



CORPORATE PROFILE

The purpose of this document is to inform interested parties and third parties about Corrindale Training's corporate profile. The document contains a snapshot of: (i) legal and business identity; (ii) scope of operation; (iii) strategic alliances; (iv) resource management; (v) compliance; (vi) community and the environment; (vii) marketing plan with products and services; (viii) glossary; (ix) references; and (x) appendix.

1.0 LEGAL AND BUSINESS IDENTITY

Corrindale Training ABN 38157503027 was registered as an Australian Business on 28 April 2008 (Appendix A). Corrindale Training's legal entity structure was established as a sole trader with Mr David John Corry, Director of Corrindale Training for the following reasons:

- any business income is taxed separately from personal income;
- David fulfils the role of Director;
- this structure enables all staff to be covered under WorkCover as the automotive trainer/assessor work is a physically demanding **medium** risk occupation; and
- future growth of the business is assured due to the automotive sales industry sector boom in 2009 through the Australian labour government's investment incentive.

Corrindale Training has registered its website www.corrindaletraining.com.au to fully protect intellectual property. The exit strategy is to continue unless the business falls below its minimum targets for twelve months. At that point Corrindale Training would close, selling any assets to recover debt, and the Department of Education, Employment and Workplace Relations (DEEWR) would shift any existing students.

The business is committed to exceeding customer expectations, ethical business practice and compliance with international and national standards for automotive repairs and service industry legal and other requirements for continuous improvement.

The business vision/mission is to ... **words**.

2.0 SCOPE OF OPERATION

Corrindale Training's scope of operation includes:

- Australian Government classification as Australian Bureau of Statistics ANZSIC Division N Education, Subdivison 8432 Technical and Further Education;
- assets valued at \$**X**;
- 8 staff consist of management (Director), support (Compliance Officer/Training Coordinator, Graphic Designer & Desktop Publisher/Book Writer, Personal Assistant), and technical (Lead Trainer, Trainers/Assessors);
- expected sales of \$4 million per annum for provision of **3** CRICOS and 4 AQTF registered courses within the Gold Coast region and offshore (**India, Sri Lanka, ?**);
- Registered Training Organization (RTO) Number 31740 with Training Quality and Registration Division, Queensland Department of Education and Training (QDET), effective from 8 August 2008 to 7 August 2013 (Appendix B1); and
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Registered Provider Number **99999X** with Office of Non State Education (ONSE), QDET, effective **dd** June 2009 to **dd** June 2014 (Appendix B2).

3.0 STRATEGIC ALLIANCES

When the business is over-booked, Corrindale Training draws on their long standing strategic alliances with local businesses, such as **Boyce's Autodata, Capricorn Society Limited, Eastcoast EFI, ElectraSpec, and The Blue Card Company**. A combination of training products and currently competent staff are sub-contracted to meet customer demands. Corrindale Training require staff and suppliers to manage quality, OHS, environment and training practices compliant with Corrindale Training's integrated management system including performance appraisals, recognition and reward.

4.0 RESOURCE MANAGEMENT

This section provides information about financial, human, infrastructure, assets, and information and communication technologies.

4.1 FINANCIAL RESOURCES

Corrindale Training's business start up was financed by **Mr David John Corry** in 2008. Profits are expected to be distributed to the Director by July 2010. The financial forecast for **2009/10** expects to:

- realise sales of \$4 million equating to 0.8% market share (\$500 million = 50,000 VET students based on Australian Education International Market Indicator Data November 2007); and
- achieve sales in the first quarter of \$875,000 and the second quarter of \$875,000.

State/Territory Training Authorities require an independent financial audit by a Certified Practising Accountant (CPA) based on section 40 of the *Financial Administration and Audit Act 1977*. **Corrindale Training** utilise the services of **Business Name Accountants** and independent CPA **Business Name** at the close of each financial year (**Appendix C1**).

Cashflow is monitored daily for debtor and creditor summaries and bank transactions. A Profit and Loss Statement and Balance Sheet are generated from **Accounting Software** each month. **Name** is the legal advisor for Corrindale Training.

Corrindale Training accepts Australian currency (\$AUD) within **seven days** of the tax invoice issue date. Payments are accepted in cash, cheque, credit card or electronic funds transfer. If payment is not received by close of business on the **twentieth day** after the due date for payment, the outstanding account will be referred to a debt collection agency for recovery purposes. Corrindale Training is registered for goods and services tax (GST) reportable and payable to the Australian Taxation Office at the end of each quarter.

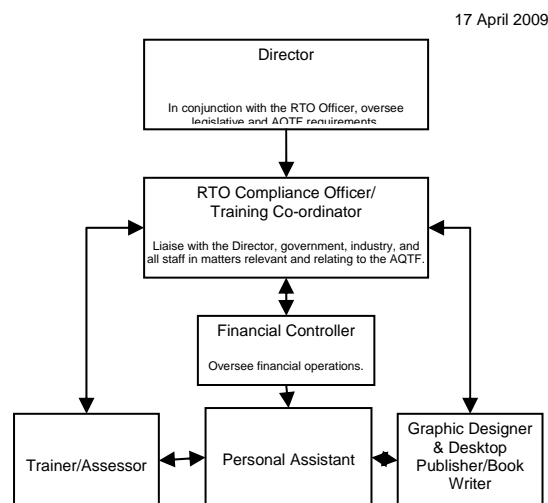
4.2 HUMAN RESOURCES

Corrindale Training has **200** years of experience, collectively across automotive and vocational education and training (VET) industries.

David John Corry has significant experience as an engineer, automotive mechanic and trainer/assessor. With a strong operations background, he has worked through the ranks from operator to business owner. David is involved in the day-to-day running of the business and acts as a relationship manager for students, clients and suppliers.

Corrindale Training utilise eight full-time equivalent people consisting of 1 management (Director), 2 support and technical staff support (Compliance Officer/Training Coordinator, Graphic Designer & Desktop Publisher/Book Writer, Personal Assistant), and 5 suppliers (1 Lead Trainer, 4 Trainers/Assessors) (Diagram 1). All people hold qualifications and have participated in Staff Induction Program and Staff Training Program. Both staff and sub-contractors combine excellent professional and technical competence with a passion for safety and exceptional customer service. Level of remuneration is above the Commonwealth and Queensland Government Awards for clerical and training occupations. A staff bonus scheme is effective from 1 July 2009 to achieve Corrindale Training's strategic directions.

Diagram 1: Organisational Chart



Corrindale Training's qualified, experienced and technically competent staff provide exceptional customer service to 200+ customers (**172** students, n=86 domestic, n=86 international; **X** corporate clients) (Appendix C2: Staff Profiles). Staff-to-student ratio are presented below.

STAFF @ 17-Apr-2009	3 FTE (including permanent, temporary and casual employment contracts)			
	Support = 3 FTE		Teaching = 5 FTE	
STUDENTS	86 student capacity (80 anticipated enrolments @ 01-Jul-2009)			
	Domestic = 86 (80 enrolments)		International = 86 (80 enrolments)	
STAFF:STUDENT RATIO	8 staff : 172 students = 4.65%			
	8 staff : 86 domestic students = 9.3%		8 staff : 86 international students = 9.3%	
	3 support staff : 86 domestic students = 3.48%	5 training staff : 86 domestic students = 5.81%	8 support staff : 86 international students = 3.48%	5 teaching staff : 86 international students = 5.81%

4.3 INFRASTRUCTURE AND ASSETS

The leased premises at Unit 1/26 Township Drive, West Burleigh, 4219 Queensland Australia has a **X** year **lease/rental** agreement between the Lessor (Ms Ruth Lewis, Manager, Eastcoast EFI) and the Lessee (Mr David John Corry) from **dd-mmm-yyyy to dd-mmm-yyyy** (**Appendix C3.1: Certificate of Classification, and Appendix C3.2 Lease/Rental Agreement**). **Three** phase power, good water pressure, sewerage, telephone/facsimile and broadband internet are essential facilities for the business operation. Local trade qualified technicians provide electrical, plumbing, telecommunications and fire extinguisher services to ensure essential facilities are installed, maintained and tagged using relevant Quality Management System (QMS) Registers. The **leased/rented** premises at Unit 1/26 Township Drive, West Burleigh, 4219 Queensland Australia was issued with a Fire Certificate of Maintenance Annual Declaration (**Fire Extinguisher AS 1851.15-2005, Emergency Lights AS 2293.2-2005**) from **Business Name** for the period from **dd-mmm-yyyy to dd-mmm-yyyy** (**Appendix C5: Fire Certificate of Maintenance Annual Declaration**).

- located on the southern side of Robina Town Centre, 100 kilometres south equating to one hours drive by road from Queensland's capital city Brisbane
- facility set on **X** square metres of natural land including yard with 286.4 square metres of space is sufficient for training, storage and parking (**Appendix C4.1-C4.3**)
- Administration Office with 13.9 square metres of floor space is sufficient for reception, customer requirements and service, accounting and administration services, meetings, staff room and records management
- Workshop with 42.8 square metres of floor space is sufficient for practical training (**Appendix C4.4**).

Corrindale Training owns sufficient plant and equipment items, and **X** motor vehicles valued at **\$X**. The business leases/rents additional plant and equipment items, and **X** motor vehicles valued at **\$X with three-year lease/rental agreements between the (Name)** and the Lessee (**Name**) from **dd-mmm-yyyy to dd-mmm-yyyy**. Assets are sourced from manufacturers of **products**. These assets are monitored by mobile security officers for **12** hours per day from 8:00 pm to 8:00 am by **Name Security**.

A Local Government Area (LGA) Council material change of use application was submitted by **EastCoast EFI (Lessor)** to the **Gold Coast City Council** in **mmm yyyy**. The LGA Council material change of use application covers compliance with building regulations, maximum occupancy for the premises, and permission to use the premises for 9/5 training purposes. Gold Coast City Council permits the business to establish its own hours of operation at the Administration Office from **8:00 am to 5:00 pm Monday to Friday**. Outside of the hours of operation, a voice message is provided for telephone callers. The Corrindale Training mobile numbers are the first point-of-contact 24/7 for customers in the event of critical incidence.

Telephone	07 55	Reception
Facsimile	07 5597 7099	Head Office
Mobile	0428 508 360	(Mr David J Corry, Director)
Mobile	0418 299 924	(Mr Alan Danson, Lead Trainer/Assessor)
Email	dcorry@bigpond.net.au	Web www.corrindale.com.au

Feedback is sought from: (i) customers on completion of each job using the bottom of the tax invoice; (ii) interested parties via the online questionnaire and feedback facility via the website.

BUILDING USE

Collectively, Building A located at Unit 1/26 Township Drive, West Burleigh equates to 286.4 metres² of which 171.6 metres² accommodates 86 students (PRISMS n=86) in education and other study areas and 8 staff.



Image 1: Training Office, Unit 1/26 Township Drive, West Burleigh



Image 2: Reception, Level One, Unit 1/26 Township Drive, West Burleigh

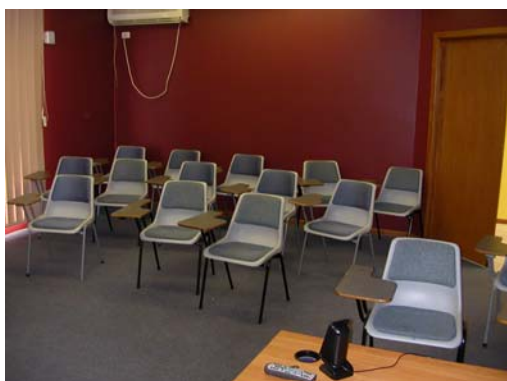


Image 3: Typical Classroom, Level One, Unit 1/26 Township Drive, West Burleigh

Building A = 286.4 metres² for 80 students, 1 management, 2 support staff and 5 trainers/assessors

- classrooms and other study areas (3 classrooms with furniture and resources, 1 workshop, 1 computer laboratory, 1 library) 171.6 m²
- student services (1 room used for counselling) 11 m²
- student common areas (kitchen, rest area) 34.4 m²
- staff common areas (kitchen, rest area) 7.4 m²
- toilet facilities 4.2 m²
- office administration (1 office for Director, Compliance Officer/Training Coordinator, Personal Assistant and Graphic Designer & Desktop Publisher/Book Writer) including meeting space 13.9 m²
- storage (consumables, equipment, staff and student records, teaching-learning resources) 21 m²
- entry, exit, aisle ways and vertical spaces (22.9 m²) and 2 onsite parking spaces.

Corrindale Training utilises the buildings appropriately and purchased contemporary furniture and fittings to ensure their students (domestic and overseas student visa holders) enjoy an aesthetically appealing, safe and clean space with natural light to optimise the learning experience (Appendix C5).

Classrooms and other study areas

The classrooms and other study areas equate to: 303.22m² collectively, adequate to accommodate 115 students and 9 full-time equivalent (FTE) teachers. The building area complies with education industry standards for the *Australian Quality Training Framework 2007b*, and *The National Code 2007*.

Classrooms are fitted with writing board, furniture (teacher desk and chair, student chairs with desktop), equipment and secure storage for the teacher's personal belongings and teaching-learning materials (Image 3). The well-equipped workshop provides a modern training area for students to apply their knowledge through practical application (Image 4).



Image 4: Workshop, Ground Level,
Unit 1/26 Township Drive, West
Burleigh



<http://www.wbdg.org/design/training.php>

Image 5: Typical ICT Laboratory



http://www.goldcoast.qld.gov.au/library/t_library.aspx?pid=7728

Image 6: Elanora Library



Image 7: Student Support Services,
Level One, Unit 1/26 Township Drive,
West Burleigh

ICT Laboratory

The ICT Laboratory equates to 44.8m² with 2 computer systems, peripheral equipment and software to enhance teaching-learning activities located at each campus (Image 5).

Library

The library equates to 12.4m² has an adequate supply of references (textbooks, audio-video recordings, learning materials, games) for student numbers. The local Gold Coast City Council's Elanora Library is available for students to access additional reference materials to enhance learning (Image 6).

Student Support Services area

Student services' areas equate to 11 m² collectively, and are adequate for 1 student at a time, with furniture and fit-out suitable for their function for career, personal counselling, cultural, interpreting, disability, and spiritual services (Image 7). The static display areas provide important notices and information about student services and activities.

Student common and recreation areas

The student common areas equate to 34.4 m² collectively, and are adequate in size for student numbers. At the front of Building A there is a recreation area with shade, tables, seating and aesthetically appealing plants. Within a short walk there are conveniently located local café, recreation activities, transport and shopping centres with both retail outlets and corporate businesses providing **health care, legal services, personal services, etcetera**. The display areas are appropriate for student notices and general information.

Staffroom

The staff room spaces equate to 13.9 m² collectively, sufficient for: (a) 5 FTE teachers, workspaces, professional liaison, and secure storage of teaching-learning resources and (b) 3 FTE student services, administration and management staff (Image 8).

Kitchen facilities

The kitchen facilities equipped for light snacks and beverage making equate to 11.7 m² collectively, and are adequate for staff working and students learning onsite (Image 9).



Image 8: Staff Room, Level One, Unit 1/26 Township Drive, West Burleigh



Image 9: Kitchen, Level One, Unit 1/26 Township Drive, West Burleigh



Image 10: Typical product from local café



Image 11: Parking, Unit 1/26 Township Drive, West Burleigh

Local hospitality

Local café provide quality food and beverages at reasonable prices available at Burleigh Heads (Image 10).

Toilet facilities

The toilet facilities equate to in excess of 4.2 m² collectively, and are adequate for staff working and students learning onsite. The toilet facilities consist of: **2 (1 female, 1 male).**

Office administration areas

The office administration areas equate to 13.9 m² collectively, sufficient to accommodate 3 full-time equivalent (FTE) management and support staff and 5 trainers/assessors with furniture and fit-out suitable for their function. The reception area consists of a professional reception area with our business signage facing the tree-lined property of Township Drive, West Burleigh. The contemporary meeting room includes modern office furniture and technology.

Storage area

The storage areas equate to 21 m² collectively, sufficient for the storage of business, staff and student records, teaching equipment, resources, consumables, and general stores.

Entry, Exit, Aisle Ways, Vertical Spaces and Parking

The entry, exit, aisle ways and vertical spaces equate to 22.9 m² collectively at Township Drive, West Burleigh.

The parking areas provided onsite at 26 Township Drive, West Burleigh provide adequate parking for 3 staff vehicles (Image 11). Public parking is located on the street and at the nearby **Hotel**.

5.0 COMPLIANCE

Since its establishment in April 2008, Corrindale Training continues to implement its integrated management system to meet legal and other requirements. Specific criteria, objectives and targets can be referred to in the organization's Business Plan, Performance Objectives and Targets.

Since the early 1990s, there has been a requirement for vocational education and training (VET) businesses to obtain operating licences as a Registered Training Organization (AQTF 2007) and CRICOS Registered Provider (The National Code 2007) in Australia. Technical staff and suppliers must be currently competent with the appropriate qualifications for medium risk occupations including name (automotive trainer/assessor); and transport (C, MC licences).

6.0 COMMUNITY AND THE ENVIRONMENT

Corrindale Training aims to be responsible by doing the right thing, advocating for communities, and respecting the environment.

6.1 FIRE SAFETY

The leased/rented premises for Corrindale Training located at:

- Unit 1, 26 Township Drive, West Burleigh was issued with a Certificate of Maintenance Annual Declaration from Name Pty Ltd for the period from dd mmm yyyy to dd mmm yyyy.

6.2 INSURANCE

A comprehensive risk analysis is conducted annually to identify potential risks for: compliance, litigation, strategy, resource, product mix, purchasing, product and service provision. As a result, conservative insurance provides adequate insurance cover for \$X replacement value and assurance cover for customers as follows:

1. Building and Contents valued at \$X with Name - Policy Number XXX from dd-mmm-yyyy to dd-mmm-yyyy (Appendix D1)
2. Motor Vehicle valued at \$X including Comprehensive Third Party and theft with Name – Policy Number XXX from dd-mmm-yyyy to dd-mmm-yyyy (Appendix D2)
3. Professional Indemnity including Directors and Officers Practice valued at \$1 million with CGU – Policy Number XXX from 17-Jul-2008 to 16-Jul-2009 (Appendix D3)
4. Public Liability valued at \$10 million with Name - Policy Number XXX from dd-mmm-yyyy to dd-mmm-yyyy (Appendix D4)
5. Worker's Compensation with WorkCover Queensland Policy Number XXX from dd-mmm-yyyy to dd-mmm-yyyy (Appendix D5)
6. Education Provider agreement and conformity with:
 - i. the Articles of Association, By-Laws and Code of Ethics with the Australian Council for Private Education and Training (ACPET) (Appendix D6.1)
 - ii. Australian Student Tuition Assurance Scheme (ASTAS) with ACPET - Provider ID 999999 from dd-mmm-yyyy to dd-mmm-yyyy (Appendix D6.2)
 - iii. Overseas Student Tuition Assurance Scheme (OSTAS) with ACPET - Provider ID 999999 from dd-mmm-yyyy to dd-mmm-yyyy (Appendix D6.3).

7.0 MARKETING PLAN

Corrindale Training is a small-sized business enterprise providing VET product and services. The business is segregated from product developers. Corrindale Training does not use intermediaries, it direct sells brand name products and services to customers. Corrindale Training is perceived as a reputable provider with customer-focussed services and well-positioned in the market. The business has a small product range, price points and technical services. There is a real opportunity to continue meeting current demand within the automotive repairs and service and construction industry sectors to 2014.

7.1 MARKETING MIX

7.1.1 Product and Packaging Strategy

For **one** year, Corrindale Training has offered, screened and evaluated its products and services, and reviewed its business processes annually. Third party certification provides the business with a leading edge to maintain its existing customers.

7.1.2 Price Strategy

Corrindale Training employs a non-price competition strategy to maintain stable prices and improve market position through emphasis of other aspects of the marketing program:

- product differentiation (third party certification, reputation, products, technical services)
- promotional activities (appealing, memorable advertising 'brand of choice' for customer-specified products and services).

This price strategy is important to: (i) maintain position in the market place, (ii) honour claims, (iii) rapidly recoup research and development costs, and (iv) reduce the possibility of disillusioned customers by providing third party certified product/service solutions.

7.1.3 Promotion Strategy

Corrindale Training's promotion strategy has three major objectives to:

- create awareness and communicate brand image in the target market;
- encourage interest and trial by customers; and
- encourage agreements/standing orders by customers.

7.1.4 Place Strategy

Staff and suppliers are fully aware of Corrindale Training's products and services. The business maintains excellent customer relationships with existing, new and prospective customers. In the future, Corrindale Training will expand relationships with new customers in Australia and Asia. The business direct-mail and website facilities allows customers the convenience of online customer-specified requirements, feedback and direct contact with Corrindale Training.

7.1.5 People Strategy

Corrindale Training has tremendous strengths in the range of products and technical service provided by competent staff for third party certified products/services solutions.

7.2 PRODUCTS

Corrindale Training has a small product range, price points and technical services.

CRICOS PRODUCT CODE	STATE PRODUCT CODE	COURSE NAME	PRODUCT AVAILABILITY DATE	PRODUCT CESSATION DATE	PRODUCT PRICE	PRODUCT DELIVERY TYPE
	AUR20705	Certificate II in Automotive Mechanical	17-Apr-2005	31-Dec-2010	\$12,800	Face-to-Face
	AUR30405	Certificate III in Automotive Mechanical Technology	17-Apr-2005	31-Dec-2010	\$25,600	Face-to-Face
?	UEE20107	Certificate II in Airconditioning Split Systems		31-Dec-2012	\$	Face-to-Face
-	30215QLD	Course in General Safety Induction (Construction Industry)		30-Jun-2009	\$	Face-to-Face

7.3 SERVICES

Corrindale Training provides services for:

- market research;
- marketing and promotions;
- customer recruitment;
- customer care;
- customer orientation;
- customer support services;
- sales, exemptions and refunds
- training and assessment.

8.0 GLOSSARY

ACRONYM/TERM	DEFINITION
Accrediting authority	Refers to the organization designated by or under legislation of the Australian Government or appropriate state or territory government to accredit persons or organizations to offer education or training services to Australian students.
Campus	An education facility or site of the registered provider where classroom-based teaching or off the job training occurs.
Compulsory study period	A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 13 (Deferring, suspending or cancelling the student's enrolment). A compulsory study period does not include periods in which the student can elect to undertake additional studies. See also ' Study period '.
Confirmation of Enrolment (CoE)	A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider.
Corrective action	Action to eliminate the cause of a detected nonconformity or other undesirable situation.
Course	A course of education or training as defined in the ESOS Act.
Course-related fees	Includes: <ul style="list-style-type: none">• all course money as defined by Section 7 of the ESOS Act; and• all optional fees or charges.
Course credit	Exemption from enrolment in a particular part of the course as a result of previous study, experience or recognition of a competency currently held. Includes academic credit and recognition of prior learning.
Course money	As defined by Section 7 of the ESOS Act, means money a provider receives, directly or indirectly, from: <ul style="list-style-type: none">• an overseas student or intending overseas student; or• another person who pays the money on behalf of an overseas student or intending overseas student, for a course that the provider is providing, or offering to provide, to the overseas student. This includes tuition fees, any amount received by the provider for overseas student health cover, and any other amount that the student had to pay to the provider in order to undertake the course.
Course progress	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Critical incident	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
Designated authority	As defined by Section 5 of the ESOS Act, means a person responsible under the law of a state for approving providers to provide courses to overseas students in that state.
DEST	Australian Government Department of Education, Science and Training
DIAC	Australian Government Department of Immigration and Citizenship

ACRONYM/TERM	DEFINITION
Distance learning	Study in which the teacher and overseas student are separated in time or space throughout the duration of the unit of study (including online learning), but does not include study where the student is resident in his or her home country or another country offshore and does not hold a student visa. Distance learning differs from online learning in that the study may be undertaken through written correspondence and exchange of hard copy materials.
Domestic student	Refers to all students who are not overseas students as defined in the National Code.
Education agent	A person or organization (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students as well as marketing and promotion services to education providers. Education agent does not refer to an education institution with whom an Australian provider has an agreement for the provision of education (that is teaching activities).
ELICOS	English Language Intensive Courses for Overseas Students
Enrolment	Where the student has been issued with a CoE to confirm acceptance by the registered provider and is occupying a place in the CRICOS registered course for which the student was accepted and is progressing towards the completion of the course requirements. The period of enrolment includes scheduled breaks between study periods.
ESOS Act	<i>Education Services for Overseas Students Act 2000</i>
ESOS Assurance Fund	Suppliers of ESOS Assurance Fund coverage include: Australian Council of Independent Vocational Colleges Ltd ACN 008 646 973 (ACPET); Australian Council of Independent Vocational Colleges Ltd ACN 008 646 973; English Australia; Melbourne College of Divinity (MCD); Sydney College of Divinity (SCD); and Western Australian Private Education and Training Industry Association Inc WA (WAPETIA) A1001082J.
ESOS Framework	Principally comprises the <i>Education Services for Overseas Students Act 2000</i> (ESOS Act), the <i>Education Services for Overseas Students Regulations 2000</i> (the ESOS Regulations), the <i>Education Services for Overseas Students (Registration Charges) Act 1997</i> (the ESOS Charges Act) and the National Code. The ESOS framework is supported by the <i>Migration Act 1958</i> and the <i>Migration Regulations 1994</i> and various state and territory legislation relevant to the education of overseas students.
ESOS Regulations	<i>Education Services for Overseas Students Regulations 2001</i>
Information	Includes electronic and paper-based formats.
Marketing	Promotion of the provider and its courses and facilities to prospective overseas students and their parents or guardians, education agents, international organizations and other interested parties such as alumni.
Migration agent	A person registered as a migration agent as per section 286 of the <i>Migration Act 1958</i> .
Mixed mode	See mode of study
Mode of study	Includes attendance face-to-face in a classroom, supervised study on the registered provider's campus, distance learning, online learning and work-based learning. Mixed mode refers to a combination of two or more of these modes.
Online learning	Study in which the teacher and overseas student communicate mainly through electronic technologies for the unit. For the purpose of the National Code, permissible online learning does not include study where the student is resident in his or her home country or another country, does not hold a student visa and is undertaking a unit of study with a registered provider which is located in Australia.

ACRONYM/TERM	DEFINITION
Overseas student	A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations. Where the student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student's parent or legal guardian.
Preventative action	Action to eliminate the cause of a possible nonconformity or otherwise undesirable potential situation.
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
Provider	An institution or other body or person in Australia that provides or seeks to provide CRICOS registered courses to overseas students as defined by the ESOS Act.
Provider default	Where the registered provider fails to provide a course or ceases to provide a course to an overseas student in accordance with Section 27(1) of ESOS Act.
Recruitment	The pre-enrolment processes of engaging and assisting overseas students (or parent or guardian if the overseas student is under 18) to apply for a place in a course with a provider leading up to the formal enrolment, including assistance with administrative issues and the issuing of a Confirmation of Enrolment for an application for a student visa.
Registered provider	The process whereby a provider is recommended by a designated authority for registration under the ESOS Act to provide a specified course in that state to overseas students; and the provider is registered by the Secretary of DEST on CRICOS. Registration includes re-registration.
Scheduled course contact hours	The hours for which students enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.
Self-accrediting provider	Self-accrediting institutions are established by or under relevant Australian Government or state or territory government legislation with the authority to accredit their own courses.
State	Includes all states and the Australian Capital Territory and the Northern Territory.
Student	Refers to an overseas student as defined above in all cases except where otherwise explicitly stated.
Student contact officer	Employee(s) of the registered provider deemed to have an appropriate level of skill, knowledge and expertise who is able to provide advice to overseas students on a range of matters.
Student default	Where an overseas student does not start a course or withdraws from a course as defined in Section 27(2) of the ESOS Act.
Student visa	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the <i>Migration Act 1958</i> .
Study period	A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months. See also ' Compulsory study period '.
Unit	A discrete component of study (subject and module) within a course.
Welfare-related support services	Services which address the mental, physical, social and spiritual well-being of overseas students. These services may include, through direct provision or referral, information/advice about: accommodation, counselling, crisis services, disabilities and equity issues, financial matters, legal issues, medical issues, mental health, peer mentoring, programmes promoting social interaction, religious and spiritual matters, and stress-management.

9.0 REFERENCES

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5. Office of Legislative Drafting and Publishing, Attorney-General's Department (2000). *Education Services for Overseas Students Act No. 164 of 2000, and up to Amendment Act No. 70, 1 July 2007*. Canberra, ACT: Attorney-General's Department.
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10.0 APPENDIX

APPENDIX A LEGAL ENTITY CERTIFICATION



Queensland Government

Department of **Tourism, Fair Trading and
Wine Industry Development**

ABN: 29 597 409 596



QUEENSLAND

Business Names Act 1962 Section 7(4)

Business Number : BN20743129

Certificate of the Registration of a Business Name

I certify that on 28 April 2008

CORRINDALE TRAINING

was registered as a business name
under the Business Names Act 1962.

The current registration term of 3 years
expires on 28 April 2011.

PROPRIETORS:

DAVID CORRY

Dated this twenty-eighth day of April, 2008

Registrar of Business Names

Office of Fair Trading

APPENDIX B BUSINESS REGISTRATION

Appendix B1 Registered Training Organisation Number 31740



Training and Employment
Recognition Council
Queensland Government

This is to certify that
David J Corry

While trading as the name/s listed below:
Corrindale Training

is a registered training organisation under the *Australian Quality Training Framework* by the Training and Employment Recognition Council as defined in the accompanying scope of registration statement.

The registered training organisation is listed on the National Training Information Service.

This certificate is subject to continued compliance with the *Australian Quality Training Framework* and to terms, conditions and restrictions set out in the:

- Vocational Education, Training and Employment Act 2000
- AQTF RTO1 Form (*Initial Registration and Renewal of Registration*)

National provider No. 31740

Registration valid from 8/08/2008 until 7/08/2013

Chairperson, Training and Employment Recognition Council



NATIONALLY RECOGNISED
TRAINING

APPENDIX B BUSINESS REGISTRATION
Appendix B2 CRICOS Provider Number 99999X

APPENDIX C RESOURCE MANAGEMENT

Appendix C1 Financial Audit Notice

APPENDIX C RESOURCE MANAGEMENT

Appendix C2 Staff Profiles

STAFF MEMBER	SUPPLIER NAME	POSITION TITLE	BUSINESS UNIT	QUALIFICATIONS	YEARS EXPERIENCE
David CORRY		Director	Corrindale Training		
Ralph CUNNINGHAM		RTO Compliance Officer/ Training Coordinator	Corrindale Training		
To be advised		Legal Advisor	Corrindale Training		
To be advised		Financial Controller	Corrindale Training		
Kate HARPER		Personal Assistant/ Administration Officer	Corrindale Training		
Pam TOLLY		Graphic Designer & Desktop Publisher/Book Writer	Corrindale Training		
Alan DANSON		Vocational Placement Officer / Lead Trainer	Corrindale Training		
Craig CULLEN		Trainer/Assessor	Corrindale Training		
John MORGAN		Trainer/Assessor	Corrindale Training		
Lee SKINNER		Trainer/Assessor	Corrindale Training		
Peter WINNIN		Trainer/Assessor	Corrindale Training		

APPENDIX C RESOURCE MANAGEMENT

Appendix C3.1 Certificate of Classification

APPENDIX C RESOURCE MANAGEMENT
Appendix C3.2 Lease/Rental Agreement (to be updated)

R & B PARTS PTY LTD T/A

EASTCOAST EFI

1/26 Township Drive, West Burleigh, Queensland. 4219
PH: 07 5520 1477 FAX: 07 5520 1577 EMAIL: eascoastefi@aol.com or
ruth@eastcoastefi.com
International Tel:: +61 75520 1477 International Fax: +61 7 5520 1577

RECEIVED
19 JAN 2009

BY:

16th January, 2009.

Department of Education, Training & the Arts,

TO WHOM IT MAY CONCERN

I wish to confirm that our Premises at Unit 1, No 26, Township Drive, West Burleigh Qld is available to Mr David Corry for Training purposes during daylight hours.

Regards,



Ruth Lewis,
Manager,
Eastcoast efi.

APPENDIX C RESOURCE MANAGEMENT

Appendix C4.1 Site/Building Plan A

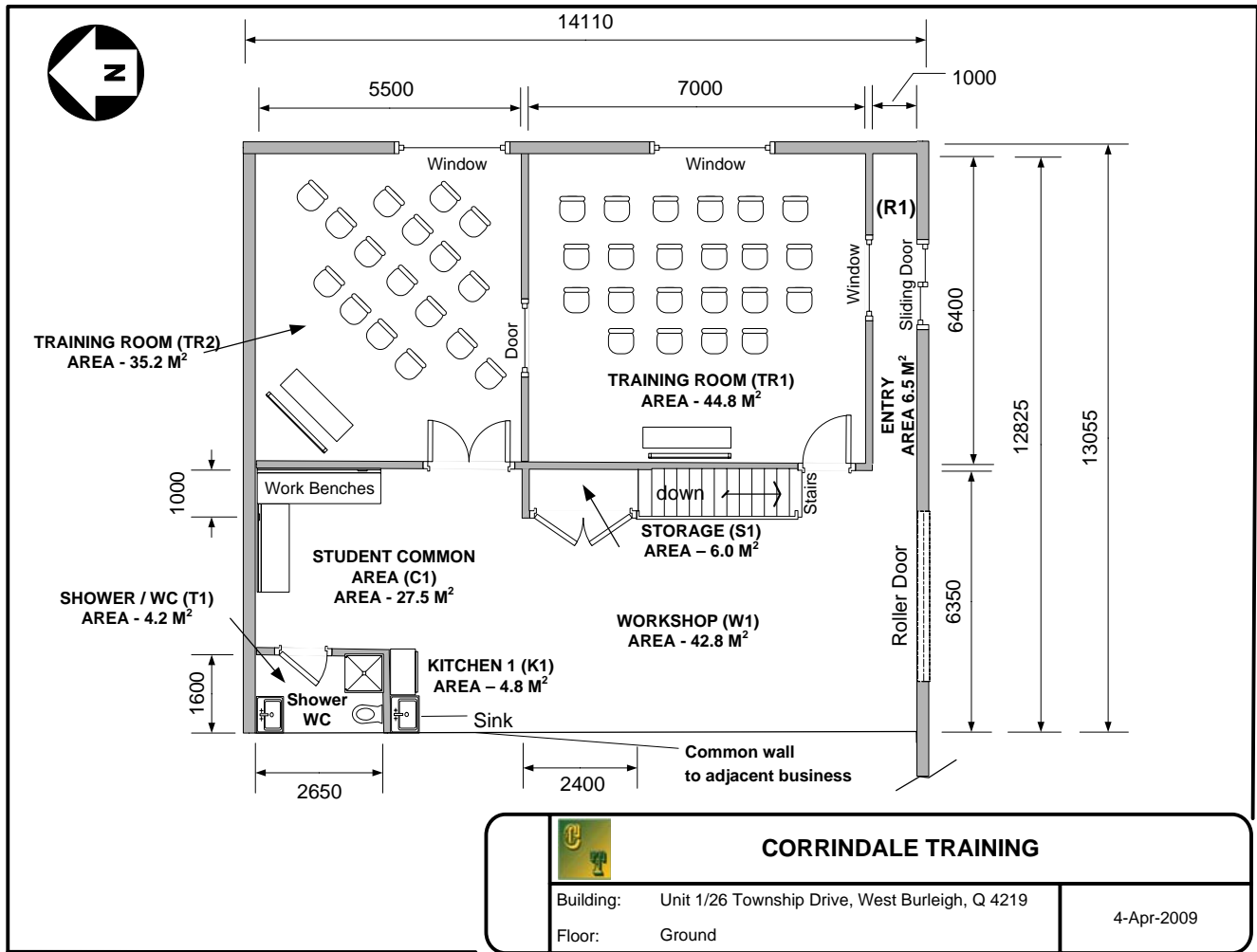
Level X, X Main Street, Town/City, State, Postcode, Country

<insert Site/Building Plan>

APPENDIX C RESOURCE MANAGEMENT

Appendix C4.2 Floor Plan A

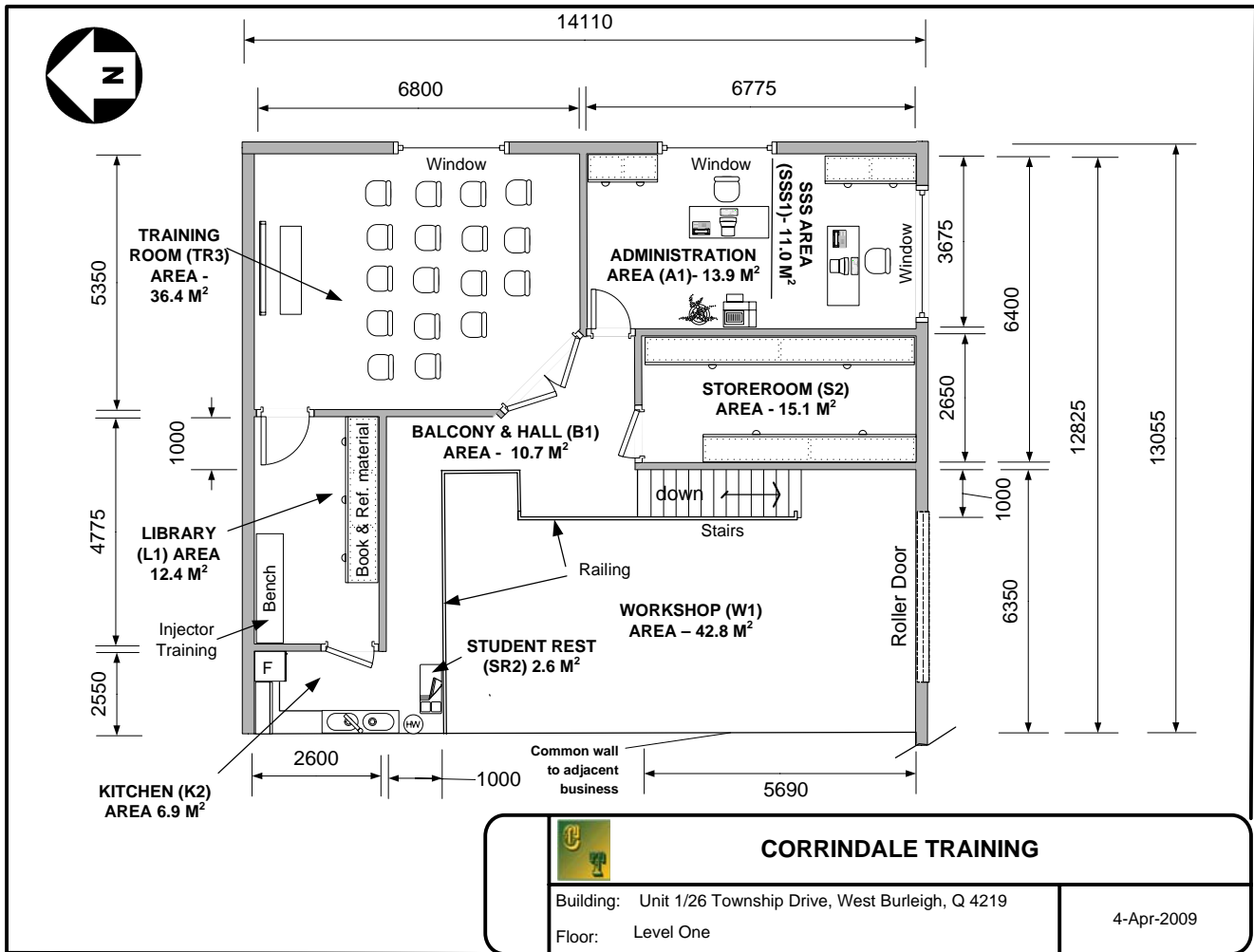
Ground Level, Unit 1/26 Township Drive, West Burleigh, QLD 4219 Australia



APPENDIX C RESOURCE MANAGEMENT

Appendix C4.3 Floor Plan B

Level One, Unit 1/26 Township Drive, West Burleigh, QLD 4219 Australia



Appendix C4.4: Dimensions of Floor Plans for Building A

Unit 1/26 Township Drive, West Burleigh, QLD 4219 Australia

Campus Name	Building Code	Building Name	Floor Plan Room Code	Building Room Code	Room Name	Room Usage	Contents	Room Length (North-South)	Room Width (East-West)	Room Area
BURLEIGH	A	Corrindale Training	Ground	W1	Workshop	Practical training for students		5.350	8.000	42.800
			Ground	C1	Common Area	Student common area		5.500	4.997	27.485
			Ground	T1	Toilet / Shower	Unisex toilet with disabled facilities		2.650	1.600	4.240
			Ground	TR1	Training Room	Teaching-Learning including ICT Laboratory		7.000	6.400	44.800
			Ground	TR2	Training Room	Teaching-Learning		5.500	6.400	35.200
			Ground	K1	Kitchen	Storage cupboards, sink		8.000	0.600	4.800
			Ground	S1	Storage	Storage for workshop equipment (cupboards & under stairway)		6.000	1.000	6.000
			One	TR3	Training Room	Teaching-Learning		6.800	5.350	36.380
			One	A1	Administration	Administrator / Finance / Manager		3.775	3.675	13.873
			One	SSS1	SSS	Student Support Services		3.000	3.675	11.025
			One	S2	Storage Room	Storage Room		5.690	2.650	15.079
			One	L1	Library	Library & Injector Training Room		2.600	4.775	12.415
			One	K2	Kitchen	Storage cupboards, sink, electric urn, hot water system, refrigerator		2.700	2.550	6.885
			One	SR1	Student Rest	Sofa bed		1.000	2.550	2.550
			One	B1	Balcony / Hall	Access to all upper floor rooms		1.000	10.700	10.700
One	ST1	Stairway	Stairway		5.690	1.000	5.690			
					Total Student Area = 216.895 M² (Equating to 2 M²/student)	Total Student Training Area = 171.595 M² Total Students (n=86)		Total Area	286.396 M²	

APPENDIX C RESOURCE MANAGEMENT

Appendix C5 Fire Certificate of Maintenance Annual Declaration

APPENDIX D: INSURANCE/ASSURANCE

Appendix D1 Building and Contents

APPENDIX D: INSURANCE/ASSURANCE

Appendix D2 Motor Vehicle

APPENDIX D: INSURANCE/ASSURANCE

Appendix D3 Professional Indemnity including Directors and Officers



SCHEDULE

03MIS0732486 0020532 FENTON GREEN & CO.

NEW BUSINESS

Item 1 **The Insured:** DAVID CORRY
T/AS CORRINDALE TRAINING

Item 2 **Address:** 47 BOSUN PDE
ASHMORE
QLD 4214

Item 3 **Professional Services Covered by this Policy:** Registered training organisation in automotive mechanics

Item 4 **Description of Policy:** Civil Liability Professional Indemnity (CGU PI 10/05)

Item 5 **Period of Insurance:** From 17/07/2008 To 4:00 pm on 17/07/2009

Item 6 **Premium Details:**

Premium	\$1,000.00
Goods and Services Tax	\$100.00
Stamp Duty	\$55.00
Gross Premium	\$1,155.00

TAX INVOICE

*This document describes our proposed supply of insurance to you and will become a Tax Invoice for GST when payment is made. For this purpose, the address of CGU Insurance Limited (ABN 27 004 478 371) is 181 William St, Melbourne 3000.

Where our agent or your broker issues you a Tax Invoice, which includes an amount for this supply of insurance, your payment is made against the agent's or broker's invoice and this document does not become a Tax Invoice.

If you are registered for GST purposes, your input tax credit entitlement is, or is based on, the GST amount shown above. Please note that, in accordance with the GST law relating to insurance premiums the GST amount may be less than 1/11 of the total amount payable.

Item 7 **Particulars of Risk:**

7.1 The Total Sum Insured is \$1,000,000 which includes all policy sections.

7.2 Amount of Excess

(a) Australia and New Zealand Jurisdictions	\$1,000
(b) Other Jurisdictions	Not Applicable
(c) Disciplinary Proceedings or Enquiries	\$1,000
(d) Employment Practices Liability	Not Applicable

7.3 Application of Excess in respect of Australia and New Zealand - Costs exclusive

7.4 The Retroactive Date is without limitation of date.

7.5 Jurisdictional limits are AUSTRALIA and NEW ZEALAND

7.6 The date of the proposal and declaration is 18/06/2008

Item 8 **Joint Ventures:** No Named Joint Ventures

CGU Professional Risks Insurance A Division of CGU Insurance Limited ABN 27 004 478 371
An IAC Company



For Policy No. 03MIS0732486

SCHEDULE CONTINUED

Item 9 Specific Cover Limits:

- 9.1 Disciplinary Proceedings or Enquiries \$100,000
- 9.2 Employment Practices Liability Not Insured

Item 10 Special Items:

This policy is subject to the following endorsements, details of which are set out at the end of this schedule

- 1. BODILY INJURY/PROPERTY DAMAGE

Item 11 Date and Place of Issue: 22/07/2008 Melbourne, Victoria

Signed for and on behalf of CGU Insurance Limited

CGU Professional Risks Insurance

A Division of CGU Insurance Limited ABN 27 004 478 371
An IAC Company



For Policy No. 03MIS0732486

SCHEDULE CONTINUED.

DETAILS OF SPECIAL ITEMS ATTACHING TO AND FORMING PART OF THE POLICY

1. BODILY INJURY/PROPERTY DAMAGE

It is hereby declared and agreed that this Policy does not provide cover for any liability arising directly or indirectly from bodily injury or mental injury, death or damage to property, of any third party resulting from any accident or occurrence whether or not arising out of the Insured Professional Business Practice. Subject otherwise to all the terms, general exclusions, general and special conditions of the policy.

CGU Professional Risks Insurance A Division of CGU Insurance Limited ABN 27 004 478 371
An IAG Company

APPENDIX D: INSURANCE/ASSURANCE

Appendix D4 Public Liability

APPENDIX D: INSURANCE/ASSURANCE

Appendix D5 Workers' Compensation

APPENDIX D: INSURANCE/ASSURANCE

Appendix D6 Private Education Provider

Appendix D6.1 Private RTO Association, ACPET

APPENDIX D: INSURANCE/ASSURANCE

Appendix D6 Private Education Provider

Appendix D6.2 Australian Student Tuition Assurance Scheme, ACPET

APPENDIX D: INSURANCE/ASSURANCE

Appendix D6 Private Education Provider

Appendix D6.3 Overseas Student Tuition Assurance Scheme, ACPET