

## AQTF Audit Report

## Dickson Wohlsen Pty Ltd t/a Club Training Australia - NTIS 31607

RTO DETAILS				
NTIS number	31607	Registration expiry	20/09/2012	
Principal Address	Level 1 36 Station Road, INDOORROOPILLY QLD 4068			
RTO contact	Mr Jonathan Waller	Phone number	07 3878 9355	
Operations	The organisation's potential clients will predominantly include fee for service participants who are personnel of clubs associated with Club Training Australia. It is anticipated that many participants may already be involved in the delivery of non-accredited training in their workplaces. The program will be primarily delivered at the organisation's premises in Indooroopilly; however, delivery may occur at the client's premises due to the remoteness of some locations. All delivery will be conducted face to face, supported by self paced study. The course will be delivered two days per week, over six weeks. The organisation expects up to forty participants in the first twelve months.			
AUDIT TEAM				
Lead Auditor	Ms Kavita Dayal	Auditor/s	N/A	
Phone	07 3237 1922	Adviser/s	Mr John Dwyer	
E-mail	Kavita.Dayal@deta.qld.gov.au	Observer/s	N/A	
AUDIT DETAILS				
Reason/s for audit	Extension to scope			
Audit date/s	13/11/2009	Audit number/s	31607-4A	
Standards audited	1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2			
Audit outcome on day of audit	Compliant <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance* <input type="checkbox"/>	
[*Critical non-compliance cannot be determined if no delivery has occurred]				
FOCUS OF AUDIT				
Code	Qualification/Course/Unit title	Regulated outcome	Delivery venues (list specific sites)	Govt funding (eg UC, PPP)
TAA40104	Certificate III in Training and Assessment	<input type="checkbox"/>	Indooroopilly, client premises if required due to remote locations	
INTERVIEWEE/S – Staff (and position); Employers; Students				
Mr Jonathan Waller, General Manager				
Ms Carolyn Bates, Senior Training Consultant Compliance				

<b>Standard 1: The RTO provides quality training and assessment across all of its operations</b>	
Elements	Examined at audit
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment are conducted by trainers and assessors who: <ul style="list-style-type: none"> <li>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors</li> <li>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</li> <li>c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.</li> </ul>	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> <li>a) meets the requirements of the relevant Training Package or accredited course</li> <li>b) is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>c) meets workplace and, where relevant, regulatory requirements.</li> </ul>	<input checked="" type="checkbox"/>
<b>Audit findings</b>	
At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant	
Technical advice has been incorporated into the findings for this standard for the following qualifications: <ul style="list-style-type: none"> <li>• TAA40104 Certificate IV in Training and Assessment</li> </ul>	
<b>Findings:</b> The organisation provided evidence of suitable training and assessment strategy; staff; facilities; equipment and training/assessment materials which meet the requirements of the training package.	
The training and assessment strategy clearly articulates the delivery and assessment plan which should ensure that all trainers deliver accurate and consistent training. The strategy indicates that training will involve theory sessions and practical activities involving case studies. Learners will be required to complete some self paced studies including recommended readings which will lead to the completing of assessment activities such as assignments; development of session plans and writing assessment tools. The organisation intends to use purchased resources (J. N. Bailey) for its training and assessment. The strategy outlines that assessment validation will be conducted at the Training Staff monthly meetings. It further outlines that the organisation has consulted with industry representatives such as Clubs Queensland; Collins Food Group; Fosters Australia; and Office of Liquor, Gaming and Racing regarding its training and assessment strategy.	
The organisation has a well appointed training room and all necessary equipment. If required, the organisation may utilise clients' training facilities for delivery in remote locations. A 'Learning Environment Checklist' was sighted that will be used to conduct training venue audits to ensure that all workplace health and safety issues are addressed prior to commencement of delivery.	
The organisation demonstrated that it has conducted an analysis of the purchased materials and has aligned them with all the unit requirements for the course. It has noted some shortcomings in the training and assessment activities included in these materials and is currently in the process of developing supplementary resources. The organisation has to date developed supplementary training resources such as PowerPoint presentations and handouts. Detailed session plans have been prepared which link time to main points of sessions and provide detailed links to resources.	
A 'Staff Profile' signed and dated 2/11/09 demonstrates that the nominated trainer/assessor, Ms Carolyn Bates has sufficient vocational and training/assessment competencies to conduct training and assessment for this qualification. The training and assessment strategy indicates that training staff will participate in industry placement at least once per year.	

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The organisation provided evidence of assessment tools and processes which meet the unit requirements. Assessment methods outlined for the units reviewed include:

- TAADES401B Use Training Packages to meet client needs - written exam and session plan workbook activities
- TAAASS403B Develop assessment tools - written exam; workbook activities and case study.

The organisation self-identified that the purchased assessment tools do not fully meet all the specific evidence requirements. It is currently in the process of developing additional tools to address these gaps and provided evidence of these at audit. The tools were reviewed by the technical adviser and supported as they demonstrated that the organisation understands the unit requirements and has the capacity to develop supplementary tools to address the identified gaps.

Sufficient benchmark criteria are available for assessors which will enable them to make consistent decisions regarding the competence of a range of students. Students are provided with adequate information regarding training and assessment through the purchased materials and feedback will be provided via 'Assessment Sign-off Sheets'. A feedback form was provided which demonstrates that students are able to provide feedback related to the delivery and assessment of each unit.

**Strengths**

- The organisation is commended on the work it has undertaken in the analysis and review of the purchased training and assessment materials. The organisation is further commended on the work it has commenced on the development of supplementary training and assessment resources to ensure that students will develop skills to meet industry standards.

**Opportunities for Improvement**

It is recommended that the organisation considers:

- as part of its continuous improvement process, documenting the assessment limitations of the J.N. Bailey materials and indicating briefly how these will be addressed
- revising the literacy support details outlined in the training and assessment strategy to ensure that the details for provision of literacy support and reasonable adjustment are clearly articulated in accordance with the requirements of the TAA04 Training and Assessment Training Package. In its review and amendment of the literacy support details, the organisation is referred to the reasonable adjustment guidelines in the TAA04 Training and Assessment Training Package. (Page 89; Version 2.1; 2008.)
- expanding its knowledge component of the assessment activities to ensure that it more appropriately reflects AQF level IV. For example, a question such as 'Name the principles of assessment' may address some of the knowledge content requirement for this qualification; it does not however align to AQF level IV requirements. It is recommended that the organisation considers including further questions such as, 'What do the terms mean? Why are they important? How are they used in reviewing assessment tools?'

**Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients**

Elements	Examined at audit
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 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 checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>

**Audit findings**

At time of audit:

- Compliant  
 Not Compliant

Findings:

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The pre-enrolment information sighted was sufficient and accurate and will enable potential students to make an informed decision prior to enrolling. A brochure template was sighted which includes course information such as delivery days, course content and session details. The organisation intends to provide learners with a 'Sign-up Kit' which will include a training plan; enrolment form and 'Code of Practice Trainee/Student Handbook'. The handbook contains information such as code of practice (also available on the organisation's website); complaints and appeals procedure; discipline; access and equity; travel and accommodation subsidy; assistance for unemployed and rurally isolated students; study commitment; enrolment fee information; cancellations and refunds; course/program guidance; assessments; RPL process and credit transfer. The handbook indicates that it was last reviewed in July 2008 and the organisation advises that it conducts scheduled bi-monthly internal audits which include its forms and brochures to ensure that all information is current and accurate.

The organisation intends to conduct a training needs analysis of all learners during the 'Sign-up' (enrolment process). The analysis will include a language, literacy and numeracy (LLN) tool and a staff matrix. The LLN tool will identify if any support is required and the matrix will record learner profile information such as existing skills; attributes; employment history and other qualifications to assist in gauging any other support that may be required such as computer skills.

Element 2.3 was included in the audit; however, was not applicable as the organisation advised that it does not have employer involvement in the development, delivery and monitoring of its course.

**Strengths**

- Nil identified

**Opportunities for Improvement**

- Nil identified

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

Elements	Examined at audit
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input checked="" type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

**Audit findings****Findings:**

The organisation advised that all training and assessment will be conducted by the organisation's staff; therefore Element 3.2 was not applicable.

**Strengths**

- Nil identified

**Opportunities for Improvement**

- Nil identified