

# Finance, Property and Business Services Industry



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## INDUSTRY AREA COVERAGE

GROUP	CLASS	DESCRIPTION
<b>423</b>		<b>Installation Trade Services</b>
	4234	Fire & Security System Services (Coverage of: Security systems, installation).
<b>661</b>		<b>Services to Road Transport</b>
	6611	Parking Services
<b>664</b>	-	<b>Other Services to Transport</b>
	6644	Customs Agency Services
	6649	Services to Transport n.e.c. (Coverage of: Crating or packing service (for transport); Transport container repair or refurbishing; Wool dumping).
<b>731</b>	-	<b>Central Bank</b>
	7310	Central Bank
<b>732</b>	-	<b>Deposit Taking Financiers</b>
	7321	Banks
	7322	Building Societies
	7323	Credit Unions
	7324	Money Market Dealers
	7329	Deposit Taking Financiers n.e.c.
<b>733</b>	-	<b>Other Financiers</b>
	7330	Other Financiers
<b>734</b>	-	<b>Financial Asset Investors</b>
	7340	Financial Asset Investors
<b>741</b>	-	<b>Life Insurance and Superannuation Funds</b>
	7411	Life Insurance
	7412	Superannuation Funds
<b>742</b>	-	<b>Other Insurance</b>
	7421	Health Insurance
	7422	General Insurance
<b>751</b>	-	<b>Services to Finance and Investment</b>
	7511	Financial Asset Broking Services
	7519	Services to Finance and Investment n.e.c.
<b>752</b>	-	<b>Services to Insurance</b>
	7520	Services to Insurance
<b>771</b>	-	<b>Property Operators and Developers</b>
	7711	Residential Property Operators
	7712	Commercial Property Operators and Developers
<b>772</b>	-	<b>Real Estate Agents</b>
	7720	Real Estate Agents
<b>773</b>	-	<b>Non-Financial Asset Investors</b>
	7730	Non-Financial Asset Investors
<b>774</b>	-	<b>Machinery and Equipment Hiring and Leasing</b>
	7741	Motor Vehicle Hiring
	7742	Other Transport Equipment Leasing
	7743	Plant Hiring or Leasing
<b>781</b>	-	<b>Scientific Research</b>
	7810	Scientific Research

GROUP	CLASS	DESCRIPTION
<b>782</b>	-	<b>Technical Services</b>
	7821	Architectural Services
	7822	Surveying Services
	7823	Consultant Engineering Services (Coverage of: Boat designing service; Chemical engineering service (consulting); Consultant engineering service n.e.c.; Drawing office service (engineering); Electrical engineering service (consulting); Electronic engineering service (consulting); Hydraulic engineering service (consulting); Marine engineering service (consulting); Materials handling engineering (consulting); Mining engineering service (consulting); Naval architecture services; Pipeline engineering services (consulting); Product design service (for furniture, fittings, machinery or equipment); Sanitary engineering service (consulting); Traffic engineering service (consulting).
	7829	Technical Services n.e.c.
<b>783</b>	-	<b>Computer Services</b>
	7831	Data Processing Services
	7832	Information Storage and Retrieval Services
<b>784</b>	-	<b>Legal and Accounting Services</b>
	7841	Legal Services
	7842	Accounting Services
<b>785</b>	-	<b>Marketing and Business Management Services</b>
	7851	Advertising Services
	7852	Commercial Art & Display Services (Coverage of: Commercial art service; Graphic design service (for advertising); Ticket writing).
	7853	Market Research Services
	7854	Business Administrative Services
	7855	Business Management Services
<b>786</b>	-	<b>Other Business Services</b>
	7861	Employment Placement Services
	7862	Contract Staff Services
	7863	Secretarial Services
	7864	Security & Investigative Services (Except Police)
	7865	Pest Control Services
	7866	Cleaning Services
	7867	Contract Packing Services n.e.c.
	7869	Business Services n.e.c. (Coverage of: Auction rooms operation; Auctioning service (except real estate, wool or livestock); Business service n.e.c.; Collection agency service (accounts; except real estate); Consumer credit reporting service; Credit bureau or agency service; Debt collecting service; Interior decorating service n.e.c.; Interpreting service; Mercantile credit reporting service; Telephone answering service; Microfiche production service; Translating service; Valuation service (except for real estate, wool or livestock).
<b>962</b>	-	<b>Interest Groups</b>
	9621	Business & Professional Associations
	9622	Labour Associations
	9629	Interest Groups n.e.c.
<b>963</b>	-	<b>Public Order and Safety Services</b>
	9634	Waste Disposal Services
<b>970</b>	-	<b>Private Households Employing Staff</b>
	9700	Private Households Employing Staff

\* ANZSIC Group - Australian New Zealand Standard Industrial Classification  
 \*\* n.e.c. - not elsewhere classified



## NATIONAL INDUSTRY TRAINING ADVISORY BODIES

- Innovation & Business Skills Australia
- Construction & Property Services Industry Skills Council

## TRAINING PACKAGES

The Finance, Property & Business Services industry has coverage of six Training Packages:

- **Business Services (BSB01 – under review)**
- **Financial Services (FNS04)**
- **Property Development and Management (PRD01 – under review)**
- **Asset Maintenance Training Package (PRM04)**
- **Asset Security Training Package (PRS03)**
- **Training & Assessment (TAA04)**

## BUSINESS SERVICES TRAINING PACKAGE (BSB01 – Under Review )

The Business Services Training Package addresses the training needs of the Business Services sector and, in 2004 was the most highly used training package (151 000 nationally). Qualifications range from Certificate I to Advanced Diploma. The Training Package is divided into broad functions and job roles which are identified as 'fields'. Each field is then divided into a number of discrete areas of competency, called 'domains' and include :

Fields	Domains
<b>Business Administration Services</b>	Medical Administration Purchasing
<b>Human Resources Management</b>	Employment Services Human Resources (additional units) Unionism
<b>International Services</b>	International Trade/International Business
<b>Business Management Services</b>	Strategic Management (additional units) Project Management OHS Franchising Frontline Management (Review only)
<b>Common Business</b>	First Aid Business Communications Generalist Marketing Quality Systems/Auditing Risk Management Customer Service Knowledge Management Market Research Project Management Diversity

**STATUS** – Under review (at April 2006)

### QUALIFICATIONS

The Business Services Training Package contains 611 competency standards and 63 qualifications :

National Code	Qualification Name
BSB10101	Certificate I in Business
BSB20101	Certificate II in Business
BSB30101	Certificate III in Business
BSA30200	Certificate III in Business (Legal Administration)
BSB30201	Certificate III in Business Administration
BSB30301	Certificate III in Business (Sales)
BSB30401	Certificate III in Business (Recordkeeping)
BSB30504	Certificate III in Business (Frontline Management)
BSB30601	Certificate III in e-Business
BSB30704	Certificate III in Business (Medical Administration)



<b>National Code</b>	<b>Qualification Name</b>
BSB30804	Certificate III in Business (International Trade)
BSB40101	Certificate IV in Business
BSB40201	Certificate IV in Business Administration
BSB40301	Certificate IV in Business (Recordkeeping)
BSB40401	Certificate IV in Business (Small Business Management)
BSB40501	Certificate IV in Business Development
BSB40601	Certificate IV in Business (Advertising)
BSB40701	Certificate IV in Business (Marketing)
BSB40801	Certificate IV in Business (Human Resources)
BSB40901	Certificate IV in Business (Governance)
BSB41004	Certificate IV in Business (Frontline Management)
BSB41004	Certificate IV in Business (Frontline Management)
BSB41101	Certificate IV in Business Management
BSA40200	Certificate IV in Business (Legal Services)
BSB41201	Certificate IV in e-Business
BSB41301	Certificate IV in e-Business Development
BSB41404	Certificate IV in Business (Purchasing)
BSB41504	Certificate IV in Project Management
BSB41704	Certificate IV in Business (Franchising)
BSB41804	Certificate IV in Unionism
BSB41904	Certificate IV in Business (Employment Services)
BSB42004	Certificate IV in Business (International Trade)
BSB41604	Certificate IV in Occupational Health and Safety
BSB50101	Diploma of Business
BSB50201	Diploma of Business Administration
BSB50301	Diploma of Business (Recordkeeping)
BSB50401	Diploma of Business Management
BSB50501	Diploma of Business Development
BSB50601	Diploma of Business (Advertising)
BSB50701	Diploma of Business (Marketing)
BSB50801	Diploma of Business (Human Resources)
BSB50901	Diploma of Business (Governance)
BSA50200	Diploma of Business (Legal Services)
BSB51004	Diploma of Business (Frontline Management)
BSB51101	Diploma of E-Business
BSB51201	Diploma of Strategic e-Business Development
BSB51301	Diploma of e-Learning
BSB51404	Diploma of Business (Purchasing)
BSB51504	Diploma of Project Management
BSB51704	Diploma of Business (Franchising)
BSB51804	Diploma of Unionism
BSB51904	Diploma of Business (Quality Auditing)
BSB52004	Diploma of International Business
BSB51604	Diploma of Occupational Health and Safety
BSB60101	Advanced Diploma of Business (Recordkeeping)
BSB60201	Advanced Diploma of Business Management

National Code	Qualification Name
BSB60301	Advanced Diploma of Business (Human Resources)
BSB60401	Advanced Diploma of Business Development
BSB60501	Advanced Diploma of Business (Advertising)
BSB60601	Advanced Diploma of Business (Marketing)
BSB60701	Advanced Diploma of e-Business
BSB60801	Advanced Diploma of Strategic e-Business Development
BSB60904	Advanced Diploma of Project Management
BSB61004	Advanced Diploma of Occupational Health and Safety

More information on the Business Services Industry Training Package, its qualifications and units of competency can be found on the following websites:

<http://www.ntis.gov.au/Default.aspx?trainingpackage/BSB01/history>

[http://www.ibsa.org.au/content/business/tpbsb01\\_overview.html](http://www.ibsa.org.au/content/business/tpbsb01_overview.html)

### IMPLEMENTATION GUIDE :

There are four 'volumes' of a WA Implementation Guide for the Business Services Training Package :

- Version 1 (November 2001) incorporating units and qualifications in the following fields/domains :
  - Advertising
  - Business Administration
  - Business Development
  - Business Management
  - Common Business
  - Frontline Management
  - Human Resources
  - Legal Administration
  - Legal Services
  - Marketing
  - Recordkeeping
  - Sales
  - Small Business Management

is located at [http://www.vetinfonet.det.wa.edu.au/tp\\_upload/BSB01a.pdf](http://www.vetinfonet.det.wa.edu.au/tp_upload/BSB01a.pdf)

- Version 2 (December 2002) incorporating e-Business units and qualifications is located at [http://www.vetinfonet.det.wa.edu.au/tp\\_upload/BSB01b.pdf](http://www.vetinfonet.det.wa.edu.au/tp_upload/BSB01b.pdf)

- Version 3 (July 2004) incorporating units and qualifications in the following fields/domains :
  - Common Business
  - Employment Service
  - Franchising
  - Frontline Management
  - Human Resources
  - Marketing
  - Project Management
  - Purchasing
  - Quality Auditing
  - Strategic Management
  - Unionism

is located at : [http://www.vetinfonet.det.wa.edu.au/tp\\_upload/BSB01c.pdf](http://www.vetinfonet.det.wa.edu.au/tp_upload/BSB01c.pdf)

- Version 4 (May 2005) incorporating units and qualifications in International Trade/Business and Occupational Health & Safety is located at [http://www.vetinfonet.det.wa.edu.au/tp\\_upload/BSB01d.pdf](http://www.vetinfonet.det.wa.edu.au/tp_upload/BSB01d.pdf)

## **WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES**

- Business Services sector is difficult to fully capture as it is both a discrete industry as well as a diverse range of cross-industry functions and occupations supporting the activities of all industries. Estimates are 186 500 nationally directly employed, but an estimated 1.1 million employed in occupations supported by the Training Package.
- Business Services covers the cross-industry occupations and services supporting commercial activities of businesses, including secretarial, advertising, human resources, management, market research, sales and marketing, communications. It also includes more specialised functions such as franchising, project management and OH&S practitioner work.
- Increasing levels of outsourcing and contract workers.
- Business Services industry involves occupations and activities across the private sector, government, community and not for profit agencies.
- The sector comprises a high proportion of small businesses, with 93% of companies employing fewer than 20 people.
- Franchising is an area of rapid growth, representing around 15% of all Australian business.
- Rapid spread of information communication technology and other advances in technology has meant that most workers now need basic computer operator skills as a minimum. Anticipated future growth is likely to include e-business services including using internet for marketing and purchasing.
- Increasing significance of generic 'employability' skills.
- Technological skills, customer service and communication skills are expected to remain the cornerstones of administrative work in the future, and employees in this field will need to undertake on-going training to keep their skills up-to-date.
- About 60% of the Business Services workforce is female. The largest occupational group, Secretaries, is 98% female.
- A business qualification is traditionally (and still) a common entry point to employment and a career for large numbers of young women. Business traineeships at AQF II and III are
- At the higher end of the Business Services qualifications, increasing demand for compliance management and corporate governance is anticipated.

## **INDUSTRY ASSOCIATIONS (guide only)**

- Australian Human Resources Institute
- Australian Institute of Export
- Australian Institute of Legal Secretaries
- Australian Institute of Office Professionals
- Australian Marketing Institute
- Australian Services Union
- Business and Professional Women's Association
- Combined Small Business Association of WA
- Meetings Industry Association of Australia
- Records Management Association of Australia (WA)
- Recruitment and Consulting Services Association
- UnionsWA



## LICENSING OR REGULATORY REQUIREMENTS

There are few, if any, regulatory requirements for the Business Services sector.

## WORKSAFE

For the Office and Business sector, Worksafe identifies the following areas to be addressed in staff induction and training:

- Responsibilities of employers and employees
- Hazard identification
- Workstations
- Manual handling
- Occupational overuse syndrome
- Noise, smoking, ventilation
- Falls, trips and bumps and stumbles
- Photocopiers and electrical equipment
- Emergency evacuation procedures
- The right to refuse work

For Codes of Practice – Manual Handling, please refer to

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codemanh0001.html>

For Codes of Practice – Prevention of Falls at Workplaces (2004), please refer to

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codeslip0001.html>

Information on occupational overuse can be found at

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/offchazd0002.html>

## HIGH RISK TRAINING CONCERNS

Because of its ubiquitous, cross-industry characteristics, units from the Business Services Training Package are components in most VET qualifications. Over 80% of all nationally recognised training packages include imported units from the Business Services Training Package. While there has been no evidence of any particular training concerns in the Business Services sector, it is nevertheless important to ensure that the delivery and assessment of these units is done with rigor and integrity.

## FINANCIAL SERVICES TRAINING PACKAGE (FNS04)

The Financial Services Training Package has developed to comprise both universal and specific competencies for the the diverse and specialist industries that make up the financial services sector : currently covers the following industries within the Financial Services sector :

- Accounting
- Banking
- Compliance
- Conveyancing
- Credit/Lending services
- Debt management
- Financial planning
- Finance mortgage broking
- Financial literacy
- Financial markets
- General insurance
- Insurance broking
- Insurance services
- Life distribution
- Life insurance
- Loss adjusting
- Mercantile agents
- Personal trustees
- Practice management
- Retail
- Risk management
- Self managed superannuation
- Superannuation
- Workers compensation

The package contains 369 units of competency, including generic 'industry capability' units, which are applicable across the whole financial services industry, as well as specialist industry units.

**STATUS** – Endorsed

### QUALIFICATIONS

The Financial Services Training Package (FNS04) contains 33 qualifications and in this Training Package, ranging from Certificate I in Financial Services to Advanced Diplomas in a range of specialisations :

FNS10104	Certificate I in Financial Services
FNS20104	Certificate II in Financial Services
FNS30104	Certificate III in Financial Services
FNS30204	Certificate III in Insurance Services
FNS30304	Certificate III in Financial Services (Accounts Clerical)
FNS30404	Certificate III in Financial Services (Mercantile Agents)
FNS40104	Certificate IV in Financial Services
FNS40204	Certificate IV in Financial Services (Personal Trust Administration)
FNS40304	Certificate IV in Financial Services (Credit Management)
FNS40404	Certificate IV in Insurance Services
FNS40504	Certificate IV in Financial Services (Insurance Assessment Services)
FNS40604	Certificate IV in Financial Services (Accounting)
FNS40704	Certificate IV in Financial Services (Financial Practice Support)
FNS40804	Certificate IV in Financial Services (Finance/Mortgage Broking)
FNS40904	Certificate IV in Financial Services (Superannuation)
FNS50104	Diploma of Financial Services



FNS50204	Diploma of Accounting
FNS50304	Diploma of Financial Services (Insurance Broking)
FNS50404	Diploma of Insurance Services
FNS50504	Diploma of Financial Services (Finance/Mortgage Broking Management)
FNS50604	Diploma of Financial Services (Conveyancing)
FNS50704	Diploma of Financial Services (Personal Trustees)
FNS50804	Diploma of Financial Services (Financial Planning)
FNS50904	Diploma of Financial Services (Superannuation)
FNS51004	Diploma of Financial Services (Financial Markets)
FNS51104	Diploma of Financial Risk Management
FNS51204	Diploma of Financial Services (Banking)
FNS51304	Diploma of Financial Services (Consumer Education)
FNS60104	Advanced Diploma of Financial Services
FNS60204	Advanced Diploma of Accounting
FNS60304	Advanced Diploma of Financial Services (Conveyancing)
FNS60404	Advanced Diploma of Financial Services (Financial Planning)
FNS60504	Advanced Diploma of Financial Services (Superannuation)

More information on the Financial Services Industry Training Package, its qualifications and units of competency can be found on the following websites:

<http://www.ntis.gov.au/Default.aspx?find/results>

[http://www.ibsa.org.au/content/financial/tpfns04\\_overview.html](http://www.ibsa.org.au/content/financial/tpfns04_overview.html)

The WA Implementation Guide for the Financial Services Training Package can be found at the following website:- <http://www.training.wa.gov.au/training/content-training-packages.asp>

## **WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES**

- The impact of mergers and acquisitions across traditional product lines (for example insurance products now widely available through banks) has been significant, and industry demand for improved sales/customer service skills has developed a more flexible and multi-skilled workforce at entry level and above.
- Professionalisation of the industry will drive higher level vocational education and training as either a source in itself or as a vehicle to higher education.
- Formal/accredited training is becoming a major consideration for both organizations and individuals who recognise the benefits of aligning with qualification-based training.
- Increasing regulation and compliance requirements has driven and will continue to drive demand for training in the areas of compliance, legislation and ethics/consumer protection.
- Shift to from institutional to personal financial services where people use the one on one services of brokers, planners or advisers has led to increased educational expectations/regulations for advisors and brokers.
- Information technology has taken hold, with increasing numbers of on-line and web-based stockbroking, financial services, mortgage broking, personal and corporate banking.
- Some sectors have largely female workforce.
- Streamlining of back office support and claims management processes has occurred in the insurance sector, while sophisticated computer packages have impacted at higher, decision-making levels of the sector.

- The increasingly complex relationship between finance and investment has led many accountants to formally identify themselves as investment advisors, requiring ASIC registration.

## INDUSTRY ORGANISATIONS / ASSOCIATIONS (guide only)

- Australian Association of Permanent Building Societies
- Australian Institute of Conveyancing (WA)
- Australian Institute of Credit Management
- Australian Institute of Insurance
- Australian Prudential Regulation Authority
- Australian Securities & Investments Commission
- Australian Society of Certified Practising Accountants
- Australian Superannuation Funds Assn
- Chamber of Commerce and Industry
- Federation of Building Societies of WA
- Financial Planning Association of Australia
- Finance Sector Union
- Institute of Finance Brokers of WA
- Institute of Financial Services
- Institute of Mercantile Agents Ltd
- Insurance Agents Association of Australia
- Mortgage Industry Association of Australia(WA)
- National Institute of Accountants
- National Insurance Brokers Association
- WA Business Brokers Association Inc
- WA Financial Institutions Authority

## LICENSING OR REGULATORY REQUIREMENTS

- The Financial Services Reform Act has seen the uniform regulation of all financial products, a single licensing regime for financial service providers, uniform disclosure requirements for all financial products provided to retail consumers and minimum standards of education/competence for people providing advice to retail consumers.
- In 2003 the Australian Securities and Investments Commission (ASIC) released Policy Statement 146 Licensing: Training of financial product advisers (PS 146) and Policy Statement 164 Licensing: organisational capacities, both of which deal with training. The specific skill and knowledge requirements of ASIC compliance are fully detailed at the ASIC website, specifically **Policy Statement 146** and **Policy Statement 164**.

Information on ASIC requirements is located at :

<http://www.nfitab.com.au/asicinfo.cfm?temId=01&seclId=09&modId=01>

- Industry specific regulatory requirements exist for the Financial Services sector and regulatory bodies include :
  - ♦ Australian Prudential Regulation Authority (APRA)
  - ♦ Australian Securities and Investments Commission (ASIC)
  - ♦ WA Department of Consumer and Employment Protection (DOCEP)
  - ♦ Finance/Mortgage Brokers (DOCEP)
  - ♦ Settlement Agents Supervisory Board (DOCEP – SASB)
- For Finance/Mortgage Brokers, successful completion of the Certificate IV in Financial Services (Finance/Mortgage Broking), including the DOCEP approved WA course content are the training requirements for licensing. The DOCEP approved WA course content is available at : <http://www.docep.wa.gov.au/consumerprotection/financebrokers/Media/WAGuidelines.pdf>
- The training component for licensing Settlement Agents entails completion of seven core competencies from the Conveyancing Stream of the Financial Services Training Package (FNS04) plus an additional business settlements module if they wish to conduct business settlements. These units are FNBCNV01A, FNBCNV02A, FNBCNV03A, FNBCNV04A, FNBCNV05A, FNBCNV06A and FNBCNV07A. The Business module code is 19956. (NB : from July 1 2006 the old licensing courses – Certificate IV in Conveyancing or Certificate in Settlement Agency Procedures – will not be recognised for licensing purposes).



## TRAINING ENVIRONMENT/ ISSUES

- Cross-sectoral flexibility required in entry level qualifications packaging to enable optimal employment portability at lower levels. At higher and more specialised end of VET qualifications there is a need for articulation to higher education sector.
- Growing demand for continuing professional development will lead participants to seek short course specialisations.
- Financial literacy for the broader community, but particularly in schools, will become an important training area.
- Higher use of web based and on-line financial services requiring internet/HTML and on-line service provision skills.
- Technologies are communication based creating major changes in information processing technology. This requires a larger amount of emphasis on information technology and internet skills across administrative, customer service and clerical staff.
- Legislation introduced to protect consumers from unscrupulous operators is underpinned by quality training. It is critical that training supporting regulatory requirements has quality and integrity.

## WORKSAFE

For the Office and Business sector, Worksafe identifies the following areas to be addressed in staff induction and training:

- Responsibilities of employers and employees
- Hazard identification
- Workstations
- Manual handling
- Occupational overuse syndrome
- Noise, smoking, ventilation
- Falls, trips and bumps and stumbles
- Photocopiers and electrical equipment
- Emergency evacuation procedures
- The right to refuse work
- In the retail financial service sector (banks, building societies etc) training is also required to address minimising the risk of violence in armed hold-ups.

Codes of Practice – Manual Handling are located at :

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codemanh0001.html>

Codes of Practice – Prevention of Falls are located at :

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codeslip0001.html>

Information on occupational overuse for keyboard operators is located at :

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/offchazd0002.html>

Information on work practices and principles of workplace design which help to reduce the incidence and severity of armed robbery, are located at :

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/workhazd0016.htm>



## HIGH RISK TRAINING CONCERNS

- Legislation introduced to protect consumers from unscrupulous or uninformed operators is underpinned by quality training. It is critical that training supporting regulatory requirements has quality and integrity.
- Given the consumer protection/legislative importance of ASIC PS46 it is critical that units of competency underpinning the ASIC regulatory requirements are rigorously delivered/assessed/recognised. The particular units involved are FNBASC01A and FNBASC02A.
- For Finance & Mortgage Brokers, it is critical that RTOs deliver the DOCEP-approved WA course content as part of the training components for licensing. This is available from DOCEP at <http://www.docep.wa.gov.au/consumerprotection/financebrokers/Media/WAGuidelines.pdf>

## PROPERTY DEVELOPMENT AND MANAGEMENT TRAINING PACKAGE - (PRD01)

The Property Development & Management Training Package (PRD01) covers areas dealing with the development, sale and management of property assets. The six industry sectors covered by the training package are :

- Real Estate
- Stock & Stational Agents
- Spatial Information Services (Version 2, added Feb 2002)
- Business Broking (Version 3, added September 2003)
- Property Operations & Development (Version 4, added June 2004)
- Access Consulting (Version 5, added June 2005)

**STATUS** – Under review; endorsement anticipated late in 2006.

More information on the review can be found at <http://www.cpsisc.com.au/cpsisc/pdf/PRD01Phase1ReviewV3.pdf> and <http://www.cpsisc.com.au/projects/PRD01/>

## QUALIFICATIONS

The Property Development & Management Training Package (PRD01) covers six discrete industry sectors and contains 17 qualifications :

<b>National Code</b>	<b>Qualification Name</b>
PRD30101	Certificate III in Property (Real Estate)
PRD30504	Certificate III in Property (Operations)
PRD30201	Certificate III in Property (Livestock Services)
PRD30301	Certificate III in Spatial Information Services
PRD40101	Certificate IV in Property (Real Estate)
PRD40201	Certificate IV in Property (Stock and Station Agency)
PRD40403	Certificate IV in Property (Business Broking)
PRD40504	Certificate IV in Property (Operations)
PRD40604	Certificate IV in Property (Access Consulting)
PRD50101	Diploma of Property (Real Estate)
PRD50604	Diploma of Property (Access Consulting)
PRD50504	Diploma of Property, Asset and Facility Management
PRD50301	Diploma of Spatial Information Services
PRD60301	Advanced Diploma of Spatial Information Services
PRD50201	Diploma of Property (Stock and Station Agency)
PRD50403	Diploma of Property (Business Broking)
PRD60504	Advanced Diploma of Property, Asset and Facility Management

More information on the Property Development and Management Training Package, its qualifications and units of competency can be found at <http://www.cpsisc.com.au/training/property/> and <http://www.ntis.gov.au/Default.aspx?find/results>

The WA Implementation Kit for the Property Development & Management training package can be found at <http://www.training.wa.gov.au/training/content-training-packages.asp>



## **WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES**

- While there has been a national slowing in the real estate sector, this has not been the case in WA, where strong growth continues.
- In real estate, over half (54%) of employees women, with 68% of property managers female.
- Recent IR changes have seen WA real estate salespeople requiring a minimum wage (as opposed to purely commission based income) for the first time.
- A high proportion of this workforce has no formal qualification.
- Those working in the real estate sector need to increase their capabilities in accessing and utilizing computer/online technologies.
- Spatial information covers mapping science, remote sensing, surveying, cartography and geographic information services.
- Industry reports a fairly high turnover of surveyors and survey assistants in remote locations.
- Continuation of the resource boom would suggest future significant growth for surveyors.
- Push for spatial literacy in schools.

## **INDUSTRY ORGANISATIONS / ASSOCIATIONS (guide only)**

- Australasian Urban and Regional Information Systems Association (AURISA)
- Australian Spatial Information Business Association (ASIBA)
- Australian Institute of Valuers & Land Economists
- Australian Property Institute (API)
- Business Brokers Association of WA
- Facilities Management Association
- Institution of Mining & Engineering Surveyors
- Institution of Surveyors Australia
- Housing Industry Association
- Mapping Sciences Institute of Australia
- Property Council of Australia
- National Real Estate Franchisee Association (NREFA)
- Real Estate Agents Association
- Real Estate Employers Federation of WA.
- Real Estate Institute of WA
- Strata Titles Institute of WA
- Spatial Sciences Institute of Australia (WA)
- Urban Development Institute of Australia

## **LICENSING OR REGULATORY REQUIREMENTS**

- Real Estate and Business Sales Registration (Real Estate Agents Supervisory Board) currently requires completion of 6 industry specific units (not from the training package) as training component of licensing. These ABH units will probably be replaced with competency-based units of competency when the new Training Package is endorsed.
- Real Estate and Business Sales Registration (Real Estate Agents Supervisory Board) currently requires completion of the Property Management Registration Course comprising 6 industry specific units which do not form part of the national training package.

- Real Estate Business Agent's Licence (Department of Consumer and Employment Protection) Completion of the Diploma in Property (Real Estate) plus 3 additional units in law, selling businesses and rural sales are the training components required to meet the licensing requirements for becoming an Agent.
- Authorised Mines Surveyors are registered by DOCEP under the Mines Safety & Inspection Regulations and require a 3 year diploma from TAFE or higher education qualifications.

### **TRAINING ENVIRONMENT/ ISSUES**

- State legislation sets out the licence requirements for persons and agencies to provide defined real estate services. The introduction of Continuous Professional Development to maintain license requires both skills and training up-to-date.
- Aligning licensing requirements with training package competencies/qualifications is a high priority for the WA real estate industry, which is still grappling with a competency based training system and an ABH module-based regulatory system.
- The high number of employees with English as a second language in the real estate sector means RTOs must give full consideration language and literacy concerns in training delivery and assessment.

**HIGH RISK TRAINING CONCERNS** – None reported.

### **WORKSAFE**

For the Real Estate sector, the following areas should be addressed in staff induction and training:

- Responsibilities of employers and employees
- Hazard identification
- Workstations
- Manual handling
- Occupational overuse syndrome
- Noise, smoking, ventilation
- Falls, trips and bumps and stumbles
- Photocopiers and electrical equipment
- Emergency evacuation procedures
- Driver safety

For Codes of Practice – Manual Handling, please refer to

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codemanh0001.html>

For Codes of Practice – Prevention of Falls at Workplaces (2004), please refer to

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codeslip0001.html>

Information on occupational overuse can be found at

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/offchazd0002.html>

Mine Surveying is covered by the Mines Safety & Inspection Regulations (see DOCEP)



## ASSET MAINTENANCE TRAINING PACKAGE – (PRM04)

The Asset Maintenance Training Package (PRM04) covers those industries that provide services relating to the physical maintenance of property assets. The six industry sectors covered by the training package are :

- Cleaning Operations
- Pest Management
- Waste Management
- Carpet Cleaning
- Fire Safety Systems
- Fire Protection Equipment.

**STATUS** – Endorsed

### QUALIFICATIONS

The Asset Maintenance Training Package (PRD01) covers six industry sectors and contains 14 qualifications :

<b>National Code</b>	<b>Qualification Name</b>
PRM20604	Certificate II in Asset Maintenance (Carpet Cleaning)
PRM30604	Certificate III in Asset Maintenance (Carpet Cleaning)
PRM10104	Certificate I in Asset Maintenance (Cleaning Operations)
PRM20104	Certificate II in Asset Maintenance (Cleaning Operations)
PRM30104	Certificate III in Asset Maintenance (Cleaning Operations)
PRM40104	Certificate IV in Asset Maintenance (Cleaning Management)
PRM20404	Certificate II in Asset Maintenance (Fire Protection Equipment)
PRM30404	Certificate III in Asset Maintenance (Fire Protection Equipment)
PRM40704	Certificate IV in Asset Maintenance (Fire Safety Systems Inspection)
PRM30204	Certificate III in Asset Maintenance (Pest Management - Technical)
PRM40204	Certificate IV in Asset Maintenance (Pest Management)
PRM20504	Certificate II in Asset Maintenance (Waste Management)
PRM30504	Certificate III in Asset Maintenance (Waste Management)
PRM40504	Certificate IV in Asset Maintenance (Waste Management)

More information on the Asset Maintenance Industry Training Package, its qualifications and units of competency can be found at : <http://www.ntis.gov.au/Default.aspx?find/results>

**STATUS** – Endorsed.

The Implementation Guide for the Asset Maintenance Training Package is located at : <http://www.training.wa.gov.au/training/content-training-packages.asp>



## WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES


- Contract cleaning is one of the fastest growth industries in the economy but over 70% of the workforce has no formal qualification.
- Around 70% of cleaners work fewer than 20 hours per week.
- Entry level skills for cleaners are being driven by insurance companies and OH&S legislation/policy, as well as client expectations and contractual requirements.
- The Pest Management industry plays an important role in limiting the costs of structural damage, public health hazards and public comfort.
- There is growing awareness of need for environmental protection and enhancement, as well as the threat of litigation for incorrect use of pesticide chemicals.
- Work in the industry can be seasonal in nature, with intense activity over the warmer summer months and less business during the winter months when pests are less prevalent.
- The Pest Management industry comprises a large number of small operators and only a few large enterprises.
- The Fire Protection industry services and maintains portable fire fighting equipment according to Australian Standards and in some States, various legislative requirements.
- Fire Service technicians cover a wide variety of situations, including shops, factories, mines, offices, airports etc. As well as servicing equipment they also advise customers of any breaches of legislative requirements and whether existing equipment is suitable for the identified fire risk.
- The Fire Protection industry is small but growing in importance due to a rise in insurance premiums and introduction of OH&S legislation which requires maintained, suitable fire protection equipment.
- Waste Management organisations can be either commercial or government and undertake the management and processing of commercial, domestic, chemical, construction, medical and hazardous waste.
- The Waste Management industry is in transition from its historical focus on collection and disposal towards a culture of waste minimisation, resource recovery and processing.

## INDUSTRY ORGANISATIONS / ASSOCIATIONS (guide only)

- Australian Environmental Pest Managers Association (WA)
- Building Service Contractors Association of Australia (WA)
- Fire Protection Association of Australia (WA)
- Miscellaneous Workers Union (WA)
- Waste Management Association of Australia (WA)

## LICENSING OR REGULATORY REQUIREMENTS

- There are no regulatory requirements for the cleaning industry, however cleaners are often required to hold a Police Clearance Certificate from the WA Police Service. In addition, companies and employees are broadly governed by legislation/regulations concerning environmental, industrial and OH&S matters.
- Pest Control Operator's Licences are regulated by the WA Health Department (Environmental Health Service). Operators require Unit PRMPM06B for a provisional licence, with a full license issued on completion of the Certificate III in Asset Maintenance (Pest Management). Technicians requiring a licence to control timber pests must have units PRMP08B and PRMP10B included as part of the qualification.

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- Pest Control Company Regulation WA Health Department (Environmental Health Service)
  - Permit to Purchase Poisons – WA Health Department (Environmental Health Service)
  - Fire Technicians are regulated in some States (based on training package qualification) but this is not the case in Western Australia. There is a push, however, to bring WA technicians up to that standard in the absence of a regulatory requirement.
  - Waste Management facilities are licensed by the Department of Environmental Protection but there are no regulatory requirements for individuals working in the waste management sector. Workers are covered by regulations concerning aspects of their activities including environmental industrial and OH&S matters.
  - Training to meet federal legislation covering ozone depleting substances (ODS) and synthetic greenhouse gases (SGG) is being addressed by a project to develop units of competency to be used in the fire protection industry. More information on the project is located at [www.fpaa.com.au/licencing/?licencing=odssgg&register=ozone](http://www.fpaa.com.au/licencing/?licencing=odssgg&register=ozone)



## TRAINING ENVIRONMENT/ ISSUES

- Over 70% of the workforce has no formal qualification. In Carpet Cleaning, for example, about 600 people are employed but fewer than 100 have had any formal training, in spite of the existence of training package qualifications.
- The Building Service Contractors Association has introduced a CleanStart Card to address OH&S issues. This card is modelled on the MARCSTA card (a pre-requisite to enter mine sites in WA) and it indicates a cleaner's knowledge of their OH&S obligations.
- Growing awareness of need for environmental protection, as well as the threat of litigation for incorrect use of pesticide chemicals, has driven a new interest in the quality of training.
- Very few Pest Technicians are trained beyond the minimum licensing requirement, and many who were exempted from the original training-based license have no formal qualifications.
- Competency standards have assisted in development of a training culture, but industry is also responding to increasing client expectations, environmental concerns and, more recently, insurance requirements.
- Very few Fire Technicians have any formal training.

## WORKSAFE

The Cleaning industry has one of the highest workers compensation rates in WA. Most workplace accidents in the Cleaning industry relate to sprains and strains, most of which could be prevented by basic training in the correct use of machines and lifting techniques.

The Building Service Contractors Association wants to commit small to medium operators to achieve Worksafe Silver Certification, which requires systematical management of OH&S requirements.

Information for workers involving frequent or heavy lifting, please refer to <http://www.worksafe.wa.gov.au/newsite/worksafe/pages/manhindx0003.html>

Cleaners are sometimes in situations where they are exposed to physical assault, verbal abuse, threats or intimidation. For information on these risks refer to : <http://www.worksafe.wa.gov.au/newsite/worksafe/pages/violindx0001.html>

Pest Technicians can be exposed to the following workplace risks :

- Handling, storage and application of chemicals
- Crawling in roofs, confined places
- Exposure to poisonous insects/snakes
- Fumigation
- Exposure to electrical wires in roofs/ceilings

Information on hazardous substances – chemicals at work is located at : <http://www.worksafe.wa.gov.au/newsite/worksafe/pages/hazsgenl0011.htm>

Information on working with pesticides is located at: <http://www.worksafe.wa.gov.au/newsite/worksafe/pages/hazsgenl0016.htm>

People working in waste management / materials recovery facilities may be at risk in handling hazardous materials. Information on hazardous substances is located at : <http://www.worksafe.wa.gov.au/newsite/worksafe/pages/hazsindx0001.html>



## HIGH RISK TRAINING CONCERNS

- Units of competence covering chemical handling, storage and application (PRMPM06, PRMPM10, PRMPM 11 and PRMPM18) are critical in terms of quality training delivery and assessment. Pest technicians handle dangerous chemicals and their competence in application and storage of these is essential for public and environmental safety.
- Cleaners have one of the highest occupational incidences of workplace accidents. Quality delivery and assessment of the OH&S units from the training package is essential, with special emphasis in correct lifting and machine usage.
- Very low take-up of formal training in the Fire Protection industry.
- Very low take-up of formal training in the Waste Management industry.

## ASSET SECURITY TRAINING PACKAGE (PRS03)

The Asset Security Training Package (PRS03) contains eight qualifications over the following segments of the Security industry :

- Security Operations
- Technical Security
- Investigations
- Security & Risk Management

New qualifications are currently being developed for the Biometrics stream of the package. Information on this project is located at <https://www.cpsisc.com.au/projects/Biometrics%20Project/>

**STATUS** – Endorsed

### QUALIFICATIONS

<b>National Code</b>	<b>Qualification Name</b>
PRS10103	Certificate I in Security Operations
PRS20103	Certificate II in Security Operations
PRS20203	Certificate II in Technical Security
PRS30103	Certificate III in Security Operations
PRS30203	Certificate III in Technical Security
PRS30303	Certificate III in Investigative Services
PRS40103	Certificate IV in Security and Risk Management
PRS50103	Diploma of Security and Risk Management

More information on the Asset Security Industry Training Package, its qualifications and units of competency can be found at :

[http://www.ntis.gov.au/Default.aspx?/TrainingPackage/PRS03/volume/PRS03\\_1](http://www.ntis.gov.au/Default.aspx?/TrainingPackage/PRS03/volume/PRS03_1)

The WA Implementation Guide for the Asset Security training package is located at :

<http://www.training.wa.gov.au/training/content-training-packages.asp>

### WORKFORCE ISSUES, CHARACTERISTICS, ACTIVITIES

- In WA there are approximately 12,000 security/crowd control staff. Over a third of employees work part-time or casual hours, often supplementing another job or studies.
- The industry is growing and has expanded into areas such as crowd control of private parties, sporting events, industrial disputes and suburban/estate surveillance.
- Community and commercial concern over private security, terrorist threats, and law and order is expected to continue driving the industry's growth.
- Very few guards/crowd control employees hold qualifications beyond licensing requirements (Certificate II).



## INDUSTRY ORGANISATIONS / ASSOCIATIONS (guide only)

- Security Agents Institute (WA) SAIWA
- Australian Institute of Professional Investigators
- Australian Security Industry Association Limited
- WA Locksmiths Association
- WA Crowd Controllers Association
- Miscellaneous Workers Union


## LICENSING OR REGULATORY REQUIREMENTS

Crowd Controllers, Security Officers, Security Consultants, Security Installers are regulated under the Security and Related Activities (Control Act) :

- **Registered Training Organisations delivering for Security licensing purposes must have approval of the Commissioner of Police.**  
<http://www.police.wa.gov.au/Services/CommercialAgents.asp?TrainingProviders>
- Crowd Controllers are regulated by the WA Police Service (Commercial Agents Unit) and must have met the training requirement of a Certificate II in Security Operations for licensing purposes.  
<http://www.police.wa.gov.au/Services/CommercialAgents.asp?CrowdControllerLicence>
- Security Guards are regulated by the WA Police Service (Commercial Agents Unit) and must have met the training requirement of a Certificate II in Security Operations for licensing purposes.  
<http://www.police.wa.gov.au/Services/CommercialAgents.asp?SecurityOfficerLicence>
- Firearms endorsements for Security Guard licenses can be obtained from the WA Police Services (Commercial Agents Unit) based on completion of units PRSS0303A, PRSS0305A, PRSS0310A and TDT0898B from the Asset Security and Transport Training Packages – WA Police Services (Commercial Agents Unit). Refresher training must be undertaken every 6 months.  
<http://www.police.wa.gov.au/Services/CommercialAgents.asp?Section24>
- Firearms Instructors must meet WA Police (Commercial Agents Unit) licensing requirements outlined at <http://www.police.wa.gov.au/Services/CommercialAgents.asp?CurrentIndustryIssues>
- Baton endorsements for Security Guard licenses can be obtained from the WA Police Service (Commercial Agents Unit) and require a statement of attainment for Unit PRSS0317A. Refresher training must be undertaken every six months.  
<http://www.police.wa.gov.au/Services/CommercialAgents.asp?Section26>
- Investigators are regulated by the WA Police Service (Commercial Agents Unit) and must have met the training requirement of a Certificate III in Investigative Services for licensing purposes.  
<http://www.police.wa.gov.au/Services/CommercialAgents.asp?InvestigatorLicence>

## TRAINING ENVIRONMENT/ ISSUES

- Skills shortages in the short-medium term have been identified for both Security Guards/Crowd Controllers in metro and regional areas due to economic growth and better paid positions in other industries, more stringent licensing requirements and difficulty in accessing training in regional areas.
- Training must be provided on flexible basis as many employees in the industry have other full or part time work in another industry.
- Highly publicised occurrences have put a spotlight on violence in the industry and the necessity for integral non-violent conflict resolution in any training program.

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- Growing concerns about language and literacy skills of new entrants to the industry. RTOs must be sure that students will be able to meet workplace language and literacy requirements and that employment is a real likelihood before enrolling in licensing qualification (Certificate II).
  - **Registered Training Organisations delivering for Security licensing purposes must have approval of the Commissioner of Police.**

## WORKSAFE

Security Guards, Crowd Controllers, Debt Collectors are all at risk of being subjected to verbal and physical violence/abuse. Security Guards who work alone and are at added risk. Guidance notes for working alone is located at

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/walnindx0001.html>

Information on violence in the workplace is located at

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/violindx0001.html>

Some security guards and crowd controllers work at venues where live (whether amplified or not) or recorded music is being played for entertainment purposes at levels which are likely to exceed the exposure standard for noise. This can be damaging to the hearing. Information for *The Code of Practice for Control of Noise in the Music Entertainment Industry* is located at

<http://www.worksafe.wa.gov.au/newsite/worksafe/pages/codenois0002.html>

## HIGH RISK TRAINING CONCERNS

- Recent highly publicised occurrences have put a spotlight on violence in the industry and the necessity for integral non-violent conflict resolution in any training program.
- Training to meet police licensing requirements are required to have rigour and integrity.
- Growing concerns about language and literacy skills of new entrants to the industry. RTOs must be sure that students will be able to meet workplace language and literacy requirements and that employment is a real likelihood before enrolling in licensing qualification (Certificate II). RTOs must have strategies in place to deal with candidates who require language/literacy support or bridging programs.

## TRAINING & ASSESSMENT TRAINING PACKAGE (TAA04)

The Training & Assessment Training Package was endorsed in 2004, and replaced the Assessment and Workplace Training training package (BSZ98) as the training package for the Vocational Education & Training sector. It addresses the training and recognition needs of people whose primary tasks are in training and assessment or where training and assessment forms a component of their employment.

Specialist areas within the Training Package include:

- Education and learning environment;
- Learning design;
- Delivery and facilitation;
- Assessment;
- Training advisory services;
- Co-ordination, management and quality of training/assessment services; and
- Specialist language, literacy and numeracy practice.

The Training Package is designed to be cross industry in its application and includes the following qualifications:

### QUALIFICATIONS

National Code	Qualification Name
TAA40104	Certificate IV in Training and Assessment
TAA50104	Diploma of Training and Assessment

More information on the Training & Assessment Training Package, its qualifications and units of competency can be found on the following websites :

[http://www.ibsa.org.au/content/education/tptaa04\\_overview.html](http://www.ibsa.org.au/content/education/tptaa04_overview.html)

[http://www.ibsa.org.au/downloads/TAA04\\_FAQs\\_16\\_Feb\\_05.pdf](http://www.ibsa.org.au/downloads/TAA04_FAQs_16_Feb_05.pdf)

The WA Implementation Kit for the Training & Assessment Training Packages is located at :-

[http://www.vetinfonet.det.wa.edu.au/tp\\_upload/TAA04.PDF](http://www.vetinfonet.det.wa.edu.au/tp_upload/TAA04.PDF)

### INDUSTRY ORGANISATIONS / ASSOCIATIONS

- Australian Council for Private Education & Training
- WA Training & Development Association

### INDUSTRY CHARACTERISTICS / REGULATORY REQUIREMENTS

Education is a very significant Australian industry and the need for educational services is steadily increasing.

From July 2002 all Registered Training Organisations were required to comply with the Australian Quality Training Framework (AQTF), including the achievement of competencies/qualifications from the Assessment & Workplace Training package. The AQTF has since been reviewed and the revised AQTF has been in place since July 1 2005. From that date, TAA04 is the reference point for the competence of all VET trainers and assessors. Standards 7.3 and 7.4 of the revised AQTF Standards for Registered Training Organisations specify :

- the TAA04 assessment competencies or equivalent competence required by assessors
- the TAA04 qualification of equivalent competence required by trainers, and
- the requirements for vocational competence for all VET trainers and assessors providing nationally recognised training.

#### **Requirements for VET training/assessment staff under the revised AQTF Standards for RTOs :**

Current assessors with the 3 BSZ98 assessment competencies or equivalent will be accepted for the purposes of the revised AQTF Standard 7.3(i) and current trainers with BSZ40198 or equivalent will be accepted for the purposes of the revised AQTF Standard 7.4(i). However, trainers/assessors delivering and/or assessing TAA04 **must** meet the vocational competence requirements of that Training Package.

As there could be no new enrolments into the BSZ98 after November 2005, all new VET training and assessment staff in any industry area will need to hold the TAA40104 Certificate IV in Training & Assessment, or demonstrate equivalence to this qualifications, or be working under the direct supervision of someone who has the qualification or equivalent (Standard 7.4) and hold the TAA04 assessment units TAAASS401A, TAAASS402A and TAAASS404A, or demonstrate equivalence to these units (Standard 7.3).

#### **HIGH RISK TRAINING CONCERNS**

Qualifications from the Training & Assessment Training Package underpin the entire VET system and their quality delivery and assessment is critical to the integrity of all training and assessment undertaken across the range of training packages. Specific risk areas include :

- Attention to the specific evidence requirements in each unit of competence, ensuring that these have been met.
- Rigour and depth to any RPL process used to demonstrate equivalence against Certificate IV in TAA for entrance to the Diploma in TAA - does the evidence collected meet the rules of evidence, specifically sufficiency?
- The demonstration of currency in any BSZ98 unit of competency that is considered to be equivalent or partially equivalent and is being used as part of an RPL process against a TAA unit of competency or qualification.
- Use of simulation in training and assessment - does this provide adequate opportunity for the learners to experience and demonstrate all the dimensions of competency, in accordance with the *'advice on using simulation'* in the Assessment Guidelines of the TAA Training Package.
- Are learners being offered wherever possible access to a practice environment as outlined in the *'access to a practice environment'* section of the Assessment Guidelines in the TAA Training Package.
- The TAA04 Training Package makes some very specific guidelines about the use of online assessment of this package. Is online assessment being conducted in accordance with the Assessment Guidelines?