

AQTF Audit Report – Continuing Registration

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FM-PMA-34A

TRIM No: 09/182321

Version 11 – 2 November 2010
Training and International Quality

Thuringowa Job Skills Inc trading as JOBTRAIN – NTIS #0281

Organisation details

Registration expiry	30/09/2015		
Principal address	2/22 Harvey Range Road, KIRWAN, QLD, 4817		
RTO contact	Cathy Allen	Phone number	07 4723 1666
Operations	<ul style="list-style-type: none"> Core clients – FFS, trainees and other Government funded students. The organisation is not for profit. Delivery is conducted face to face at the RTO's premises and in the workplace, supported by self-paced materials. The organisation does not have any partnering organisations. The organisation is in receipt of Government funding contracts including User Choice. The bulk of enrolments are in the funded business qualifications. Enrolments for the New Year are yet to commence. 		

Audit team

Lead auditor	Pauline Bowtell	Auditor/s	N/A
Phone	07 4760 7610	Adviser/s	N/A
E-mail	Pauline.bowtell@hotmail.com	Observer/s	N/A

Audit details

Reason/s for audit	Monitoring		
Audit date	20 January 2011	Audit number	028115794A
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"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Rectification received	18 February 2011		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> The organisation was well prepared for the audit. User Choice payments were not validated as at the time of the audit the RTO has made limited claims for payment. 		

Focus of audit

Code	Qualification / Course / Unit title	Regulated	Delivery venues
BSB30107	Certificate III in Business	<input type="checkbox"/>	Townsville
FNS40604	Certificate IV in Financial Services (Accounting)	<input type="checkbox"/>	
SIR20207	Certificate II in Retail	<input type="checkbox"/>	
SIR30207	Certificate III in Retail	<input type="checkbox"/>	

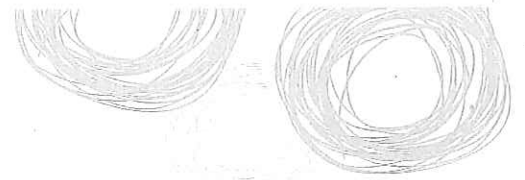


Interviewee/s (incl. position)

Cathy Allen – Manager

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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.	<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: 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): 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"/>

Audit findings

At time of audit:

- ☒ Compliant
☐ Not Compliant

Following rectification received 18/02/2011:

- ☒ Compliant
☐ Not Compliant

Findings:

The RTO has a systematic continuous improvement approach to training and assessment. Relevant data regarding the quality of training and assessment services has been collected and analysed. The feedback collected has been analysed and where appropriate continuous improvement activities undertaken. Moderation and validation activities are documented in staff meeting minutes and outcomes are noted in the version control register. The RTO is currently in the process of establishing steering committees for each of the industry areas included in its scope of registration.

The training and assessment strategies are clearly defined using a number of documents. The strategies identify prerequisite units, scheduled delivery arrangements, human resources, facilities and equipment. The strategies meet all requirements of the training package.

The RTO uses in-house developed and purchased workbooks as training materials. Student's have access to a suitable range of equipment and facilities at the RTO and in the workplace. The RTO have approved vocational placement schemes in place for the retail qualifications.

Evidence was provided for a number of trainers and assessors which supported their competence in accordance with National Quality Council (NQC) determination for competencies held by trainers and assessors. Current industry skills and ongoing professional development activities have occurred.

BSBADM311A Maintain business resources

BSBADM307A Organise schedules

SIRXFIN001A Balance point-of-sale terminal

The organisation has developed a range of assessment materials which meet the requirements of the training package, are supported by benchmark criteria and include clear instructions for both students and assessors. Completed student assessment records are sufficiently retained and have been conducted against the benchmark criteria. Feedback from the assessor to the student was recorded throughout the work sighted.

Non-compliances:

FNS40604 Certificate IV in Financial Services (Accounting)

At the time of the audit students had undertaken RPL in the following units of competency. The RPL kits and evidence retained for each unit were sufficient to demonstrate competence.

FNSACCT402B Produce job costing information

The assessment tools provided for this unit of competency do not sufficiently address all of the knowledge requirements.



FNSACCT406B Maintain assets and inventory records

The assessment tools provided for this unit of competency do not sufficiently address all of the skills and knowledge requirements.

SIR30207 Certificate II in Retail

SIR30207 Certificate III in Retail

SIRXRSK002A Maintain store security

The assessment tools provided for this unit of competency do not sufficiently address all of the knowledge requirements.

SIRMER005 Create a display

The assessment tools provided for this unit of competency do not sufficiently address all of the skills requirements, specifically the interpersonal communication skills.

Rectification required:

FNS40604 Certificate IV in Financial Services (Accounting)

FNSACCT402B Produce job costing information

The RTO is required to provide amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the knowledge requirements.

FNSACCT406B Maintain assets and inventory records

The RTO is required to provide amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the skills and knowledge requirements.

SIR30207 Certificate II in Retail

SIR30207 Certificate III in Retail

SIRXRSK002A Maintain store security

The RTO is required to provide amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the knowledge requirements.

SIRMER005 Create a display

The RTO is required to provide amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the skills, specifically the interpersonal communication skills.

Rectification evidence received 18 February 2011:

FNS40604 Certificate IV in Financial Services (Accounting)

FNSACCT402B Produce job costing information

The RTO provided amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the knowledge requirements. Furthermore, the RTO has undertaken an assessment analysis activity mapping the assessment tools to the unit of competency.

FNSACCT406B Maintain assets and inventory records

The RTO provided amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the skills and knowledge requirements. Furthermore, the RTO has undertaken an assessment analysis activity mapping the assessment tools to the unit of competency.

SIR30207 Certificate II in Retail

SIR30207 Certificate III in Retail

SIRXRSK002A Maintain store security

The RTO provided amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the knowledge requirements. Furthermore, the RTO has undertaken an assessment analysis activity mapping the assessment tools to the unit of competency.

SIRMER005 Create a display

The RTO provided amended assessment tools and benchmark criteria for this unit of competency which sufficiently address all of the skills, specifically the interpersonal communication skills. Furthermore, the RTO has undertaken an assessment analysis activity mapping the assessment tools to the unit of competency.

Strengths

- Nil identified.





Opportunities for Improvement

- Implement PD log for both full-time and casual trainers and assessors.
- SIRXFIN001A Balance point-of-sale terminal – ensure that the observation tools are consistently used by the assessors.

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

At time of audit:

- ☒ Compliant
☐ Not compliant

Findings:

The RTO has collected sufficient feedback from clients regarding services provided. The feedback collected has been analysed and where appropriate continuous improvement activities undertaken. The RTO demonstrated that it has a systematic continuous improvement approach to client services. Recent changes include simplifying the information provided to students regarding training and assessment activities.

The RTO's website, pre-information letter, student information booklet and course flyers provide students with sufficient detail allowing them to make an informed choice regarding their enrolment. The enrolment form clearly details the agreement between the RTO and the student.

Strengths

- Nil identified.

Opportunities for Improvement

- 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:


- ☒ Compliant
☐ Not Compliant

Findings:

The organisation recently conducted an internal audit against all conditions and standards. Monthly papers are used to inform the board on the organisation's RTO operations and AQTF compliance.

The RTO have developed and implemented a suitable management system appropriate for its size and scope. Staff have access to the RTO's management system and are informed of changes that occur to the system during staff meetings.





The organisation does not have any partnership organisations.

Strengths

- Comprehensive management system.

Opportunities for improvement

- Nil identified.