scope of Registration.

On the basis of the audit findings, the initial action plan from your RTO and the subsequent evidence provided, I am satisfied that TFIA Business Services Pty Ltd is now compliant with the *AQTF 2007 Standards*. I encourage TFIA Business Services Pty Ltd to continue with its improvement of its record management system and provision of information to students.

TFIA Business Services Pty Ltd is registered to provide the qualifications and units of competency listed on its Scope of Registration until **31 July 2015**.

Extension to Scope of Registration

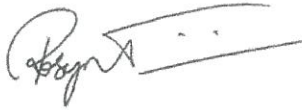
In relation to your application for extension to Scope of Registration, I have approved the following qualification and units of competency to be added to your Scope of Registration:

- WRH40109 Certificate IV in Hairdressing
- CPCCOHS2001A Follow OHS Policies and Procedures
- CPCCPB3014A Install Batt Insulation Products
- CPCCM1006A Work Safely at Heights

Should you have concerns about the conduct of the registration/audit process please address these in writing to the Complaints Manager, VRQA, GPO Box 2317, Melbourne 3001.

If you have any queries in relation to these matters, please contact Ms Julie Florence on (03) 9651 3229 or florence.julie.e@edumail.vic.gov.au.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robyn Timmins', with a horizontal line drawn through the signature.

Robyn Timmins
Deputy Director, VRQA