

AQTF Audit Report – Continuing Registration

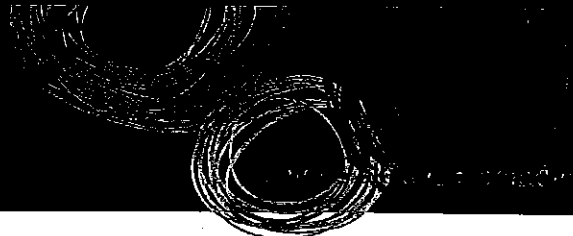


**Wynnum Manly Employment and Training Association Inc –
0677**

FM-PMA-34A
TRIM No: 09/182321
Version 11 – 2 November 2010
Training and International Quality

Registration details			
Registration expiry	22 May 2011		
Principal address	58 Yamboyna Street, Manly 4179		
RTO contact	Ms Sharon Cowan	Phone number	3397 98 99
Operations	<ul style="list-style-type: none"> Core clients are long term unemployed (Work Placement under DEEDI), JSA funded training from DET, and some RPL Delivery is face to face; practical simulation at venues, work experience with teachers present No partnering organisations Government funding contracts – PPP (Hospitality) from DET- 40 places on current contract approx \$1900 per place; DEEDI funding for construction work placement (\$750 per person x 12 in a group – no current ceiling – ongoing). Approximate number of completions in past year per qualification <ul style="list-style-type: none"> CPC10108 Certificate I in Construction - 50 CHC30208 Certificate III in Aged Care - 38 SIT20207 Certificate II in Hospitality - 70 Approximate number of current enrolments per qualification <ul style="list-style-type: none"> CPC10108 Certificate I in Construction - 47 CHC30208 Certificate III in Aged Care - 9 SIT20207 Certificate II in Hospitality - 9 		
Auditor details			
Lead auditor	Bill Cadden	Auditor/s	-
Phone	3235 4016	Adviser/s	-
E-mail	Bill.cadden@deta.qld.gov.au	Observer/s	-
Audit details			
Reason/s for audit	Monitoring		
Audit date/s	19 & 20 May 2011	Audit number/s	067715852A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2, 3.3.		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Rectification received	28 June 2011		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Other audit notes	<ul style="list-style-type: none"> The RTO provided a letter confirming that it has not had any delivery in: <ul style="list-style-type: none"> SIT10307 Certificate I in Hospitality (Kitchen Operations) SIT30407 Certificate III in Tourism (Visitor Information Services) CPC20108 Certificate II in Construction CPC20208 Certificate II in Construction Pathways 		





- The RTO has Vocational Placement arrangements in place for Hospitality but has not used it.
- Reference any conditions of registration that need to be reviewed following a renewal desk audit.
- Mr Shane Cowan delegated Ms Sharon Cowan to represent the RTO at the opening and exit interviews.

Code	Qualification / Course / Unit title	Regulated	Delivery venues
CPC10108	Certificate I in Construction	<input type="checkbox"/>	Salisbury, Manly and enterprise sites
CPC30208	Certificate III in Aged Care	<input type="checkbox"/>	Coorparoo, Manly and enterprise sites
SIT20207	Certificate II in Hospitality	<input type="checkbox"/>	Manly and enterprise sites

Ms Sharon Cowan, Deputy Manager
 Ms Vicky Bailey, Compliance Officer
 Mr Nash Lukus, Trainer/Assessor, Construction
 Ms Kehoni Cowan, Trainer/Assessor, Hospitality

Disclaimer: The Department of Education and Training collects the information on this form as part of the audit of registered training organisations under the AQTF. Only authorised government officers or contracted personnel have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law, in accordance with the *Information Privacy Act 2009*.

Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated. 	<input checked="" type="checkbox"/>

At time of audit:
 Compliant
 Not Compliant

Following rectification received 28/06/11:
 Compliant
 Not Compliant



Findings:

Wynnum Manly Employment & Training Association Inc was unable to demonstrate compliance for all aspects of Standard 1 examined at audit.

The RTO's has a continuous improvement framework in place that promotes the monitoring and improvement of its training and assessment services. Improvements that contribute to this process include:

- an annual internal audit report
- position of RTO Compliance Officer to monitor all training and assessment activity and to facilitate current and post-course feedback and necessary improvements with trainer/assessor
- systemic mapping of assessment instruments which is evidenced by subsequent versions of the assessment instruments identifying improvements
- daily tracking implemented by trainers/assessors and weekly submission of student participation and progress information to the RTO Compliance Officer

The RTO provided strategies for training and assessment that contained sufficient information to guide trainers and assessors and to ensure learners receive training and assessment that meet their needs. It was evident that the RTO has consistent and ongoing consultation with the relevant industries in the development and maintenance of these strategies.

A review of the RTO's training resources, facilities and equipment confirms that it has appropriate resources for its operations including agreements with industry organisations including Construction Skills Queensland and AUSCARE for use of training premises and equipment.

Trainer's records reviewed indicated that they possess the necessary training and assessment competencies as required by the National Quality Council. Ongoing development of trainer/assessor VET knowledge and skills and relevant industry currency and competence was also demonstrated at audit.

Assessment

CHC30208 Certificate III in Aged Care

CHCAC317A Support older people to maintain their independence

CHCPA301B Deliver care services using a palliative approach

A review of the assessment tools relevant to the units listed above determined that the requirements of each unit were met. Criteria defining acceptable performance were outlined sufficiently to enable consistency of assessment decisions and assessment was supported by adequate information to students and assessors.

Non-compliances:

CPC10108 Certificate I in Construction

The assessment tools reviewed are in the process of being revised by the RTO, however at audit they did not adequately address the units required knowledge, required skills and critical aspects of evidence.

CPCCV1001B Undertake a basic construction project

The assessment tools did not address the following required skills:

- identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials

The assessment tools did not address the following required knowledge:

- material safety data sheets (MSDS)
- materials storage and environmentally friendly waste management

CPCCM1005A Carry out measurements and calculations

The assessment tools did not address the following required skills:

- communication skills to determine requirements, read and interpret documentation from a variety of sources and drawings and specifications, use and interpret non-verbal communication, such as hand signals
- teamwork skills to work with others to action tasks and relate to people from a range of cultural and ethnic backgrounds and with varying physical and mental abilities

The assessment tools did not address the following required knowledge:

- communication devices
- job safety analysis (JSA) and safe work method statements



- project quality requirements

SIT20207 Certificate II in Hospitality

The assessment tools reviewed are in the process of being revised by the RTO, however at audit they did not adequately address the units required knowledge, and required skills.

SITHFAB010C Prepare and serve non alcoholic beverages

The assessment tools did not address the following required skills:

- problem-solving skills to resolve drinks curdling, coffee strength or milk texturisation
- numeracy skills to calculate amounts of ingredients for drinks or increase amounts for larger quantities or multiple orders

The assessment tools did not address the following required knowledge:

- basic information on origins and characteristics of a range of different types of coffees and teas
- processes involved in the production and preparation of teas and coffees
- potential dangers associated with post-mix dispensing systems (inert gas)
- working with ingredients at high temperatures
- safe storage and handling conditions and requirements for coffee, tea and commodities

SITHACS006B Clean premises and equipment

The assessment tools did not address the following required skills:

- numeracy skills to calculate the dilution requirements of chemicals and cleaning products

Rectification required:

CPC10108 Certificate I in Construction

CPCCVE1001B Undertake a basic construction project

CPCCM1005A Carry out measurements and calculations

The RTO is to provide assessment tools that address the required knowledge and required skills.

The critical aspects of evidence will be addressed when the required knowledge and skills are addressed.

Benchmark evidence is also to be provided.

SIT20207 Certificate II in Hospitality

SITHFAB010C Prepare and serve non alcoholic beverages

The RTO is to provide assessment tools that address the required knowledge and required skills.

Benchmark evidence is also required.

SITHACS006B Clean premises and equipment

The RTO is to provide assessment tools that address the required skills.

Benchmark evidence is also to be provided.

Rectification evidence received 28 June 2011:

CPC10108 Certificate I in Construction

CPCCVE1001B Undertake a basic construction project

CPCCM1005A Carry out measurements and calculations

The RTO provided assessment tools that address the required knowledge, required skills and critical aspects of evidence.

Benchmark evidence was provided.

SIT20207 Certificate II in Hospitality

SITHFAB010C Prepare and serve non alcoholic beverages

The RTO provided assessment tools that address the required knowledge and required skills.

Benchmark evidence was provided.

SITHACS006B Clean premises and equipment

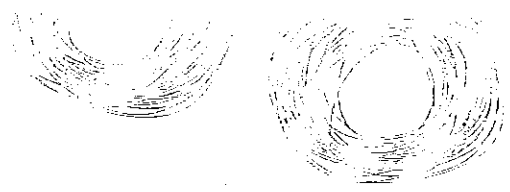
The RTO provided assessment tools that address the required skills.

Benchmark evidence was provided.

- Strong culture of continuous improvement and monitoring.

- Nil identified





Elements		Examined
2.1	The RTO establishes the needs of clients, and delivers services to meet these needs.	<input type="checkbox"/>
2.2	The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.3	Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.4	Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	<input type="checkbox"/>
2.5	Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.6	Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.7	The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input type="checkbox"/>

At time of audit:
 Compliant
 Not compliant

Findings:

The RTO provided evidence of systems and processes to continuously improve client services by collecting, analysing and acting on relevant data and improvements were noted at audit. Feedback is collected from students and employers using Quality Indicator questionnaires and is supplemented with questions designed by the RTO to identify areas for improvement. Evidence of trainers/assessor post course evaluations and Compliance Officer monitoring of student participation and progress was sighted. The RTO is currently in the process of reviewing its training and assessment materials and practices and evidence of this was sighted at audit.

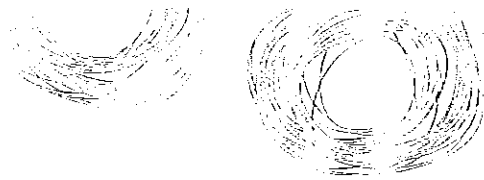
The RTO has a process in place to ensure that before clients enrol or enter into an agreement it adequately informs them about the training, assessment and support services to be provided and about their rights and obligations. Information provided to students prior to registration is easy to understand and covers all relevant student rights and responsibilities. The RTO also has the capacity to directly support students with literacy and numeracy issues.

- The RTO is very focussed on supporting students to achieve success.

Recommendations:

- It is suggested that the RTO considers the following change to its "FORM 2 – STUDENT ENROLMENT – ACCREDITED TRAINING" by 'bolding' the 'Name of the qualification you are enrolling in:' heading and removing the reference to accredited training in its Form 2 heading as the delivery is in qualifications and not accredited courses.
- It is suggested that the RTO review its SIT20207 Certificate II in Hospitality - Summary of units information sheet, to reflect that:
 - SITHIND001A is now the 'B' version ie *SITHIND001B Develop and update hospitality industry knowledge*
 - SITXOHS001A is now the 'B' version ie *SITXOHS001B Follow health, safety and security procedures*
 - SITHACS006A is now the 'B' version ie *SITHACS006B Clean premises and equipment*
 - SITHCCC001A is now the 'B' version ie *SITHFAB012B Prepare and serve espresso coffee*
 - The unit title spelling for *SITHFAB012B* is incorrect as the information sheet spells 'espresso' as 'expresso'
 - SITHFAB010A is now the 'C' version ie *SITHFAB010C Prepare and serve non-alcoholic beverages*

Elements		Examined
----------	--	----------



3.1	The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input type="checkbox"/>
3.2	The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3	The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	<input checked="" type="checkbox"/>
3.4	The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

At time of audit:

- Compliant
- Not Compliant

Findings:

The RTO demonstrated a systematic approach to continuous improvement of its management systems for all elements examined at audit.

The RTO's compliance management drives its systematic and continuous improvement approach to its operations. The RTO demonstrated at audit its processes to manage records to ensure their accuracy and integrity with both VETTRAK software and version controlled hard copy being used. Administration processes have been reviewed as part of its internal audit and evidence of improvements were sighted.

The RTO confidently retrieved documents and records requested in the course of the audit.

Element 3.3 was not examined at this audit because the RTO does not contract any other organisation to deliver training and assessment services on its behalf.

- The RTO has focussed on implementing up to date data processing systems.

RECOMMENDATIONS

- Nil identified