AQTF Audit Report - Continuing Registration

Ashtrail Pty Ltd as Trustee for The Tenkate Training School Trust t/a Major Operator and Driver Training Services - NTIS #6139

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Organisation details			
Registration expiry	7 February 2014		
Principal address	38 Prairie Road, YATALA, QLD, 4207		
RTO contact	Roger Mooney	Phone number	07 3489 7733
Operations	- The RTO has a range of clients including fee for service (exiting workers and jobseekers), corporate organisations and apprentices/trainees. - Delivery is conducted face to face at the RTO's premises and when requested at a clients premises. - The RTO does not have any partnering organisations. - The RTO has several Government funded contracts including:		

Within the Operations cell:

- The RTO has a range of clients including fee for service (exiting workers and jobseekers), corporate organisations and apprentices/trainees.
- Delivery is conducted face to face at the RTO's premises and when requested at a clients premises.
- The RTO does not have any partnering organisations.
- The RTO has several Government funded contracts including:
  - Preferred Supplier Status (2010/2015)
    AUR30405 Certificate III in Automotive Mechanical Technology (Heavy Vehicle Road Transport)
    BSB30407 Certificate III in Business Administration
    BSB40307 Certificate IV in Customer Contact
    BSB40507 Certificate IV in Business Administration
    BSB40607 Certificate IV in Business Sales
    BSB40807 Certificate IV in Frontline Management
    BSB41407 Certificate IV in Occupational Health & Safety
    CPC30308 Certificate III in Concreting
    CPC30508 Certificate III in Dogging
    CPC30708 Certificate III in Rigging
    CPC30908 Certificate III in Scaffolding
    CPC31108 Certificate III in Steelfixing
    MEM30205 Certificate III in Engineering - Mechanical Trade
    MEM30205 Certificate III in Engineering - Mechanical Trade (Maintenance - Diesel Fitting)
    MEM30305 Certificate III in Engineering - Fabrication Trade
    MEM30305 Certificate III in Engineering - Fabrication Trade (Boilermaking/Welding)
    RII40709 Certificate IV in Civil Construction Supervision
    TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)
    TLI30207 Certificate III in Transport and Logistics (Road Transport)
    TLI31209 Certificate III in Driving Operations
    TLI40107 Certificate IV in Transport and Logistics (Warehousing and Storage)
  - User Choice (Continuing) $26 250
    TLI30207 Certificate II in Transport and Logistics (Road Transport)
  - Productivity Places Program (Existing Workers and/or Jobseekers) - $1.75 million
    TLIC20107 Certificate II in Transport and Logistics (Warehousing and Storage)
    TLIC20207 Certificate II in Transport and Logistics (Road Transport)
    TLIC30107 Certificate III in Transport and Logistics (Warehousing and Storage)
    TLIC30207 Certificate III in Transport and Logistics (Road Transport)
    TLIC31107 Certificate III in Transport and Logistics (Logistics Operations)
    TLI21209 Certificate II in Driving Operations
    TLI31209 Certificate III in Driving Operations
    RII30809 Certificate III in Civil Construction Plant Operations

Queensland Government

	o 2011-12 Indigenous Funding Pool Initiative - $52 000 30496QLD Course in Operating Loadshifting Equipment.		
Audit team			
Lead auditor	Pauline Bowtell	Auditor/s	Kavita Dayal Emma Betts
Phone	07 4760 7610	Adviser/s	Darren Robinson - Workplace Health and Safety Queensland Richard Krauss - Department of Transport and Main Roads
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Audit details			
Reason/s for audit	Monitoring		
Audit date/s	28, 29 & 30 August 2011	Audit number/s	613916183A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2, 3.3, 3.4		
Conditions audited	3		
Audit outcome on day of audit	Compliant ☐ Minor non-compliance ☐	Significant non-compliance ☒ Critical non-compliance ☐	
Rectification received			
Audit outcome following rectification	Compliant ☐ Minor non-compliance ☐	Significant non-compliance ☐ Critical non-compliance ☐	
Other audit notes	• The audit did not validate User Choice claims for payment as at the time of the audit the RTO had submitted limited claims for payment. Approximately 40 claims for payment had been submitted by the RTO across all current User Choice contracts. • The RTO's Managing Director, Alex Tenkate was not available for the site audit. • The RTO's day-to-day and registration contact officer Roger Mooney advised that Chris Cowdell - Trainer/Compliance Officer, would be the dedicated and first point of contact throughout the site audit. • AQTF Element 3.4 was reviewed as non-compliances were identified with the statement of attainment template. • Condition 3 was reviewed as licensed outcomes were reviewed and non-compliances were identified.		
Focus of audit			

Code	Qualification / Course / Unit title	Regulated	Delivery venues
30496QLD	Course in Operating Loadshifting Equipment *partial delivery*	☒	Yatala, Dinmore, Morayfield
30497QLD	Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*	☒	
30643QLD	Course in Generic Induction to Coal Mining (Core)	☒	
30864QLD	Course in Implement Traffic Guidance Schemes	☐	
BSB40807	Certificate IV in Frontline Management	☐	

BSB51107	Diploma of Management	☐	
CPC10108	Certificate I in Construction *partial delivery*	☒	
HLT21107	Certificate II in Emergency Medical Service First Response *partial delivery*	☐	
RII30109	Certificate III in Surface Extraction Operations	☒	
RII30809	Certificate III in Civil Construction Plant Operations	☐	
RII40709	Certificate IV in Civil Construction Supervision	☐	
TLI30107	Certificate III in Transport and Logistics (Warehousing and Storage)	☐	
TLI31210	Certificate III in Driving Operations	☒	

Interviewee/s (incl. position)
Roger Mooney - Assessor Co-ordinator/Compliance
Chris Cowdell - Trainer/Compliance Officer

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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.	☒
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.	☒
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.	☒
1.4	Training and assessment is delivered by trainers and assessors who: 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.	☒
1.5	Assessment, including Recognition of Prior Learning (RPL): 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.	☒

Audit findings

At time of audit:
☐ Compliant
☒ Not Compliant

Following rectification received xx/xx/xx:
☐ Compliant
☐ Not Compliant

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

- 30496QLD Course in Operating Loadshifting Equipment *partial delivery* (WHSQ)
- 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery* (WHSQ)
- TLI31210 Certificate III in Driving Operations (DTMR)

Findings:

Continuous improvement

The RTO has collected, analysed and acted on various data such as complaints, student feedback and trainer/assessor feedback. Feedback evaluations are gathered from students and employers at the end of the course. The RTO provided completed Quality Indicator (QI) questionnaires and self developed surveys. Surveys are disseminated and collected by trainers and reviewed by trainers in the first instance. Trainers identify items of high risk to be actioned immediately. Training administration and management staff also review the evaluations. Actions and feedback resulting from the feedback are discussed at toolbox meetings.

The RTO has three physical locations however, the administration of training and assessment services are managed from the Yatala site. All training and assessment activities are schedule and managed using the Powerpro system.

The RTO representative advised that due to changes implemented on 1st January 2011 regarding resuscitation procedures rescue breaths, training resources were amended. The organisation also provided evidence of changes to first aid training and assessment resources such as using photographs instead of written scenarios.

The organisation advised that trainers/assessors are informed of changes to legislations and industry requirements through various subscriptions and industry engagement. Staff make an application for modifications (or make the modifications to documents in the working e-folders) and seek approval.

The organisation advised that assessment tools were contextualised for clients and reviews conducted every six months by trainers/assessors.

30496QLD Course in Operating Loadshifting Equipment *partial delivery*
OHSCER207A Operate a forklift truck
OHSCER208A Operate an order-picking forklift truck
30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*
OHSCER222A Perform basic rigging operations
OHSCER220A Perform intermediate scaffolding operations
The RTO provides training and assessment services from the accredited courses which leads to a licensed outcome. Training and assessment strategies identify the units of competency and training and assessment staff. The RTO evidenced having consulted with industry.

The RTO's Yatala site has a wide range of loadshifting, rigging and scaffolding equipment. This equipment is owned by the RTO and maintained on-site. A number of classrooms are available on-site for face to face theory training. Practical training is supported by a large selection of training aids. Equipment and training areas are comprehensive, providing for a wide range of realistic scenarios.

The following trainers and assessors held the required training and assessment competencies and demonstrated vocational competence:

- Glen Vincent - OHSCER207A, OHSCER218A, OHSCER219A, OHSCER220A, OHSCER221A, OHSCER222A, OHSCER223A, OHSCER235A
- Alan Maggs - OHSCER207A, OHSCER228A, OHSCER202A, OHSCER203A, OHSCER204A, OHSCER205A, OHSCER209A, OHSCER215A
- Robin Taurere - OHSCER218A, OHSCER219A, OHSCER220A, OHSCER221A, OHSCER222A OHSCER223A OHSCER224A
- Nick Wilson - OHSCER207A, OHSCER218A, OHSCER219A, OHSCER220A, OHSCER221A, OHSCER222A, OHSCER223A, OHSCER224A, OHSCER228A, OHSCER230A, OHSCER229A, OHSCER231A, OHSCER232A, OHSCER235A
- Peter Stevens - OHSCER207A, OHSCER218A, OHSCER222A, OHSCER223A, OHSCER228A, OHSCER230A, OHSCER202A, OHSCER203A, OHSCER210A
- Matthew Tankate - OHSCER207A, OHSCER208A, OHSCER235A, OHSCER202A, OHSCER203A, OHSCER204A, OHSCER205A, OHSCER209A, OHSCER215A.

Assessment tools are mandated for this accredited course. The RTO provided the requested student files for review.

Specific licensing agreement requirements are recorded in Condition 3 of this report.

30643QLD Course in Generic Induction to Coal Mining (Core)

RIIRIS201A Conduct local risk control
RIIGOV201A Comply with site work processes/procedures
The RTO is one of several organisations approved by the Mining Industry Skills Council (MISC) to provide this course. The training and assessment strategy and supporting documents sufficiently address the requirements of the accredited course. The RTO as guided by MISC have recently reviewed the delivery period and this was reflected in the strategy and training materials. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.

- This has been addressed further within this document.

The training materials and resources sighted for this qualification were well complied with sufficient detail and information for both the student and trainer. An extensive resource pack is provided by MISC to the RTO.

Assessment tools and answer guides were sighted and these were consistent with the records retained on the student files. The assessment tools address all requirements of the accredited course.

30864QLD Course in Implement Traffic Guidance Schemes

QLD330TGS01A Implement Traffic Guidance Schemes
The RTO provides training and assessment services from the accredited courses which is licensed by the Department of Transport and Main Roads (DTMR).

The training and assessment strategy and supporting documents identify the assessment methods, trainers and assessors, facilities and equipment. The requirements of the accredited course have been addressed and consultation with industry has occurred. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.

The RTO has access to sufficient training materials, facilities and equipment.

The trainer and assessor Maree Pateman holds the required training and assessment competencies and demonstrated vocational competence.

Assessment tools are mandated by DTMR and consist of:
- work log
- observation
- third party report
- written questions.

The tools may not be amended without the consent of DTMR however an RTO may choose to supplemented assessment with additional tools which may be a result of client requests/customisation. At the time of the audit the RTO had not conducted training or assessment for this accredited course.

BSB40807 Certificate IV in Frontline Management

BSBWOR402A Promote team effectiveness
BSBMGT402A Implement operational plan
BSB51107 Diploma of Management
BSBRSK501A Manage risk
BSBMGT516C Facilitate continuous improvement
The training and assessment strategy and supporting documents identify the assessment methods, trainers and assessors, facilities and equipment. The requirements of the accredited course have been addressed and consultation with industry has occurred. The RTO should refer to the generic non-compliances identified against the training and assessment strategies. Training plans are customised and developed according to student and client needs. The plans specify timelines, durations, completion dates and contacts. Training record books are provided to students undertaking traineeships and include information for students and assessors and a contact sheet to record site visits.

The RTO uses Smallprint learning resource for *BSBWOR402A Promote team effectiveness* and Aspire for *BSBMGT402A Implement operational plan*, which is supplemented by a text book (Management Theory and Practice - Kris Cole). PowerPoint presentations have been developed to support workbooks and to facilitate face to face training. The RTO advised that it is currently reviewing all training resources. Learning also occurs on the job, where the student is placed. This allows the text based resources to be supported with real-world activities

The following trainers and assessors hold the required training and assessment competencies and demonstrated vocational competence:
- Peter Williams
- Glenn Taylor.

Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

CPC10108 Certificate I in Construction *partial delivery*
CPCCOHS1001A Work safely in the construction industry
The RTO provides training and assessment services for the identified unit of competency and are licensed by Workplace Health and Safety Queensland (WHSQ) to issue "White Cards".

The training and assessment strategy and supporting documents identify the assessment methods, trainers and assessors, facilities and equipment. The requirements of the accredited course have been addressed and consultation with industry has occurred. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.

The RTO has access to sufficient training materials, facilities and equipment.

The following trainers and assessors hold the required training and assessment competencies and demonstrated vocational competence:
- John Kooyman
- Robert Ziebell.

Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

HLT21107 Certificate II in Emergency Medical Service First Response *partial delivery*
HLTCPR201B Perform CPR
HLTFA301B Apply First Aid
The training and assessment strategy and supporting documents identify the assessment methods, trainers and assessors, facilities and equipment. The requirements of the accredited course have been addressed and consultation with industry has occurred. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.
- This has been addressed further within this document.

The RTO has access to sufficient training materials, facilities and equipment.

The following trainers and assessors hold training and assessment qualifications:
- Chris Cowdell
- Mark Hickson.

RII30109 Certificate III in Surface Extraction Operations
Staff, facilities, equipment and training materials are consistent with industry and training package requirements. Training materials include a workbook provided on enrolment and PowerPoint presentations. The workbook on "production techniques" provided on the day of the workshop, includes instructions to students about assessment requirements. The organisation confirmed that the activities in the workbook are not assessable.

The trainer and assessor Alan Boyle holds the required training and assessment competencies and demonstrated vocational competence. Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

RIIMPO311A Conduct haul truck operations
Assessment tools include:

- theory based assessment
- practical assessment
- log book which includes information on mine sites and refers to a written assessment. On discussion with the organisation, they identified that the questions are incorporated into the theory based assessment.

RIIMPO301A Conduct hydraulic excavator operations
Assessment tools consist of:

- log book which includes information on mine sites and refers to a written assessment •
theory and practical for complete training
- theory and practical for gap training.

RII30809 Certificate III in Civil Construction Plant Operations
RIICCM208A Carry out basic levelling
RIISAM203A Use hand and power tools
The RTO provided a training and assessment strategy which identifies units of competency that meet the requirements of the training package. Supporting documents identify the trainers/assessors and resources required to conduct training and assessment.   Consultation with industry has occurred and letters indicate the level of engagement. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.

Students are provided with a training workbook which includes assessment activities for each unit of competency. All training is conducted at the Yatala site which is sufficiently resourced.

Trainer and assessor Jason Kelly holds the required training and assessment competencies and demonstrated vocational competence. Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

RII40709 Certificate IV in Civil Construction Supervision
RIICWM401A Supervise civil works
RIICSG401A Apply the principals of civil concrete structures construction
The training and assessment strategy and supporting documents sufficiently address the requirements of the training package. The RTO have consulted with industry during the development of the strategy. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.

The training materials and resources sighted for this qualification include sufficient detail and information for both the student and trainer. The Yatala site has excellent training facilities allowing student's a hands on experience where applicable. Face to face training will be supplemented with on-the-job experience.

The following trainers and assessors held the required training and assessment competencies and demonstrated vocational competence:

- Jason Kelly
- John Kooyman
- Robert Ziebell.

Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

Completed student work was not reviewed during the site audit as students have not completed training or assessment activities for the qualification.

TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)
TLIA3807B Control and order stock
TLIB207C Test equipment and isolate faults
The RTO provided a training record book which is provided to participants. The training record book identifies all AQF level I, II and III units which can be packaged in this qualification.

Students receive a folder with all workbooks and assessments. The face to face training is supported by PowerPoint presentations.

The trainer and assessor Ken Caldow holds the required training and assessment competencies and demonstrated vocational competence. Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

The organisation demonstrated that assessment tools have been reviewed and updated recently. This was supported by student files and the comparison of old assessment tools to current assessment tools.

TLIA3807B Control and order stock
The assessment tools consist of written questions and a practical activity/observation. The RTO provided criteria defining acceptable performance (answers/responses/solutions) for the written questions. Non-compliances were identified against the assessment tools for this unit.
- This has been addressed further within this document.

TLIB207C Test equipment and isolate faults
The assessment tools consist of written questions and a practical activity/observation. The RTO provided criteria defining acceptable performance (answers/responses/solutions) for the written questions.   Evidence provided supports the practical assessment having been conducted. Practical questioning requires the use of a checklist from the learner guide and instructions are provided as to where the checklist can be found. Non-compliances were identified against the assessment tools for this unit.
- This has been addressed further within this document.

TLI31210 Certificate III in Driving Operations
TLIC4006A Drive multi-combination vehicle
TLIF1007C Apply fatigue management strategies
The RTO provides training and assessment services for multi-combination licence class applicants. The training and assessment strategy and supporting documents sufficiently address the requirements of the training package. The RTO have consulted with industry during the development of the strategy. The RTO should refer to the generic non-compliances identified against the training and assessment strategies.

The training materials and resources sighted for this qualification were well complied with sufficient detail and information for both the student and trainer. The Yatala site has excellent training facilities allowing students hands-on experience. The RTO's Yatala site has three multi-combination vehicles which provide three different gearbox options for both training and customer preference. Other heavy vehicle types (e.g. heavy rigid and heavy combination vehicle) are also available.

The following trainers and assessors held the required training and assessment competencies and demonstrated vocational competence:
- Allan Maggs
- Kevin Ghietti
- Henry King.

Generic non-compliances have been identified for trainers and assessors.
- This has been addressed further within this document.

Assessment tools addresses all requirements of TLIF1007C Apply fatigue management strategies and these were consistent with the records retained on the student files. Non-compliances were identified in the assessment tools used for TLIC4006A Drive multi-combination vehicle.

- This has been addressed further in this report.

Specific Non Compliances to be addressed.

Non-compliances:
1.Continuous improvement
The RTO's system for continuous improvement is reactive and is no longer sufficient for the organisation to manage training and assessment services included on its scope of registration. It is acknowledged that since the beginning of 2010 the RTO has extended its scope of registration to include a further 37 qualifications/accredited courses.

The organisation demonstrated improvements to training and assessment yet the approach to these were ad hoc and were not supported by a plan or system for the continuous improvement of all training and assessment services provided by the RTO including but not limited to:
- strategies for training and assessment
- industry consultation
- facilities and equipment
- resources for training and assessment
- trainers and assessors
- training materials
- assessment materials including validation of assessment tools and processes.

Training and assessment strategies **1a.**
The training and assessment strategies sighted in most instances have not been monitored or improved. Whilst the RTO had updated and made changes to a number training and assessment strategies these were due to issues raised rather than through a planned process. This non-compliance should be assessed in the response provided by the RTO for its Continuous Improvement being systematic as noted in this standard.
- We have set up a review system with in Power Pro, Which sets a prompt for the updating of Courses. For example dates for the ensuring that the latest version is being used. E.g.:- BSB07 Version 5 current. Released date 16th December 2010. Review date set in Powerpro would be 16th April then 16th Aug so on. Next review date 16th Dec.
- All training packages will have a review of 4 months listed within Powerpro, as shown in the above example.
- All units that are delivered under licence the date has been placed into Powerpro several months prior to expiry date thus enable renew licence.
- We have included with this report examples of screen shots showing the calendar of events.
- Provided ITC meeting minutes tabling the rolling out of the Power pro management system.

The training and assessment strategies do not identify the assessment methods, delivery periods or resources/materials. However, other supporting documents not referenced in the strategies include this information. Staff may not be aware of the other supporting documents as the strategies do not reference any other documents.
- As for the Training and Assessment Strategies this has been readdressed and the update units have been included as an attachment to this report. Strategies supplied are HLTFA301B and HLTCPR201A, BSB40807, 30497QLD, RII30109 (Identifies full unit and gap training options), RII30809, BSB51107, TLI31210, TLI30107, 30864QLD
- Due the Trainers toolbox meetings all new supporting documents will be brought to their attention and will be stored in the staff working folders within the primary drive.
- Updated versions of the training package are stored on the primary drive in the correct folder (Business) which all staff are able to access.

The strategies identify the main trainer/assessor, a more detailed trainer and assessor matrix details all trainers and assessors. There is no reference to the overall trainer/assessor matrix document in the strategy.
- As for the strategies identify the main trainer/assessor, we have a matrix that lists all trainers / assessors with

The units and qualifications for which they are current to train and assess.
Please see Major Staff Trainer Matrix Document.
S\Training-Courses\Trainers Qualification Matrix\Trainers Quals Matrix July 2011.xls
This document is located in a public area of the computer system. And will be updated by the training manager with the trainers name and training qualifications. A hard copy of qualifications will be kept with the staff folder and an electronic copy stored within the system.
- A sample of the trainer's matrix has been included with this document.

1.b Trainers and assessors

The HR files evidenced at audit are managed by several staff members each with their own designated responsibility. The RTO had difficulty providing evidence at the first request for a number of trainers and assessors. This appeared to be due to the records being stored in a paper-based format managed by the training and payroll staff in addition, to electronic records managed by training staff. The HR files reviewed during the audit were inconsistently maintained and often included a significant number of duplicate documents.

Generically for the organisation:
- trainers and assessors competence including vocational currency has not been consistently established, verified or monitored. A range of forms were sighted which appeared to have been used to record the competence of trainers and assessors however, these forms have not been constantly used
- Competencies have not been continuously developed, whilst PD plans were sighted they had not been consistently implemented and there is no systematic approach to professional development.

The RTO acknowledged that it manages the HR files of contract and full-time training and assessment staff using different processes. Whilst it is possible to manage the files using different approaches the evidence for both should be identical. Essentially the two processes must collect and retain sufficient evidence to address the requirements of the AQTF.
Evidence and conversations identified that Michael Hollansid was working without training and assessment competencies and was not under a direct supervision arrangement. A letter of offer for Michael Hollansid indicated the period of direct supervision and requirements to complete the training and assessment qualification within allocated timeframe.

The RTO advised of the mentoring process which included the supervisors of the trainer observing the whole time during the training and assessment activities. Whilst Michael Hollansid is no longer required to operate under such an arrangement it was identified that the RTO has no documented arrangements to support the direct supervision of trainers/assessors.

- Based on the above notation we have developed a document that holds information that is required to capture under the requirements of AQTF. Some of the information that is documented :-
  - Further study (professional development)
  - Open days trade shows
  - Professional memberships
  - Associations/ memberships
- Current licences
- Trainer review forms and when they were completed. (Bi annual performance review – supplied this already at audit.
- New staff procedures (for new staff but also tabled to all existing staff), this provides instruction for new staff from HR and a training and assessment point of view, it identifies responsible staff, the process from induction to mentoring and review and also has reference to training lesson plans and specific Assessor/ assessment requirements.
- Samples from staff qualifications register supplied with instruction to review these twice a year

Specific non-compliances for individual trainers and assessors have been noted at the qualification/course level.

1.c Assessment

The RTO has not systematically validated and improved assessment processes, tools and practices. The RTO provided evidence of having made a range of changes to assessment tools however this was a reactive approach. This non-compliance should be assessed in the response provided by the RTO for Continuous Improvement as noted in this standard.

Assessment records sighted on completed student files were not always marked. Therefore, it was unclear how the assessor had reviewed the assessment evidence to determined competence.

- All trainers and assessors have been advised in the toolbox meetings and that all assessments must be marked And show an outcome on the day of assessment. Email to Lo trainers/assessors provided
- Assessments are currently being revised to include trainer/assessor notes on the practical marking requirements. See new staff procedures.
- Several assessments showing this revision have been included with this report. Assessments provided for non-compliance individual units
- A version control report has been created to ensure current versions are used by training staff attached

30496QLD Course in Operating Loadshifting Equipment *partial delivery*
OHSCER207A Operate a forklift truck
OHSCER208A Operate an order-picking forklift truck

30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*
OHSCER222A Perform basic rigging operations
OHSCER220A Perform intermediate scaffolding operations
The training and assessment strategies do not identify:

- all of the assessment methods including the requirement for challenge testing. Whist the RPL kit provided noted the

  challenge test, RPL provisions are not accurately described in the training and assessment strategy
- the statutory licensing requirements (the requirement to be 18 years or over to apply for a licence).

Whilst the RTO provided lesson plans they were insufficient evidence and did not address all requirements of the licence agreement. Additional license agreement requirements are recorded in Condition 3 of this report.

- This has been addressed further in this report.

30643QLD Course in Generic Induction to Coal Mining (Core)
The following course requirements could not be evidence for the following trainers and assessors:

- Robert Ziebell - current GI passport, current Senior First Aid and CPR (if delivering the first aid elective)
- Alan Boyle - current GI passport, current Senior First Aid and CPR (if delivering the first aid elective).
- We have included with this document a screen shot of the GI Passports for the above trainers.
- We have also included a copy of the required First Aid Certificates

The RTO does not have a plan to ensure that the it retains evidence for the nominated trainers and assessors of:

- bi-annual documented site visits occurring
- Annual attendance of training/risk based conference.

Generic non-compliances have been identified for trainers and assessors.

- This has already been addressed earlier in this document as shown below.
- Based on the above notation we have developed a document that holds information that is required to be captured under the requirements of AQTF. Some of the information that is documented :-
  - Further study (professional development)
  - Open days trade shows
  - Professional memberships
  - Associations/ memberships
- Current licences
- Vocational currency and where it has been obtained, and what supporting documents were supplied.
- Trainer review forms and when they were completed.
  The above refer to 1B

30864QLD Course in Implement Traffic Guidance Schemes

QLD330TGS01A Implement traffic guidance schemes

For the nominated trainer and assessor David Bradford the RTO did not provide evidence of:

- training and assessment competencies
- relevant vocational competency at least to the level being delivered or assessed.

Whist a resume was provided it did not include sufficient detail to determine industry experience/skills.

- This has already been addressed earlier in this document as shown below.
- We have supplied a copy of David Bradford staff profile and a letter of support from another training provider.
- Evidence of continued development of competency based training and assessments competence, within the staff profile- Refer 1A

BSB40807 Certificate IV in Frontline Management

BSBWOR402A Promote team effectiveness
BSBMGT402A Implement operational plan

The RTO provided assessment tools that did not meet the requirements of the training package. Where practical observation is conducted as part of the assessment, the organisation could not provide an assessment tool to demonstrate the evidence gathered.

The RTO could not provide evidence that criteria for acceptable performance (answers/responses/solutions) for all assessment tools had been developed. On the day of the audit, the organisation received an "assessor's guide" provided by the resource writer. The RTO was unable to evidence having reviewed the guide to determine that the performance level identified by the resource writer was acceptable.

- We have addressed this within the student activity book. We have mapped all questions to the unit descriptor. We have included these with this document.

The RTO provided an assessment record which is used by the assessor as a record of determining the competence of the student. The assessment record identified a number of assessment tools which may be used to demonstrate competence. On review, and in discussion with the organisation, not all assessment tools are required to be completed. However, this information is not clear to the assessor. It is unclear how an assessor will be aware when a student has provided sufficient evidence to demonstrate competency.

BSB51107 Diploma of Management   Refer 1C

BSBRSK501A Manage risk
BSBMGT516C Facilitate continuous improvement

PowerPoint resources for *BSBMGT516C Facilitate continuous improvement* refer to version identifier "A" and assessment tools and workbook refers to "B".

- The PowerPoint and assessment have been modified to ensure that the current course code is shown.

The organisation provided assessment tools which were not consistent with the tools used for assessment in the candidate's files. The organisation identified that they have recently changed the tools.

The organisation could not provide evidence that criteria for the acceptable performance (answers/responses/solutions) for all assessment tools had been developed. On the day of the audit, the organisation received an "assessor's guide" provided by the resource writer. The organisation was yet to review the guide and determine that the performance level identified by the resource writer was acceptable.

- We have addressed this within the student activity book. We have mapped all questions to the unit descriptor. We have included these with this document.

The organisation provided an assessment record which is used by the assessor as a record of determining the competence of the student. The assessment record identified a number of assessment tools which may be used to demonstrate competence. On review, and in discussion with the organisation, not all assessment tools are required to be completed; however this information is not clearly provided to the assessor. The assessment tools address the unit requirements however, it is unclear how an assessor will be aware when a student has provided sufficient evidence to demonstrate competency.

CPC10108 Certificate I in Construction *partial delivery   refer 1C*

CPCCOHS1001A Work safely in the construction industry

Sufficient assessment evidence is not gathered to substantiate a competency judgement as the assessment activities did not address the entire unit requirements. Criteria defining acceptable performance (answers/responses/solutions) were not outlined for all instruments. Assessment records reviewed indicated that assessment is not implemented in a consistent manner. Furthermore, instructions for assessors and students are unclear.

- This assessment has been addressed and updated with clear instructions for the assessor and student of what is required to fulfil the requirements of the assessment.
- A copy of the revised assessment showing amendments has been included with this report.

HLT21107 Certificate II in Emergency Medical Service First Response *partial delivery*

HLTCPR201B Perform CPR
HLTFA301B Apply First Aid

The evidence provided at audit was insufficient to support vocational competency at least to the level being delivered or assessed for:

- Chris Cowdell
- Mark Hickson.

- Changes to the staff review processes it now entails that during the staff performance review which is carried Out quarterly that both Vocational and Industry competencies are current and will be updated on our computer software system. Program name (Powerpro).
- Ensuring a systemic process for currency of all trainers both staff and contractors.
- Vocational competency for both trainers will be maintained by email alerts, mailing lists, e scans from Professional bodies and professional tradeshows. As well as information sessions which address matters of changes within the first aid industry?
- Email alerts will be stored in a public folder located on the main server for the company. Which can be Viewed by all trainers at anytime?
- Current updates from the A.R.C. Australian Resuscitation Council, Australian Red Cross, St John's Ambulance
- Both Christopher Cowdell & Mark Hickson are First Aiders for the Major Operator & Driver Training Services. All (3) sites.

Assessment records reviewed indicated records retained support students have been trained and assessed in *HLTFA301B Apply first aid* and *HLTCPR201A Perform Cardiopulmonary Resuscitation* only. However, students have been issued Statements of Attainment in *HLTFA301B Apply first aid*; *HLTCPR201A Perform CPR* and HLTFA201A *Provide basic emergency life support*.

- In response to this the assessment for First Aid, CPR, has been combined into one. Both theory & practical requirements have been addressed within the assessment.
- There has been a minor change to the practical requirements within the assessment which is designed to capture a greater amount of evidence of the students understanding of the requirements and principals of the elements.
- HLTFA201A Provide basic emergency life support wording has been removed from the certificates.
- All assessments have been reviewed, version controlled and implemented.

Sufficient assessment evidence is not gathered to substantiate a competency judgement as the assessment activities do not address the entire units' requirements. Criteria defining acceptable performance (answers/responses/solutions) were not outlined for all instruments. Assessment records reviewed indicated assessment is not implemented in a consistent manner as the instruction for assessors and students was insufficient.

- Most of this has already been addressed above.
- The multiple choice sheet has been removed and a written assessment replaced it, and the practical assessments have been increased to two, and assessor information has been included to list which scenario photograph was used. For assessment 1 & 2
- An injury report form has been included within the assessment, for the student to complete, and a direction for the assessor on what injury was given.

RII30109 Certificate III in Surface Extraction Operations

The training and assessment strategy identifies units of competency that meet the requirements of the training package.
However, on discussion with the organisation, it was identified that the RTO does not deliver at least one of the units that is identified in its strategy.

RIIMPO311A Conduct haul truck operations

Whilst the assessment tools appear to address the unit requirements non-compliances were identified. The practical tasks to be completed provide overarching statements of what is to be demonstrated. They are not supported by a tool including the specific tasks required to achieve the overall outcome. The practical tasks require the demonstration of the unit's performance criteria, required skills, range statement and critical aspects.

Criteria defining acceptable performance (answers/responses/solutions) were not outlined for all instruments.

The RTO advises students that a "White Card" is an entry requirement into this unit of competency. The RTO then uses this as evidence of having addressed specific elements of the unit. However, the RTO could not evidence what elements of the unit a "White Card" addresses.

- This has been addressed further within the document.
- The unit of Competence is valid for both the Construction and Mining industries, The white card is a pre requisite for the construction industry.

RIIMPO301A Conduct hydraulic excavator operations

Whilst the assessment tools appear to address the unit requirements non-compliances were identified. The assessment tools for both the complete and gap training do not include clear instructions for students and assessors. The tools do not identify which questions the students must answer and which questions the assessor will ask.

Practical assessment tasks provide overarching statements of what is to be demonstrated. An "Assessment criteria" is included at the front of the assessment, which is a direct copy of the performance criteria and includes checkboxes beside the criteria.

A "Check sheet" is provided and identifies that the candidate completes this section. Evidence could not be provided to demonstrate how the check sheet is used as assessment.

The gap assessment tool is supported by basic criteria defining acceptable performance (answers/responses/solutions). However, a criteria defining acceptable performance (answers/responses/solutions) was not developed for all questions.

Criteria defining acceptable performance (answers/responses/solutions) were not outlined for all instruments used to asses the full course.

The RTO advises students that a current OHS licence and evidence of currency is an entry requirement into this unit of competency. The RTO then uses this as evidence of having addressed specific elements of the unit. However, the RTO could not evidence what elements of the unit a current OHS licence and evidence of currency addresses.

- We have included a copy of the trainer guide of this assessment.
- Mapping from OHSCER unit to the RIIMPO301A unit of competence has been provided and further mapping to the 'Gap' Competency has also been completed, assessment has been modified and practical assessment requirements have been made more specific, one performance section for the assessor to complete and a plant and equipment checklist for the student to complete.

RII30809 Certificate III in Civil Construction Plant Operations

RIICCM208A Carry out basic levelling

Assessment tools consist of short answers and scenarios. The assessment tools do not sufficiently address the unit of competency including but not limited to the performance criteria and required skills. The following specific critical aspects are not addressed in the assessment tools:

- the conduct of a "minimum of three different levelling tasks, as least one utilising an automatic level"
- "the conduct of two peg tests with an automatic level".

The RTO was unable to provide criteria defining acceptable performance (answers/responses/solutions) for all instruments.

RIISAM203A Use hand and power tools

Assessment tools consist of short answer questions. The assessment tools do not sufficiently address the unit of competency including but not limited to the performance criteria, range statement, required knowledge and required skills. The critical aspects requires the consistent timely use of hand and power tools however, this could not be evidence in the assessment tools provided.

On reviewing the master assessment tools and completed student work the following was identified:
- questions 24 and 25 have been used in the past (and are on all student files provided) however, these questions were not included on the tool provided
- question 25 required the student to be observed demonstrating the use of a variety of power tools however, no checklist was provided to assess this use.

The following requirements of assessment guidelines have not been addressed:
- method of assessment - "the assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods - written/oral assessment; observed, documented and/or first hand testimonial evidence; first hand testimonial evidence".

The RTO was unable to provide criteria defining acceptable performance (answers/responses/solutions) for all instruments.
- we have included a copy of the amended document address the requirements – refer 1C

RII40709 Certificate IV in Civil Construction Supervision

RIICWM401A Supervise civil works
RIICSG401A Apply the principals of civil concrete structures construction

The assessment tools provided for the nominated units of competency do not sufficiently address all requirements of the unit including but not limited performance criteria, required skills, required knowledge, assessment methods (practical) and range statements (where specified "is to include").
- The assessment tool for supervise civil works has been included as the markers guide. – Refer 1C

TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)   Refer 1C Model Answer Only

TLIA3807B Control and order stock

There is no documented evidence to support the practical assessment having occurred, as per the student files reviewed. In discussion with the organisation, it was identified that the practical assessment is conducted with another unit of competence. Furthermore, there were no instructions for the students or assessors regarding the practical assessment being conducted in conjunction with another unit of competency.
- We have addressed this with the amendment of the assessment, we have included a
  Copy of the assessment with this document.
- In regards to the non compliance for the practical assessment the following changes have been made. The inclusion of another unit has been removed and a practical assessment for this unit has been included. As ensuring the addressing of the requirements as listed in the elements.
- A practical assessment has been included and is based on stock located within our own warehouse, it includes several requirements of that of counting, weights, methods of handling, what considerations in manual handling, and stock replacements and floor space required for new stock.

TLIB207C Test equipment and isolate faults

The practical checklist does not include clear instructions. The RTO has not indicated that although the student will be using the checklist when completing the inspection, the assessor will also be observing and documenting outcomes. This may involve the assessor also completing the checklist, or completing a modified checklist which also includes other aspects from the required skills, such as communication, reporting on faults, and selecting and using PPE.
- There are two (2) assessments for this unit; the first unit is located within the student learners guide, listed as Homework based on a vehicle that they may have access too. We have asked them to complete a checklist In regards to this vehicle as a sample and a health check for their own personal vehicle. So once the student Comes back to the class they can compare their checks to that of the process we at Major training use for Checking a Forklift or Heavy Vehicle.
- The vehicle checked by the student with Major Training will depend on the certificate the student is studying E.g. forklift inspection (Warehouse qual).
- Heavy vehicle if completing Driving Operations.

TLI31210 Certificate III in Driving Operations - Refer 1C
TLIC4006A Drive multi-combination vehicle

The assessment tools provided for this unit of competency are not consistent and do not clearly explain how the assessment occurs. The practical assessment is conducted on the road however, the following points remain unclear:

- nominated test routes
  - Based on this we have included within the assessment a requirement that the Dept of Transports & Main Roads route maps for 'B' Double map numbers or towns are to be listed on the front cover sheet. This shows the route the driver trainer / assessors have used to ensure that the required elements within the

    assessment have been achieved. A copy of the front cover sheet has been included,
- One manoeuvre only is nominated but not identified
  - This has been addressed within the student handbook and assessment tool where it says that the reversing manoeuvre is that to reverse the truck and trailer combination (B-Double) for a min of 80 meters

- Evidence produced indicates an on road assessment period of 50 to 55 minutes (refer completed assessment report forms). This is not consistent for the class due to the number of performance checks and manoeuvres which should be included as part of the assessment
  - The time frame of the assessment has been addressed within the training plan, where it states that on the Final day of training the assessment will be at least 120 min's. On the final drive assessment form has Been made as a note reference, and within the student handbook.

- The trainer's assessment checklist indicates an assessment period starting at 7:00am to 1:30pm over the same period and for the same client (refer above)
  - To ensure that the correction of the final assessment sheet has a section for the assessor to fill out at The start and completion of the assessment of the student. For both written and practical assessment
  - Training checklist- there has been a trainer's note placed advising the trainers what is required in the Correct method of completing this form.

- The assessment checklist does not include the evaluation process (three columns shown) •
details of the scoring criteria as shown on the assessment report form.
  - The assessment checklist that was used by both the student and assessor has be changed there are still three (3) columns to be filled out by the trainer but have been labelled as one per day.
  - As for the assessment form this has been modified from the copy of Dept of transports to a generic one based on the departments one but with the reference to all other classes removed, we have left the scoring of the assessment the same as the requirements for the Department of Transports. A scale is included with in the assessment sheet. A copy of this sheet has been included.

Implications for training/assessment quality:

Significant non-compliance was determined as the RTO's approach to continuous improvement for training and assessment services is not systematic. The non-compliances identified in Standard 1 could potentially lead to a significant adverse impact on the quality of training and assessment outcomes.

Rectification required:

Continuous improvement - 1A & 1B

The RTO must provide evidence to demonstrate how it will ensure a systematic approach to continuous improvement activities relating to training and assessment services. The system should be proactive and provide the RTO with a clear plan for how and when it will review training and assessment services including but not limited to -

- strategies for training and assessment
  - Based the power pro calendar which has being developed for the control of the items listed below. Sub titles listed will control the following events.
    - Internal Review Trainer/Assessors
      Trainer review / audit, ensuring that the trainers are still using current versions of training Materials. And delivery method maintains the standards that are set by Major Operator & Driving training services. This includes items such as but not limited to Items mentioned by trainer is relevant
      Trainer's industry experience is up to date and current
      Trainer release dates are set if industry experience is required and new systems.

      Trainers have been receiving and reviewing information sent to ensure currency of

VET requirements.
Course review, during the internal review course material will be updated as required,
This also includes power points updated as required.
Other course elements will be reviewed with ISC's and other industry consultants.
Ensuring latest information is being supplied to students.
Assessment instruments will be reviewed with the trainers/assessor, to ensure the
Understanding of the requirements of the written and practical requirements of the
assessments.
Performance Review Staff, staff performance review will be completed every 6 months
By management this is to ensure both positive/negative feedback is relayed to trainer,
and short/long term goals have not changed or losted.

- Internal Review Short Courses
  Short courses will be internally audited at random.
  Documents will be Version Control, at this stage all versions are compared to the
  New registry ensuring conformity
  Communication survey to be sent to past students, for further feedback, Sample included
- Internal review traineeships
  During this time traineeships such as warehouse & storage will be reviewed in the areas
  But not limited to student enrolment forms, training record books, etc.

- industry consultation
  - We have a set up in power pro a calendar event to ensure that this will be carried out at an interval of no less than 3 times a year.
- Facilities and equipment
  - All facilities and equipment are/will be monitored by the trainers. All equipment is replaced as required, e.g. out of service, broken, loss/stolen.
  - New equipment will be supplied within the requirements of variations of training packages. Or advancement in Technology.
- Resources for training and assessment
  - This will be reviewed during the allocated time with in power pro. For short course review
- Trainers and assessors
  - All trainers and assessors will be audited throughout the year (twice during a 12 month period) ensuring that they are using current versions of training materials. This audit is tabled within power pro and is staggered to occur at least twice every 12 months.
- Training materials
  - All training material is update 4 times per year. All version changes will be recorded with in a version control Register.
- Assessment materials including validation of assessment tools and processes.
  - All training and assessment will undergo a review based on a 4 monthly review. This review will be monitored Via power pro and will be aligned to training package review.
  - Industry consultation will also be carried out at the time of review of the training packages

The evidence should also identify how the RTO will monitor the improvements made to determine if the improvements were effective and if further changes are warranted.

- As mentioned earlier this will covered within power pro through various elements.

Training and assessment strategies
The RTO is required to provide evidence of how the training and assessment strategies will include references/links to all supporting documents or how staff will be informed of the supporting documents.

- All Training and assessments in regards to the references/links to all supporting documents are listed and all trainers are informed of the documents with in toolbox meetings and email broadcasts (Read receipt) with a copy being kept in a public folder.
- Each division has a folder within the server that all documents including reference material is stored for general access, by all trainers and assessors.
- A hard copy will also be kept within the allocated section in the library held at the head office Yatala.

Trainers and assessors
The RTO is required to provide evidence of:

- How the competence of trainers and assessors including vocational currency will be been consistently established, Verified and monitored. If the process is different for contract staff the RTO must also provide evidence to support this

- This will be recorded within the staff profile that is recorded within power pro. This will be updated twice a year During the performance review.
- How the competence of trainers and assessors (HR files) will be consistently stored and maintained. During the site audit the RTO indicated that it would investigate the ability of Powerpro for this purpose
  - We have included within this report a screen shot of the Powerpro system has been included to track and monitor the Competence of trainers and assessors.

- how trainers and assessors current industry skills directly relevant to the training and assessment undertaken will be maintained
  - This will be monitored again during the staff review process and recorded within power pro. Training dates and Training release dates to be recorded with will record the relevance

- how trainers and assessors VET knowledge and skills will be maintained
  - Through group emails and various memberships of various trainers.

- a documented process for the direct supervision of trainers and assessors for staff who do not hold the required competencies.
  - We have a trainer evaluation report with will be enforced. And will be signed off by the required manager.

Specific rectification for individual trainers and assessors has been noted at the qualification/course level.

Assessment

The RTO must provide evidence of how it will systematically validated and improve assessment processes, tools and practices. The rectification evidence should be detailed in the response provided by the RTO for Continuous Improvement as noted in this standard.

The RTO is required to provide a process which will ensure that an assessor reviews/marks assessment evidence to determined competence.

30496QLD Course in Operating Loadshifting Equipment *partial delivery*
OHSCER207A Operate a forklift truck
OHSCER208A Operate an order-picking forklift truck
30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*
OHSCER222A Perform basic rigging operations
OHSCER220A Perform intermediate scaffolding operations
The RTO is required to provide:
- **Training and assessment strategies which identify: 1A & 1B**
  - **all of the assessment methods including the requirement for a challenge test**
  - **the statutory licensing requirements (the requirement to be 18 years or over to apply for a licence)**
- **Evidence of lesson plans for the reviewed units of competency which accurately reflect "how" the training is conducted.**

30643QLD Course in Generic Induction to Coal Mining (Core)
The RTO is required to provide the following evidence for the nominated trainers and assessors:
- Robert Ziebell - current GI passport (no longer required as this was evidenced during the closing meeting), current Senior First Aid and CPR (if delivering the first aid elective)
- Alan Boyle - current GI passport, current Senior First Aid and CPR (if delivering the first aid elective).
  - Provided

A plan to ensure that the RTO retains evidence for the nominated trainers and assessors of:
- bi-annual documented site visits occurring
- Annual attendance of training/risk based conference.
  - We have included a screen shot of power pro showing how we have planned for a 12 month showing trainer & assessor reviews twice per year. During this time required documents would be required to be produced to show currency, a copy also provided.

30864QLD Course in Implement Traffic Guidance Schemes

QLD330TGS01A Implement Traffic Guidance Schemes

The RTO is required to provide evidence of the following for trainer and assessor David Bradford:

- training and assessment competencies
- Relevant vocational competency at least to the level being delivered or assessed. If a resume is provided it must include sufficient detail to determine industry experience/skills.
- This has been addressed within this document.
- A copy of his profile has been included to show David's vocational competences,

BSB40807 Certificate IV in Frontline Management

BSBWOR402A Promote team effectiveness

BSBMGT402A Implement operational plan

The RTO is to provide all assessment tools for both units of competence that they will be using, going forward. This includes assessment tools relating to the practical observation of the student. Assessment tools must be sufficient to meet the requirements of the relevant training package.

- We have supplied copies of the assessment tools for both units.

The RTO is required to provide criteria defining acceptable performance (answers/responses/solutions) for all assessment tools. The assessment tools must include clear information about assessment requirements is for assessors and students.

- We have included copies of trainer guides for the required assessments.

BSB51107 Diploma of Management

BSBRSK501A Manage risk

BSBMGT516C Facilitate continuous improvement

The RTO is required to provide:

- PowerPoint resources for *BSBMGT516C Facilitate continuous improvement* which reference the correct unit version (C not A)
  - As mentioned earlier that this has been modified with the power point course code being changed and adjustments to the slides as required.
- assessment tools for *BSBMGT516C Facilitate continuous improvement* which reference the correct unit version (C not B).
  - Based on the requirements of this correction at current 'B' is still a current on the training.gov site. I have spoken to IBSA in regards to this and when the version date was made. 'C' came out in version 4 on the 4th February 2011. Based on the requirements of the AQTF we have 12 months to make the changes. Knowing this we have started to sign students into 'C' where as all current students were signed up under B.
  - We have developed the new benchmarks for this but at this stage we have not signed any new students for this. Please find student activity book within this document.

The RTO is required to provide criteria defining acceptable performance (answers/responses/solutions) for all assessment tools for both units of competency.

The organisation is to demonstrate that clear information about assessment requirements is provided to assessors. E.g. which combination of assessment tools will gather sufficient evidence to determine competence?

- This has been addressed within the trainers guide.

CPC10108 Certificate I in Construction *partial delivery*

CPCCOHS1001A Work safely in the construction industry

The RTO is required to provide amended assessment tools that address the entire unit requirements. Criteria defining Acceptable performance (answers/responses/solutions) is to be provided for all instruments. Assessment is to include clear instructions for candidates and assessors to ensure assessment is implemented in a consistent manner.

- There has been changes to the assessment to address the problems found within the White Card program,
- We have addressed the assessment to include clear instructions to both the student and assessor into the requirements Of the practical.

HLT21107 Certificate II in Emergency Medical Service First Response *partial delivery*

HLTCPR201B Perform CPR

HLTFA301B Apply First Aid

The RTO is required to provide evidence for the following trainers and assessors which supports vocational competency at least to the level being delivered or assessed:

- Chris Cowdell
- Mark Hickson.
    - Has been addressed earlier within this document. And has been recorded within power pro for the trainers Qualifications. We have supplied a screen shot off several trainers showing how this is recorded. Similar to the trainer's matrix.

The RTO is to confirm if the assessment tool assesses the following cluster of units:

- *HLTFA301B Apply first aid*
- *HLTCPR201A Perform CPR*
- *HLTFA201A Provide basic emergency life support.*
    - *We have removed the HLTFA201A from delivery a new assessment has been produced to train and assess this unit.*
    - *We have included a copy the current assessment for first aid & CPR*
    - *This assessment has been mapped to ensure the inclusion of the required elements and a greater practical assessment and injury report form have been included.*
    - *Instructions for both the trainer and student have been included for the practical section.*

The RTO is required to provide amended assessment tools that address the entire unit requirements. Criteria defining acceptable performance (answers/responses/solutions) are to be provided for all instruments. Assessment is to include clear instructions to candidates and assessors to support assessment will be implemented in a consistent manner.

- This has been addressed earlier

RII30109 Certificate III in Surface Extraction Operations

The RTO to provide a training and assessment strategy that is consistent with the delivery that currently occurs, and that clearly defines the units of competency offered.

- This has been included with this report

RIIMPO311A Conduct haul truck operations 1C

The RTO is required to provide:

- an amended practical assessment which clearly identifies the tasks to be completed by the student. The tasks must be supported by a tool which defines acceptable performance (answers/responses/solutions)
- criteria defining acceptable performance (answers/responses/solutions) for all assessment tools
- evidence of how the "White Card" is used to demonstrate elements of the unit's requirements.
- A copy of the assessment has been included with this document
- As mentioned before we are using the white card as a requirement for the course for two reasons.
    - A white card is required for entry and working in a civil environment and our site is a working site.
    - And a underpinning knowledge of OH&S requirements, prior to starting of course, which allows us to get more involved of safety within both civil and mining environments. We have mapped some of the elements of white card into the haul truck course.

RIIMPO301A Conduct hydraulic excavator operations

The RTO is required to provide all assessment tools used for the complete and gap training courses. The assessment tools must:

- include clear instructions to students and assessors
- identify which questions the students must answer and which questions the assessor will answer
- practical assessment tools must clearly identify the tasks to be completed by the student. The tasks must be

    Supported by a tool which defines acceptable performance (answers/responses/solutions)

- be supported by a criteria defining acceptable performance (answers/responses/solutions).

The RTO is required to provide evidence of how a current OHS licence and evidence of currency is used to demonstrate elements of the unit's requirements.

- As mentioned earlier we have included a copy of the assessment with the required information.

RII30809 Certificate III in Civil Construction Plant Operations
RIICCM208A Carry out basic levelling

The RTO is required to provide amended assessment tools which address all requirement of the unit including but not limited to the performance criteria, required skills and following critical aspects:

- the conduct of a "minimum of three different levelling tasks, as least one utilising an automatic level"
- "the conduct of two peg tests with an automatic level".

The amended assessment tools must be supported by criteria defining acceptable performance (answers/responses/solutions)/

- Assessment has been provided, There is a written and practical section, the written section has been benchmarked and model answers provided, practical includes a requirement to conduct 4 levelling tasks including the two peg test
- Trainees are required to use the Major Training logbook to complete the practical tasks, a copy of the logbook has been provided and the student must declare that the work conducted is their own.

RIISAM203A Use hand and power tools 1C

The RTO is required to provide amended assessment tools which address all requirement of the unit including but not limited to the performance criteria, range statement, required knowledge and required skills. The following specific critical aspects must be addressed in the tools:

- consistent timely use of hand and power tools.
  - We have supplied a copy of the assessment with this document.

The amended assessment tools must address the following assessment guideline requirement:

- method of assessment - "the assessment strategy for this unit must verify required knowledge and skill and practical application using more than one of the following assessment methods - written/oral assessment; observed,

  documented and/or first hand testimonial evidence; first hand testimonial evidence".

The amended assessment tools must be supported by criteria defining acceptable performance (answers/responses/solutions).

- The assessment supplied with this report is the trainers guide showing answers as guidelines. All assessments have options on the cover page for varying types of assessment, this assessment tool benchmark indicates the requirement for three assessment methods and can be three of six available, the obvious methods available are written, practical and testimonial third party, RPL is always an additional option.

RII40709 Certificate IV in Civil Construction Supervision
RIICWM401A Supervise civil works
RIICSG401A Apply the principals of civil concrete structures construction

The RTO is required to provided amended assessment tools and a criteria defining acceptable performance (answers/responses/solutions) for the nominated units of competency which sufficiently address all requirements of the unit including but not limited to the:

- performance criteria
- required skills
- required knowledge
- assessment methods (practical)
- range statements (where specified "is to include").
  - As mentioned earlier within the submission we have included a copy of the revised assessment including the answers.

TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)

TLIA3807B Control and order stock

The RTO is required to provide evidence which supports the conduct of the practical assessment within another unit of competency. This evidence must also include clear instructions for students and assessors noting the practical assessment being conducted in conjunction with another unit of competency.

- A copy of the amended assessment has been included with this report.

TLIB207C Test equipment and isolate faults

The RTO is required to provide an amended practical checklist which includes clear instructions to the student. The RTO should indicate that, although the student will be using the checklist when completing the inspection, the assessor will also be observing and documenting outcomes. This may involve the assessor also completing the checklist, or completing a modified checklist which also includes other aspects from the required skills, such as communication, reporting on faults, and selecting and using PPE.

- A copy of the amended assessment has been included with this report.

TLI31210 Certificate III in Driving Operations 1C

TLIC4006C Drive multi-combination vehicle

The RTO is required to provide assessment tools for this unit of competency which:

- include clear and detailed information to students and assessors such on:
- o nominates test routes
  - ○ the manoeuvres including uncouple and re-couple and reversing ○ assessment duration
- detail the evaluation process (three columns shown) and details of the scoring criteria as shown on the assessment report form needs to be established and made clear to the student and the trainer
- clearly identifies the practical assessment (actual assessment tools). Currently the assessment includes two checklists however, the RTO advised that one of the two is simply a checklist for training and does not form part of the final assessment.
- We have included copies of the following documentation to support this:-
    - Assessment answer guide
    - Test form (practical)
    - Test route map
    - Checklist (assessor)

Rectification evidence received xx Month 20xx:

Strengths

TLI31210 Certificate III in Driving Operations

TLIC607C Drive multi-combination vehicle

- Module 8 of the training materials is a very good example with good use of diagrams.
- Training materials.
- Physical equipment and training site.

Opportunities for Improvement

Continuous Improvement

The RTO should consider:

- undertaking a SWOT analysis with a specific focus on RTO activities
- identifying measurable objectives in relation to training and assessment activities and monitoring these objectives in relation to specific qualifications.

Trainers and Assessors

The RTO should consider:

- including requirements for copies of qualifications to be provided in the HR procedures and information and documentation requirements checklist in Employee Summary form
- documenting reference checks and the validation of qualifications
- documenting the responsibilities of the assessor and the subject matter expert and co-assessment arrangements and implementation of these arrangements to demonstrate that National Quality Council requirements are met.

BSB40807 Certificate IV in Frontline Management

- The RTO should ensure that employability skills detailed in training and assessment strategies include all skills.

BSB51107 Diploma of Management

- Training and assessment strategy - the version identifier for a number of units of competency have not been updated.

RII30109 Certificate III in Surface Extraction Operations

- Where organisational pre-requisites are identified, these should be clearly identified to the candidate.
- The RTO should ensure that employability skills detailed in training and assessment strategies include all skills.

RIIMPO301A Conduct hydraulic excavator operations

- Practical assessment tasks determine the student to be competent /not competent this should be amended to satisfactory/not satisfactory.

RIIMPO311A Conduct haul truck operations

- The assessment tool requires the student to be assessed practically over a period greater than 8 hours. The log book should allow for time spent to be recorded, in addition to the date the activity was completed.

TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)

TLIB207C Test equipment and isolate faults

- As part of the assessor's guide, a copy of the checklists should be included.

TLI31210 Certificate III in Driving Operations

TLIC607C Drive multi-combination vehicle

- To improve and maintain the currency of the information delivered by the trainer to their respective clients the RTO should include specific reference to National Heavy Vehicle Regulations being distinct from the Transport Operations (Road Use

Management - Driver Licensing) Regulation 2010 and the Transport Operations (Road Use Management - Road Rules) Regulation 2009 which should be included as reference material.

- The theory test should be consolidated into one providing for heavy vehicle related questions as well as road rule questions. • Reference to Fatigue Management legislation should be included.
- The assessment report form should be improved to exclude non-relevant information e.g. motorcycle and car references.

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.
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.
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.
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.
2.5 Learners receive training, assessment and support services that meet their individual needs.
2.6 Learners have timely access to current and accurate records of their participation and progress.
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.

Audit findings

At time of audit: **Following rectification received xx/xx/xx:**
    Compliant   **Compliant**
    Not compliant   **Not compliant**

Findings:
Continuous improvement
The RTO provided completed QI questionnaires and MODTS surveys (self developed). The RTO provided evidence of analysing and acting of client feedback/complaints.

The RTO most recently updated the enrolment form to capture AVETMISS compliant data.

Client information
The RTO provided a student induction pack including enrolment form, student handbook and RPL application kit. The website contains further supporting information.

The RTO advised that currently trainers/assessors provide assistance with language, literacy and numeracy. Students requiring advanced support are referred to the local TAFE.   The enrolment checklist (for trainees and apprentices) indicates referral to Gold Coast Institute of TAFE and fees and charges are listed. The RTO advised that it is currently in the process of securing WELL funding.

Non-compliances:
Continuous improvement
Whilst the RTO is collecting, analysing and acting on data received from clients its method is reactive and does not include a systematic approach.

Client information
Refer to Standard 3 for non-compliances relating to the RTO's website for "Low Voltage Switchboard Rescue (Switchboard - includes CPR)".

Rectification required:

Continuous improvement

The RTO is required to provide a plan of how it will ensure that client services will be systematically improved. Furthermore, the RTO must ensure that the plan includes continuous improvement processes of a proactive nature.

Client information

Refer to the non-compliance for "Low Voltage Switchboard Rescue (Switchboard - includes CPR)" as identified in Standard 3.

- This has been addressed within this document.

The RTO is required to provide an amended course flyer for 30864QLD Course in Implement Traffic Guidance Schemes which correctly indicates the course outcomes.

- A new flyer has been produced in regards to the Implement traffic guidance schemes and has been included with this document.

Rectification evidence received xx Month 20xx:

Opportunities for Improvement
- Indicate on the RPL application kit and student handbook which courses RPL is not offered for.
- Consider outlining the appeals procedure on the enrolment form. Currently only the complaints policy is detailed on the enrolment form.
- 30864QLD Course in Implement Traffic Guidance Schemes - clearly indicate that the requirements for entry into the program are organisation entry requirements and not mandatory course entry requirements.

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.	
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	
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.	
3.4 The RTO manages records to ensure their accuracy and integrity.	

Audit findings

At time of audit:	Following rectification received xx/xx/xx:
Compliant	**Compliant**
Not Compliant	**Not Compliant**

Findings:

Continuous improvement

It was acknowledged that the Quality Indicator Competency Completion data reported for 2010 was invalid as a number of errors were identified. For example no units of competency from 30496QLD Course in Operating Loadshifting Equipment or 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment were reported, outcomes were only reported at the course level. Additionally the completions for 30864QLD Course in Implement Traffic Guidance Schemes were incorrect as no students have completed this course to date. The invalid data does not provide the RTO or the department with a clear picture of the outcomes achieve in the past 12 months.

The RTO advised that all policies and procedures are stored electronically. When a document is amended, new versions are emailed to all staff e.g. recently amended enrolment form sighted. The RTO provided evidence of staff inductions including induction workbook (ASSA 2010) and various documentation such as checklists and HR related paperwork (taxation, super, etc).

A range of meetings are regularly conducted by the RTO including:
- Trainer (toolbox) meetings held at each site - includes trainers/assessors from earthmoving and high risk qualifications. The agenda for toolbox meeting is reviewed by management to determine which management representative will attend. Sighted agendas noting procedural changes for dissemination.

- Industry Training Centre (ITC) meetings - includes traineeship trainers/assessors, business development managers (sales) and training manager. Relevant information from toolbox meetings is included in ITC Agenda as well as licensing requirements etc.
- Management meetings - includes Training Manager, Operations Manager, HR Manager, Training School Manager, Customer Service representative and Sales Manager. Management representatives take the information discussed at the meetings up and down levels of organisation structure.

Partnership arrangements
The RTO is not engaged in any partnership arrangements.

Non-compliances:
Continuous improvement
The RTO is required to provide a plan for how it will ensure that all future Quality Indicator data will be accurately reported.

It appears that the RTO's current management system is focused on providing quality training, assessment and support services. However, the current management system is not appropriate for the size and scope of the RTO's current operations. The current management system does not ensure that the RTO meets the AQTF Essential Conditions and Standards for Continuing Registration.

Whilst the RTO demonstrated some continuous improvement processes and outcomes these are the result of actions taken to achieve compliance and/or resolve complaints. Essentially the RTO's management system currently caters for continuous improvement of a reactive nature and does not allow the RTO effective control over its operations. The organisation's representative advised that scheduled reviews are conducted however, no evidence of the schedules was provided. The Training Manager later advised reviews are not conducted in a systematic manner according to a schedule. It was clear that the RTO did not have a plan or process for the systematic management of its operations. It was acknowledged that the growth of the business since the beginning of 2010 was significant and has lead to the current management systems insufficiencies.

The RTO was unable to provide a range of documented processes and evidence throughout the audit indicated inconsistencies across a range of staff, processes, documentation and evidence retained. No documented processes were available to ensure both persons recruiting are using consistent methods and ensuring potential/new staff are provided with consistent information. This further supported the findings of the management system not being sufficient for the RTO's current scope and scale of operations.

Whilst the HR policy indicated employees are advised during the induction regarding quality procedures, the induction documentation sighted did not include any information regarding AQTF requirements/responsibilities, record keeping requirements/responsibilities, or professional development requirements. Induction documentation indicated staff are advised of performance reviews at induction however, the organisation representative advised staff are advised via email notification at the time of conducting the reviews.

Records
The statement of attainment template does not include the wording "a statement of attainment is issued …" it has the wording "this qualification …".

The record of results includes statement of attainment wording.

During the analysis of assessment records for 30496QLD Course in Operating Loadshifting Equipment, *OHSCER208 Operate an order-picking forklift truck*, it was identified that statements of attainment have been issued to 17 students for the partial delivery of 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment. It is assumed that these students have now been issued with licenses from WHSQ.

During the analysis of Chris Cowdell's HR profile a statement of attainment was sighted for *HLTCPR201A Perform CPR* incorporating Low Voltage Rescue issued by Major Operator and Driver Training. The RTO's registration does not include any units of competency pertaining to low voltage rescue. Furthermore, the unit *HLTCPR201A Perform CPR* does not include elements of low voltage rescue. Further research after the site audit identifies the RTO offering "Low Voltage Switchboard Rescue (Switchboard - includes CPR)" on its website.

Completed student files did not always contain appropriately completed assessment records. Whilst the files contained evidence of assessment some were not marked or finalised in accordance with accredited course requirements. Considering the size and scope of the RTO and the number of students assessed the RTO does not have an effective Records management

Implications for training/assessment quality: The management system is not sufficient for the operations current size and scope. Furthermore, compliance is not systematically managed or improved resulting in a significant non-compliance.

Rectification required: 1A & 1B
Continuous improvement
The RTO is required to provide evidence of a management system which allows for the continual enhancement of the RTO's services, performance and compliance. The management system must be appropriate for the organisations size and scope of registration. The evidence must also detail how the RTO will ensure that the management system is consistently implemented across the organisations operations.

- As mentioned earlier within this document we have placed within power pro several systems that will address the continual enhancement of the RTO.
- As for the requirement that the system that the system is consistently implemented across the company, the report of upcoming events is issued as alert events with in the program to mangers and team leaders.

The RTO must ensure that the management system includes continuous improvement processes of a proactive nature. The RTO is required to provide a plan of how it will undertake systematic continuous improvement activities. These activities must include maintenance of and improvements to training and assessment environments, resources and client services.

- As shown in the power pro program there has been allocated time frames for this to be carried out.
  How we intend to implement this is be these trigger dates and diary events logged in both personal & outlook calendars, ensuring that all involved have several reference points of the upcoming events.
  We have also mentioned above that with both review dates of courses and internal audits, this will again ensure that the Maintance and improvements for the training courses which would capture assessments, resources, as for client services we developing a more pro active approach with the introduction of a communication survey which a sample has been included.

The RTO is required to provide evidence of how it will ensure the consistency of staff, processes, documentation and evidence retained. The evidence must ensure that documented processes are available to ensure all persons recruiting are using consistent methods. The processes must also ensure that potential/new staff are provided with the same and consistent information including but not limited to information regarding AQTF requirements/responsibilities, record keeping requirements/responsibilities and professional development requirements.

Records
The RTO is required to provide – **1D**
- an amended statement of attainment template including the wording 'A statement of attainment is issued…'
- A sample of this has been included with this report

- a record of results in keeping with the AQF Australian Qualifications Issuance Policy and with the NQC Special Bulletin.
- We have supplied a copy of assessment (test) showing the recording method of recording results inline AQF

The RTO is to identify all students that have been affected by the issuance of a statement of attainment for partial completion of 30496QLD Course in Operating Loadshifting Equipment for *OHSCER208 Operate an order-picking forklift truck*. The RTO must also provide evidence of correctly reissuing the statement of attainments for the identified students.
- A screen print has been included with this report.

The RTO is required to provide a statement of attainment template for *HLTCPR201A Perform CPR* which does not include references to low voltage rescue.

- As sample has been included with in this report.
- The web master has been advised as to the removal of the words Low Voltage Rescue,

The RTO must remove the course offered on its website "Low Voltage Switchboard Rescue (Switchboard - includes CPR)" or clearly note that the course is not nationally accredited. If the RTO wishes to deliver low voltage switchboard rescue then it should consider seeking registration of 309253QLD Course in Low Voltage Electrical Work Rescue.

- We have removed the word LVR from the flyers and a sample has been provided with this report.
- We are at present readdressing the course to reflect it as a non accredited course.

The RTO is required to provide evidence of a process which will be used to ensure that completed student files contain appropriately completed assessment records. The process should include the administrative team finalising training and assessment records prior to the issuance of statements of attainment or qualifications.

- We have developed a student file checklist that is required to be placed in all student files and to be completed by the assessor prior to issuing of certificates/attainments. This will be a compulsory document. A sample of the document has been included within.

Rectification evidence received xx Month 20xx:

Opportunities for improvement
- The RTO is encouraged to obtain a real picture of its current position which could be achieved by undertaking an extensive internal audit. The RTO should use the finding of such audits to plan for future directions in regards to continuous improvement activities.
- On testamurs, the RTO should identify the qualification by code and then name.
- The RTO could also consider including a checklist on the student file that indicates those elements that must have been completed prior to the issuance of a statement of attainment or qualification. The list may consist of elements such as, completion of training plan, log book entries, assessment instruments listed, completed and appropriately marked, AS1 completed accurately etc.

Conditions of registration

Conditions	Examined
1 Governance	
2 Interactions with the registering body	
3 <mark>Compliance with legislation</mark>	
4 Insurance	
5 Financial management	
6 Certification and issuing of qualifications and statements of attainment	
7 Recognition of qualifications issued by other RTOs	
8 Accuracy and integrity of marketing	
9 Transition to training packages/expiry of accredited courses	

Audit findings

At time of audit:	Following rectification received xx/xx/xx:
Compliant	**Compliant**
<mark>**Not Compliant**</mark>	**Not Compliant**

The conditions of registration listed above were reviewed for this audit as legislative requirements are applicable to the following qualifications for which technical advice was provided:

- 30496QLD Course in Operating Loadshifting Equipment *partial delivery*
- 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*.

Non-compliances:
30496QLD Course in Operating Loadshifting Equipment *partial delivery*
OHSCER207A Operate a forklift truck
OHSCER208A Operate an order-picking forklift truck
30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*
OHSCER222A Perform basic rigging operations
OHSCER220A Perform intermediate scaffolding operations
Completed student work indicated that assessors are not consistently completing assessment records as per the conditions of the licence agreement.

Evidence sighted to support informal learning undertaken by a student were not consistently or accurately recorded as per the conditions of the Workplace Health and Safety Regulations 2008. Furthermore, there was insufficient evidence of the assessor considering such records prior to the conduct of a practical assessment.

The Formal Training Schedule/Records and Informal Learning Record (Logbooks) does not allow for an accurate determination of the amount of time trainees undertake learning activities.

The Formal Training Schedule/Records and Informal Learning Record (Logbooks) (training materials) include extracts from the mandated assessment instruments.

-

The completed student files reviewed during the site audit indicated that records are not correctly completed according to the licence agreement prior to issue of AS1 and statement of attainment.

Rectification required: 1D

30496QLD Course in Operating Loadshifting Equipment *partial delivery*

OHSCER207A Operate a forklift truck

OHSCER208A Operate an order-picking forklift truck

30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment *partial delivery*

OHSCER222A Perform basic rigging operations

OHSCER220A Perform intermediate scaffolding operations

The RTO is required to provide evidence of:

- assessors being informed of the licence agreement requirements pertaining to the completion of assessment records
- a system for ensuring that details of a student's informal learning for each unit of competency are consistently and accurately recorded and considered prior to the conduct of a practical assessment
- Formal Training Schedule/Records and Informal Learning Record (Logbooks) for the nominated units which:
    allow for an accurate determination of the amount of time trainees undertake learning activities
    - excludes any part of any mandated assessment instruments
- a written undertaking that the mandated assessment instrument materials have been removed from all training materials for all courses that lead to Workplace Health and Safety Queensland licensed outcomes
- a process which will ensures that the documentation required by the licence agreement is completed correctly prior to issue of AS1 and statement of attainment.
- Information sent to Trainers and assessors indicating the requirements for assessment (specific LO)
- New logbooks now contain suggested hours and training lesson plans are more specific to time requirements while still allowing for flexibility regarding trainees needs.
- Mandated assessment reference material has been removed, namely practical check list and images.
- Staff procedures provide instructions for HR managers and Training school Managers and Supervisors, the procedures include induction, mentoring and specific training and assessment instructions for new staff including instructions to complete assessment material correctly and how to conduct oral assessment if required.
- A written undertaking has been attached stating that the mandated assessment materials are not used as part of training that leads to an OHSCER Licence outcome.

Rectification evidence received xx Month 20xx: