

Audit report – VET Quality Framework

Standards for Registered Training Organisations (RTOs) 2015

QCAA uses an 'exceptions-based' model of reporting. This means that QCAA will only record a comprehensive description of evidence gathered and compliance findings if non-compliance is identified at your audit. In this case, the audit report will also include a description of the gap in compliance and a description of the nature of further evidence QCAA requires. A summary of the audit key findings is also included.

The RTO has 20 working days from the date that the audit report is issued to provide additional or amended evidence to demonstrate full compliance. Only one opportunity to provide the requested evidence is required. If you do not do this, your application may be rejected or ASQA may take regulatory action in relation to your registration, for example, by suspending or placing conditions upon your registration.

Audit conducted by the Queensland Curriculum and Assessment Authority as delegate for the
Australian Skills Quality Authority

Organisation details		
Legal name	All Saints Anglican School Limited	
Trading name	All Saints Anglican School	
Site address	Highfield Drive MERRIMAC QLD 4226	
QCAA school number	73	
RTO number	30211	
Principal	Mr Patrick Wallas	
RTO Manager	Ms Alison Weeks	
RTO Manager contact details	aweeks@asas.qld.edu.au	(07) 5587 0377

Audit team	
Lead auditor	Vanessa Pye
Auditor/s	
Technical adviser/s	N/A

Audit details			
Application number	16/35435		
Audit reason	Renewal		
Activity type	Site		
Standards audited	Standards 1 to 8		
Date/s of audit	15/08/2016	to	16/08/2016
Original outcome	Minor non-compliance		
Finding following rectification	Choose an item.		

Audit findings by Standard		
Standard	Original finding	Finding following rectifications
Standard 1	Not Compliant	Choose an item.
Standard 2	Not Compliant	Choose an item.
Standard 3	Compliant	Not applicable
Standard 4	Compliant	Not applicable
Standard 5	Compliant	Not applicable
Standard 6	Compliant	Not applicable
Standard 7	Compliant	Not applicable
Standard 8	Compliant	Not applicable
Dates of findings	16/08/2016	Click here to enter a date.
Moderating auditors	Wesley Metcalf	Choose an item.
VET Branch Manager	Mark Maddox	

Audit key findings
<p>The RTO Manager and Headmaster strongly support delivery of nationally recognised qualifications and are committed to providing quality vocational outcomes for students. The RTO is well equipped with industry standard facilities across all qualifications.</p> <p>While there have been some non-compliances relating to training and assessment strategies and practices, this is predominantly because paperwork is not accurately reflecting the practice. It should be noted that CUA31115 Certificate III in Visual Arts, which had been recently added to scope, was fully compliant.</p> <p>The RTO is managed by an experienced VET practitioner and is focused on industry standard assessment activities and a project based approach is being used to good effect for most qualifications. For the most part, trainers and assessors were able to provide information regarding current industry skills. However, the evidence presented suggested that the Hospitality and Kitchen Operations trainers (and as a result, the students) would benefit from engagement in regular and relevant industry placements in a variety of locations outside of the school environment. This could form part of the overall RTO industry engagement strategy.</p> <p>Trainers, assessors and administrative staff maintain a cooperative working relationship with the RTO manager. The manager provides structured VET updates for staff.</p> <p>Interviewed students commented favourably on their trainers, training and assessment environments as well as the practical nature of the program. All stated that the skills and knowledge they are gaining would aid their future education and employment plans. Student enrolment and outcome records are up to date and accurate and all students have a verified USI which has been reported to the QCAA.</p>

Audit sample

ICT10115

SIT20312 Certificate II in Kitchen Operations

SIT20213 Certificate II in Hospitality

BSB20115 Certificate II in Business

CUA30115 Certificate III in Visual Art

CUA30414 Certificate III in Live Production and Services

Standard 1 Clauses 1.1 - 1.27 Schedules 1 & 2 Training and assessment strategies and practices, industry relevance, learner support, assessment, validation, trainers and assessors, individuals working under supervision, transition of training products	<p>Sets out the requirements for an RTO's training and assessment strategies and practices to ensure the provision of high quality training and assessment. The RTO's training and assessment strategies and practices must have regard to the amount of training required for the learner to gain the competencies as specified in the relevant training package or VET accredited course.</p> <p>Requires the RTO to implement a comprehensive plan of systematic validation of its assessment practices and results, based on risk.</p> <p>Sets the minimum qualification requirements for all trainers and assessors including those working under supervision.</p> <p>Identifies the requirements for an RTO delivering any qualification or skill set from the Training and Education Training Package including qualification requirements, supervision and independent validation.</p>
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Reasons for non-compliance and how to become compliant

Reasons for finding of non-compliance:

Clause 1.6

The RTO did not provide evidence that they used industry engagement to ensure the relevance of the current industry skills for one replacement trainer.

Clause 1.8

The RTO did not provide sufficient evidence that assessment is conducted in accordance with the Principles of Assessment and Rules of Evidence, in particular validity and reliability.

Clause 1.13

The RTO has not provided sufficient evidence that all trainers hold equivalent vocational competencies for all the units being delivered.

The RTO has not provided sufficient evidence that all trainers have current industry skills directly relevant to the training and assessment being provided.

In order to become compliant, the organisation is required to:

CUA30413

Trainers and assessors and industry relevance

1. Provide verifiable evidence that the trainer/assessor, Gavin Jones:
 - a. holds equivalent vocational competency for each unit they deliver and assess; and
 - b. has relevant and current industry skills to deliver training and conduct assessment.
2. Provide verifiable evidence of engagement with industry regarding the industry relevance of and currency of Gavin Jones's skills.

BSB20115

Trainers and assessors

3. Provide verifiable evidence that the trainer/assessor, Leanne Gordon:
 - a. holds equivalent vocational competency for each unit they deliver and assess; and
 - b. has relevant and current industry skills to deliver training and conduct assessment.

Assessment system

4. Provide revised assessment tools for *BSBCUS201 - Deliver a service to customers* that show clear evidence of meeting all unit requirements when a student is not able to be assessed in the workplace, as well as meeting the Principles of Assessment and Rules of Evidence requirements.
5. Provide evidence of the expected responses or benchmarking information used for the judgement of documents produced for *BSBITU201 - Produce simple word processed documents*.
6. Provide evidence that the RTO has implemented a process to revise all assessment in line with the rectifications required.

SIT20312 and SIT20213

Trainers and assessors

7. Provide verifiable evidence that the trainer/assessor, Deb Prentice:
 - a. holds equivalent vocational competency for each food and beverage unit (coded FAB) they deliver and assess; and
 - b. has relevant and current industry skills to deliver training and conduct assessment in FAB coded units.
8. Provide verifiable evidence that the trainer/assessor, Greg Fraser:
 - a. holds equivalent vocational competency for *SITHPAT306 - Produce desserts*; and
 - b. has relevant and current industry skills to deliver training and conduct assessment in *SITHPAT306 - Produce desserts*.

Assessment system

9. Provide information regarding how the observation assessment tools will be revised for *SITHPAT306 - Produce desserts* to ensure that it clearly links all required documentation i.e. information regarding what the students are actually doing e.g. functions.
10. Provide information regarding how the observation assessment tools will be revised for *SITHFAB201 - Provide responsible service of alcohol* to ensure that it clearly links all required documentation i.e. information regarding what the students are actually doing e.g. functions. Additionally, provide new or revised assessment tools that show evidence of assessing refusal to provide alcohol that meets the evidence guide requirements.
11. Provide evidence that the RTO has implemented a process to revise all assessment in line with the rectifications required.

Analysis of rectification evidence

(Not available at this time)

Reasons for outstanding non-compliance

(Not applicable at this time)

<p>Standard 2</p> <p>Clauses 2.1 - 2.4</p> <p>Quality assurance of operations, systematic monitoring of training, assessing and practices, third party services</p>	<p>Identifies that the RTO is ultimately responsible for ensuring quality training and assessment within their organisation and scope of registration, regardless of any third party arrangements.</p> <p>Sets out the requirements for an RTO to systematically monitor and evaluate its training and assessment strategies and practices to ensure ongoing compliance with the Standards.</p> <p>Requires the RTO to have a written agreement with any third party delivering services on its behalf and to ensure that it has sufficient strategies and resources to systematically monitor any services delivered this way.</p>
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Reasons for non-compliance and how to become compliant

Reasons for finding of non-compliance:

Reasons for finding of non-compliance:

Clause 2.1 – 2.2

RTO management provided insufficient evidence of effective systematic monitoring of assessment.

In order to become compliant, the organisation is required to:

12. Provide evidence that the RTO has revised processes for the monitoring of assessment.

Analysis of rectification evidence

(Not available at this time)

Reasons for outstanding non-compliance

(Not applicable at this time)

<p>Standard 3</p> <p>Clauses 3.1 – 3.6</p> <p>Schedule 5</p> <p>AQF certification compliance, recognition of credit via certification or USI registrar, Student Identifier scheme requirements</p>	<p>Sets the requirements for an RTO in issuing, maintaining and accepting Australian Qualifications Framework (AQF) certification documentation, to ensure qualifications, statements of attainment and records of results are not issued unless the learner has completed all requirements.</p> <p>Requires the RTO to issue certification documentation to learners within 30 days of the learner completing or exiting their course.</p> <p>Sets out the requirements of the RTO in relation to the Student Identifier Scheme.</p>
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Reasons for non-compliance and how to become compliant

Reasons for finding of non-compliance:

Clause 3.4

The RTO did not provide sufficient evidence of having records of student AQF certification documentation in accordance with the requirements of Schedule 5.

In order to become compliant, the organisation is required to:

13. Provide evidence that the register of qualifications issued identifies the date issued, not just the date printed.

Non-compliances identified and rectified at time of audit:

- (13) Evidence provided of an updated register of qualifications issued that meets the requirements of Schedule 5.

Standard 4 Clause 4.1 Schedule 4 Advertising, information and marketing	Identifies the requirements on an RTO to ensure that transparent and accurate information about its services and performance is accessible to prospective and current learners and clients.
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Reasons for non-compliance and how to become compliant

Reasons for finding of non-compliance:

Clause 4.1

The RTO did not provide sufficient evidence that information provided to prospective and current students was accurate or that consent had been obtained to advertise on behalf of RTOs.

In order to become compliant, the organisation is required to:

14. Provide verifiable documented evidence of permission to advertise on behalf of *Binnacle Training* (RTO Code 31319) and *Prestige Services Training* (RTO Code 31981).
15. Provide evidence that the school has applied to add the unit of competency to SIT20416 this is currently being advertised but not yet on scope.

Non-compliances identified and rectified at time of audit:

- (14) Evidence provided of permission to advertise on behalf of *Binnacle Training* (RTO Code 31319) and *Prestige Services Training* (RTO Code 31981).
- (15) Evidence provided of application to change scope.