

AQTF Post Initial Audit**RTO: 4589 Australian Training College Pty Ltd****Audit Date: 28 April 2010****AQTF 2007 AUDIT REPORT**

| RTO DETAILS | | | |
|--|--|--------------------|--|
| RTO Name | Australian Training College Pty Ltd | NTIS Number | 4589 |
| Address | 7 Hunts Road, Kilmore | | |
| | | Website | www.atcpl.com.au |
| Registration Contact | Ms Berry McSherry | | |
| Phone Number | 03/5781 1510 | E-mail | info@atcpl.com.au |
| Student Numbers | 150 | | |
| AUDIT TEAM | | | |
| Lead Auditor | Gail Morley | Auditor/s | - |
| Technical Advisor/s | - | Observer/s | - |
| REGISTERING BODY DETAILS | | | |
| Contact Person | Jerzy Gill | | |
| Phone Number | 03 9651 3226 | E-mail | Gill.jerzy.j@edumail.vic.gov.au |
| AUDIT DETAILS | | | |
| Type of Audit | Re-registration | | |
| Standards audited | 1, 2, 3 | | |
| Conditions audited | 6 | | |
| Audit Date/s | 28 April 2010 | | |
| Other audit notes | RTO has been established for about 15 years and has a varied client base. Delivery methods are distance and workplace based, with a few private clients via face-to-face or blended delivery. Have Skills Vic and ATTP funding this year after a break of several years without funding. The RTO has not yet paid their re-registration fees, which are not due until July. During the audit the RTO asked to have the two racing qualifications removed from their scope of registration. They were advised to contact the VRQA to inform them of this. | | |
| FOCUS OF AUDIT | | | |
| QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE | | | |
| NTIS Code | Qualification/Unit of Competence/Accredited Course (as per NTIS) | Delivery Site | |
| BSB51607 | Diploma of Quality Auditing | Workplace/Distance | |
| BSB60507 | Advanced Diploma of Marketing | Workplace/Distance | |

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| | | |
|----------|--|--------------------|
| RGR40308 | Certificate IV in Racing (Harness Race Driver) | Workplace/Distance |
| RGR50108 | Diploma of Racing (Racehorse Trainer) | Workplace/Distance |
| SIT30707 | Certificate III in Hospitality | Workplace/Distance |
| SIT50307 | Diploma of Hospitality | Workplace/Distance |
| TAA40104 | Certificate IV in Training and Assessment | Workplace/Distance |

| INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)) | | |
|---|----------------|----------------------------|
| 1 | Berry McSherry | CEO and trainer/assessor |
| 2 | Lance Coughlin | Director of Admin Services |

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| Standard 1: The RTO provides quality training and assessment across all of its operations | | |
|---|---------------|---|
| Audit conclusion | Result | ✓ |
| <p>The audit finding is that the RTO is compliant with elements 1.1 and 1.2 of this Standard. The RTO is not compliant with Elements 1.3, 1.4 and 1.5.</p> <p>Element 1.3: Training and assessment resources meet training package requirements. The RTO does not keep copies of all assessment tools and learner resources on site. In particular, resources for <i>BSB60507 Advanced Diploma of Marketing</i> and <i>SIT50307 Diploma of Hospitality</i> were not available for review.</p> <p>Recommendations: It is recommended that the RTO ensures that the learning and assessment resources specified in the strategy or matrix for each unit of competency are available for use by staff in planning, preparation and systematic review.</p> <p>Element 1.4 Trainer and assessor skills. Where the trainer/assessor does not hold the qualification being delivered, there was not always mapping available in staff files to show how the trainer/assessor's qualifications and experience met the vocational requirements for delivery of the qualification. There was one qualification which was not verified (Paul Whinett) and qualifications were not on file for Murray Cree and Peter Hawman. Not all staff have Working With Children checks, but these were held by all staff working in hospitality.</p> <p>Recommendations: It is recommended that the RTO:</p> <ul style="list-style-type: none"> provides, where the trainer/assessor does not hold the qualification which they are delivering, a summary mapping, on a unit of competency basis, to demonstrate that the individual has the required vocational competence. ensures that all copies of qualifications are appropriately verified and kept on file. implements a process to regularly check that all staff who are working with people under 18 have a Working With Children check. | Compliant | |
| | Non-compliant | ✓ |
| | Not audited | |
| | | |

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Although assessment resources had been nominated in the learning and assessment strategies, copies of assessment tools were not available for all units of competency which had been selected in the audit sample. In some cases alternative assessment tasks were nominated, but these were found to require insufficient evidence. For example, the EFirstAid tools for TAA40104 Certificate IV in Training and Assessment did not address important aspects of the required skills and knowledge for the units sampled (TAADEL403B and TAAASS403B); Liquor Licensing materials for the unit *SITHFAB009A Provide responsible service of alcohol* did not cover the required demonstration of communication skills and no other assessment tool was available at audit for this unit.

Assessment tasks were sometimes inadequately documented in terms of the instructions to candidates, and there was no guidance for assessors as to the standard of performance required to assist them in making consistent judgements. Where third party reports were admitted as evidence there was not always a checklist for the third party to use, to ensure the report covered the required areas and consistent information is being provided for each candidate. The review of student files revealed some examples of inadequate evidence being accepted by the assessor in hospitality units of competency.

Recommendations:

It is recommended that the RTO:

- sources or develops assessment tools for each unit of competency required for the qualifications on their scope of registration which meet the requirements of the relevant training package, are consistent with the information in training and assessment strategies and matrices.
- provides information such as guide answers and third party checklists for assessment tools to assist assessors in consistency of judgements
- implements procedures to ensure assessment is administered in accordance with the principles of assessment and the rules of evidence.

Strengths**Opportunities for Improvement**

The RTO should consider documenting instructions to candidates about the assessment tasks and process, to ensure that all students have exactly the same information (principle of fairness) and to ensure that students are aware of and abide by authenticity requirements. (It is acknowledged that students are given oral explanations of assessment tasks.)

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| Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients | | |
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| Audit conclusion | Result | ✓ |
| The audit finding is that the RTO is compliant with Elements 2.1, 2.2, 2.3, 2.4, 2.5 and 2.6 of this Standard. Opportunities for improvement are noted for Elements 2.2 and 2.4. | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | | |
| Strengths | | |
| | | |
| Opportunities for Improvement | | |
| <p>Element 2.2 Clients receive accurate and sufficient information to make an informed choice. The RTO could consider revising the student handbook and course information into Plain English and including information about the pathways and outcomes of each qualification.</p> <p>Element 2.4 Catering for learners' needs. Information about available support services could be clearer, more up to date and include URL references, where applicable, to ensure that learners know how to access services.</p> | | |

| Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates | | |
|---|---------------|----------|
| Audit conclusion | Result | ✓ |
| | | |

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| <p>The audit finding is that the RTO is compliant with Elements 3.1 and 3.3 of this Standard; and Element 3.2 does not apply. An opportunity for improvement recommendation is made for Element 3.1.</p> | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | | |
| Strengths | | |
| | | |
| Opportunities for Improvement | | |
| <p>Element 3.1 A systematic and continuous improvement approach to the management of operations is used. During the audit a number of errors were discovered in unit and qualification names. The quality control which applies to the issuing of certificates and statements of attainment is an important process and it is recommended that the current system be strengthened to ensure that all items on the testamur are correct (this will be addressed by the new student management system) and to provide a check that the candidate has completed the required units.</p> | | |

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| Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment | | |
|---|---------------|----------|
| Audit conclusion | Result | ✓ |
| The RTO was compliant with this Condition. | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |
| | | |
| Strengths | | |
| | | |
| Opportunities for Improvement | | |
| | | |