



VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Australian Academy Pty Ltd
Date/s of audit	14 and 15 November 2012

ORGANISATION DETAILS					
RTO legal name	Australian Academy Pty Ltd		RTO ID number	31716	
Registered business trading name	Australian Academy Pty Ltd		ABN	86111076218	
Address	Cnr Morala Ave/Sports Drive, Runaway Bay Qld			Postcode	4216
Phone	1300656693	Fax	1300721648		
E-mail	Sokarno@australianacademy.edu.au		Website		
Registration contact	Name	Ahmed sokarno	Position	CEO	

AUDIT TEAM				
Lead auditor	Anthony Barkey		Technical adviser/s	N/A
Audit team members	Susie Blakemore Rebekkah Parsons			

ASQA CONTACT DETAILS				
Phone	1300 701801 (ASQA Info line)		E-mail	compliancebrisbane@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	14 & 15 November 2012
Site/s visited	Cnr Morala Ave/Sports Drive, Runaway Bay, Qld.
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 22.2

ORGANISATION
<p>Australia Academy was set up separately from Australian Sports Academy (RTO 31717) to allow those currently in professional sport to gain a qualification for a career after sport in various vocations outside of sport and fitness. Australia Academy also enrolls school based trainees both funded and fee for service and is also a preferred supplier for its Group Training Organisation (Australian Academy of Sport Ltd).</p> <p>As part of its business development the CEO identified an opportunity from the transfer to ASQA to redesign the RTOs management systems and employ the 'right' staff and himself becoming more hands on in ensuring the RTO's compliance is maintained throughout its registration. There has been no marketing or enrolments since May 2012.</p> <p>The organisation's structure consists of the CEO, Training Manager, RTO Co-ordinator and Administration /Finance staff.</p> <p>Approximately 75% of students have been school based trainees and existing sport professionals. The RTO intends to also market to existing workers in the vocational industries it has on scope to gain formal qualifications.</p> <p>Training and assessment is delivered both in clients/students workplace and at the RTO's premises. The RTO also delivers in Sydney and South Australia.</p> <p>Australian Academy currently has 7 enrolments in business administration and no current enrolments in other qualifications on its scope of registration.</p>

Australian Academy revenue sources come from Government funded training and fee for service.

FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB30407	Certificate III in Business Administration	Face to face delivery, distance and in the workplace. Various assessment methods.
BSB51107	Diploma of Management	
CHC30712	Certificate III in Children's Services	
CHC30212	Certificate III in Aged Care	
BSB40307	Certificate IV in Customer Contact	
CHC51612	Diploma of Employment Services	
FNS50210	Diploma of Accounting	
AHC30710	Certificate III in Horticulture	
ICA30111	Certificate III in Information, Digital Media and Technology	
SIT30707	Certificate III in Hospitality	
SIR30212	Certificate III in Retail Operations	
TAE50111	Diploma of Vocational Education and Training	

INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
Ahmed Sokarno	CEO	N/A
Elizabeth Smith	Training Co-ordinator	N/A
Kelly Furner	Operations Co-ordinator	N/A
Fiona Roebig	Trainer/Assessor	Hospitality
Elliot Cooper	Trainer/Assessor	Horticulture

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 15 November 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be significant when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Anthony Barkey	Date of Report	26/11/2012
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AUDIT RECTIFICATION

Audit status following additional evidence received 16 January 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Anthony Barkey	Date of Report	20/02/2013
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AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011 - Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted		C = Compliant NC = Not Compliant NA = Not audited

Audit Findings
Australian Academy was identified non-compliant with the requirements of the Standards for NVR Registered Training Organisations 2011 – Essential Standards for Continuing Registration 2011 (SNR 15 and SNR 18).

SNR15.4 – Trainers and Assessors

The RTO could not provide current evidence to demonstrate that Roslyn Billman, the nominated trainer and assessor for CHC30212 Certificate III in Aged Care:

- has the relevant vocational competencies at least to the level being delivered or assessed
- could demonstrate current industry skills directly relevant to the training and assessment being undertaken
- has continued to develop her vocational education and training (VET) knowledge and skills as well as her industry currency and trainer/assessor competence.

The RTO could not provide current evidence to demonstrate that Jehan Ayad, the nominated trainer and assessor for CHC30712 Certificate III in Children's Services:

- has current industry skills directly relevant to the training and assessment being undertaken
- has continued to develop her vocational education and training (VET) knowledge and skills as well as her industry currency.

The RTO could not provide current evidence to demonstrate that the trainers and assessors listed below have continued to develop their vocational education and training (VET) knowledge and skills as well as their trainer/assessor competence:

- Eliot Cooper (AHC30710 Certificate III in Horticulture)
- Kim Steater (BSB30407 Certificate III in Business Administration) and (SIR30212 Certificate III in Retail)
- Stephen Hindle, (ICA30111 Certificate III in Information, Digital Media and Technology).

The RTO could not provide current evidence to demonstrate that the trainers and assessors listed below have continued to develop their vocational education and training (VET) knowledge and skills:

- Fiona Roebig (SIT30707 Certificate III in Hospitality)
- Muhammad Saifuddin (FNS50210 Diploma of Accounting)
- Maha Hamad (CHC30812 Certificate III in Employment Services) and (BSB51107 Diploma of Management).

SNR15.5 Assessment

SIR30212 Cert III in Retail Operations

SIRXWHS302 Maintain store safety

The assessment task requiring a 10 minute presentation did not have an evidence gathering tool to gather evidence of the skills and knowledge an assessor would be expecting a student to demonstrate. All assessment tools reviewed ensured all unit requirements would be met in undertaking the tasks; however, as there was no evidence gathering tool for the presentation assessment meant it could not be confirmed that the learner's skills and knowledge during the assessment would be gathered and recorded as evidence.

SIRXINV002A Maintain and order stock

The oral question bank was not supported by guidance for assessors that ensures performance standards are consistent with the requirement of the unit of competency and that assessment is conducted consistently across a range of assessors.

Furthermore, the observation checklist did not include sufficient instructions to the workplace supervisor as to the context of assessment and the conditions under which they were providing their feedback about the candidate's performance in the workplace. Consequently, based on the review of all the assessment tools provided, there were significant gaps in assessment of the required skills of the unit of competency.

CHC30712 Certificate III in Children's Services

CHCCN302A Provide care for children

CHCPR301C Provide experiences to support children's play and learning

The assessment tools provided by the RTO for both units of competency listed did not fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and

consistency of assessment as required by the training package. Further, the assessment was not pitched at the right AQF level of the qualification.

CHC30212 Certificate III in Aged Care

CHCICS301B Provide support to meet personal care needs

CHCPA301B Deliver care services using a palliative approach

The assessment tools provided by the RTO for the units of competency listed above did not address all the requirements of the units including the required skills and knowledge, critical aspects of evidence and the context and resource requirements for assessment; therefore, do not meet the requirements of the training package and not being conducted in accordance with the principles of assessment and the rules of evidence.

Furthermore, the assessment tools provided did not provide clear information/instructions about the context of the assessment or how assessment is to be recorded for assessors and students.

BSB40307 Certificate IV in Customer Contact

BSBLED401A Develop teams and individuals

BSBOHS407A Monitor a safe work environment

The assessment tools provided by the RTO for both units of competency listed, did not demonstrate its assessment processes and tools:

- addressed all of the performance criteria, range statement, required knowledge and skills, critical aspects of evidence and the context and consistency of assessment of the units of competency
- were designed to meet the required AQF level of the qualification
- did not have criteria defining acceptable performance for all assessment tools/tasks
- provide clear information about assessment requirements for students and assessors
- allows for reasonable adjustment or provides objective feedback
- did not meet the rules of evidence.

Of particular concern for both units was with the 'group assessment tasks', which did not include a mechanism for the assessor to gather evidence of how the individual learner's contribution supported their competence against requirements of the unit for which the task was developed. i.e. How will the assessor retain a record of the individual learner's unique contribution to the group activity that demonstrates their competence against the unit's requirements?

BSBOHS407A Monitor a safe work environment

One of the assessment tasks was optional – it could not be confirmed how all unit requirements would be met if a student elected not to complete this assessment task. This was particularly an issue given that this task covered a learner's knowledge of relevant regulations, legislation and codes and their impact on work place safety.

Risk hazard identification requires learners to simply tick what hazards would be applicable. An expectation would be the learner should be able to list them in a table at a minimum rather than just tick an existing list.

CHC51612 Diploma of Employment Services

CHCES502C Research and report on labour market information

CHCCM504D Promote high quality case management

For both units of competency, many of the assessment questions and tasks provided were constructed in a manner that would not ensure the candidate provided responses or undertook tasks that would demonstrate their skills as required by the units of competency.

For both units, one of the project assessments included no detail of the task but required the learner to demonstrate a range of skills and provide a range of the critical aspects of evidence without informing the student or the assessor how to do this.

Due to the insufficient construction of the assessment tasks, it could not be determined that all unit requirements had been met for both units of competency. Furthermore, the marking guides and criteria

defining acceptable performance at the task level were often insufficiently constructed to ensure the assessor critically analysed the student's responses to ensure the learner had the knowledge and ability to apply their knowledge at the appropriate AQF Level.

FNS50210 Diploma of Accounting

FNSACC505A Establish and maintain accounting information systems

The assessment tools provided by the organisation did not fully address all the required knowledge and the critical aspects of evidence requirements of the unit of competency. Therefore the organisation's assessment does not meet the requirements of the training package and is not conducted in accordance with the principles of assessment or the rules of evidence.

The practical assessments only required the learner to research and develop a business case for a new accounting system to enable a decision to be made to purchase the system.

No practical tasks have been developed to ensure a learner was able to roll out system once decision to purchase was made.

No opportunity to gather evidence that the learner has developed or contextualised user training procedures, that they have implemented those procedures and then reviewed the newly implemented system to ensure it does what it was believed it would do i.e. accurate and correct transactions have resulted with new system, back of data from new system has occurred, etc.

There is no task that ensures evidence that the learner has prepared systems documentation for usage and that the learner has implemented the reporting system.

There was no task developed that would gather evidence that the learner has monitored and reviewed the researched and implemented the reporting system.

ICA30111 Certificate III in Information, Digital Media and Technology

ICAICT308A Use advanced features of computer applications

ICAICT307A Customise packaged software applications for clients

The assessment tools provided did address the requirements of the unit of competency; however, there was no evidence provided to demonstrate the organisation had developed guidance for assessors which ensured performance standards are consistent with the requirements of the unit of competency and that assessment is conducted consistently across a range of assessors.

AHC30710 Certificate III in Horticulture

AHCPMG301A Control weeds

The RTO did not provide sufficient evidence to demonstrate its assessment instruments:

- provide sufficient instruction to the student regarding how to complete practical (observed) assessment tasks to ensure fairness and consistency across its assessments
- provide sufficient instruction/guidance to assessors regarding how to conduct and record observation assessment activities in order to ensure performance standards are consistent with the requirements of the training package and that assessment can be conducted consistently across a range of assessors
- address all the required performance criteria, required skills and knowledge, critical aspects and context of assessment as required by the training package
- record sufficient evidence, of student's verbal responses during oral questioning and demonstrated competency during observations, to make a competency judgement
- are supported by assessment criteria which defines the acceptable performance students are required to demonstrate, particularly for the practical observation checklists.

AHCPMG301A Control weeds

The RTO did not provide evidence to demonstrate its assessment instruments:

- clearly indicates the information the student is to provide in response to written questions in assessment to ensure fairness and consistency across its assessments.

BSB30407 Certificate III in Business Administration

BSBFIA304A Maintain a general ledger

BSBITU309A Produce desktop published documents

BSB51107 Diploma of Management

BSBMGT502B Manage people performance

BSBHRM402A Recruit, select and induct staff

SIT30707 Certificate III in Hospitality

SITXFSA001A Implement food safety procedures

SITHFAB003A Serve food and beverage to customers

The assessment tools provided did not address all the requirements of the units of competency listed above, in particular, the required knowledge and skills and critical aspects of evidence. Therefore, the assessment tools do not meet the requirements of the training package and do not address the principles of assessment or the rules of evidence.

Further, no evidence was provided to demonstrate the RTO has developed criteria which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

SNR 18.1 Governance arrangements

As non-compliance has been identified with the NVR Standards as reported above, there is indication the CEO has not ensured the RTO complies with the VET Quality Framework. This applies to some parts of the operations within the RTO's scope of registration. However, during the site audit, the CEO was able to provide strategies and processes that have been implemented to ensure the RTO maintains its compliance at all times.

Rectification requirements – evidence of rectification to be submitted within 20 working days**SNR15.4 – Trainers and Assessors**

The RTO is required to provide evidence to demonstrate that **Roslyn Billman**, the nominated trainer and assessor for CHC30212 Certificate III in Aged Care:

- has the relevant vocational competencies at least to the level being delivered or assessed
- can demonstrate current industry skills directly relevant to the training and assessment being undertaken
- has continued to develop her vocational education and training (VET) knowledge and skills as well as her industry currency and trainer/assessor competence.

If current and relevant evidence is unable to be provided to demonstrate professional development, the RTO is required to provide evidence that it has developed a professional development plan which defines the intended activities to be undertaken over the next 12 months to ensure continued development of Ms Billman's vocational education and training (VET) knowledge and skills, industry currency and trainer/assessor competence.

The RTO is required to provide current evidence to demonstrate that **Jehan Ayad**, the nominated trainer and assessor for CHC30712 Certificate III in Children's Services:

- has current industry skills directly relevant to the training and assessment being undertaken
- has continued to develop her vocational education and training (VET) knowledge and skills as well as her industry currency.

If current and relevant evidence is unable to be provided to demonstrate professional development, the RTO is required to provide evidence that it has developed a professional development plan which defines the intended activities to be undertaken over the next 12 months to ensure continued development of Jehan Ayad's vocational education and training (VET) knowledge and skills and industry currency.

The RTO is required to provide evidence to demonstrate that the trainers and assessors listed below have

continued to develop their vocational education and training (VET) knowledge and skills as well as their trainer/assessor competence:

- **Eliot Cooper** (AHC30710 Certificate III in Horticulture)
- **Kim Steater** (BSB30407 Certificate III in Business Administration) and (SIR30212 Certificate III in Retail)
- **Stephen Hindle**, (ICA30111 Certificate III in Information, Digital Media and Technology).

If evidence is unable to be provided, the RTO is required to provide evidence that it has developed a professional development plan for each trainer/assessor which defines the intended activities to be undertaken over the next 12 months to ensure continued development of their vocational education and training (VET) knowledge and skills as well as their competence as trainers/assessors.

The RTO is required to provide evidence to demonstrate that the trainers and assessors listed below have continued to develop their vocational education and training (VET) knowledge and skills:

- **Fiona Roebig** (SIT30707 Certificate III in Hospitality)
- **Muhammad Saifuddin** (FNS50210 Diploma of Accounting)
- **Maha Hamad** (CHC30812 Certificate III in Employment Services) and (BSB51107 Diploma of Management).

If current and relevant evidence is unable to be provided, the RTO is required to provide evidence that it has developed a professional development plan for each trainer/assessor which defines the intended activities to be undertaken over the next 12 months to ensure continued development of their vocational education and training (VET) knowledge and skills.

SNR15.5 Assessment

SIR30212 Cert III in Retail Operations

SIRXWHS302 Maintain store safety

The organisation is required to provide evidence to demonstrate its assessment tools/tasks for the unit of competency listed fully address all the requirements of the unit of competency, in particular, the required skills and knowledge.

Furthermore, the organisation is required to provide evidence to demonstrate the organisation has developed criteria for all of its assessment tools/tasks which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

SIRXINVOO2A Maintain and order stock

The organisation is required to provide evidence to demonstrate its assessment tools address all of the required skills of the unit of competency.

The organisation is required to provide evidence to demonstrate it has developed criteria for all of its assessment tools/tasks which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

Furthermore, the organisation is required to provide evidence to demonstrate that its observation checklist include instructions to the workplace supervisor as to the context of assessment and the conditions under which they will be providing their feedback about the candidate's performance in the workplace.

CHC30712 Certificate III in Children's Services

CHCCN302A Provide care for children

CHCPR301C Provide experiences to support children's play and learning

The organisation is required to provide a complete suite of assessment tools/tasks for both units of competency listed to demonstrate they fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and consistency of assessment as required by the training package and are pitched at the right AQF level of the qualification.

CHC30212 Certificate III in Aged Care

CHCICS301B Provide support to meet personal care needs

CHCPA301B Deliver care services using a palliative approach

The organisation is required to provide a complete suite of assessment tools/tasks for the units of competency listed to demonstrate they fully address all the requirements of the units including the required skills and knowledge, critical aspects of evidence and the context and resource requirements for assessment.

In addition, the organisation is required to provide evidence that it has developed developed criteria for all of its assessment tools/tasks which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

Furthermore, the assessment tools provided must include clear information/instructions about the context of the assessment or how assessment is to be recorded for assessors and students.

BSB40307 Certificate IV in Customer Contact

BSBLE401A Develop teams and individuals

BSBOHS407A Monitor a safe work environment

CHC51612 Diploma of Employment Services

CHCES502C Research and report on labour market information

CHCCM504D Promote high quality case management

The organisation is required to provide a complete suite of assessment tools/tasks for all of the units of competency listed above to demonstrate they fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and consistency of assessment as required by the units of competency and are pitched at the required AQF level of the qualifications.

Further, the organisation is required to provide evidence to demonstrate it has developed criteria for all of its assessment tools/tasks which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

In addition, the organisation is required to provide evidence to demonstrate that all of its assessment tools/tasks provide clear information/instructions about assessment requirements to assessors and students, including how assessment will be recorded and the conditions in which assessment will be conducted.

FNS50210 Diploma of Accounting

FNSACC505A Establish and maintain accounting information systems

The organisation is required to provide assessment tools for the unit of competency listed to demonstrate they fully address all of the required knowledge and the critical aspects of evidence requirements of the unit of competency.

Further, the organisation is required to provide evidence to demonstrate it has developed developed criteria for all of its assessment tools/tasks for the unit of competency listed which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

In addition, the organisation is required to provide evidence to demonstrate that all of its assessment tools/tasks provide clear information/instructions about assessment requirements to assessors and students, including how assessment will be recorded and the conditions in which assessment will be conducted.

ICA30111 Certificate III in Information, Digital Media and Technology

ICAICT308A Use advanced features of computer applications

ICAICT307A Customise packaged software applications for clients

The organisation is required to provide evidence to demonstrate it has developed criteria for all of its assessment tools/tasks for the units of competency listed which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

AHC30710 Certificate III in Horticulture

AHCPMG301A Control weeds

AHCCHM303A Prepare and apply chemicals

The organisation is required to provide a complete suite of assessment tools/tasks for the units of competency listed to demonstrate they fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and consistency of assessment as required by the units of competency.

Further, the organisation is required to provide evidence to demonstrate it has developed clear criteria for all of its assessment tools/tasks for the units of competency listed which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s

In addition, the organisation is required to provide evidence to demonstrate that all of its assessment tools/tasks provide clear information/instructions about assessment requirements to assessors and students, including how assessment will be recorded and the conditions in which assessment will be conducted.

BSB30407 Certificate III in Business Administration

BSBFIA304A Maintain a general ledger

BSBITU309A Produce desktop published documents

BSB51107 Diploma of Management

BSBMGT502B Manage people performance

BSBHRM402A Recruit, select and induct staff

SIT30707 Certificate III in Hospitality

SITXFSA001A Implement food safety procedures

SITHFAB003A Serve food and beverage to customers

The organisation is required to provide a complete suite of assessment tools for all of the units of competency listed above to demonstrate they address all the requirements of the units of competency and, in particular, the required knowledge and skills and critical aspects of evidence and they are pitched at the AQF level of the qualifications, in particular, the Diploma of Management.

Further, evidence is to be provided to demonstrate the RTO has developed criteria for all of its assessment tools/tasks which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

SNR 18.1 Governance arrangements

The rectification evidence provided to address the non-compliances as reported above, should they be identified compliant, will meet the requirements of this standard.

Therefore, no additional evidence is required to be provided to address this standard.

Analysis of Rectification Evidence received 16 January 2013

SNR15.4 – Trainers and Assessors

The RTO provided evidence to demonstrate that **Roslyn Billman**, the nominated trainer and assessor for CHC30212 Certificate III in Aged Care:

- has the relevant vocational competencies at least to the level being delivered or assessed
- has current industry skills directly relevant to the training and assessment being undertaken
- a professional development plan which defines the intended activities to be undertaken over the next 12 months to ensure continued development of Ms Billman's vocational education and training (VET) knowledge and skills, industry currency and trainer/assessor competence.

The RTO provided evidence to demonstrate that **Jehan Ayad**, the nominated trainer and assessor for CHC30712 Certificate III in Children's Services:

- has current industry skills directly relevant to the training and assessment being undertaken
- a professional development plan which defines the intended activities to be undertaken over the next 12 months to ensure continued development of Jehan Ayad's vocational education and training (VET)

knowledge and skills, industry currency and trainer/assessor competence.

The RTO provided professional development plans for each of the trainers/assessors listed below, which define the intended activities to be undertaken over the next 12 months to ensure continued development of their vocational education and training (VET) knowledge and skills and their competence as trainers/assessors:

- **Eliot Cooper** (AHC30710 Certificate III in Horticulture)
- **Kim Steater** (BSB30407 Certificate III in Business Administration) and (SIR30212 Certificate III in Retail)
- **Stephen Hindle**, (ICA30111 Certificate III in Information, Digital Media and Technology).
- **Fiona Roebig** (SIT30707 Certificate III in Hospitality)
- **Muhammad Saifuddin** (FNS50210 Diploma of Accounting)
- **Maha Hamad** (CHC30812 Certificate III in Employment Services) and (BSB51107 Diploma of Management).

SNR 15.5 Assessment

SIR30212 Cert III in Retail Operations

SIRXWHS302 Maintain store safety

The organisation provided evidence to demonstrate its assessment tools/tasks fully address all the requirements of the unit of competency, in particular, the required skills and knowledge. Furthermore, the organisation provided evidence to demonstrate that it has developed criteria for all of its assessment tools/tasks, defining acceptable performance to ensure consistency in the judgments being made by its assessor/s.

SIRXINV002A Maintain and order stock

The organisation provided evidence to demonstrate its assessment tools address all of the required skills of the unit of competency. The organisation provided evidence to demonstrate it has developed criteria for all of its assessment tools/tasks, defining acceptable performance to ensure consistency in the judgments being made by its assessor/s. Furthermore, the organisation included instructions to the workplace supervisor for the observation checklist, providing details as to the context of assessment and the conditions under which they will be providing their feedback about the candidate's performance in the workplace.

CHC30712 Certificate III in Children's Services

CHCCN302A Provide care for children

CHCPR301C Provide experiences to support children's play and learning

The organisation provided a complete suite of assessment tools/tasks for both units of competency listed to demonstrate they fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and consistency of assessment as required by the training package. The assessment tools/tasks are pitched at the right AQF level for the qualification.

CHC30212 Certificate III in Aged Care

CHCICS301B Provide support to meet personal care needs

CHCPA301B Deliver care services using a palliative approach

The organisation provided a complete suite of assessment tools/tasks for the units of competency listed to demonstrate they fully address all the requirements of the units including the required skills and knowledge, critical aspects of evidence and the context and resource requirements for assessment. In addition, the organisation provided evidence that it has developed developed criteria for all of its assessment tools/tasks, defining acceptable performance to ensure consistency in the judgments being made by its assessor/s. Furthermore, the assessment tools include information/instructions about the context of the assessment and how assessment is to be recorded for assessors and students.

BSB40307 Certificate IV in Customer Contact

BSBLED401A Develop teams and individuals

BSBOHS407A Monitor a safe work environment

The organisation provided a complete suite of assessment tools/tasks for all of the units of competency listed above to demonstrate they fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and consistency of assessment as required by the units of competency.

The assessment tools/tasks are pitched at the right AQF level for the qualification.

In addition, the organisation provided evidence to demonstrate it has developed criteria for all of its assessment tools/tasks, defining acceptable performance to ensure consistency in the judgments being made by its assessor/s. In addition, the organisation has provided evidence to demonstrate that all of its assessment tools/tasks provide clear information/instructions about assessment requirements to assessors and students, including how assessment will be recorded and the conditions in which assessment will be conducted.

CHC51612 Diploma of Employment Services

CHCES502C Research and report on labour market information

CHCCM504D Promote high quality case management

The organisation provided a complete suite of assessment tools/tasks for all of the units of competency listed above. Upon review of the assessment tools, the unit requirements have been addressed. The assessment tools/tasks are pitched at the right AQF level for the qualification. The majority of assessment contains clear instructions and is supported by criteria defining the level of performance to ensure consistency in the judgments being made by its assessors.

FNS50210 Diploma of Accounting

FNSACC505A Establish and maintain accounting information systems

The organisation provided assessment tools for the unit of competency listed to demonstrate they fully address all of the required knowledge and the critical aspects of evidence requirements of the unit of competency. Further, the organisation provided evidence to demonstrate it has developed developed criteria for all of its assessment tools/tasks for the unit of competency listed defining acceptable performance to ensure consistency in the judgments being made by its assessor/s.

In addition, the organisation provided evidence to demonstrate that all of its assessment tools/tasks provide clear information/instructions about assessment requirements to assessors and students, including how assessment will be recorded and the conditions in which assessment will be conducted.

ICA30111 Certificate III in Information, Digital Media and Technology

ICAICT308A Use advanced features of computer applications

ICAICT307A Customise packaged software applications for clients

The organisation provided evidence to demonstrate it has developed criteria for all of its assessment tools/tasks for the units of competency listed which define the acceptable performance for all its assessment tools and will ensure consistency in the judgments being made by its assessor/s.

AHC30710 Certificate III in Horticulture

AHCPMG301A Control weeds

AHCCHM303A Prepare and apply chemicals

The organisation provided a complete suite of assessment tools/tasks for the units of competency listed to demonstrate they fully address all the performance criteria, required skills and knowledge, critical aspects for assessment and context and consistency of assessment as required by the units of competency. Further, the organisation provided evidence to demonstrate it has developed clear criteria for all of its assessment tools/tasks for the units of competency listed which define the acceptable performance for all its assessment tools which will ensure consistency in the judgments being made by its assessor/s.

In addition, the organisation provided evidence to demonstrate that all of its assessment tools/tasks provide clear information/instructions about assessment requirements to assessors and students, including how assessment will be recorded and the conditions in which assessment will be conducted.

BSB30407 Certificate III in Business Administration

BSBFIA304A Maintain a general ledger

BSBITU309A Produce desktop published documents

The organisation provided a complete suite of assessment tools for all of the units of competency listed above to demonstrate they address all the requirements of the units of competency and, in particular, the required knowledge and skills and critical aspects of evidence. Further, evidence was provided to demonstrate the RTO

has developed criteria for most of the assessment tools/tasks which defines the acceptable performance are outlined for all its assessment tools which ensure consistency in the judgments being made by its assessor/s.

BSB51107 Diploma of Management

BSBMGT502B Manage people performance

BSBHRM402A Recruit, select and induct staff

The organisation provided a complete suite of assessment tools for all of the units of competency listed above to demonstrate they address all the requirements of the units of competency and, in particular, the required knowledge and skills and critical aspects of evidence. The assessment tools/tasks are pitched at the right AQF level for the qualification. The RTO has developed criteria for all of its assessment tools/tasks defining acceptable performance to ensure consistency in the judgments being made by its assessor/s.

SIT30707 Certificate III in Hospitality

SITXFSA001A Implement food safety procedures

SITHFAB003A Serve food and beverage to customers

The organisation provided a complete suite of assessment tools for all of the units of competency listed above to demonstrate they address all the requirements of the units of competency and, in particular, the required knowledge and skills and critical aspects of evidence. The assessment tools/tasks are pitched at the right AQF level of the qualification. The RTO has developed criteria for all of its assessment tools/tasks defining acceptable performance to ensure consistency in the judgments being made by its assessor/s.

SNR 18.1 Governance arrangements

The rectification evidence provided above has demonstrated the RTO meets the requirements of this standard.