

Audit Date	26/02/2015 and 27/02/2015	
Qualifications audited		
Qualification Code	Qualification Title	
AHC30110	Certificate III in Agriculture	
AHC32810	Certificate III in Rural Operations	
BSB30112	Certificate III in Business	
CPC20211	Certificate II in Construction Pathways	
CPP31011	Certificate III in Cleaning Operations	
RII30809	Certificate III in Civil Construction Plant Operations	
SIR30212	Certificate III in Retail Operations	
SIT30713	Certificate III in Hospitality	
TLI31210	Certificate III in Driving Operations	
TLI31610	Certificate III in Warehousing Operations	
TLI42010	Certificate IV in Logistics	
BSBFIA304A	Maintain a general ledger	
CPCCOHS1001A	Work safely in the construction industry	
TLILIC2001A	Licence to operate a forklift truck	
Summary of non-compliance		Summary of actions to rectify the non-compliance
Standard Audited	Standard 1	Non-compliance identified:
		Yes
There are insufficient trainers and assessors.		A current student enrolment report was provided demonstrating sufficient trainers and assessors.
Training and assessment practices are not consistent with the requirements of each training product sampled.		Revised assessment tools provided now clearly identify and meet the training and assessment practices being consistent with the requirements of the training package.
Training and assessment practices are not informed and consistent with the outcomes from industry engagement strategies.		Assessment tools provide more detailed descriptions for assessors for minimum acceptable practice for each task.
		Non-compliances rectified Yes/No/NA
		Yes
		Yes
		Yes

Australian Skills Quality Authority (ASQA) Registration Audit Summary

Summary of non-compliance	Summary of actions to rectify the non-compliance	Non-compliances rectified Yes/No/NA
<p>Assessment does not meet the assessment requirements of the training package or course.</p> <p>AHC30110 Certificate III in Agriculture AHC32810 Certificate III in Rural Operations BSB30110 Certificate III in Business RII30809 Certificate III in Civil Construction Plant Operations TLI31610 Certificate III in Warehousing Operations TLI40210 Certificate IV in Logistics SIT30713 Certificate III in Retail Operations CPCCOHS1001A Work safely in the construction industry</p>	<p>Revised assessment tools provided now clearly identify and meet the training and assessment practices being consistent with the requirements of the training package.</p>	<p>Yes</p>
<p>Assessment does not appropriately simulate workplace conditions.</p> <p>TLI31610 Certificate III in Warehousing Operations TLI40210 Certificate IV in Logistics SIT30713 Certificate III in Retail Operations</p>	<p>Revised assessment tools provided now clearly identify and meet the training and assessment practices being consistent with the requirements of the training package.</p>	<p>Yes</p>
<p>A plan for ongoing systematic validation of assessment has not been developed.</p>	<p>A validation plan has been developed and implemented.</p>	<p>Yes</p>
<p>Validation of assessment has not been completed for at least one training product.</p>	<p>Validation has been completed.</p>	<p>Yes</p>
<p>Skills and knowledge of trainers and assessors have not been verified.</p>	<p>Trainer and assessor certificates have been verified with issuing organisations and detailed profiles verifying work history.</p>	<p>Yes</p>
<p>The trainers and assessors did not demonstrate current industry skills directly relating to the training and assessment being provided.</p>	<p>Revised skills matrix now provide sufficient evidence for the currency of industry skills for our trainers</p>	<p>Yes</p>
<p>The trainers and assessors did not demonstrate current knowledge and skills in vocational training and learning that informs their training and assessment.</p>	<p>Professional Development was undertaken with our trainers to improve the quality of the documentation provided highlighting their currency in industry VET based skills.</p>	<p>Yes</p>
<p>Insufficient evidence of trainers and assessors undertaking professional development in the knowledge and practice of vocational training, learning and assessment, including competency based training and assessment.</p>	<p>Professional Development was undertaken with our trainers to improve the quality of the documentation provided highlighting their currency in industry VET based skills.</p>	<p>Yes</p>

Australian Skills Quality Authority (ASQA) Registration Audit Summary

Summary of non-compliance			Summary of actions to rectify the non-compliance	Non-compliances rectified Yes/No/NA
Standard Audited	Standard 2	Non-compliance identified:	No	
Standard Audited	Standard 3	Non-compliance identified:	No	
Standard Audited	Standard 4	Non-compliance identified:	Yes	
It wasn't identified where training and assessment is being provided by a third party			Third party arrangements have been ceased.	Yes
Standard Audited	Standard 5	Non-compliance identified:	Yes	
Name and contact details of any third party providing services was not provided prior to enrolment			Third party arrangements have been ceased.	Yes
The learner's rights if the RTO or a third party closes or ceases to deliver the agreed training and/or assessment was not provided prior to enrolment			Third party arrangements have been ceased.	Yes
Standard Audited	Standard 6	Non-compliance identified:	Yes	
A complaints and appeals policy has not been developed to respond to complaints about third parties.			Third party arrangements have been ceased.	Yes
Standard Audited	Standard 7	Non-compliance identified:	No	
Standard Audited	Standard 8	Non-compliance identified:	No	