

AQTF Audit Report – Continuing Registration

Toowoomba Regional Group Apprenticeship Company Pty
Ltd trading as Downs Group Training; The Apprenticeship
Company – NTIS 1719



clever • skilled • creative

FM-PMA-34A

TRIM No: 09/182321

Version 11 – 2 November 2010

Training and International Quality

Organisation details			
Registration expiry	30 December 2015		
Principal address	295 Ruthven Street, Toowoomba City, 4350		
RTO contact	Mr Ben James	Phone number	(07) 46392099
Operations	<ul style="list-style-type: none"> • The core clients will be apprentices/trainees employed by Downs Group Training. • Delivery will be face to face. • The organisation does not have any partnering arrangements. • The organisation is now a preferred supplier for business and carpentry qualifications. • The organisation has trained the following number of students over the last twelve months: <ul style="list-style-type: none"> ○ Certificate I in Construction – 60 ○ Course in Low Voltage Rescue – 90 ○ CPCCOHS1001A Work safely in the construction industry – 150 ○ HLTF301Apply first aid - 160 		
Audit team			
Lead auditor	Ms Denise Middleton	Auditor/s	Ms Susan Blakemore
Phone	07 4687 2858	Adviser/s	Tineale Veve, WH&S
E-mail	denise.MIDDLETON@deta.qld.gov.au	Observer/s	Miss Cassandra Frentiu
Audit details			
Reason/s for audit	Monitoring		
Audit date/s	25 & 26 November 2010	Audit number/s	171915352A
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 checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		
Rectification received	23 February 2011		
Audit outcome following rectification	Compliant <input type="checkbox"/>	Significant non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> • Following the submission of rectification evidence, the organisation was provided with 5 working days to submit additional materials to address outstanding non-compliances. The report was sent to the organisation on 12 May 2011. <p>In consultation with the organisation, it was identified that that the audit report identified recommended entry requirements for 39253QLD Course in Low Voltage Electrical Work as compulsory; and therefore noted the lack of reference to these in the corresponding strategy as a non-compliance. This requirement was subsequently removed from the report and the report resent to the organisation on 16 May 2011.</p> <ul style="list-style-type: none"> • 		
Focus of audit			

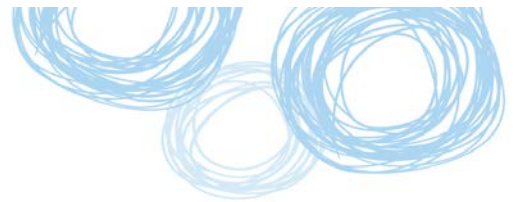
Code	Qualification / Course / Unit title	Regulated	Delivery venues
CPC10108	Certificate I in Construction	<input checked="" type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
RII10109	Certificate I in Resources and Infrastructure Operations	<input type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
RII20709	Certificate II in Civil Construction	<input checked="" type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
CPC20208	Certificate II in Construction Pathways	<input type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
HLT21107	Certificate II in Emergency Medical Service First Response	<input type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
BSB30407	Certificate III in Business Administration	<input type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
CPC30208	Certificate III in Carpentry	<input checked="" type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
BSB40207	Certificate IV in Business	<input type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
39523QLD	Course in Low Voltage Electrical Work Rescue	<input type="checkbox"/>	295 Ruthven Street, Toowoomba 4350
30496QLD	Course in Operating Loadshifting Equipment	<input checked="" type="checkbox"/>	295 Ruthven Street, Toowoomba 4350

Interviewee/s (incl. position)

Ben James, Downs Group Training; Gloria Ridley, Compliance Manager, Downs Group Training

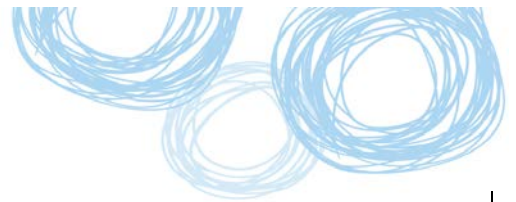
Disclaimer: The Department of Education and Training collects the information on this form as part of the audit of registered training organisations under the AQTF. Only authorised government officers or contracted personnel have access to this information. Your personal information will not be disclosed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





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

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	
<p>At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Technical advice has been incorporated into the findings for this standard for the following qualifications:</p> <ul style="list-style-type: none"> • OHSCER207A Operate a forklift truck • CPCCOHS1001A Work safely in the construction industry <p>Findings: The organisation conducts regular staff meetings to discuss training and assessment issues and these meetings are minuted. Feedback is collected from trainees and host employers. Data is analysed and used as a continuous improvement resources. The organisation collects quality indicator data and submits it to the department as required. Field officers visit the workplaces of host employers regularly and collect information regarding stakeholder satisfaction. This information is discussed at regular staff meetings and action is taken to make improvements to the organisation's processes.</p> <p>Non-compliances TRAINING AND ASSESSMENT STRATEGIES Non-compliances The training and assessment strategies did not contain the following information:</p> <ul style="list-style-type: none"> • target market • pathways • units of competencies to be offered • trainers and assessors • assessment methods • licensing • resources • some qualifications codes we incorrect <p>There were no training and assessment strategies for some qualifications.</p> <p>Rectifications required: TRAINING AND ASSESSMENT STRATEGIES All training and assessment strategies need to be redeveloped to include the following information:</p> <ul style="list-style-type: none"> • target market • pathways 	



- units of competencies to be offered
- trainers and assessors
- assessment methods
- licensing
- resources
- ensure qualification's codes match the correct qualification

Training and assessment strategies must be provided for all qualifications.

TRAINING MATERIALS

CPC30208 Certificate III in Carpentry

The organisation provided the following appropriate text books:

- *The Australian House Building Manual*
- *How to be a successful Owner Builder & Renovator*
- *The Roof Building Manual*
- *Guide to Concrete for Housing.*

BSB30407 Certificate III in Business Administration

BSB40207 Certificate IV in Business

For the above listed qualifications, the organisation provided evidence to support that it has access to sufficient training resources for delivery of these qualifications.

FACILITIES AND EQUIPMENT

BSB30407 Certificate III in Business Administration

BSB40207 Certificate IV in Business

The organisation was able to demonstrate that it has access to suitable facilities and equipment for delivery of the above listed qualifications and accredited course.

Non-compliances:

TRAINING AND ASSESSMENT STRATEGIES

CPC30208 Certificate III in Carpentry

No documented strategy was provided for this qualification. The organisation advised that it is still in the consultation and development stage and has not finalised any decisions regarding how this qualification is to be delivered and assessed, or what units will be delivered etc. The only confirmed advice was that delivery will be to the organisation's own apprentices, employed within the Group Training Organisation aspect of Downs Group Training.

RII10109 Certificate I in Resources and Infrastructure Operations

The strategy provided for this qualification was in fact for RII10106 Certificate I in Resources and Infrastructure Operations which had been superseded at the time of audit. There are significant differences in the structure of these two qualifications including units that have completely different codes and unit titles and differing packaging rules.

RII20709 Certificate II in Civil Construction

The organisation did not provide a training and assessment strategy for this qualification.

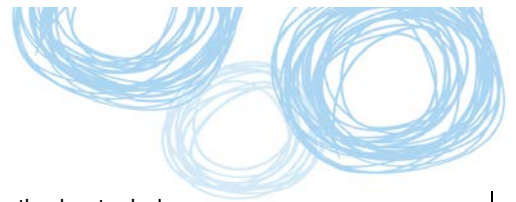
CPC20208 Certificate II in Construction Pathways

BSB30407 Certificate III in Business Administration

BSB40207 Certificate IV in Business

Analysis of the above listed strategies identified the following issues:

- Core and elective units were not clearly identified and listed to ensure that delivery would meet the relevant qualification packaging rules and any associated training
- The specific cohorts for each qualification as verbally confirmed by the organisation had not been identified to establish whether the evidence gathering techniques would be suitable for the cohort, e.g. the organisation advised that learners for the Certificate IV in Business would be existing field officers of the group training organisation; however, the strategy did not identify third party reports as a means gathering evidence to supplement an assessor's judgement.



- The delivery modes identified within the strategy were actually evidence gathering techniques.

TRAINING MATERIALS

CPC20208 Certificate II in Construction Pathways

RII20709 Certificate II in Civil Construction

RII10109 Certificate I in Resources and Infrastructure Operations

No training resources or materials were provided for the above listed qualifications.

Resources were provided for RII10106 with no further evidence that the organisation had confirmed these materials would be sufficient for delivery of RII10109 given the differences in the content of the two qualifications.

CPC30208 Certificate III in Carpentry

The organisation did not provide any further resources for delivery of training for this qualification such as PowerPoint presentations; session plans or course outlines for students to articulate how the text books provided would be utilised in their progression through training and assessment.

FACILITIES AND EQUIPMENT

CPC30208 Certificate III in Carpentry

The organisation provided evidence that it is in the process of completing construction of appropriate training facilities for delivery of this qualification; however, the site tour identified that these are still some time away from being complete and ready for learners.

CPC20208 Certificate II in Construction Pathways

RII10109 Certificate I in Resources and Infrastructure Operations

RII20709 Certificate II in Civil Construction

The organisation did not provide sufficient evidence of that it has access to suitable facilities, equipment, and range of work to enable its learners to undertake these qualifications.

ASSESSMENT

CPC20208 Certificate II in Construction Pathways

CPCCCM1005A Carry out measurements and calculations

CPCCCM2001A Read and interpret plans and specifications

Assessment for the above listed units consisted of commercially developed assessment tools purchased from Aspire.

Assessment consisted of a portfolio of evidence that appeared to be completed learning activities through out a workbook; observations of practical competence in either the workplace or simulated environment; and a bank of underpinning knowledge questions to be completed either in written form or orally.

Due to the lack of relevant information in the strategy for training and assessment, or clear verbal advice from the organisation it could not be confirmed that the learning activities within the workbook gathered evidence to contribute to a final judgement of competence.

There were insufficient evidence criteria for the underpinning knowledge question bank assessment activity.

There were no actual practical assessment tasks or instructions for assessment of the skills within each unit, and the observation checklist only consisted of a copy and paste of the required skills within the units. These two issues made it difficult to determine how practical competence would be established and performance of tasks would actually be undertaken in a context relevant to each unit.

Overall there were significant gaps in the addressing of training package requirements, the principals of competency based assessment, and the rules of evidence.

CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

CPCCCA3004A Construct wall frames



The organisation advised that it was still in the process of negotiating assessment tools with a provider in Western Australia for all units within this qualification.

A folder of Aspire assessment workbooks was provided for some units including *CPCCCA2003A*. Analysis of the materials provided for *CPCCCA2003A* indicated that assessment consists of a portfolio of evidence made up of the activities within the provided workbook; observations of practical competence in either the workplace or the simulated environment by an assessor; and seven multi-faceted underpinning knowledge questions.

There were no specific assessment instructions for the practical assessment, but rather advice that the learner would be required to demonstrate their competence against the required skills of the unit under the observation of an assessor in either the workplace, or the simulated environment. There was no recording tool provided to gather evidence of an assessor's observations during practical assessment.

No marking guides, evidence criteria; or benchmarked observable behaviours were provided for any of the assessment. Checklists were provided for the essential skills and essential knowledge which contained direct copies from the unit of competency. In addition, the checklist provided for the portfolio of evidence did not identify the evidence to be submitted nor instructions to the assessor as to how to determine competence from the evidence submitted.

For *CPCCCA3004A*, no assessment tools were provided.

The organisation has not demonstrated that it has assessment tools and process that meet training package requirements, the principles of competency based assessment or the rules of evidence.

RII10109 Certificate I in Resources and Infrastructure Operations

RIISTD202A Collect routine site samples

RIISAM201A Handle resources and infrastructure materials and safely dispose of non toxic materials

The organisation provided commercially developed assessment materials from SkillsDMC. These materials were developed for the RII06 training package and referenced units that have now been superseded. The organisation provided no further evidence to confirm that it had validated the tools to ensure the tools met the requirements of the current training package.

Analysis of the tools against the above listed units identified that there are significant gaps in the assessment of all required knowledge and skills and the critical aspects of evidence. There was no practical assessment to gather evidence of a learner's competence against the required skills within each unit. In addition the assessments that were provided were not accompanied by clear instructions to the learner as to the context and purpose of assessment, or evidence criteria to ensure consistency of assessment across learners and assessors.

As the organisation had not provided a training and assessment strategy for this qualification, alignment between the tools analysed and intended evidence gathering techniques; nor could it be confirmed that the assessment activities and tools would be appropriate for the learner.

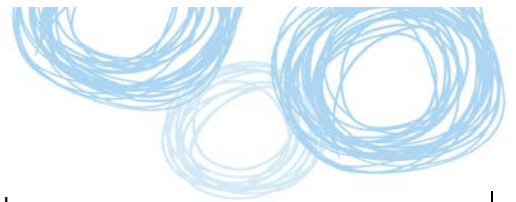
39253QLD Course in Low Voltage Electrical Work Rescue

Non-compliances:

The organisation did not provide evidence of training and assessment strategies for *LVR001 Rescue of a person performing low voltage electrical work* containing a clear delivery program as co-requisites and pre-requisites were not displayed on the document. The organisation was unable to provide evidence of how the learner is advised of this prior to commencement of the course.

The evidence provided at the site audit indicates that the organisation does not engage suitably qualified staff who have the relevant competencies, currency and industry experience to meet training package and industry requirements. The organisation was unable to provide evidence of how the trainers/assessors competence and vocational currency is established, verified and monitored, and how their competencies are continuously developed.

The assessment tools for *LVR001 Rescue of a person performing low voltage electrical work* does not meet the requirements of the accredited course. The Practical Observation Checklist assessment tool does not have sufficient



detail available as a benchmark for each observational component of the task.

Rectifications required:

The organisation is required to provide amended assessment tools for *LVR001 Rescue of a person performing low voltage electrical work* that includes the Required Skill – ‘maintenance of rescue equipment.’ The Practical Observation Checklist needs to be expanded to display more detail so the assessor is able to refer to it as a benchmark for assessment.

HLT 21107 Certificate II in Emergency Medical Service First Response

Non Compliances

- The assessment does not assess CPR for babies and children.
- The assessment was not marked except “C” on the front of the completed assessment instruments
- No sample answers were provided.
- There was no practical assessment for first aid sighted
- The assessment does not contain clear advice to trainers and assessors.

Rectifications required:

- Provide evidence of how the organisation will assess CPR for babies and children
- Provide marked assessment instruments.
- Provide evidence that sample answers have been developed for all methods of assessment
- Provide evidence of practical assessment to be undertaken for First Aid.
- Provide clear guidelines to trainers and assessors.

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

Non Compliances/rectifications required

Training and assessment strategies

Training & Assessment Strategy to include:

- Appropriate reference to the applicable assessment instrument
- List of physical resources required including palletted loads & low, medium & high racking
- Competencies required for trainer/assessors
- Accurate description of delivery mode

Training Material to include:

- Appropriate reference to assessment instrument
- Sufficient information about confined spaces including the requirement of a permit
- Components, controls & features of the forklift truck and their functions
- Risk management process
- Applicable licence required to drive on public roads
- Safe & environmentally responsible workplace practices
- Emergency operating procedures
- Determination of the mass of irregular shaped loads
- Sufficient information on site plans, operators manuals, manufacturers specifications, work & maintenance plans and MSDS's
- Pre-operational checks to include the visual evidence of structural weakness (paint separation & stressed welds) and knowing/checking the SWL
- Summary of applicable code of practice

Assessment:

The RTO to supply evidence to substantiate;

- The use of mandated assessments only.
- The practical assessment is administered appropriately; including sufficient time provided to complete all prac tasks, all tasks are completed and documented appropriately



- The written assessment is administered appropriately; including answering all questions correctly prior to deeming competent, doing written assessment prior to prac assessment, denoting oral questioning appropriately and not marking incorrect responses correct.
- Training plans meet the requirements of s33 of the WHS Regulation
- Log books contain sufficient information to validate trainee's competency against performance criteria
- All trainee's require a logbook as evidence and this is kept for no less than 5 years
- Assessment summaries are completed accurately

Training & Assessment Strategy to stipulate the way in which the assessment tools are to be administered.
Evidence of industry professional development for trainer/assessors.

CPC10108 Certificate I in Construction

CPC1001A Work safely in the construction industry

Non-compliances/rectifications required

Training and assessment strategies to include:

- List of HR & required competencies
- RPL procedure
- Language, literacy & numeracy policy
- List of physical resources
- Monitoring & review processes
- Requirement that student to teacher ratio not to exceed 30:1
- Laminated whitecards to be issued within 14 days of issuance of statement of attainment
- Database to be maintained and supplied to WHSQ every 3 months
- Retention of all completed assessment instruments etc for no less than 5 years
- Statutory declaration plus satisfactory evidence of completion of the course to be supplied prior to issuing a replacement card
- Card only to be issued to Qld residents or non-residents required to work in Qld
- Evidence of the need to work in Qld to be supplied by non-residents

Facilities and equipment:

Training Material to include;

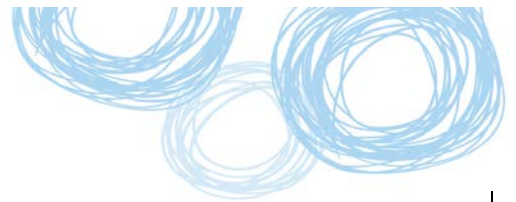
- Appropriate Australian Standards
- S272, 300-302 & 337 of the WHS Regulation
- Differences in legislative requirements between States
- Duty of care requirements of designers, manufacturers, suppliers and subcontractors
- Own responsibilities to comply with safe work practices including drugs and alcohol at work, general requirements for safe use of plant and equipment, preventing bullying & harassment and smoking in designated areas
- Common construction hazards including confined spaces, excavations including trenches, falling objects, hazardous substances, HIV & other infectious diseases, hot & cold working environments, plant & equipment, traffic & mobile plant and unplanned collapse
- OHS communication processes, information & documentation to include OHS meetings, notices, newsletters, bulletins & correspondence, participative arrangements and toolbox talks.
- Sufficient information on 1st aid officers
- Sufficient information on WHS representatives including the entitlement to training and the issuance of PINS
- Reportable incidents to include near misses or dangerous occurrences which do not cause injury but may pose an immediate and significant risk to person or property
- Emergencies to include chemical spill, fire, injury to personnel, structural collapse, toxic and/or flammable vapours emission and vehicle/mobile plant accident
- PPE – arm guards, high visibility vests, respiratory protection & sunscreen
- Discussion of breathing apparatus' and fire blankets

RTO to supply evidence to validate required skills of unit of competency.

Human Resources:

Professional development plan for all trainer/assessors

Anne-Louise Alexander - evidence of at least 2 years building construction experience, currency, training & assessment



qualification

Tony McDonnell – evidence of white/blue card, at least 2 years building construction experience, currency

Richard Lane – evidence of at least 2 years building construction experience and currency

Assessment:

The Assessment tool to include validation of;

- Legislation, codes of practice, Australian standards etc
- General construction work that requires licenses, tickets or certificates of competency
- General workers compensation and injury management
- Responsibilities and rights of PC, designers, inspectors, manufacturers and suppliers
- Own responsibilities relating to housekeeping, preventing bullying or harassment, smoking, use of amenities and use of drugs and alcohol
- OHS representatives

The RTO is to supply evidence that substantiates the recording processes for answers provided orally.

CPCCCM2005A Use construction tools and equipment

Non-compliances:

- Assessment instruments were not marked
- Only completed written assessment was sighted although the assessment tools list questions, observation, case study, role play and third party report as methods of assessment.
- The final assessment consisted of 5 checklists but it was not clear how these checklists were to be used.
- Sample answers were not sighted.
- No practical assessment instruments were sighted.

Rectifications required:

- Provide two student files where assessments have been marked appropriately
- Provide examples of assessment instruments that have been used.
- Provide sample answers to all assessment
- Provide sample answers to all assessment

Non Compliance Human Resources

Annie Alexander

There was no evidence provided to demonstrate the following:

- Training and assessment competencies
- Relevant vocational competencies relating to HLTCPR201A Perform CPR and 39253QLD Course in Low Voltage Electrical Work Rescue
- No evidence of professional development in the VET sector
- Current industry skills to train and assess HLTF301B Apply First Aid and CPCCOHS1001A Work safely in the construction industry

Richard Lane

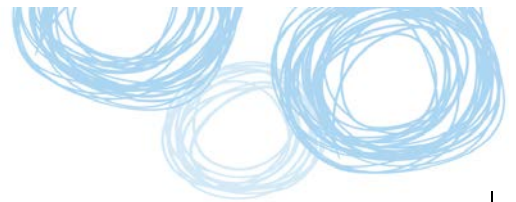
- No evidence that this trainer/assessor holds current industry skills in the construction industry

Tony McDonnell

- There was no evidence provided to demonstrate this trainer/assessor's vocational competencies in the construction industry
- No evidence of professional development to train and assess in the VET sector.

Graham Smith

- There was no evidence of professional development in the VET sector
- No evidence of relevant vocational competencies to deliver First aid training



Ashley Allridge

- There was no evidence of vocational competencies to deliver CPCCOHS1001A Work safely in the construction industry

Rectification required:

The organisation is required to provide an amended training and assessment strategy for *LVR001 Rescue of a person performing low voltage electrical work* that clearly articulates co-requisites or pre-requisites that are required for this unit of competency.

In relation to the Human Resources the organisation is required to provide further evidence for the following staff:

Annie Alexander

- Training and assessment competencies
- any relevant vocational competencies towards HLTCPR201A Perform CPR and 39253QLD Course in Low Voltage Electrical Work Rescue
- Current industry skills directly relevant to all training and assessment being undertaken including HLTF301B Apply First Aid and CPCCOHS1001A Work safely in the construction industry
- Sufficient development of VET knowledge and skills, industry currency and trainer/assessor competence

It should be noted that this trainer/assessor is no longer employed by this organisation; hence this matter is closed.

Richard Lane

- Current industry skills directly relevant to CPCCOHS1001A Work safely in the construction industry and CPC10108 Certificate I in Construction

Tony McDonnell

- Current industry skills directly relevant to CPCCOHS1001A White Card and CPC10108 Certificate I in Construction
- Sufficient development of VET knowledge and skills, industry currency and trainer/assessor competence

Graham Smith

- Any relevant vocational competencies towards HLTCPR201A Perform CPR and HLTF301B Apply First Aid
- Current industry skills directly relevant to all training and assessment being undertaken

Ashley Allridge

- Current industry skills directly relevant to all training and assessment being undertaken, in particular CPCCOHS1001A Work safely in the construction industry.

The organisation is also requested to provide evidence of how it will ensure that its trainers/assessors, including contracted staffs, undertake professional development that relates to VET knowledge and skills, industry currency and trainer/assessor competence.

Rectification evidence received 23 February 2011:

TRAINING AND ASSESSMENT STRATEGIES

309253QLD Course in Low Voltage Electrical Work Rescue

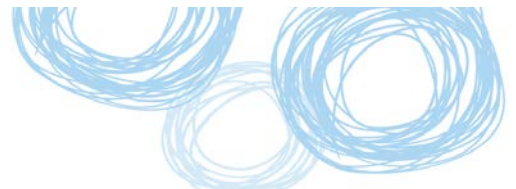
CPC20208 Certificate II in Construction Pathways

CPC30208 Certificate III in Carpentry

BSB30407 Certificate III in Business Administration

BSB40207 Certificate IV in Business

The organisation has developed a software application for developing training and assessment strategies. The application template includes the core units of competency for a given qualification and then lists a selection of electives that can be packaged for delivery. The software application also includes instructions to assessors that a populated strategy must be verified by the Training Division Manager prior to delivery. The Training Division Manager will ensure that: the final program selected for a target group meets training package requirements; trainers and assessors are identified at the unit level; input the final date of approval; and that information in the document is consistent with the feedback from industry.



The software application subsequently pre-populates strategy review dates for ongoing monitoring effectiveness.

All strategies provided for the above listed qualifications correctly identified the units of competency to be delivered and included information for each nominated unit relating to; evidence gathering techniques; delivery methods; the nominated trainer and assessor; other required documentation such as logbooks and third party reports; and training resources. All training materials; relevant industry consultation documentation, and resource checklists had been hyperlinked within the strategies.

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The organisation provided an amended strategy that listed the physical resources required for delivery of the qualification.

The organisation also provided an industry consultation register and a letter to students regarding the application process for the resulting licence.

309253QLD Course in Low Voltage Electrical Work Rescue

Evidence was provided indicating development of the strategy occurred following discussions with St John's Ambulance, Origin Energy and Top of The Range First Aid Training.

RII10109 Certificate I in Resources and Infrastructure Requirements

RII20709 Certificate II in Civil Construction

Following receipt of the audit report, the organisation relinquished its registration for all qualifications listed on its scope within the RII09 Resources and Infrastructure Industry Training Package. This issue is now closed.

CPC20208 Certificate II in Construction Pathways

The strategy identified the target group as including those learners who have participated in the organisation's Pre-Apprenticeship Skills Program.

Evidence was also provided to confirm that the strategy provided had been developed in consultation with representatives from the Group Training Organisation arm of the RTO, representatives of CSQ, and Hutchinsons Builders.

CPC30208 Certificate III in Carpentry

The strategy specifically identified that this qualification is to be delivered to apprentices of Downs Group Training; The Apprenticeship Company.

Evidence was also provided to confirm that the strategy provided had been developed in consultation with representatives from the Group Training Organisation arm of the RTO, representatives of CSQ, and Hutchinsons Builders.

BSB30407 Certificate III in Business Administration

The target groups for this qualification were identified as being trainees employed by the group training organisation arm of the organisation.

Evidence was also provided to confirm that the strategy provided had been developed in consultation with representatives from the Group Training Organisation arm of the RTO; representatives of ACPET and VETIG; and other RTO's who deliver business services qualifications.

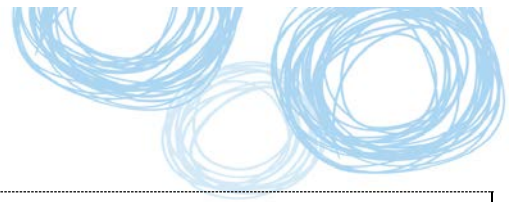
BSB40207 Certificate IV in Business

The target groups for this qualification were identified as being field officers for the Group Training Organisation arm of the organisation.

Evidence was also provided to confirm that the strategy provided had been developed in consultation with representatives from the Group Training Organisation arm of the RTO; representatives of ACPET and VETIG; and other RTO's who deliver business services qualifications.

TRAINING MATERIALS

RII10109 Certificate I in Resources and Infrastructure Operations



RII20709 Certificate II in Civil Construction

Following receipt of the audit report, the organisation relinquished its registration for all qualifications listed on its scope within the RII09 Resources and Infrastructure Industry Training Package. This issue is now closed.

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The organisation provided a Learners Guide document that included sufficient information regarding:

- confined spaces and the requirement of a permit
- risk management processes
- safe and environmentally responsible workplace practices
- emergency operating procedures
- site plans, operators manuals, manufacturers specifications, work & maintenance plans and MSDS's
- the WHS Regulation – e.g. requirement of a trainee to have training plan, log book etc
- the different operating environments including excavations, trees, bridges/walkways etc as listed in the unit of competency

CPC20208 Certificate II in Construction Pathways

The organisation provided learning guides for *CPCCCM1005A Carry out measurements and calculations* and *CPCCM2001A Read and interpret plans and specifications*. These resources aligned to the information within the strategy document relevant to these units. The strategy document listed similar learning guides and resources for the remaining units packaged within this qualification. Also provided were copies of the text books *Site Establishment Formwork and Framing* and *Basic Building and Construction Skills*. These resources sufficiently demonstrate that the organisation has access to training materials that meet the requirements of the qualification and are consistent with its own strategies for training and assessment.

CPC30208 Certificate III in Carpentry

The organisation provided the following texts as evidence of its training materials:

- Site Establishment Formwork and Framing - Pearson
- Basic Building and Construction Skills; Carpentry and other general construction trades – TAFE NSW
- Aspire learner guide for CPCCCA2003A Erect and dismantle formwork for footings and slabs

The evidence also included an invoice with attached email from Australian Trades College Western Australia itemising units for which training and assessment materials are ready for purchase; and a training resource checklist within the training and assessment strategy which referenced student workbooks, handouts and assessor guides for each unit of competency.

FACILITIES AND EQUIPMENT

RII10109 Certificate I in Resources and Infrastructure Operations

RII20709 Certificate II in Civil Construction

Following receipt of the audit report, the organisation relinquished its registration for all qualifications listed on its scope within the RII09 Resources and Infrastructure Industry Training Package. The issue of lack of access to suitable facilities, equipment and range of work to enable its learners to undertake these qualifications is now closed.

HUMAN RESOURCES

The organisation provided evidence relating its trainers and assessors as follows:

Tony McDonnell

- Evidence of current industry skills directly relevant to and appropriate for delivery and assessment of *CPCCOHS1001A Work safely in the construction industry*, for which he is a nominated trainer and assessor.

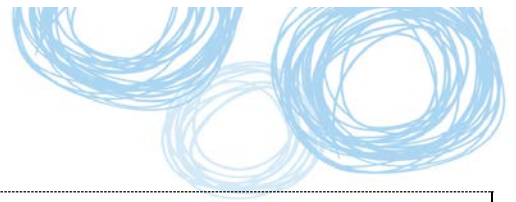
Richard Lane

Ashley Alldridge

- Evidence of current industry skills directly relevant to and appropriate for delivery and assessment of *CPCCOHS1001A Work safely in the construction industry* and *CPC10108 Certificate I in Construction*, for which they are nominated trainers and assessors.

ASSESSMENT

39253QLD Course in Low Voltage Electrical Work Rescue



The organisation provided the following documentation:

- Learning guide for Students and Trainer/Assessor
- Student assessment booklets A and B
- Scenario sheet
- Trainer assessment answer sheets A and B
- Trainer Scenario checklist and instruction booklet
- Lesson plans

The practical assessment recording tool now includes sufficient detail to ensure all required evidence is gathered to support a judgement of satisfactory practical skills.

CPC10108 Certificate I in Construction

CPCCM2005A Use construction tools and equipment

The following documentation was provided as rectification evidence:

- practical assessment with sample answers
- written questions with sample answers
- PowerPoint presentations
- learning resources
- instructions for the students.

The assessments provided now meet unit requirements.

CPC20208 Certificate II in Construction Pathways

CPCCCM1005A Carry out measurements and calculations

CPCCCM2001A Read and interpret plans and specifications

The organisation provided the following documentation:

- A learning guide booklet for learners and for trainers and assessors
- An *assessment activities and instructions for students* booklet
- An *assessment answers and guide for trainer/assessor* booklet
- An *additional information and guide for trainer/assessor* booklet.

CPCCCM1005A Carry out measurements and calculations

Analysis of the above listed documentation identified that assessment tools consists of:

- 5 'practice activities' with corresponding questions
- 'End of module' written assessment task with multiple choice and short answer questions
- Job safety analysis task
- Marking guides
- Practical assessment checklist.

CPCCCM2001A Read and interpret plans and specifications

Analysis of the above listed documentation identified that assessment tools consisted of:

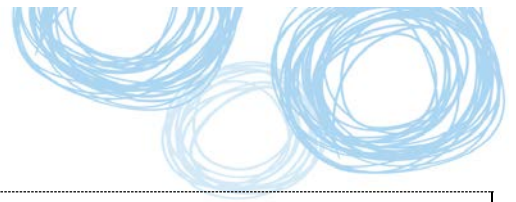
- 7 'practice activities' with corresponding questions
- 'End of module' written assessment task with multiple choice and short answer questions
- Job safety analysis task
- Marking guides
- Practical assessment checklist.

CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

The organisation provided the following documentation:

- Aspire Learners guide and Trainers guide
- An Aspire *assessment activities and instructions for students* booklet
- An Aspire *assessment answers and guide for trainer/assessor* booklet
- An Aspire *additional information and guide for trainer/assessor* booklet.



Analysis of the documentation provided identified that assessment consisted of:

- 5 practice activities that are a series of question banks with supporting benchmark criteria
- A final assessment comprised of:
 - Part A – observation of learner demonstrating the essential skills within the unit with a corresponding recording tool
 - Part B – portfolio of evidence comprised of the responses to the 5 practice activities
 - Part C – knowledge question bank with supporting benchmark criteria
- Additional final assessment to be used when learner has not demonstrated competence through the above listed assessment methods.

CPCCCA3004A Construct wall frames

No evidence was provided for this unit of competency.

BSB30407 Certificate III in Business Administration

BSBITU304A Produce spreadsheets

BSBITU306A Design and produce business documents

The organisation provided the following documentation:

- Aspire Learners guide and Trainers guide
- An Aspire *assessment activities and instructions for students* booklet
- An Aspire *assessment answers and guide for trainer/assessor* booklet
- An Aspire *additional information and guide for trainer/assessor* booklet.

Analysis of the amended assessment tools and marking guides demonstrate that the organisation now has assessment tools that meet the requirements of: the training package; the principles of competency based assessment; and the rules of evidence.

BSB40207 Certificate IV in Business

NOTE: The unit *BSBADM409A Coordinate business resources* was sampled at the site visit for which non-compliances were identified regarding assessment. This unit of competency has now been removed from the organisation's strategy for training and assessment and replaced with the unit *BSBPMG510A Manage projects*. Documentation for this unit has been provided as rectification evidence.

BSBLED401A Develop teams and individuals

BSBPMG501A Manage projects

The organisation provided the following documentation:

- A smallPRINT Learners guide and Trainers guide
- A smallPRINT *assessment activities and instructions for students* booklet
- A smallPRINT *assessment answers and guide for trainer/assessor* booklet.

BSBLED401A Develop teams and individuals

Assessment consists of workbook activities; three case studies with corresponding project based practical activities; and a third party report. All completed tasks are to be submitted as a portfolio of evidence for assessment.

All tasks and activities are supported by appropriate marking guides and acceptable responses.

BSBPMG501A Manage projects

Assessment consists of workbook activities; one project development practical activity; and a third party report. All completed tasks are to be submitted as a portfolio of evidence for assessment.

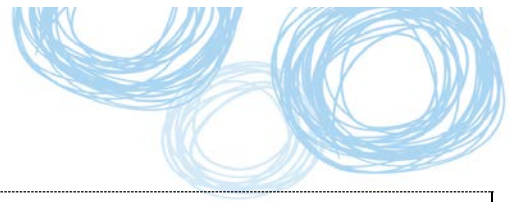
All tasks and activities are supported by appropriate marking guides and acceptable responses.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

HLTCPR201A Perform CPR

- Short answer questions with sample answers for both competencies
- Scenarios and corresponding tasks.



Outstanding non-compliances:

TRAINING AND ASSESSMENT STRATEGIES

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The strategy still did not include:

- appropriate reference to the applicable assessment instrument
- information regarding the competencies required for trainer/assessors
- an accurate description of the delivery mode

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The strategy document provided for this unit of competency still did not include the following requirements with regard to the delivery of this unit of competency in relation to the vocational outcome:

- List of required competencies for HR
- RPL procedure
- List of physical resources
- Monitoring & review processes
- Laminated whitecards to be issued within 14 days of issuance of statement of attainment
- Database to be maintained and supplied to WHSQ every 3 months
- Retention of all completed assessment instruments etc for no less than 5 years
- Statutory declaration plus satisfactory evidence of completion of the course to be supplied prior to issuing a replacement card

CPC20208 Certificate II in Construction Pathways

The strategy provided referenced vocational placement as a mechanism for assessing the practical aspects of this qualification. The organisation does not have a registered vocational placement scheme for this qualification.

TRAINING MATERIALS

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The training materials provided as rectification evidence included questions that directly aligned to the mandated assessment questions.

In addition, the Learner Guide provided still did not include sufficient information regarding the following:

- confined spaces including the requirement of a permit
- risk management process
- safe and environmentally responsible workplace practices
- emergency operating procedures
- site plans, operators manuals, manufacturers specifications, work & maintenance plans and MSDS's
- WHS Regulation – e.g. requirement of the trainee to have training plan, log book etc
- hazards to include exposure to chemicals
- different operating environments including excavations, trees, bridges/walkways etc as listed in the unit of competency
- PPE information to include signage, the requirement to be trained in its use, that it's appropriate and well fitting.

CPC10108 Certificate I in Construction

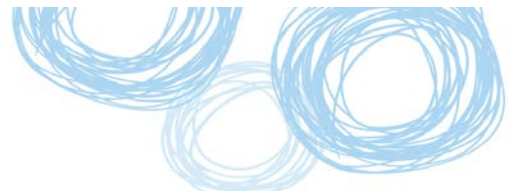
CPCCOHS1001A Work safely in the construction industry

The training materials required still did not include information regarding:

- Duty of care requirements of subcontractors
- own responsibilities to comply with safe work practices including drugs and alcohol at work, preventing bullying & harassment and smoking in designated areas
- PPE – arm guards, high visibility vests & sunscreen.

CPC30208 Certificate III in Carpentry

Whilst the text books and aspire learner guide are relevant to some of the units listed within the strategy for this qualification,



the organisation has not been able to confirm that it has actually purchased or developed sufficient training resources to support delivery of this qualification. As the organisation has now been registered for this qualification for a period of six months, it has had ample time to ensure that it has access to all necessary training materials for delivery of the entire qualification and that those materials have been validated to ensure they meet the requirements of the training package; the specific needs of its own learners; and are consistent with its own training and assessment strategy.

FACILITIES AND EQUIPMENT

CPC30208 Certificate III in Carpentry

The organisation did not provide evidence to confirm that construction at its Duhig Street, Harristown training facility had been completed and ready for learners.

CPC20208 Certificate II in Construction Pathways

The organisation provided a training and assessment strategy that identified a vocational placement scheme will be utilised. Whilst no further information was provided, it is assumed that this formed part the organisation's strategy to ensure it has access to suitable facilities, equipment and range of work to enable learners to undertake this qualification. As the organisation does not have a registered Vocational Placement Scheme for this qualification, the organisation cannot utilise this mechanism and therefore has not addressed this issue for this qualification.

HUMAN RESOURCES:

The organisation did not provide evidence to demonstrate how it will ensure that its trainers/assessors – including contracted staff – undertake professional development relating to their VET knowledge and skills, industry currency and trainer/assessor competencies.

Tony McDonnell

The organisation did not provide evidence to support that this trainer/assessor holds industry currency for delivery of CPC10108 Certificate I in Construction. In addition, no further evidence was provided to support that he has either engaged in recent professional development for his VET knowledge and skills, or his training, assessment and vocational competencies.

Graham Smith

No evidence was provided for this trainer/assessor possesses the vocational competencies relevant to delivery of *HLTCPR201A Perform CPR* and *HLTFA301B Apply first aid*; nor that he has maintained his currency in this area.

ASSESSMENT

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

Analysis of completed Training Record documents and Operator Log Books identified that insufficient information had been recorded to validate a learner's competency against the unit requirements.

In addition, there was insufficient evidence to confirm that logbooks will be kept for a period of no less than 5 years.

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

No evidence was provided to address the non-compliances identified at audit.

CPC20208 Certificate II in Construction Pathways

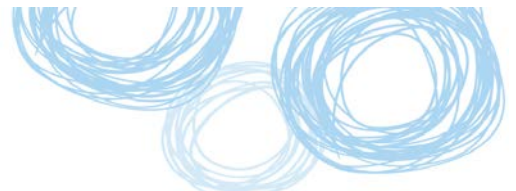
CPCCCM1005A Carry out measurements and calculations

Analysis of the assessment tools identified gaps in the assessment of all required knowledge and skills within the unit of competency. As examples only, assessment did not learners to demonstrate their *'communication skills to: enable clear and direct communication using questioning to identify and confirm requirements, share information, listen and understand'*; or their knowledge relating to *'communication devices'*.

It was noted that all practice activity question banks and the end of module assessment were supported by marking guides and benchmark responses.

CPCCCM2001A Read and interpret plans and specifications

Analysis of the assessment tools identified gaps in the assessment of all critical aspects, required knowledge and skills within



the unit of competency. Whilst the end-of-module written assessment and 7 practice tasks assess the majority of the required skills and required knowledge, the practice tasks require the reading and interpretation of a set plans associated with only one project. The critical aspects require evidence to be gathered *'for a minimum of two different projects'* and *'for a minimum of two formal specifications'*.

Gaps in the assessment of all required skills related to: *'identifying and accurately reporting to appropriate personnel any faults in tools, equipment or materials'*, *'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 mental abilities'* and the *'technological skills to: use a range of mobile technology, such as two-way and mobile phone'*; and *'voice and hand signals to access and understand site-specific instructions'*.

Gaps in the assessment of the required knowledge related to job safety analysis (JSA) and work method statements. Whilst this was included as an assessment tool, there was no assessment task, instructions or marking guides associated with this recording tool to identify how information in a completed tool would demonstrate a learner's knowledge as it relates to these requirements.

A number of knowledge and practice activity questions did not have benchmark responses within the assessors marking guide.

The practical assessment checklist included in the assessor's handbook contained conflicting information that made it difficult to determine the tool's purpose.

The tool appeared to be titled at the qualification level but contained instructions indicating that it gathered evidence of skills competency at the unit level. In addition, the skills gathered by the tool, on the whole, did not relate at all to the unit's requirements. Furthermore, there were no assessment tasks or instructions associated with this checklist at all to articulate the context and purpose of the tool.

The checklist was entitled 'CPC20208 Certificate II in Construction'. Given that the organisation is registered for both CPC20208 Certificate II in Construction Pathways and CPC20108 Certificate II in Construction, it was unclear whether this was an error in coding; as well error in submission of evidence for this particular unit of competency.

For both units of competency

It was noted that within each of the booklets provided for both units, some pages had footers that referenced Aspire Training and Consultancy; other pages had footers referencing the unit relevant and other unit codes. Some pages had footers that identified directory file paths, and some pages had no footer at all. Most pages were not numbered at all and none of pages listed a version control identifier.

The training and assessment strategy identified third party reports as a method of assessment for each unit. This would be consistent with documentation within the *'additional information and guide for trainer/assessor'* booklet. No tools were provided to support the gathering of evidence from third parties and the organisation is not approved to deliver this qualification via vocational placement.

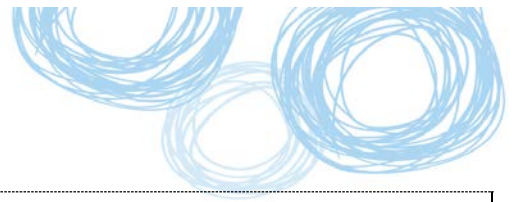
CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

Analysis of the assessment tools and activities provided identified that there are significant gaps in the assessment of all unit requirements including the required knowledge and skills, and the critical aspects of evidence.

The practice activity question banks were supported by suitable marking guides identifying a range of acceptable responses relevant to some aspects of the knowledge requirements. However, large parts of the knowledge requirements were unaddressed.

The unit's skill requirements appear to be assessed via Part A of the final assessment with additional evidence to be collected by the learner and submitted as part of the portfolio of evidence assessment activity. The instructions to the learner and assessor are copy and paste of the unit's skill requirements with no other task parameters. The corresponding observation checklist is also a direct copy and paste of the required skills within the unit. In the absence tasks and instructions, and any interpretation of the practical aspects of the unit into observable behaviours, it cannot be confirmed that assessment addresses any of the required skills or critical aspects of evidence.



The recording tool for the portfolio of evidence assessment – Part B – was table with mechanism for the assessor describe the evidence submitted; make comment; and to mark off whether each item is valid, sufficient, current and authentic. Instructions in Part A and the Practice activities identified that completed question banks and evidence of performance of the required skills were to be submitted as a portfolio of evidence. The evidence checklist does not include any further information to reflect this; nor does it include a mechanism to ensure all required evidence is collected before assessment occurs.

Analysis of the marking guide for Part C of the final assessment identified that the benchmark responses did not in anyway correspond with the question bank. A detailed comparison indicated that the benchmark responses would have been for a different question bank.

The strategy for training and assessment identified that this unit will incorporate evidence gathered from a third party. The evidence provided included a workplace assessment checklist that is to be signed by the trainer and assessor and workplace supervisor. This checklist is only a copy and paste of the unit's required knowledge and skills. There has been no interpretation of the unit's requirements into relevant workplace terminology or workplace tasks, or into any detail regarding the minimum standards of performance as required by the workplace.

Overall, the issues with each of the assessment tools indicated that the organisation does not have assessment that meets training package requirements.

CPCCA3004A Construct wall frames

The organisation has not demonstrated that it has assessment tools that address training package requirements for this unit of competency.

BSB40207 Certificate IV in Business

BSBLED401A Develop teams and individuals

BSBPMG501A Manage projects

The third party reporting tool is a copy and paste checklist of the performance criteria. The instructions for the tool indicate that this is to be completed by the workplace supervisor where the learner is in employment, and where the learner is not in employment, may be completed by the assessor for simulated workplace activities.

The listing of performance criteria does not interpret unit requirements into appropriate workplace terminology or observable behaviours; and does not articulate to the third party the minimum standards of performance expected in the workplace. In addition, as a practical assessment tool for use by a qualified assessor, it does not gather valid or reliable evidence as to the actual tasks or behaviours demonstrated by the learner that have contributed to the assessors judgement of competence.

It was noted in the strategy for training and assessment, that third party reports are not part of the assessment methods to be used for these unit of competency which suggests that either the tool provided is not relevant to the gathering of evidence of competence, or the strategy has not been appropriately contextualised for learners who are in the workplace i.e. field officers of the GTO arm of the organisation.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

The scenario assessment tasks did not include marking guides outlining the range of acceptable or expected responses to ensure valid and reliable evidence would be gathered to upon which to base a judgement of competence.

HLTCPR201A Perform CPR

The assessment tools provided did not ensure assessment of CPR on both infants and children as mandated in the range statement.

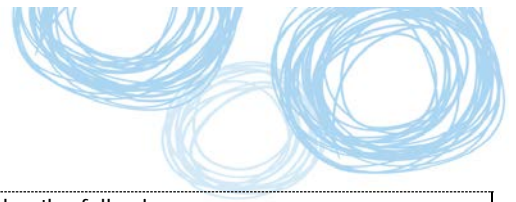
The marked student files that were provided have been delivered and assessed in February 2011 confirming that assessment is now conducted appropriately.

Further evidence required:

TRAINING AND ASSESSMENT STRATEGIES

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck



The organisation is requested to provide an amended strategy document that includes the following:

- appropriate reference to the applicable assessment instrument
- information regarding the competencies required for trainer/assessors
- an accurate description of the delivery mode

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The organisation is requested to provide an amended strategy document that includes the following:

- List of required competencies for HR
- RPL procedure
- List of physical resources
- Monitoring & review processes
- Laminated whitecards to be issued within 14 days of issuance of statement of attainment
- Database to be maintained and supplied to WHSQ every 3 months
- Retention of all completed assessment instruments etc for no less than 5 years
- Statutory declaration plus satisfactory evidence of completion of the course to be supplied prior to issuing a replacement card.

CPC20208 Certificate II in Construction Pathways

The organisation is required to provide evidence that it has either: been approved for a Vocational Placement Scheme for this qualification; or removed reference in the strategy to delivery through vocational placement given that it does not currently have an approved vocational placement scheme for this qualification.

In rectifying this issue, the organisation will have to give due consideration to that fact that without vocational placement, or existing employment for learners, it will struggle to demonstrate that it has access to suitable facilities, equipment, and range of work to enable its learners to undertake this qualification.

TRAINING MATERIALS

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The organisation is required to provide evidence of amended training materials that do not include questions that mirror the mandated assessment questions.

In addition, the Learner Guide provided is to be amended to include sufficient information regarding the following:

- confined spaces including the requirement of a permit
- risk management process
- safe and environmentally responsible workplace practices
- emergency operating procedures
- site plans, operators manuals, manufacturers specifications, work & maintenance plans and MSDS's
- WHS Regulation – e.g. requires trainee to have training plan, log book etc
- Hazards to include exposure to chemicals
- different operating environments including excavations, trees, bridges/walkways etc as listed in the unit of competency
- PPE information to include signage, the requirement to be trained in its use, that it's appropriate and well fitting.

CPC10108 Certificate I in Construction

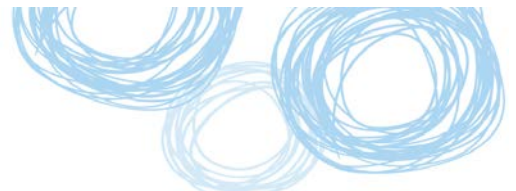
CPCCOHS1001A Work safely in the construction industry

The organisation is required to provide amended training materials that include information regarding:

- Duty of care requirements of subcontractors
- own responsibilities to comply with safe work practices including drugs and alcohol at work, preventing bullying & harassment and smoking in designated areas
- PPE – arm guards, high visibility vests & sunscreen.

CPC30208 Certificate III in Carpentry

The organisation is required to provide evidence that it has access all training resources for delivery of this qualification that



meet training package requirements and are consistent with its own strategy. The evidence must demonstrate how these resources align to the requirements of all units listed within its training and assessment strategy.

FACILITIES AND EQUIPMENT

CPC30208 Certificate III in Carpentry

The organisation is required to provide evidence to confirm that construction at its Duihig Street training facility has been completed and ready for learners.

CPC20208 Certificate II in Construction Pathways

The organisation is requested to provide evidence that it has access to suitable facilities, equipment, and range of work to enable its learners to undertake and complete this qualification.

HUMAN RESOURCES

The organisation required to provide evidence to demonstrate how it will ensure that its trainers/assessors – including contracted staff – undertake professional development relating to their VET knowledge and skills, industry currency and trainer/assessor competencies.

Tony McDonnell

The organisation is required to provide evidence of that this trainer/assessor holds current vocational competencies relevant to delivery of CPC10108 Certificate I in Construction. In addition, evidence is to be provided that he has undertaken recent professional development relevant to his VET knowledge and skills, industry currency and trainer/assessor competencies.

Graham Smith

The organisation is required to provide evidence that this trainer/assessor holds vocational competencies relevant to the delivery of *HLTCPR201A Perform CPR* and *HLTFA301B Apply first aid* for which he is nominated. In addition, evidence is to be provided that his vocational competency is current.

ASSESSMENT

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The organisation is requested to provide evidence of how it will ensure that assessors record sufficient information in the Training Record Book and Operator Log Book regarding the performance of a trainee during assessment to validate and justify the competency judgement against unit requirements.

The evidence is to include information regarding how the organisation will ensure these documents will be retained for a period of no less than 5 years.

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

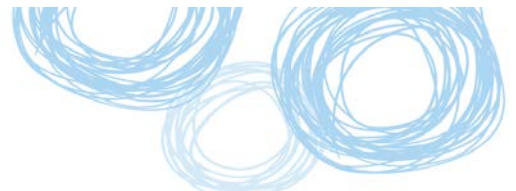
The organisation is required to provide evidence that it has amended its assessment tools to ensure assessment of the following required knowledge:

- applicable legislation, codes of practice, and industry standards etc
- general construction work activities that require licenses, tickets or certificates of competency
- general workers' compensation and injury management requirements
- OHS responsibilities and rights of duty holders including persons in control of construction work/projects; designers, inspectors; and manufacturers and suppliers
- own responsibilities relating to housekeeping; preventing bullying or harassment; smoking; use of amenities; and use of drugs and alcohol
- role of OHS committees and representatives

Evidence is also required that demonstrates how the organisation will ensure orally provided responses to assessment will be systematically recorded to justify the assessment outcome.

CPC20208 Certificate II in Construction Pathways

CPCCCM1005A Carry out measurements and calculations



The organisation is required to provide amended tools that address all required knowledge and skills. The evidence provided is to be supported by suitable benchmark criteria.

CPCCCM2001A Read and interpret plans and specifications

The organisation is required to provide amended tools that address all required knowledge and skills and the critical aspects of evidence. The evidence provided is to be supported by suitable benchmark criteria for all tasks and activities. All tools are to be appropriately referenced to the unit of competency to ensure it is clear the tool applies to assessment of the unit.

For both units of competency

The organisation is required to provide evidence it has either: developed a third party reporting tool consistent with the assessment methods identified in the strategy for training and assessment, or; amended its strategy to remove this assessment method.

If a third party report recording tool is provided, the tool must clearly demonstrate that the organisation has interpreted the units' requirements into observable behaviours and developed the tool using appropriate workplace terminology. The organisation would need to ensure that this would be consistent with the issues identified with vocational placement under reporting for the strategy for training and assessment.

CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

CPCCCA3004A Construct wall frames

For each of the above listed units, the organisation is requested to provide a full suite of assessment tools that:

- address the elements (to levels as defined in performance criteria)
- sufficiently cover the requirements in the range statement
- address all required knowledge
- address all required skills
- address all critical aspects of evidence
- address context and consistency of assessment addressed to appropriate AQF level
- outline criteria defining acceptable performance for all instruments
- provide clear information about assessment requirements (for assessors and students)
- allow for reasonable adjustment and provide for objective feedback
- allow for recognition of existing competence
- consider dimensions of competency and transferability.

All third party reports that are provided are to be articulated in workplace terminology, and all observation checklists are to consist of observable behaviours that are reflective that an interpretation of the practical aspects of the unit into step by step tasks.

Evidence is to be provided to support that for each unit of competency, the organisation has systematically validated tasks, tools and activities to ensure training package and industry requirements have been met.

BSB40207 Certificate IV in Business

BSBLED401A Develop teams and individuals

BSBPMG501A Manage projects

The organisation is required to provide evidence that the third party report assessment tools are consistent with the methods of assessment identified in the training and assessment strategy.

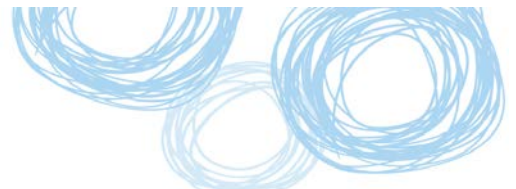
The tools themselves are to be articulated in workplace terminology, and all observation checklists are to consist of observable behaviours that are reflective that an interpretation of the practical aspects of the unit into step by step tasks.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

The organisation is required to provide marking guides for the scenario assessments developed for this unit of competency.

HLTCPR201A Perform CPR



The organisation is requested to provide tools that demonstrate assessment will include the performance of CPR on both infants and children.

Further evidence received 23 May 2011:

TRAINING AND ASSESSMENT STRATEGIES

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The organisation provided an amended strategy that includes the following:

- appropriate reference to the applicable assessment instrument
- information regarding the competencies required for trainer/assessors
- an accurate description of the delivery mode.

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The organisation has provided an amended strategy that includes all the requested information. However, the monitoring and review process referred to in the strategy states that learning materials, assessments and physical resources will be "monitored and updated" as required. This is an adhoc approach and does not comply with the systematic approach required by the AQTF.

CPC20208 Certificate II in Construction Pathways

The organisation has removed reference in the training and assessment strategy to delivery through vocational placement. However, a statement has been added saying that "DGT applying for Vocational Placement Scheme as of 18/5/ 2011". Registration Services has not received this application as at 15 June. Another statement says that "Hand Tools DGT - Duhig Street - Construction Workshop - DGT to ensure tools and equipment suitable for competency requirements are available on industry sites before practical visits can be arranged". No further evidence has been provided to demonstrate how this will occur and how DGT will provide training in the use of this equipment.

TRAINING MATERIALS

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The training materials no longer mirror the mandated assessment questions. The learner guide now includes sufficient information to ensure the requirements of the unit of competency will be achieved.

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The learner guide now includes sufficient information to ensure the requirements of the unit of competency will be achieved.

CPC30208 Certificate III in Carpentry

The organisation has provided learning manuals for delivery of *CPCCCA20031 Erect and dismantle formwork for footing and slab on ground* and *CPCCA3004A Construct wall frames*. Both meet training package requirements and are consistent with the organisation's strategy.

FACILITIES AND EQUIPMENT

CPC30208 Certificate III in Carpentry

CPC20208 Certificate II in Construction Pathways

Although the training and assessment strategy states that all tools and equipment are stored at its premises in Duhig Street, the organisation has provided a statement that it relocated 30 staff to Duhig Street following the flooding of its Ruthven Street premises and is currently waiting on the finalisation of a \$520,000.00 insurance claim before it can restock and rebuild its equipment, tools and facilities. This statement does not provide evidence that the organisation has access to suitable facilities, equipment, and range of work to enable its learners to undertake and complete this qualification.

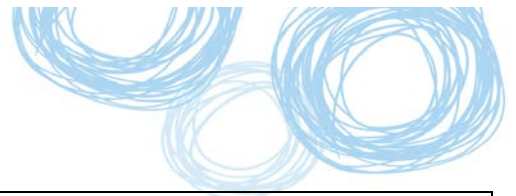
HUMAN RESOURCES

CPC30208 Certificate III in Carpentry

CPC20208 Certificate II in Construction Pathways

Scott Walker and Ricky Scholl (replacing Tony McDonnell)

The organisation advised Mr Tony McDonnell no longer works for the organisation. Instead, curriculum vitae have been



provided for Mr Scott Walker and Mr Ricky Scholl for CPC10108 Certificates I in Construction and CPC20208 Certificate II in Construction, and *CPCCOHS1001A Work Safely in the Construction Industry*.

Mr Walker is also nominated to train in CPC30208 Certificate III in Carpentry. This trainer and assessor has demonstrated the vocational competencies and trainer/assessor competencies required. However, he has not demonstrated current industry skills nor how he will continue to develop his Vocational Education and Training (VET) knowledge and skills as well as his industry currency and trainer/assessor competence.

Mr Scholl has demonstrated the vocational competencies and trainer/assessor competencies required. He has demonstrated current industry skills and current Vocational Education and Training (VET) knowledge and skills. DGT should ensure he maintains industry currency and trainer/assessor competence.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

HLTCPR201A Perform CPR

Graham Smith

The organisation has provided a curriculum vitae for this trainer/assessor. It indicates he gained *HLTFA301B Apply first aid* in June 2004.

There is no satisfactory evidence Mr Smith has current vocational competency to deliver *HLTCPR201A Perform CPR* and *HLTFA301B Apply first aid* for which he is nominated.

OVERALL

The organisation has not demonstrated that Mr Scott Walker and Mr Smith have undertaken professional development relating to their VET knowledge and skills, industry currency and trainer/assessor competencies relevant to the qualifications they are nominated to deliver.

ASSESSMENT

30496QLD Course in Operating Loadshifting Equipment

OHSCER207A Operate a forklift truck

The 'Training Record Book and Operator Log Book' contains pages for each element and performance criteria within the unit of competency. This allows both the trainee and the supervisor to sign off on each performance criteria. The book also has a 'Forklift Daily Checklist' to record the safety checks to be conducted on the forklift at the start of each working day. DGT has provided a work instruction showing that all student assessments will be stored for a period of time as specified by the relevant licence agreement. (Usually 5 years or more).

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The amended assessment tool includes all knowledge required by the unit of competency. The cover page allows for the candidate to provide verbal answers and for those to be recorded by the trainer/assessor.

CPC20208 Certificate II in Construction Pathways

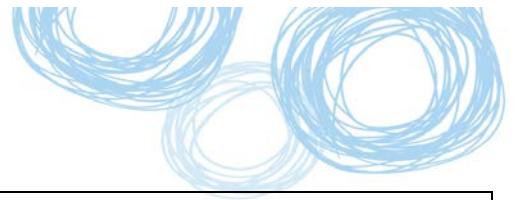
CPCCCM1005A Carry out measurements and calculations

The organisation has provided a written assessment, a practical assessment, a third party verification and benchmark criteria. The practical test and the written test assess the required knowledge and skills and the critical aspects of evidence. All tools are correctly labelled.

CPCCCM2001A Read and interpret plans and specifications

The organisation has provided a written assessment, a practical assessment, a third party verification and benchmark criteria. The practical test and the written test assess the required knowledge and skills and the critical aspects of evidence. All tools are correctly labelled.

The training and assessment strategy requires a third party report as a supporting document to assessment. The third party reporting tools provided for both units are copies of the critical aspects of evidence from the training package. The documents do not seek specific information regarding competent workplace performance and are not written as observable behaviours in workplace terminology.



CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

CPCCCA3004A Construct wall frames

The organisation has provided assessment tools including a Competency Task Activity Checklist, an Assessment Matrix, a Third Party Verification, practical assessment and written assessment with benchmarks that meet training package and industry requirements.

The training and assessment strategy requires a third party report as a supporting document to assessment. The third party reporting tools provided for both units are copies of the critical aspects of evidence from the training package. The documents do not seek specific information regarding competent workplace performance and are not written as observable behaviours in workplace terminology.

BSB40207 Certificate IV in Business

BSBLED401A Develop teams and individuals

BSBPMG501A Manage projects

The organisation has provided third party reporting assessment tools which are not written in workplace terminology and are not written as observable behaviours reflective of the practical aspects of the unit. A workplace supervisor should be able to verify that he/she has observed the student using the knowledge and skills in the workplace. Third party reports are not identified as a method of gathering assessment evidence in the training and assessment strategy.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

The organisation has provided marking guides for the scenario assessments developed for this unit of competency.

HLTCPR201A Perform CPR

The organisation has provided scenario assessment tools and marking guides that demonstrate assessment will include the performance of CPR on both infants and children.

Outstanding non-compliances:

TRAINING AND ASSESSMENT STRATEGIES

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The training and assessment strategy refers to a monitoring and review process that states that learning materials, assessments and physical resources will be "monitored and updated" as required. This is an adhoc approach and does not comply with the systematic approach required by the AQTF.

CPC20208 Certificate II in Construction Pathways

The strategy now states that "DGT is applying for Vocational Placement Scheme as of 18 May 2011". Registration Services has not received this application as at 15 June. Another statement says "Hand Tools DGT - Duhig Street - Construction Workshop - DGT to ensure tools and equipment are available on industry sites before practical visits can be arranged". There is no evidence as to how this will occur and how DGT will provide training in the use of this equipment.

FACILITIES AND EQUIPMENT

CPC30208 Certificate III in Carpentry

CPC20208 Certificate II in Construction Pathways

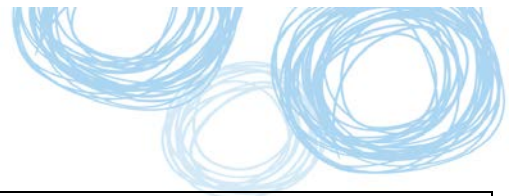
Although the training and assessment strategy states that all tools and equipment are stored at its premises in Duhig Street, the organisation has provided a statement that it relocated 30 staff to Duhig Street following the flooding of its Ruthven Street premises and is currently waiting on the finalization of a \$520,000.00 insurance claim before it can restock and rebuild facilities. This statement does not demonstrate the organisation has access to suitable facilities, equipment, and range of work to enable its learners to undertake and complete this qualification.

HUMAN RESOURCES

CPC30208 Certificate III in Carpentry

CPC20208 Certificate II in Construction Pathways

Scott Walker



The organisation has not demonstrated Scott Walker undertakes professional development relating to his VET knowledge and skills, industry currency and trainer/assessor competencies.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

HLTCPR201A Perform CPR

Graham Smith

The organisation has not demonstrated Mr Smith has current vocational competency to deliver *HLTCPR201A Perform CPR* and *HLTFA301B Apply first aid*. The organisation has not demonstrated Mr Smith undertakes professional development relating to his VET knowledge and skills, industry currency and trainer/assessor competencies.

ASSESSMENT

CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

CPCCCA3004A Construct wall frames

CPC20208 Certificate II in Construction Pathways

CPCCCM1005A Carry out measurements and calculations

CPCCCM2001A Read and interpret plans and specifications

The third party reporting tools provided do not seek specific information regarding competent workplace performance and are not written as observable behaviours in workplace terminology.

BSB40207 Certificate IV in Business

BSBLED401A Develop teams and individuals

BSBPMG501A Manage projects

The organisation has provided third party reporting tools which are not written in workplace terminology and are not written as observable behaviours reflective of the practical aspects of the unit. A workplace supervisor should be able to verify that he/she has observed the student using the knowledge and skills in the workplace. Third party reports are not identified as a method of supporting assessment decisions in the training and assessment strategy.

Outstanding rectifications required:

TRAINING AND ASSESSMENT STRATEGIES

CPC10108 Certificate I in Construction

CPCCOHS1001A Work safely in the construction industry

The training and assessment strategy must include a systematic approach to monitoring and reviewing learning materials, assessments and physical resources as required by standard 1.1 of the AQTF.

CPC20208 Certificate II in Construction Pathways

The organisation must provide evidence that it has applied for a Vocational Placement Scheme or remove the reference to vocational placement from its training and assessment strategy.

The organisation must demonstrate how it ensures tools and equipment are available on industry sites before practical visits are arranged, and how it will provide training in the use of this equipment.

FACILITIES AND EQUIPMENT

CPC30208 Certificate III in Carpentry

CPC20208 Certificate II in Construction Pathways

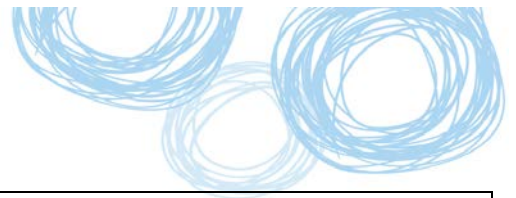
The organisation must demonstrate how it has immediate access to suitable facilities, equipment, and range of work to enable its learners to undertake and complete this qualification. If it is unable to do this, then it must suspend training in these qualifications until such time as the facilities, equipment, and range of work are available.

HUMAN RESOURCES

CPC30208 Certificate III in Carpentry

CPC20208 Certificate II in Construction Pathways

The organisation must demonstrate how Mr Scott Walker has undertaken professional development relating to his VET knowledge and skills, industry currency and trainer/assessor competencies.



HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

HLTCPR201A Perform CPR

The organisation must demonstrate that **Mr Graham Smith** has current vocational competency to deliver *HLTCPR201A Perform CPR* and *HLTFA301B Apply first aid*. The organisation must also demonstrate that Mr Smith has undertaken professional development relating to his VET knowledge and skills, industry currency and trainer/assessor competencies.

If no recent professional development has occurred to date, then a professional development plan for the next twelve months, listing specific events, must be developed for each trainer/assessor. The plan should include Mr Ricky Scholl.

ASSESSMENT

CPC30208 Certificate III in Carpentry

CPCCCA2003A Erect and dismantle formwork for footings and slabs on ground

CPCCCA3004A Construct wall frames

CPC20208 Certificate II in Construction Pathways

CPCCCM1005A Carry out measurements and calculations

CPCCCM2001A Read and interpret plans and specifications

The third party reporting tools must seek specific information regarding competent workplace performance and be written as observable behaviours in workplace terminology. This will enable a workplace supervisor to verify that he/she has observed the student using the knowledge and skills in the workplace.

BSB40207 Certificate IV in Business

BSBLED401A Develop teams and individuals

BSBPMG501A Manage projects

If third party reports are to be used, they should be identified as a method of supporting assessment decisions in the training and assessment strategy. The third party reporting tools must be written in workplace terminology as observable behaviours reflective of the practical aspects of the unit. This will enable a workplace supervisor to verify that he/she has observed the student using the knowledge and skills in the workplace.

Strengths

- Nil identified

Opportunities for Improvement

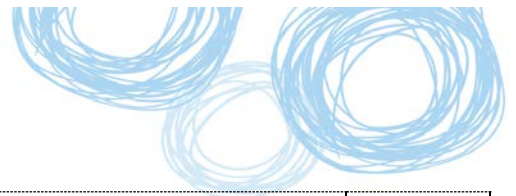
- All documentation should contain version control.

Following analysis of rectification evidence submitted 23 February 2011:

- It is recommended that the organisation ensure its sights training plans for learners that include the trainees address and the employers name when delivering the unit *OHSCER207A Operate a forklift truck*. Whilst this is not a requirements under the auspices of this audit, it is recommended that the organisation give due consideration to its current contractual agreement and resulting obligations under the relevant legislation and regulations in addressing this recommendation.

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	<input type="checkbox"/>



effectively.

Audit findings

At time of audit:

- Compliant
- Not compliant

Findings:

To ensure students gain the services and training outcomes relevant to their needs, the organisation continuously improves client services by collecting, analysing and acting on relevant data such as:

- Reviewing the RPL process available to students. RPL application forms have been amended to better capture and identify the client's skills and experience. This is identified as a systematic approach as the form is available for each unit of competency on the organisations scope of registration, rather than at a qualification level.
- Training material has been improved to include additional resources such as DVD's
- Recently purchasing for training management software 'VETtrack ' and are in the process of implementing this to better capture AVETMISS data.
- Reviewing client feedback forms so as to be more effective and precise in the information they record
- Participating in industry engagement and reporting on findings on a weekly basis through meetings with management and the field officers. This strategy enables the organisation to stay abreast with any changes identified through the industry consultation and to amend training and assessment materials accordingly.

A student handbook was sighted that contained the following information:

- mission statement
- list of training courses offered
- vocational placement
- access and equity
- workplace harassment
- learning support
- academic appeal process
- cancellations
- refunds
- complaints
- fees
- recognition of prior learning
- code of conduct
- LLN.

Strengths

- Nil identified

Opportunities for Improvement

- The organisation should implement version control on their documentation.

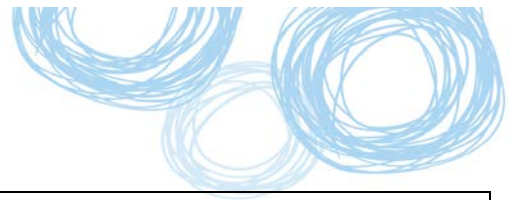
Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

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 has implemented various mechanisms to ensure a systematic and continuous improvement approach to the management of its operations. For example:

- Policies and procedures surrounding fees and refunds have been reviewed to be more effective. Client forms have been amended in response to the change and a matrix document has been produced for staff so changes are easily understood and followed
- Monthly meetings for all contracted and permanent trainers and assessors are currently being implemented. It will be an opportunity for staffs to come together and discuss training and assessment and operational issues. The organisation is implementing a policy and procedure for this
- Weekly Field Officer meetings are attended by management and is an opportunity for industry consultation to be discussed and any changes identified to be addressed in a timely manner
- The organisation's senior officers attend the 'Gold Coast Study Group' workshops and are implementing a process of how to best relay this information to the appropriate staff.

The organisation does not plan to partner with any other organisation in the near future.

Strengths

- Nil identified'

Opportunities for improvement

- The organisation could implement version control on their documentation