

AQTF Audit Report

Initial Registration

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eHealth Education Pty Ltd t/a
Rocky Safety Consultancy; RSC Training – NTIS #32279

FM-PMA-34e
TRIM No: 10/159096
Version 2 – 23 August 2010
Training and International Quality

Organisation details			
Principal address	12 SLEIPNER ST, MOUNT ARCHER		
RTO contact	Dr Evelyn Hovenga	Phone number	(07) 4921 3029 / 0408 30 9839
Operations	<ul style="list-style-type: none"> The organisation changed ownership effective 04/06/2010 It is intended that programs are delivered face-to-face, fee for service at either the organisation's or clients' premises The organisation intends to partner with regional councils and mine sites for the delivery of programs from the HLT07 training package There are no government funding contracts in place The organisation's intended industry focus is in 'eHealth Informatics', however this has been set aside due to its requirements to grow the business and focus on delivery of TAA40104 The organisation has only delivered training and assessment in TAA40104 There are no current enrolments. 		
Audit team			
Lead auditor	Tony Farrington	Auditor/s	n/a
Phone	3225 2400	Adviser/s	n/a
E-mail	tony.farrington@deta.qld.gov.au	Observer/s	n/a
Audit details			
Reason/s for audit	INITIAL REGISTRATION - conducted due to Change of Organisational Status		
Audit date/s	30 & 31 August 2010	Audit number/s	32279-1A
Risk considerations	The delivery of TAA40104 by the previous owner has not been through a monitoring audit.		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Rectification received	28 October 2010		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Other audit notes	The change of ownership application was received in May 2010 hence the conditions of registration were not audited.		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
CPC10108	Certificate I in Construction [Partial delivery] <i>CPCCOHS1001 Work safely in the construction industry</i>	<input checked="" type="checkbox"/>	Rockhampton
30596QLD	Course in Functioning as a Workplace Health and Safety Officer [Partial delivery] <i>WHSO/02 Manage health and safety hazards and risks in the workplace</i>	<input checked="" type="checkbox"/>	Rockhampton

	<i>WHSO/03 Manage workplace incidents</i>		
HLT21107	Certificate II in Emergency Medical Service First Response [Partial delivery] <i>HLTFA201A Provide basic emergency life support</i> <i>HLTFA301B Apply first aid</i>		Rockhampton
TAA40104	Certificate IV in Training and Assessment		Rockhampton
TAE40110	Certificate IV in Training and Assessment		Rockhampton
Interviewee/s (incl. position)			
Dr Evelyn Hovenga – Director & Trainer/Assessor		Ms Maria Madsen - Director & Trainer/Assessor	

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Standard 1: The applicant has strategies in place to provide quality training and assessment across all its operations

Elements		Examined
1.1	The applicant has a defined continuous improvement strategy that allows for the collection and analysis of data. The strategy includes implementation of continuous improvement activities for training and assessment	<input checked="" type="checkbox"/>
1.2	Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3	Staff, facilities, equipment and training and assessment materials to be used by the applicant are consistent with the requirements of the Training Package or accredited course and the applicant's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4	The applicant has a defined strategy, procedures and measures to ensure training and assessment services are conducted 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, and b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	<input checked="" type="checkbox"/>
1.5	The applicant has a defined strategy and procedures in place to ensure that assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) will meet the requirements of the relevant Training Package or accredited course b) will be conducted in accordance with the principles of assessment and the rules of evidence c) will meet workplace and, where relevant, regulatory requirements d) is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 28/10/10:

- Compliant
 Not Compliant

Findings:

The organisation provided evidence of training and assessment strategies by way of a combination of documents that met the requirements of industry and the applicable training packages. Evidence was provided of industry consultation in the development of the organisation's training and assessment strategies, which have been updated to reflect industry requirements. However, the organisation has not developed a documented training and assessment strategy for TAE40110 Certificate IV in Training and Assessment.





The organisation has a process in place to ensure learners have access to suitable facilities, equipment and training materials for its training and assessment activities, which meet the industry, accredited course or training package requirements.

The sample of trainers' records reviewed indicates they generally possess the necessary competencies as required by the National Quality Council. The organisation has adopted processes to ensure its trainers/assessors continue to develop their vocational competence and competence in training and assessment methods.

The assessment materials provided for the following units of competency address all unit of competency requirements, including required knowledge, skills and critical aspects of evidence, and are supported by sufficient evidence criteria:

HLTFA301B Apply first aid

WHSO/02 Manage health and safety hazards and risks in the workplace

CPCCOHS1001 work safely in the construction industry.

Through discussions with the RTO representative, it became apparent to the auditor that the organisation has a strong and well established focus on continuous improvement. The organisation has implemented various mechanisms to collect, analyse and act on relevant data from clients, students, industry, trainers/assessors and staff, as a means to embed continuous improvement across all aspects of its operation. Evidence provided by the organisation includes:

- a register for identifying improvements which is completed by staff and includes the capacity for the sign off on the finalisation of all improvements
- a continuous improvement policy which requires a minimum of monthly meetings with staff
- its intent to gather feedback data from students and employers through the Quality Indicator (QI) and AVETMISS data collection process plus face-to-face feedback at the end of each program.

Analysis of the learner engagement survey results currently received indicates that learners are generally satisfied with the training and assessment services provided. Through the organisation's own continuous improvement activities it became apparent that there were many shortfalls in the materials provided by the previous owner as part of the purchase of the organisation. The organisation has put systems in place to rectify these.

Non-compliances:

TRAINING AND ASSESSMENT STRATEGIES

TAE40110 Certificate IV in Training and Assessment

Insufficient evidence provided to demonstrate the organisation has a documented training and assessment strategy for the above qualification that:

- is clearly articulated and informed by information collected on industry requirements and learners' needs through effective consultation with industry
- specifies the resources, both human and physical, that will be used to meet the requirements of the Training Package qualification
- includes processes to be used for its monitoring and review.

HUMAN RESOURCES

Robert Kerridge: 30596QLD Course in Functioning as a Workplace Health and Safety Officer [Partial delivery]

Insufficient evidence was provided to demonstrate that the organisation has ensured this trainer/assessor has recent and relevant vocational experience for the units being delivered and will continue developing his vocational, training and assessment competencies.

ASSESSMENT MATERIALS

TAA40104 Certificate IV in Training and Assessment

TAAASS402A Assess competence

Insufficient evidence was provided to demonstrate that the organisation has developed assessment tools to address all unit of competency requirements, in particular, the required skills and critical aspects of evidence. Insufficient evidence of evidence criteria defining acceptable performance was provided to ensure that assessment judgements are consistent and reliable across a range of assessors and learners.

TAADES401B Use Training Packages to meet client needs

Insufficient evidence was provided to demonstrate that the organisation has developed assessment tools to address all unit of competency requirements, in particular, the required knowledge, skills, critical aspects of evidence, the range statement and context and consistency of assessment addressed at appropriate AQF level. Insufficient evidence of evidence criteria defining



acceptable performance was provided to ensure that assessment judgements are consistent and reliable across a range of assessors and learners.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA201A Provide basic emergency life support

No assessment tools were provided to demonstrate capacity.

30597QLD Course in Functioning as a Workplace Health and Safety Officer [Partial delivery]

WHSO/03 Manage workplace incidents

Insufficient evidence was provided to demonstrate that the organisation has developed assessment tools to address all unit of competency requirements, in particular, the required knowledge and skills. Instructions to the assessor or learner are not clear regarding assessment requirements for the completion of the WHSO Assessment Report Form.

TAE40110 Certificate IV in Training and Assessment

TAEASS402A Assess competence

TAEDES402A Use training packages and accredited courses to meet client needs

No assessment tools were provided to demonstrate capacity.

Rectification required:

TRAINING AND ASSESSMENT STRATEGIES

TAE40110 Certificate IV in Training and Assessment

The organisation is to provide evidence to demonstrate it has a documented training and assessment strategy for the above qualification that:

- is clearly articulated and informed by information collected on industry requirements and learners' needs, through effective consultation with industry
- specifies the resources, both human and physical, that will be used to meet the requirements of the Training Package qualification
- includes processes to be used for its monitoring and review.

HUMAN RESOURCES

Robert Kerridge: 30596QLD Course in Functioning as a Workplace Health and Safety Officer [Partial delivery]

The organisation is to provide evidence to demonstrate it has ensured this trainer/assessor has recent and relevant vocational experience for the units being delivered, and will continue developing his vocational and training and assessment competencies.

ASSESSMENT MATERIALS

TAA40104 Certificate IV in Training and Assessment

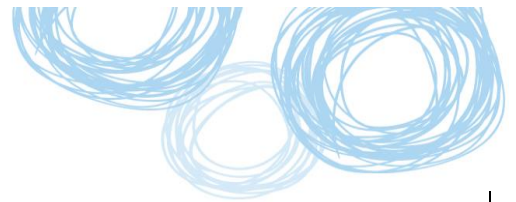
TAAASS402A Assess competence

TAADES401B Use Training Packages to meet client needs

As this qualification is being superseded, rectification for these units can be addressed by rectification in the corresponding unit of competency from TAE40110 Certificate IV in Training and Assessment.

For all the units of competency listed below, the organisation is required to provide:

- a full range of assessment tools that address all the requirements of each unit of competency to confirm the organisation's ability and capacity to develop assessment tools that meet all the requirements of the training package or accredited course. The organisation should ensure the amended materials:
 - sufficiently address the performance criteria
 - sufficiently address the critical aspects of evidence
 - sufficiently address the required knowledge
 - sufficiently address the required range statements
 - sufficiently address context and consistency of assessment requirements
 - provide for a valid, reliable, flexible and fair assessment
 - provide for the assessment of the student's ability to apply the skills and knowledge required of the units
- evidence that evidence criteria have been developed for the reviewed assessment tools
- evidence that the assessment tools provide sufficient information to learners and assessors regarding the context and



purpose of the assessment.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA201A Provide basic emergency life support

30597QLD Course in Functioning as a Workplace Health and Safety Officer [Partial delivery]

WHSO/03 Manage workplace incidents

TAE40110 Certificate IV in Training and Assessment

TAEASS402A Assess competence

TAEDES402A Use training packages and accredited courses to meet client needs.

Rectification evidence received 28 October 2010:

TRAINING AND ASSESSMENT STRATEGIES

TAE40110 Certificate IV in Training and Assessment

The organisation provided an appropriately documented training and assessment strategy for this qualification which meets the requirements of the packaging rules. Sufficient evidence of consultation with industry in the development of such strategies was provided. The training and assessment strategy also details the processes to be used for its monitoring and review.

HUMAN RESOURCES

Robert Kerridge: 30596QLD Course in Functioning as a Workplace Health and Safety Officer [Partial delivery]

The organisation provided evidence to demonstrate how it has ensured this trainer/assessor has recent and relevant vocational experience for the units being delivered, and how it will ensure he continues developing his vocational and training and assessment competencies.

ASSESSMENT MATERIALS

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA201A Provide basic emergency life support

Following the audit the organisation voluntarily withdrew this qualification from its scope of registration.

30597QLD Course in Functioning as a Workplace Health and Safety Officer [Partial delivery]

WHSO/03 Manage workplace incidents

The organisation provided evidence to demonstrate it has enhanced its assessment materials. These updated materials demonstrate the organisation has developed assessment tools to address all unit requirements, including the required knowledge and skills. Instructions to the assessor and learner are sufficiently clear regarding assessment requirements for the completion of the WHSO Assessment Report Form.

TAE40110 Certificate IV in Training and Assessment

TAEASS402A Assess competence

TAEDES402A Use training packages and accredited courses to meet client needs.

The organisation provided evidence it has amended and enhanced assessment materials developed for the superseded qualification that now address all the requirements of each unit of competency listed above. All assessment tools are supported by detailed evidence criteria and mapping matrixes.

A review of the assessment tools determined that all the unit of competency requirements, including and the required knowledge, required skills and critical aspects of evidence are now assessed.

Strengths

- Nil identified.

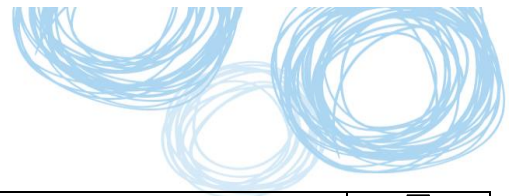
Opportunities for Improvement

- Nil identified.

Standard 2: The applicant has strategies in place to adhere to the principals of access and equity and to maximise outcomes for its clients

Elements

Examined



2.1	The applicant has a strategy in place detailing how it will establish and meet the needs of clients.	<input checked="" type="checkbox"/>
2.2	The applicant has a strategy in place for the implementation of continuous improvement of client services informed by the analysis of relevant data.	<input checked="" type="checkbox"/>
2.3	The applicant has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.	<input checked="" type="checkbox"/>
2.4	Where identified in the learning and assessment strategy, the applicant has engaged or has a defined strategy in place to engaged with employers or other parties who contribute to each learner's training and assessment on the development, delivery and monitoring of training and assessment.	<input type="checkbox"/>
2.5	The applicant has a defined process and mechanism in place to ensure learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.6	The applicant has a defined process and mechanism in place to ensure learners have timely access to current and accurate records of their participation and progress.	<input checked="" type="checkbox"/>
2.7	The applicant has a defined complaints and appeals process that will ensure learner's complaints and appeals are addressed effectively and efficiently.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:
 Compliant
 Not compliant

Findings:
 The organisation has a continuous improvement approach to the provision of services to meet client needs. The organisation plans to use the QI tools supplemented by its own survey tool upon the completion of a program of study. These tools are to be analysed via its own database which is compatible with the SMART system.

The organisation is well organised and has a strong focus on maintaining relationships. This is evident where prior to the commencement of a course the organisation plans to conduct a comprehensive interview/screening process as a means to maximise outcomes for clients.

Students will complete a student enrolment form. Sections in this form include student information, disability, language and literacy needs, and previous education.

The pre-enrolment information it has developed is accurate, current and not misleading. The Course Fact Sheets/Client Guide contain/s information relating to:

- general behaviour
- responsibilities
- privacy legislation – use of student personal information
- relevant RTO policies and procedures including complaints and grievance procedures.

The organisation has developed appropriate internal mechanisms to effectively address complaints and appeals.

The organisation has the facilities to maintain comprehensive records of a student's participation and progress.

Strengths

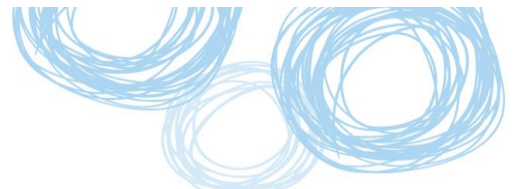
- The extra services the organisation is prepared to provide, to support the learner through their training.

Opportunities for Improvement

- Nil identified.

Standard 3: The applicant has in place management systems that will be responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO will operate

Elements	Examined
3.1 The applicant has a strategy in place detailing how the management of its operations will ensure clients receive the services detailed in their agreement with the applicant. uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The applicant has a defined strategy for the implementation of a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>



3.3	Where applicable, the applicant has a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the <i>AQTF Essential Conditions and Standards for Initial Registration</i> .	<input checked="" type="checkbox"/>
3.4	The applicant has a defined strategy and process to manage records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>

Audit findings

At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received 31/08/10: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
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Findings:

The organisation has developed:

- a continuous improvement policy and processes for the management of its operations. This will ensure effective feedback and communication between trainers/assessors and management occurs, and that feedback from students is captured, reviewed and acted upon as required.
- a comprehensive orientation and induction of staff and students which ensures that they are informed of their rights and responsibilities.
- a 'Records Management' policy to manage its records and ensure accuracy and integrity is maintained.
- qualification and statement of attainment templates that meet the wording requirements of the AQF Handbook.

The organisation has developed a partnership agreement as a means to monitor training and assessment provided on its behalf to ensure it complies with all aspects of the AQTF.

The organisation plans to conduct a self assessment at least annually. The checklist covers elements of the AQTF Essential Standards for Registration. A database register will show improvements are actioned.

Non-compliances:

The NRT logo is depicted on the organisation's statement of results which is in contravention of the conditions for using the NRT logo.

It should be noted that prior to the conclusion of the audit the organisation provided evidence to demonstrate it has updated its statement of results template to meet the requirements of the conditions for using the NRT logo.

Strengths

- It was evident that there is a strong continuous improvement focus within the organisation.

Opportunities for improvement

- Nil identified.