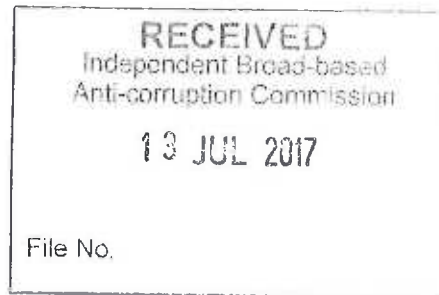


Thursday, July 13, 2017

Attention: Mr Stephen O'Bryan  
Commissioner  
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## Operation Hastings

Dear Commissioner O'Bryan,

Since your letter of the 17<sup>th</sup> November 2016 a number of activities have occurred. In February 2017, Energy Safe Victoria informed EPIC ITB that an external LEA audit would be undertaken.

Energy Safe Victoria commissioned an external audit contractor to undertake an audit of EPIC ITB and Melbourne Polytechnic.

In February 2017, RSM Australia undertook an audit of EPIC ITB's LEA assessments. The following assessment audits were undertaken:

- LEA – LEP (Practical Assessment) – audit of 76 candidates from 2014 – 2016
- LEA – LET (Theory Assessment) – audit of 77 candidates from 2014 – 2016
- LEA – SWP (Safe Working Practice) - audit of 76 candidates from 2014 – 2016

Total – 229 audits

The auditors interviewed the four EPIC ITB LEA auditors and sat in on a number of LEP and SWP examination sessions.

On the 7 March 2017, I took part in a teleconference with RSM Senior Manager and their auditor. They provided me with audit feedback and informed me that I would be receiving a draft copy of the audit report so I can provide feedback to their final report. I am still awaiting a copy of the draft report. I have since been informed that RSM have sent the final audit report of EPIC ITB and Melbourne Polytechnic directly to Energy Safe Victoria.

I have discussed the RSM audit report process with [REDACTED] ESV Executive Manager Licensing & Certification Development and he informed me that a meeting with relevant stakeholders will be held to discuss the LEA audit outcomes and recommendations to improve the LEA compliance and audit processes.

In relation to your recommendations I respond as follows:

- 1) The process for auditing has been reviewed and upgraded to ensure that there is a clear and auditable process for reviewing LEA examinations. A three monthly audit of all assessor audited examination papers has been introduced. This work will be undertaken by EPIC's QA administrator. EPIC ITB will also implement any changes recommended by RSM audit to Energy Safe Victoria.
- 2) EPIC is currently upgrading its IT infrastructure including backup, cyber security and addresses the LEA database generic password issue. The LEA administrators have all been given separate passwords and individual users will be logged and tracked.
- 3) All LEA examination papers are locked in secure cupboards. The keys to these cupboards are restricted to the LEA administrator.
- 4) EPIC has recently appointed a new IT manager whose role is to address any potential weakness within the IT system. Part of this work is the installation of a new web site that interfaces with the LEA database.
- 5) All EPIC employees who work in either the LEA assessment or administration areas have undertaken training on the Information Principles pursuant to the Privacy and Data Protection Act 2014. I have attached their training certificates for the relevant EPIC ITB staff.

For your information, EPIC ITB is currently changing its business name. The new name will be Future Energy Skills Ltd. The company will be registered with the Australian Securities & Investment Commission. Future Energy Skills is also registered with the Australian Charities and Not-for-profits Commission. Future Energy Skills is a not-for-profit company Limited by Guarantee.

Yours Sincerely



Maurice Graham  
Executive Officer  
Future Energy Skills