

AQTF Audit Report – Continuing Registration

**Australian Construction Training Services Pty Ltd – NTIS
32201**

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FM-PMA-34A

TRIM No: 09/182321

Version 8 – 23 August 2010

Training and International Quality

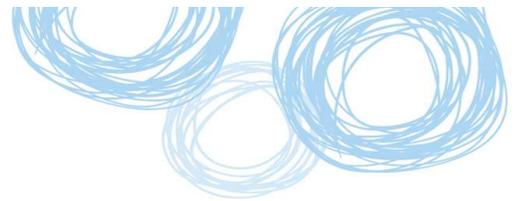
Organisation details			
Registration expiry	27 February 2012		
Principal address	Unit 1 / 5 Activity Crescent, Molendinar, QLD, 4214		
RTO contact	Mr Phillip Smith	Phone number	07 5564 7023
Operations	<p>The organisation provides skills recognition and recognition of prior learning (RPL) service to existing workers within the building and construction, furniture making and glass and glazing industries to provide trade outcomes at AQF III level and higher.</p> <p>The organisation accepts applications from clients that have a minimum four years industry experience or eight years working in the industry unlicensed. Any candidate with two years or under is advised to enter into apprenticeship pathway. Clients are referred to the organisation by HIA, Construction Skills Queensland, Building and Construction Training Centre and the BCITF.</p> <p>Skills gap training and apprenticeship training is delivered face to face in the workplace predominately on the Gold Coast, Brisbane and Sunshine Coast. The organisation also provides its services interstate to provide gap skilling mainly in NSW. The organisation has also provided skills assessments offshore in the UK and Ireland; however, no delivery offshore has occurred in the past 12 months. The organisation indicated that it will no longer providing skills assessment internationally.</p> <p>The organisation has a suitable partnering agreement with Institute of Business Excellence Pty Ltd (NTIS 31728) for the delivery of TAA40104 Certificate IV in Training and Assessment.</p> <p>The organisation has a number of government funding contracts which includes; SSQ RPL (QSP) 2009/2010 - \$7,500 and SSQ RPL (QSP) 2010/2011 - \$40,000 User Choice 2009/2010 - \$143,200; User Choice (Continuing) 2010/2011 - \$75,000 and Pre-qualified supplier for User Choice 2010-2015.</p> <p>The organisation has had the following number of completions and current enrolments respectively in past year per qualification:</p> <p>21854VIC – 0, 0 CPC30608 Certificate III in Painting and Decorating – 6, 4 – NSW 7, 1 CPC32308 Certificate III in Stonemasonry – 34, 9 – NSW 9, 0 LMF30602 Certificate III in Glass and Glazing – 0, 2 LMF32109 Certificate III in Cabinet Making – 0, 0 TAA40104 Certificate IV in Training and Assessment – 18, 4 BCG30203 Certificate III in Carpentry – 39, 24 – NSW 5 and 3 BCG30603 Certificate III in Painting and Decorating– 33, 32 – NSW 7 and 6.</p>		
Audit team			
Lead auditor	Anthony Barkey	Auditor/s	Loraine D'Silva
Phone	07 3235 4744	Adviser/s	Nil
E-mail	anthonybarkey@deta.qld.gov.au	Observer/s	Nil



Audit details			
Reason/s for audit	Monitoring audit		
Audit date/s	15 and 16 September 2010	Audit number/s	3220115179A
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			
Audit outcome following rectification	Compliant <input 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"> • Technical advice was sought from Building Services Authority; however, a representative was unavailable and approval given to the lead auditor to conduct the audit and provide outcome of the audit. • On the day of the audit, the organisation advised that it will be voluntarily withdrawing the accredited course 21854VIC Course in Home Sustainability Assessment from its scope of registration. • On 20 September 2010, the organisation submitted RTO2 form to Registration Services to remove 21854VIC Course in Home Sustainability Assessment from its scope of registration. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
CPC40108	Certificate IV in Building and Construction (Building)	<input checked="" type="checkbox"/>	South East Qld, Gold Coast.
21854VIC	Course in Home Sustainability Assessment		
CPC30808	Certificate III in Roof Tiling	<input checked="" type="checkbox"/>	
CPC32308	Certificate III in Stonemasonry	<input checked="" type="checkbox"/>	
LMF30602	Certificate III in Glass and Glazing	<input checked="" type="checkbox"/>	
LMF32109	Certificate III in Cabinet Making	<input checked="" type="checkbox"/>	
TAA40104	Certificate IV in Training and Assessment		
BCG30203	Certificate III in Carpentry	<input checked="" type="checkbox"/>	
BCG30603	Certificate III in Painting and Decorating	<input checked="" type="checkbox"/>	
Interviewee/s (incl. position)			
Geoff Wilson – Compliance Manager			
Chris Galway – Director, Trade Skills Recognition – N.B approval was given to Mr Galway from Phil Smith (the organisation's responsible person) to co-ordinate the audit on his behalf as Mr Smith was on leave.			

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required by law, in accordance with the *Information Privacy Act 2009*.

Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	☒
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.	☒
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.	☒
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. 	☒
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. 	☒

Audit findings

- | | |
|---|--|
| At time of audit:
<input type="checkbox"/> Compliant
<input checked="" type="checkbox"/> Not Compliant | Following rectification received:
<input type="checkbox"/> Compliant
<input type="checkbox"/> Not Compliant |
|---|--|

Findings:

The organisation has a good continuous improvement approach to training and assessment that is systematic and includes the capturing of reliable data from its own survey instruments and the quality indicator surveys on an ongoing basis. The organisation has an effective evaluation and validation process which includes Activity Feedback Reports which are made available to all participants and trainers/assessor to provide immediate feedback both during and at the conclusion of all assessment only and combined training and assessment activities.

The organisation's Training Manager meets and contacts employers or a workplace representatives of each participant every three months to ensure that performance standards displayed in the workplace are a direct result of training and meets and exceeds industry practice and requirements.

The organisation also conducts moderation and compliance meetings (MODCOM) on a quarterly basis as a provision of ensuring compliance against training package requirements and the organisation's training and assessment strategies. Moderation of the assessment evidence and assessment tools base as part of the organisations trainers' professional development process. Improvement opportunities are recorded on the organisation's improvement register that contains and captures information wether the improvements relate to process, systems or training/assessment, the person who entered the improvement request, the follow up action required and the responsible person to implement the change. Records are kept of all meetings.

The Training Manager meets with industry representatives at least annually to confirm that the outcomes and performance standards demonstrated by participants in the workplace are satisfactory.

The organisation provided evidence of improvements it has made to its RPL processes and evidence gathering tools as a result of its effective continuous improvement approach.

The organisation provided a series of documents that forms its training and assessment strategies for each of the qualifications audited that are clearly defined and are informed by the collection of information provided by its industry stakeholders. Each strategy specified the resources, both human and physical, that will be used to meet the requirements of the training package qualifications. The strategies also inform the user of either the assessment only pathway or the training and assessment pathway (apprenticeship).

Physical recourse lists have been developed for each qualification audited. The organisation has access to various learning resources that it provides its students who undertake gap training and for its apprentices. Trainers/assessor provides feedback



to the organisation on when learning material becomes out of date to ensure the material remains current, sufficient and effective.

The organisation provided sufficient evidence to support that the majority of its trainers/assessors possess the required training and assessment competencies as required by the National Quality Council. Further, sufficient evidence was provided for Mr Terry Boyle (Certificate III in Carpentry), Mr Bruce Steentjes (Certificate III in Cabinet Making) and Ms Kay McCue (TAA40104 Certificate IV in Training and Assessment) to support they have relevant vocational competency to at least the level being delivered or assessed, current industry skills that are directly relevant to the training/assessment being undertaken and have undertaken sufficient development of VET knowledge and skills, industry currency and trainer/assessor competence.

The organisation provided a copy of its Staff Performance Appraisal Report (SPAR) which the Training Manager uses to monitor and ensure that trainers/assessors maintain industry currency in the vocational areas they are delivering in. This process is undertaken every six months. The organisation also provided a copy of its verification of qualification and vocational experience against each unit of competency to use to validate and verify trainer/assessor vocational competencies and currency. However, it was identified that this document had not been used to establish these areas for some of the trainers/assessors reviewed.

The organisation's assessment tools developed for the qualifications audited sufficiently addressed all training package and unit of competency requirements including the rules of evidence and the principles of assessment. All assessment tools audited were supported by sufficient and effective evidence criteria including marking guides, practical observation checklists and oral question banks with required responses. Additionally, The student files reviewed confirmed that the organisation gathers appropriate evidence to support outcomes awarded.

Non-compliances:

With the exception of the trainers/assessors reported above, the organisation was unable to provide sufficient evidence to support that it establishes, verifies and monitors all of its trainers/assessors competence effectively and ensure their competencies are continuously developed. In particular for the following trainers/assessors;

- Darrel Biss (Certificate IV in Building and Construction (Building)) – insufficient evidence to support relevant vocational competency at least to the level being delivered or assessed, insufficient evidence of current industry skills directly relevant to the training/assessment being undertaken and insufficient evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence.
- Jim Laing (Certificate III in Painting and Decorating) – insufficient evidence of current industry skills directly relevant to the training and assessment being undertaken and insufficient evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence.
- Grant Mills (Certificate III in Stonemasonry) - insufficient evidence of current industry skills directly relevant to the training and assessment being undertaken and insufficient evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence.
- Scott Marland (Certificate III in Glass and Glazing) – no evidence of training and assessment competencies or a suitable supervisory plan in place, insufficient evidence of current industry skills directly relevant to the training and assessment being undertaken and insufficient evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence.

Rectification required:

The organisation is required to provide evidence to support how it establishes, verifies and monitors all of its trainers/assessors competence effectively and ensure their competencies are continuously developed.

Further the organisation is required to provide the following evidence for each of the following trainers/assessors;

- Darrel Biss (Certificate IV in Building and Construction (Building)) – evidence to support relevant vocational competency at least to the level being delivered or assessed, evidence of current industry skills directly relevant to the training/assessment being undertaken and evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence in the past 12 months; if this is not available the organisation is to provide a professional



development plan that details the professional development activities that will be undertaken over the next 12 months.

- Jim Laing (Certificate III in Painting and Decorating) – evidence of current industry skills directly relevant to the training and assessment being undertaken and evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence in the past 12 months; if this is not available the organisation is to provide a professional development plan that details the professional development activities that will be undertaken over the next 12 months.
- Grant Mills (Certificate III in Stonemasonry) - evidence of current industry skills directly relevant to the training and assessment being undertaken and evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence in the past 12 months; if this is not available the organisation is to provide a professional development plan that details the professional development activities that will be undertaken over the next 12 months.
- Scott Marland (Certificate III in Glass and Glazing) –evidence of the required training and assessment competencies as determined by the National Quality Council or a suitable trainer supervisory plan in place, insufficient evidence of current industry skills directly relevant to the training and assessment being undertaken and insufficient evidence to support the continued development of VET knowledge and skills, industry currency and trainer/assessor competence that details the professional development activities that will be undertaken over the next 12 months.

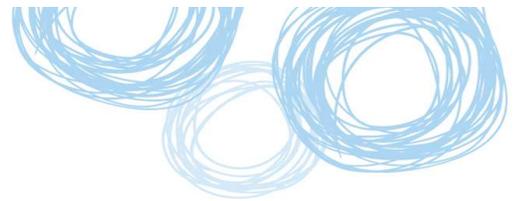
Rectification evidence received:

Strengths

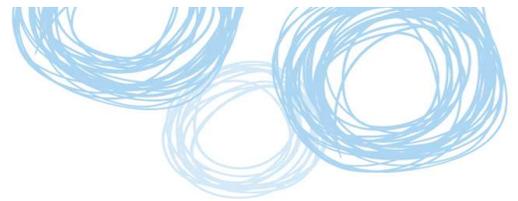
- The organisation has strong links with its industry stakeholders that inform its strategies for training and assessment and assessment processes.
- The organisation has a good approach to the continuous improvement of training and assessment which involves clients, industry stakeholders and trainers/assessors of the organisation.
- The organisation has a robust recognition of prior learning (RPL) processes that are backed up by excellent evidence gathering tools and benchmark criteria.

Opportunities for Improvement

- It is recommended that the organisation specifies the units of competency that make up the cluster of units for the Certificate III in Roof Tiling in its training and assessment strategy to ensure it can confirm that all required units of competency are identified.



Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients	
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"/>
Audit findings	
<p>At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not compliant</p>	
<p>Findings: The organisation has a good approach to the continuous improvement to the services provided to its clients. Student and employer feedback is gathered regularly by administering in-house developed questionnaires which provides for effective feedback to be collected on the effectiveness of services provided to its clients.</p> <p>The organisation provided evidence of how feedback received from its clients and employers that informed the improvement of its RPL services, particularly, to the improvements to its RPL information and application packs.</p> <p>The organisation provides clear and accurate information to its clients to allow them to make an informed choice of their enrolment or RPL application. Further, the organisation has developed an agreement that informs RPL applicants of the assessment processes, funding, payment methods, policies and procedures, point in time assessment judgements explanations; this agreement is signed by a representative of the organisation and applicant.</p> <p>Further, the organisation has an induction program that is undertaken by its apprentices, which includes apprentice/employer information pack, apprenticeship requirements including employer responsibilities, legislation requirements, descriptions of VET and competency based assessment terminology.</p> <p>All information is reviewed annually to ensure continued accuracy and currency of information provided to its clients.</p>	
Strengths	
<ul style="list-style-type: none"> • Nil identified 	
Opportunities for Improvement	
<ul style="list-style-type: none"> • Nil identified 	



Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	
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"/>
Audit findings	
At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant	
Findings: <p>The organisation's management systems are routinely revised to ensure its systems are being implemented and followed accordingly to ensure compliance with the AQTF. The organisation conducts monthly management meetings which includes all key stakeholders at the management level and all its trainers/assessors. Minutes are kept of all meeting to record the outcomes of discussions. Every three months to organisation's shareholders meet which is chaired by an independent solicitor to ensure compliance with corporate governance and statutory compliance with ASIC requirements. The organisation also has an operational agreement which is a legally binding contract between all shareholders responsible for the management and operational requirements of the RTO.</p> <p>The organisation has developed its own policies and code of practice manual that is appropriate to the size and scope of its operations. Further, to ensure all staff are informed of their responsibilities the organisation has developed and conducts trainer/assessor and operational staff inductions and a staff induction/handbook.</p> <p>The organisation uses its MODCOMS meetings as a form of internal audit to ensure processes and procedures are being followed in accordance with operation guidelines and to maintain compliance with the AQTF.</p> <p>The organisation also provided its continuous improvement register that captures the improvements identified, the action officer and date action completed and when staff were notified of changes.</p> <p>The organisation has an appropriate partnering agreement with the Institute of Business Excellence Pty Ltd (NTIS 31728) for the delivery of TAA40104 Certificate IV in Training and Assessment. The agreement sufficiently describes the responsibilities of each party and the management strategies to be implemented. The organisation provided evidence that the agreement is monitored to ensure that its is being adhered to and that improvements are made.</p>	
Strengths	
<ul style="list-style-type: none"> • Nil identified 	
Opportunities for improvement	
<ul style="list-style-type: none"> • Nil identified 	