

Audit Date: 23/24 July 2019

RTO: The Centre for Continuing Education Inc.

Applicant Details			
Applicant Name	The Centre for Continuing Education Inc.	TOID	4172
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Audit Team			
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Auditor/s		Other Attendees	Felicity Williams, CEO Sharee Castagna, Program Leader, Training Contracts and VET Mathew Byrn, Quality Administrator
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Audit Details			
Type of Audit	<a href="#">Re-registration Audit</a>		
Conditions Audited	3, 6, 7, 8, 9		
Standards Audited	1.1, 1.2, 1.3, 1.4, 1.5	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.4
2016 VRQA Guidelines Audited	3.1, 3.2	4.1, 4.2	
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RTO Background			
<b>History</b>  The Centre is a Community College focused on adult education and service provision, based in North East Victoria.  The Centre was the first of its type to be established in Regional Victoria, and after meetings and deputations from a number of community interests, the Department of Education decided, in late 1961, that the old high school building in Chisholm Street would be used for a Continuing Education Centre administered by the High School through its Advisory Council. The Centre has been operating successfully in the North East of Victoria as a community-based provider of adult and community education since 1962.			

In The Centre's first year, 105 men and 266 women enrolled in 21 classes. Today over 5000 people participate.

In 1980 accountability for the Centre was transferred from the Education Department to the Council of Adult Education with funding coming through the Regional Board of Technical and Further Education. The Centre has been in receipt of research project funding which resulted in the publication of a report on education needs of adults and older people living in rural communities and establishment of Bright Adult Education and King Valley Learning Exchange and a regional network of adult education providers. The Centre also played a role in establishing the Wangaratta U3A.

In 1990, new project areas were introduced: Distance Education; Learning Connections; Energy Education; Basic Education; Job Train; Older Workers Retention Project; VCE; Developmental Disabilities, Volunteer Resource Bureau. Success in tendering for employment and other programs resulted in employment of 40 staff to implement New Work Opportunities, Landcare Environment Action Programs, Job Club, NEIS, SIP, OTFE, ALBE, CGEA, Leisure for Everybody, Driver Education and research projects.

### **Community programs**

The Centre is currently a provider of a range of adult education and learning opportunities including:

- Youth programs
- Language and literacy
- Accredited Vocational Education Programs
- Individually tailored training programs for businesses and enterprises
- Training Package qualifications and accredited courses
- Business management programs
- "Training arm" for large and small businesses
- Disability access
- Basic skills training
- Community visiting
- Voluntary Work Initiative and Volunteer Resource Centre
- Registered non-school provider for the delivery of VCAL programs.

### **RTO operations**

The Centre for Continuing Education Inc (The Centre) registered as a Registered Training Organisation in 1992 to provide nationally recognised training. Its current scope of registration includes seven qualifications, 18 units of competency and nine accredited courses including Foundation Skills, Transition Education and Work Education. The Centre has recently had its scope increased to include the Certificate II in Civil Engineering, for the purposes of pre-apprenticeship training in response to local skill needs.

In 2018 approximately:

- 150 learners were enrolled in qualifications
- 240 students enrolled in accredited courses and
- 15 students enrolled in units of competency – mainly First Aid and Licence to operate a forklift truck.

In 2019, to date:

- 160 learners are enrolled in qualifications

- 145 students enrolled in accredited courses and
- 293 students enrolled in units of competency – mainly First Aid and Licence to operate a forklift truck.

The Centre has undergone significant changes in the last five years, following a difficult time of ensuring that The Centre remains financially viable. The Centre has implemented a thorough review of its operations resulting in a complete change of management including the employment of a CEO with a marketing and business background, empowered with the role of making tough business decisions to ensure that the organisation remains sustainable and compliant with regulatory requirements and quality standards. The Centre has reviewed all training operations and modified its scope of registration to focus on current community skill needs and continued sustainability of training operations.

The Centre is located in a prime location (Education Department facility) for which it is responsible to pay for upkeep and services.

Training is delivered in two permanent training locations – The Centre in Wangaratta, consisting of numerous training, support, study and recreation facilities, and leased facilities in Seymour, consisting of two training rooms.

The Centre programs are funded through the Victorian Government Skills First Program (approximately 50 - 60% of income, ACFE Learn Local (approximately 10% income) fee-for-service enrolment (approximately 5% of income) and the remainder of income is achieved through delivering VCAL programs, Re-connect case management and project income such as Commonwealth funded projects.

The Centre has employed a skilled team of staff experienced in quality and compliance management, including a team of resource developers to ensure that learning and assessment resources fully meet the needs of course delivery.

The Re-registration Audit has identified that the centre has a sound Quality Management System in place that is regularly reviewed and managed by skilled and experienced compliance staff.

The Centre develops most of its learning and assessment resources to ensure that they meet the needs of the training products on scope. Learning and assessment resources for delivery and assessment in 2019 were found to be compliant, however for one of the units sampled, and accessed in 2018, the assessment instruments did not fully assess the unit assessment requirements.

#### **Re-registration Audit Finding**

A number of non-compliances were identified and minor non-compliances were rectified at the time of audit. Remaining non-compliances were in the areas of marketing/pre-course information provision, gaps in information in Training and Assessment Strategies, including amount of training, inadequate assessment instruments, implementation of systematic continuous improvement of training and assessment and client services procedures and consistent information about complaints and appeals processes.

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Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
CHC43115	Certificate IV in Disability Units: <ul style="list-style-type: none"> <li>CHCDIV001 Work with diverse people</li> <li>CHCDIS010 Provide person-centred services to people with disability with complex needs</li> </ul>	17 Chisholm Street, Wangaratta 3 Wallis Street, Seymour
CHC30213	Certificate III in Education Support Units: <ul style="list-style-type: none"> <li>CHCEDS007 Work effectively with students and colleagues</li> <li>CHCEDS018 Support students with additional needs in the classroom environment</li> </ul>	17 Chisholm Street, Wangaratta 3 Wallis Street, Seymour
TLILIC0003	Licence to operate a forklift truck	Wangaratta
HLTAID003	Provide first aid	17 Chisholm Street, Wangaratta 3 Wallis Street, Seymour

Interviewee(s) – Staff name and position; employer name and position	
Jay Robinson	Trainer/assessor: Certificate III in Education Support
Sharee Costagna	Program Leader, Training Contracts and VET
Mathew Byrn	Quality Administrator

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
Permanent delivery sites were identified as: <ul style="list-style-type: none"> <li>The Centre, Wangaratta</li> <li>The Centre, Seymour.</li> </ul> Other training sites as identified on The Centre website: (For delivery of accredited training – based on enrolments and pre-accredited and community programs.) <ul style="list-style-type: none"> <li>The Centre Benalla</li> <li>Broadford Living and Learning Centre</li> </ul>		

<sup>1</sup> Samples have been selected in accordance with the *VRQA VET Audit Sampling Methodology*

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- Baranduda Community Centre
- MACE Mansfield
- Yea Community House

Third party Arrangements –	Yes	No
Do the RTO's third party arrangements match the information provided by the VRQA?	X	
No third party arrangements had been entered into.		

**Audit Summary - AQTF Conditions of Registration**

AQTF Conditions Place an X in the appropriate column		Compliant	Non - Compliant	Not audited
1	Governance			X
2	Interactions with the Registering Body			X
3	Compliance with Legislation	X		
4	Insurance			X
5	Financial Management			X
6	Certification & Issuing of Qualifications & Statements of Attainment	X		
7	Recognition of Qualifications Issued by other RTOs	X		
8	Accuracy and Integrity of Marketing	X		
9	Transition to Training Packages/Expiry of Accredited Courses	X		

**Audit Summary - AQTF Standards**

AQTF Standards/Elements	Compliant	Non-Compliant	Not audited
<b>Standard 1</b>	<b>X</b>		
1.1 – Continuous Improvement Strategy		X	
1.2 – Training and Assessment Strategies		X	
1.3 – Training and Assessment Resources		X	
1.4 – Trainer and Assessor Competency		X	
1.5 – Assessment Strategies		X	
<b>Standard 2</b>	<b>X</b>		
2.1 – Meeting the Needs of Clients	X		
2.2 – Continuous Improvement of Client Services		X	
2.3 – Provision of Information to Clients		X	
2.4 – Third-Party Engagement in Training and Assessment	X		
2.5 – Provision of Support Services to Clients	X		
2.6 – Learner Access to Records of Participation		X	
2.7 – Complaints and Appeals Strategy		X	
<b>Standard 3</b>	<b>X</b>		
3.1 – Operations Management	X		
3.2 – Continuous Improvement of Operations	X		
3.3 – Third-Party Training and/ or Assessment Services			X
3.4 – Records Management	X		
<b>Summary of Non-Compliance<sup>2</sup></b>			
<p><b>SF.1.1.1</b> Though The Centre for Continuing Education Inc had collected, analysed and acted on relevant data for continuous improvement of training and assessment and established a Continuous Improvement Group (CIG), that met regularly, The Centre had not developed or implemented a systematic approach that identified key stakeholders, feedback collection strategies for each, a schedule of the systematic implementation of feedback strategies and a process for the periodic review of the effectiveness of actions implemented.</p> <p><b>SF.1.2.1</b> Though the Centre for Continuing Education Inc had delivered sound training and assessment for learners, and strategies for training and assessment had been developed to meet the requirements of the relevant Training Package and developed through extensive industry consultation, they included a number of inconsistencies and omissions that may impact on the implementation of learning and assessment arrangements.</p>			

<sup>2</sup> SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

**SF.1.3.1**

Staff, facilities, equipment and training and materials used by the RTO were consistent with the requirements of the Training Package and the RTO's own training and assessment strategies, however, for one of the six units sampled at audit, the assessment tools did not adequately assess the unit assessment requirements. See Standard 1.5.

**SF.1.4.3**

**TLILIC0003 Licence to operate a forklift truck**

One trainer/assessor was identified for the training and assessment of the unit TLILIC0003 Licence to operate a forklift truck. Evidence that the trainer/assessor held a current Forklift Licence and was a trainer/assessor approved by WorkSafe was not provided at audit.

**SF.1.4.4**

**HLTAID003 Provide first aid**

Two trainers/assessors were identified for the delivery and assessment of the unit HLTAID003 Provide first aid. Evidence of currency of certification for the unit was not provided at audit.

**SF.1.5.2**

**CHC30213 Certificate III in Education Support**

The assessment process did not ensure that assessment included accurate recording and reporting of assessment outcomes.

**SF.1.5.3**

**CHC43115 Certificate IV in Disability**

The assessment or process did not ensure that assessment included accurate recording and reporting of assessment outcomes.

***CHCDIV001 Work with diverse people***

For one of the six units sampled, the assessment tasks completed by students did meet the unit assessment requirements.

**SF.2.2.1**

The Centre for Continuing Education Inc had not implemented a systematic process for collecting data for the continuous improvement of client services to enable the analysing and acting upon relevant information to ensure that student services met student needs.

**SF.2.3.1**

The Centre for Continuing Education Inc had not provided sufficient information, before students enrolled or entered into an agreement about assessment tasks that are required to be completed as part of the course requirements.

**SF.2.6.1**

Though the Centre for Continuing Education Inc had developed an Information Privacy Procedure and identified at 2.6 - Student access to information and at 2.5 - Contact and access to individual information, procedures to inform learners that they could have access to current and accurate records of their participation and progress and how they could access this information were not identified.



**SF.2.7.1**

The Centre for Continuing Education Inc had implemented mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively, however the information provided to students and staff was not consistent with these mechanisms. The complaints and appeals procedures did not identify procedures for handling informal complaints or appeal a complaints decision.

**Audit Summary – 2016 VRQA Guidelines for VET Providers**

2016 VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Financial viability and Management systems</b>			<b>X</b>
1.1 – Strategic Plan and Business Plan			X
1.2 – Financial Viability			X
1.3 – Management Systems			X
1.4 – Governance			X
<b>2. Transparency and oversight of third parties</b>			<b>X</b>
2.1 – Third party agreement			X
2.2 – Co-operation with VRQA			X
2.3 – Notifying VRQA of Third party agreements			X
2.4 – Information - Disclosure of third party services			X
2.5 – Pre-enrolment materials - Disclosure of third party services			X
2.6 – Changes to third party services			X
2.7 – Complaints - Third party services			X
2.8 – Appeals - Third party services			X
<b>3. Trainer and assessor qualification (including individuals working under the supervision of a trainer)</b>	<b>X</b>		
3.1 – Vocational & Industry skill requirements		X	
3.2 – Training and Assessment (TAE) skill requirements	X		
3.3 – Assessment only skill requirements			X
3.4 – Supervision arrangement requirements			X
3.5 – Trainer under supervision skill requirements			X
<b>4. Delivery of training and assessment services</b>	<b>X</b>		
4.1 – Training and assessment practices		X	
4.2 – Amount of training		X	
4.3 – TAE - Independent validation of assessment system, tools, processes and outcomes			X
4.4 – TAE – Trainer and Assessor skills (1 January 2016 to 31 December 2016)			X
4.5 – TAE – Trainer and Assessor skills (1 January 2017 onwards)			X
4.6 – TAE – Trainer under supervision requirements			X
4.7 – TAE – Registration requirements			X
<b>5. Annual Declaration of Compliance</b>			<b>X</b>
5.1 – Annual Declaration of Compliance			X

# The Centre TOID 4172

## Rectification Log/ Evidence

Audit Finding	Rectification Requirements	Evidence of Rectification
SF1.1.1	<p>The Centre for Continuing Education Inc is required to:</p> <ul style="list-style-type: none"> <li>Develop and implement a systematic approach, through which current continuous improvement activities are implemented, that identifies key stakeholders, feedback collection strategies and a schedule of the systematic implementation of feedback strategies.</li> <li>Identify and implement a process for the periodic review of the effectiveness of actions implemented.</li> </ul>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>Updated the Complaints and Appeals Policy</li> <li>Updated the Quality Training and Assessment Policy</li> <li>Implemented a continuous improvement register – “Servicedesk plus” to register and report to CIG on continuous improvement activities across The Centre.</li> <li>Updated the Continuous Improvement Group (CIG) Terms of Reference to incorporate the monitoring of statistical information, learner feedback and continuous improvement strategies.</li> </ul>
SF1.2.1	<p><b>CHC30213 Certificate III in Education Support</b> The Centre for Continuing Education Inc is required to review, further develop and modify Training and Assessment Strategies to identify:</p> <ul style="list-style-type: none"> <li>Preferred entry requirements or selection criteria including LLN assessment requirements and that the Success 4 U is required to be completed prior to the commencement of the qualification units.</li> <li>The actual assessment methods and tasks, for each unit, that learners will be required to complete.</li> <li>The actual learning methods for the units including face to face classes, practical exercises and demonstrations and work placement tasks.</li> <li>A rationale for the duration of the qualification identifying how the diverse group of learners, with a diverse range of backgrounds and skills and experience, are all able to complete the qualification within the identified duration.</li> <li>The student support services available to learners or reasonable adjustments strategies to assist learners to satisfactorily complete assessments.</li> <li>The qualification and experience requirements of trainers and assessors and information about trainers/assessors identified for the qualification.</li> </ul>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>Updated Training and Assessment Strategy - <b><i>Evidence provided.</i></b></li> </ul>
SF1.2.2	<p><b>CHC43115 Certificate IV in Disability</b> The Centre for Continuing Education Inc is required to review, further develop and modify Training and Assessment Strategies to identify:</p> <ul style="list-style-type: none"> <li>Preferred entry requirements or selection criteria including LLN assessment requirements and that the Success 4 U is required to be completed prior to the commencement of the qualification units.</li> <li>The actual assessment methods and tasks, for each unit, that learners will be required to complete.</li> <li>The actual learning methods for the units including face to face classes, practical exercises and demonstrations and work placement tasks.</li> <li>A rationale for the duration of the qualification identifying how the diverse group of learners, with a diverse range of backgrounds and skills and experience are all able to complete the qualification within the identified duration.</li> </ul>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>Updated Training and Assessment Strategy- <b><i>Evidence provided.</i></b></li> </ul>

	<ul style="list-style-type: none"> <li>• How the delivery over two classes per week X 7.5 hours per day, will accommodate the needs of parents with school age children.</li> <li>• The student support services available to learners or reasonable adjustment strategies to assist learners to satisfactorily complete assessments.</li> <li>• The qualification and experience requirements of trainers and assessors and information about trainers/assessors for the qualification.</li> </ul>	
<b>SF1.2.3</b>	<p><b>TLILIC0003 Licence to operate a forklift truck</b> The Centre for Continuing Education Inc is required to review, further develop and modify Training and Assessment Strategies to identify:</p> <ul style="list-style-type: none"> <li>• The actual learning methods including face to face classes, practical exercises and demonstrations.</li> <li>• A rationale for the duration of training and assessment that identifies how the diverse group of learners, with a diverse range of backgrounds and skills and experience, are all able to complete the unit within the identified duration.</li> <li>• The qualification and experience requirements of trainers and assessors.</li> <li>• Student support services available to learners and reasonable adjustment strategies to assist learners to satisfactorily complete assessments.</li> </ul>	<p><b>The Centre has made the following rectifications:</b></p> <p>The Centre wishes to remove TLILIC0003 from its scope of registration. A form B will follow completion of the other rectifications required.</p>
<b>SF1.3.1</b>	<p><b>CHC43115 Certificate IV in Disability</b> The Centre for Continuing Education Inc required to ensure that all assessment resources meet all qualification and unit assessment requirements and review and modify the assessment tools and assessment records for the unit <i>CHCDIV001 Work with diverse people</i>. See Standard 1.5.</p>	<p><b>See SF1.5.3</b></p>
<b>SF1.4.4</b>	<p><b>HLTAID003 Provide first aid</b> The Centre for Continuing Education Inc is required to provide evidence, and maintain this evidence in the trainer/assessor files, that the trainers/assessors Paul Arlov and Mark Gould hold a current certification for the unit HLTAIM003 Provide first aid.</p>	<p><b>See finding GF3.1.1</b></p>
<b>SF1.5.2</b>	<p><b>CHC30213 Certificate III in Education Support</b> The Centre for Continuing Education Inc is required to review and modify the recording and reporting of assessment outcomes to clearly identify the assessments that are supported by third party evidence which is contained in the Workplace Logbooks and recorded through workplace supervisor observations and include the assessor confirmation of the satisfactory completion of demonstration of tasks, related to evidence of third party observations included in the Workplace Logbook.</p>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>- The Centre has removed the reference to the learner Placement Booklet from assessments. The Centre now uses this to track and ensure that learners complete all work placement required hours and does not contribute to formal assessment. The assessor may use the work placement diary entries as informal assessment of the learner's readiness for observation assessment conducted in the workplace.</li> <li>- Sample CHCEDS007 Assessment</li> </ul>

<b>SF1.5.3</b>	<p><b>CHC43115 Certificate IV in Disability</b></p> <p>The Centre for Continuing Education Inc is required to review and modify the recording and reporting assessment outcomes to clearly identify the assessments that are supported by third party evidence which is contained in the Workplace Logbooks and recorded through workplace supervisor observations and include the assessor confirmation of the satisfactory completion of demonstration of tasks, related to evidence of third party observations included in the Workplace Logbook.</p> <p>The Centre for Continuing Education Inc is required to review and modify the assessment tasks and assessment records for the unit CHCDIV001 Work with diverse people to ensure that the assessments include the requirement that:</p> <ul style="list-style-type: none"> <li>• The candidate has recognised and respected the needs of people from diverse social and cultural backgrounds in at least three different situations</li> <li>• Assessment records include evidence of this including a brief description of each of the three different situations and the dates that the observations took place.</li> </ul>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>- Reviewed and validated CHCDIV001 – <b>Evidence provided.</b></li> <li>- Log Book/ work placement diary removed from assessment</li> </ul>
<b>SF2.2.1</b>	<p>The Centre for Continuing Education Inc is required to develop and implement a systematic process for collecting data for the continuous improvement of client services to enable analysing and acting upon relevant information to ensure that student services meet student needs.</p>	<p style="text-align: center;"><b>See SF1.1.1</b></p>
<b>SF2.3.1</b>	<p>The Centre for Continuing Education Inc is required to inform students, prior to enrolment, of the assessments that are required to be completed for the course in which they are enrolled.</p>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>- Updated Course Information Sheets (Education Support, Disability)</li> </ul>
<b>SF2.6.1</b>	<p>The Centre for Continuing Education Inc is required to identify procedures to inform learners that they can have access to current and accurate records of their participation and progress and how they can access this information.</p>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>- Updated learner handbook – p.17</li> <li>- Provided Information Privacy and Data Security Policy- Section 12</li> <li>- Quality and Compliance Coordinator PD – Information relating to privacy officer for the purpose of access to records. Reference 5.6 of KRA's</li> </ul>
<b>SF2.7.1</b>	<p>The Centre for Continuing Education Inc is required to develop and implement procedures to have complaints and appeals addressed efficiently and effectively and to inform students and staff of these procedures, including procedures for:</p> <ul style="list-style-type: none"> <li>• The informal handling of complaints.</li> <li>• The formal handing of complaints.</li> <li>• Appealing a complaints decision.</li> <li>• An external mediation process identifying where medication can be accessed, including the VRQA complaints processes.</li> </ul>	<p><b>The Centre has made the following rectifications:</b></p> <ul style="list-style-type: none"> <li>- Updated Complaints and Appeals Policy</li> <li>- Complaints and appeals procedure</li> <li>- Revised Complaints and Appeals Process.</li> <li>- Implemented email address for complaints – to be registered in “servicedesk plus”</li> <li>- Updated learner handbook – p. 24</li> </ul>
<b>GF3.1.1</b>	<p><b>VQRA COMMENT:</b> Adjustments have been made to the original Audit due to additional information being provided from the auditor after the audit. <b>HLTAID003 Provide first aid</b></p>	<p style="text-align: center;"><b>See SF1.4.1</b></p>

	The Centre for Continuing Education Inc is required to provide evidence, and maintain this evidence in the trainer/assessor files, that the trainers/assessors Paul Arlov and Mark Gould hold a current HLTAID003 Provide first aid certification.	
<b>GF4.1.1</b>	The Centre for Continuing Education Inc is required to review, further develop and modify Training and Assessment Strategies and include a rationale for the duration of the qualification identifying how the diverse group of learners, with a diverse range of backgrounds and skills and experience, are all able to complete the qualification within the identified duration.	<p><b>See Evidence referenced in findings</b></p> <p><b>SF1.2.1</b>  <b>SF1.2.2</b>  <b>SF1.2.3</b></p>
<b>GF4.2.1</b>	The Centre for Continuing Education Inc is required to, for qualifications, units and courses on scope, determine the amount of training it provides to each student with regard to the existing skills, knowledge and the experience of the student and the mode of delivery, and include this information in Training and Assessment Strategies.	<p><b>See Evidence referenced in findings</b></p> <p><b>SF1.2.1</b>  <b>SF1.2.2</b>  <b>SF1.2.3</b></p>