

Plan for Implementation of Recommendations

Operation Columba

Recommendation 15.

WorkCover NSW and VETAB should liaise in order to advise the Commission of the following:

- which agency will take responsibility for reviewing the validity of all First Aid certificates issued through Roger Training Academy since 2006
- how this review will be conducted
- that the responsible agency will undertake to notify the SIR Registrar of any First Aid certificates found to be invalid.

Summary of response

The recommendation will be:

- Implemented as described in the report
- Implemented in an alternative way
- Partially implemented
- Not implemented

Action proposed

WorkCover NSW and NSW VETAB met on 1 March 2010 and agreed that WorkCover will take responsibility for reviewing the validity of First Aid Certificates issued through Roger Training Academy since 2006.

WorkCover proposes to conduct the review in the following manner:

1. WorkCover to obtain a copy of the certificates already identified by the Independent Commission Against Corruption.
2. WorkCover will apply for a search warrant under Division 2 –Powers of Inspectors of the *Occupational Health and Safety Act 2000*. The warrant will be served upon Registered Training Organisation (RTO) Unique College of Technology, the organisation approved by WorkCover to deliver First Aid training, which was delivered under a partnership arrangement by Roger Training Academy. The warrant will be to obtain all training records and certification documentation issued by the RTO to trainees of Roger Training Academy.
3. Records obtained via search warrant will be scrutinised in order to identify and compile a listing of trainees who received a First Aid Certificate.

4. A WorkCover Inspector will interview a selection of trainees to determine how a First Aid Certificate was obtained. It should be noted that it might not be possible to determine the validity of all certificates. In such instances the certificates will be deemed by WorkCover to be invalid.
5. During the course of the investigation if it is identified that Roger Training Academy administered Recognition of Prior Learning (RPL) or issued a Statement of Attainment as Registered Training Organisation (RTO) under the auspices of RPL to trainees, such matters will be referred to NSW VETAB. Note: RPL was not accepted under the former WorkCover NSW course approval system so any certificate issued following RPL under WorkCover's approval will be deemed invalid.
6. WorkCover and VETAB will continue to liaise on a needs basis to manage issues resulting from the findings of investigations.
7. Upon completion of the investigation WorkCover will provide the results of their review to the Security Industry Register (SIR). The SIR will then determine what actions will be undertaken in terms of the invalid certificates. VETAB will liaise with the SIR as required to assist in this process.

Date review to be completed by: 30 September 2010

Date SIR to be notified of review outcome by: 15 October 2010

Supporting material

The materials that will support the implementation of this recommendation will include:

1. Formal Outcome Report based on the review undertaken.
2. Formal WorkCover advice to SIR on that outcome.

Proposed evaluation methods

Reporting of progress against all activities will be reported to WorkCover Board Audit and Risk Management Committee on a quarterly basis.

A close out review will be conducted to assess the effectiveness of the certificate investigation, report and recommendations.

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Recommendation 16.

WorkCover NSW should reduce the likelihood of fraud in the issue of First Aid certificates by:

- a. conducting a comprehensive corruption risk assessment of the corruption risks present in First Aid training. This risk assessment should include but not be limited to:
 - i. analysis of the risks associated with training by private training providers
 - ii. analysis of the risks associated with any new procedures WorkCover may introduce to review RTOs
- b. develop a corruption risk management plan describing the corruption risks identified and the strategies WorkCover will adopt to manage each of these risks.

Summary of response

The recommendation will be:

- Implemented as described in the report
- Implemented in an alternative way
- Partially implemented
- Not implemented

Action proposed

WorkCover NSW will:

- a. conduct a comprehensive corruption risk assessment of the corruption risks present in First Aid training.

This risk assessment will include but may not be limited to:

 - i. analysis of the risks associated with training by private training providers
 - ii. analysis of the risks associated with any new procedures WorkCover may introduce to review RTOs
- b. develop a corruption risk management plan describing the corruption risks identified and the strategies WorkCover will adopt to manage each of these risks.

Date for completion of both the risk assessment and risk management plan: 30 September 2010.

Supporting material

A comprehensive corruption risk management plan will be developed included an action plan. Materials to support the implementation will be driven by the action plan but may include: *policy documents, new procedures, training material, audit plans, preventive/detective controls etc.*

Proposed evaluation methods

A post implementation review will be conducted to assess the risk management and action plan.

Reporting of progress against all activities, including the close out of action plan items, will be reported to WorkCover Board Audit and Risk Management Committee on a quarterly basis.