

AQTF Audit Report – Continuing Registration

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Training Professionals Pty Ltd – NTIS 31955

 FM-PMA-34A
 TRIM No: 09/182321
 Version 7 – 1 July 2010
 Training and International Quality

Organisation details			
Registration expiry	08/06/2014		
Principal address	Unit 4a, 85 Joseph Banks Avenue, FOREST LAKE 4078		
Audit venue	39 Mozart Place, Mt Ommaney		
RTO contact	Mr Stephen Harding	Phone number	0407779843
Operations	<ul style="list-style-type: none"> Core clients are mainly corporate; RPL - Mining Delivery is face to face at enterprise venues. Partnering organisations – Jarra Creek Marketing (Robert Kerridge is contractor), Driver Training & Education Kingaroy – Steve Walters, National Height Safety Solutions – Jesse Browne and AIMAC – Glenn Jackwitz No government funding contracts are in place. Approximate number of completions in past year per unit is 2000 Approximate number of current enrolments per unit is 50 		
Audit team			
Lead auditor	Bill Cadden	Auditor/s	-
Phone	3235 4016	Adviser/s	Mr Shane Holdsworth, WH&S Qld
E-mail	Bill.cadden@deta.qld.gov.au	Observer/s	
Audit details			
Reason/s for audit	Post-initial		
Audit date/s	27 and 28 July 2010	Audit number/s	3195516303A
Standards audited	1.1, 1.2, 1.4, 1.5, 2.1, 2.2, 3.2, 3.3		
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	9 September 2010 and 20 September 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	<ul style="list-style-type: none"> The RTO advised the lead auditor by email on 25 July 2010 that it had not delivered training in the following qualifications: <ul style="list-style-type: none"> MNM20306 Certificate II in Metalliferous Mining Operations (Processing) MNM20406 Certificate II in Mining Field/Exploration Operations RII20609 Certificate II in Mining Field/Exploration Operations MNM30305 Certificate III in Metalliferous Mining Operations – Processing MNM30106 Certificate III in Metalliferous Mining Operations (Open Cut) MNM30406 Certificate III in Mining Exploration RII30509 Certificate III in Mining Exploration MNM30505 Certificate III in Small Mining Operations 		



	<ul style="list-style-type: none"> • MNM40105 Certificate IV in Metalliferous Mining Operations – Open Cut • MNM40305 Certificate IV in Metalliferous Mining Operations – Processing 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
30496QLD	Course in Operating Loadshifting Equipment [partial delivery]	<input checked="" type="checkbox"/>	Enterprise Sites
30497QLD	Course in Operating Cranes, Rigging and Scaffolding Equipment [Partial delivery]	<input checked="" type="checkbox"/>	Enterprise Sites
CPC10108 CPCCOHS1001A	Certificate I in Construction [partial delivery] <i>Work safely in the construction industry</i>	<input checked="" type="checkbox"/>	Mt Ommaney & Enterprise Sites
39253QLD	Course in Low Voltage Electrical Work Rescue	<input type="checkbox"/>	Mt Ommaney & Enterprise Sites
HLT21107	Certificate II in Emergency Medical Service First Response	<input type="checkbox"/>	Mt Ommaney & Enterprise Sites
RII20209	Certificate II in Surface Extractions Operations	<input type="checkbox"/>	Mt Ommaney, Moranbah & Enterprise Sites
RII40209	Certificate IV in Surface Coal Mining (Open Cut Examiner)	<input type="checkbox"/>	Moranbah & Enterprise Sites
MNC40204	Certificate IV in Surface Coal Mining	<input type="checkbox"/>	Moranbah & Enterprise Sites
Interviewee/s (incl. position)			
Mr Stephen Harding, Director			
Mr Stephen Fraser, IT Manager			
Mr Robert Kerridge, Trainer/Assessor			

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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.	<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 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 type="checkbox"/>
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. 	<input checked="" type="checkbox"/>
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. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- ☐ Compliant
☒ Not Compliant

Following rectification received 09/09/10:

- ☒ Compliant
☐ Not Compliant

Technical advice has been incorporated into the findings for this standard for the following accredited courses:

- 30496QLD Course in Operating Loadshifting Equipment
- 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment

Findings:

The RTO demonstrated that it is transitioning from the MNC04 Coal Training Package to the RII09 Resources and Infrastructure Industry Training Package and is doing so in consultation with its trainer/assessor, Rob Kerridge and enterprise mines it conducts training for; Camby Downs Mining, John Holland Group, Wyaralong Dam Alliance and BMA Alliance.

The RTO has a 'Course Currency & Upgrade Procedure' in place and conducts moderation and validation of its training and assessment at the completion of courses and the process is also informed by 'Training Participant Feedback' forms collected from students (learners), trainers/assessors feedback, and employer satisfaction feedback.

The RTO sends 'Learner Questionnaire' forms to students by email at the end of the course; conducts regular telephone meetings (sometimes daily) with its trainers/assessors Rob Kerridge and Jason Hartwell. Jason Hartwell is also Director of Zero Harm Safety and Training. The qualifications and accredited courses offered are contextualised to industry requirements.

The RTO has developed its strategies for training and assessment at a unit of competency level in consultation with industry; however, there are no records of staff meetings about training and assessment strategies and programs, and the agreed actions. The industry consultation for HLT21107 Certificate II in Emergency Medical Service First Response is with the Australian Resuscitation Council of which the RTO's CEO is a member.

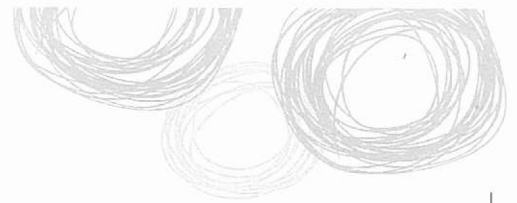
The RTO's trainers/assessors meet the requirements of the AQTF and the training packages and accredited courses they are delivering and assessing.

The RTO's computer database system of trainers/assessors includes a cross referencing system that excludes trainers/assessors from delivering a unit if they do not hold the required vocational competencies and vocational currencies.

Non-compliances:

- 30496QLD Course in Operating Loadshifting Equipment
- 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment
- 39253QLD Course in Low Voltage Electrical Work Rescue
- HLT21107 Certificate II in Emergency Medical Service First Response
- RII20209 Certificate II in Surface Coal Operations
- RII40209 Certificate IV in Surface Coal Mining (Open Cut Examiner)





MNC40204 Certificate IV in Surface Coal Mining

The RTO could not provide records of staff meetings and discussions held about training and assessment strategies and programs, and the agreed actions.

The strategies for training and assessment for the above qualifications and accredited course did not provide accurate and sufficient information regarding training and assessment methods and advice to assessors about how assessments will be conducted.

Non-compliances were identified in the assessment tools for the above qualifications and accredited courses as some assessment tools for units examined do not comply with all the principles of; validity, reliability, fairness and flexibility as they do not fully address required knowledge and skills, and are not conducted and assessed against benchmark criteria, supported by clear information for students about assessment requirements, do not ensure students are provided with objective assessment feedback, and not supported by clear information for assessors about assessment requirements.

Rectification required:

30496QLD Course in Operating Loadshifting Equipment

30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment

39253QLD Course in Low Voltage Electrical Work Rescue

HLT21107 Certificate II in Emergency Medical Service First Response

RII20209 Certificate II in Surface Coal Operations

RII40209 Certificate IV in Surface Coal Mining (Open Cut Examiner)

MNC40204 Certificate IV in Surface Coal Mining

The RTO is to provide strategies for training and assessment for the above accredited courses and qualifications that provide accurate and sufficient information regarding training and assessment methods and advice to assessors about how assessments will be conducted.

The RTO is to provide evidence that it has implemented a system to ensure that it maintains records of staff meetings and discussions held about training and assessment strategies and programs, and the agreed actions.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

- The RTO is to provide evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO is to provide evidence that students are provided with objective assessment feedback on their assessments in this unit.

RII20209 Certificate II in Surface Extraction Operations

RIIOHS204A Work safely at heights

- The RTO is to provide assessment tools that address the required knowledge and required skills for this unit.
- The RTO is to provide benchmark criteria for these assessment activities.
- The RTO is to provide evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO is to provide evidence that students are provided with objective assessment feedback on their assessments in this unit.

RIIVEH201A Operate light vehicle

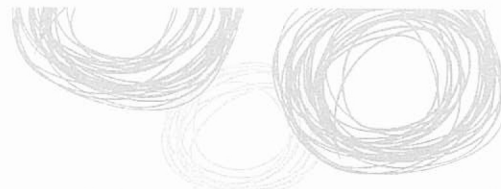
- The RTO is to provide evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO is to provide evidence that students are provided with objective assessment feedback on their assessments in this unit.

RII40209 Certificate IV in Surface Coal Mining (Open Cut Examiner)

RIIRIS402A Carry out the risk management process

- The RTO is to provide evidence that the assessment for this unit is supported by clear information for students about assessment requirements.





- The RTO is to provide evidence that students are provided with objective assessment feedback on their assessments in this unit.

MNC40204 Certificate IV in Surface Coal Mining

MNCG1001A Apply risk management processes

- The RTO is to provide evidence that students are provided with objective assessment feedback on their assessments in this unit.

39253QLD Course in Low Voltage Electrical Work Rescue

LVR001 Rescue of a person performing low voltage electrical work

- The RTO is to provide evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO is to provide evidence that students are provided with objective assessment feedback on their assessments in this unit.

Rectification evidence received 09 September 2010:

Strategies for Training and Assessment

The RTO provided strategies for training and assessment for the referenced accredited courses and qualifications that provide accurate and sufficient information regarding training and assessment methods and advice to assessors about how assessments will be conducted.

The RTO provided evidence that it has implemented a system to ensure that it maintains records of staff meetings and discussions held about training and assessment strategies and programs, and the agreed actions.

HLT21107 Certificate II in Emergency Medical Service First Response

HLTFA301B Apply first aid

- The RTO provided evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO provided evidence that students are provided with objective assessment feedback on their assessments in this unit.

RII20209 Certificate II in Surface Extraction Operations

RIIOHS204A Work safely at heights

- The RTO provided assessment tools that address the required knowledge and required skills for this unit.
- The RTO provided assessment tools that included benchmark criteria for these assessment activities.
- The RTO provided evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO provided evidence that students are provided with objective assessment feedback on their assessments in this unit.

RIIVEH201A Operate light vehicle

- The RTO provided evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO provided evidence that students are provided with objective assessment feedback on their assessments in this unit.

RII40209 Certificate IV in Surface Coal Mining (Open Cut Examiner)

RIIRIS402A Carry out the risk management process

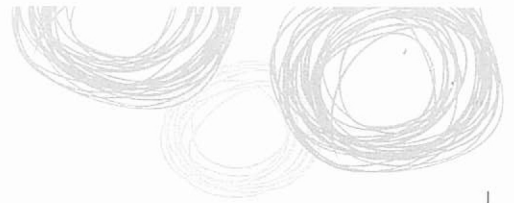
- The RTO provided evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO provided evidence that students are provided with objective assessment feedback on their assessments in this unit.

MNC40204 Certificate IV in Surface Coal Mining

MNCG1001A Apply risk management processes

- The RTO provided evidence that students are provided with objective assessment feedback on their assessments in this unit.





unit.

39253QLD Course in Low Voltage Electrical Work Rescue

LVR001 Rescue of a person performing low voltage electrical work

- The RTO provided evidence that the assessment for this unit is supported by clear information for students about assessment requirements.
- The RTO provided evidence that students are provided with objective assessment feedback on their assessments in this unit.

Strengths

- The RTO has developed a quality computer support system and database to manage its trainer/assessor information and its training and assessment activities.

Opportunities for Improvement

- Robert Kerridge & Jason Hartwell - Develop a professional development plan in VET for each trainer/assessor.
- Include unit code and unit name on completed Learner and Development Feedback forms.

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 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 effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

- ☒ Compliant
☐ Not compliant

Findings:

The RTO actively collects and acts on feedback from students, trainers/assessors and industry employers. Feedback is collected at the conclusion of each course and is reviewed by the RTO.

Reviews are conducted at least quarterly. The RTO recently conducted an upgrade of OHS through a mini audit of venue safety where it delivers training.

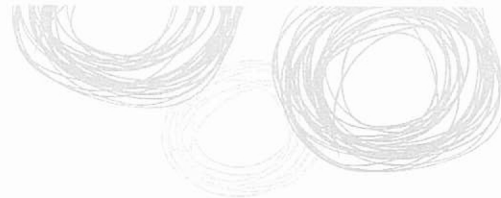
The RTO has implemented a messaging system with its trainers/assessors and emails sent out by the RTO to trainers/assessors must be responded to before they can be closed out.

Strengths

- The RTO optimises information technology to improve client services.

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
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 RTO ensures its management of operations is regularly improved through reviewing and acting on systemic issues as they are identified. The RTO also reviews its management systems at structured quarterly reviews.

The RTO's operations are heavily reliant on computer information technology and is reviewing and improving its software and systems on a regular basis. It has recently purchased printing and collating hardware to meet its increasing enrolment numbers.

The RTO provided evidence that it conducts a mini audit of the AQTF Essential Conditions and Standards for Continuing Registration and demonstrated that it is transitioning to the 'new' standards.

Strengths

- The RTO staff possess relevant and effective information technology skills.

Opportunities for improvement

- Record the action outcomes decided at meetings and quarterly reviews.



