

AQTF Audit Report

Initial Registration

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FM-PMA-34e

TRIM No: 10/159096

Version 3 – 2 November 2010

Training and International Quality

Skilled Services Australia Pty Ltd t/a Skills Institute Australia - 32473

Organisation details

Principal address	10 Judds Court, Slacks Creek, Qld, 4127		
RTO contact	Rubinder Singh	Phone number	0433 666 441
Proposed operations	<ul style="list-style-type: none"> • Clients to be targeted include corporate clients or persons already working in a suitable business environment who want to gain additional skills. • The proposed training pathway for this group is via a series of intense seminars on topics relevant to the units involved, supported by on-the-job training. • For persons wanting to start a career in business administration or management, face-to-face training sessions of 20 hours per week have been proposed. • The organisation has not proposed initially seeking any government funding and has not planned any partnering arrangements. 		

Audit team

Lead auditor	Brad Williams	Auditor/s	N/A
Phone	0423 158 500	Adviser/s	N/A
E-mail	bwauditing@gmail.com	Observer/s	N/A

Audit details

Reason/s for audit	INITIAL REGISTRATION		
Audit date	27 October 2011	Audit number	3247318353A
Risk considerations	No delivery to overseas students has been planned for in the first intakes of students.		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.4		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Rectification received	7 November 2011		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> • A prior desk audit was conducted and the organisation was found compliant with the AQTF Essential Conditions for Initial Registration. • The organisation provided its required rectification evidence prior to the audit report being sent. 		

Focus of audit

Code	Qualification	Regulated	Delivery venues
BSB40507	Certificate IV in Business Administration	<input type="checkbox"/>	Slacks Creek
BSB50207	Diploma of Business	<input type="checkbox"/>	

Interviewees

Daman Bedi, Chief Executive Officer



the BSB07 Business Services Training Package (including the sequencing of the units to meet pre-requisite requirements). Clients to be targeted include corporate clients or persons already working in a suitable business environment who want to gain additional skills. The proposed training pathway for this group is via a series of intense seminars on topics relevant to the units involved, supported by on-the-job training. For persons wanting to start a career in business administration or management, face-to-face training sessions of 20 hours per week have been proposed. Satisfactory evidence of industry consultation with business organisations and personnel was provided with support for the proposed strategies.

The organisation has recently fitted out suitable training rooms at its premises in Slacks Creek. Computing resources with commonly used business software applications and a student lunchroom have also been provided. Materials (including student workbooks) from Aspire Learning Resources are to be used initially, with considerable supplementary material to be provided including copies of business organisational documents for simulation purposes. The organisation has designed its own assessment resources. In the four units sampled, assessment activities (including written tests, case studies, projects, reports, presentations, role plays and observations) have been designed to gather sufficient evidence to address all requirements in the relevant unit, including required skills and knowledge and critical aspects for assessment. The student and assessor instructions were detailed and the marking guides/checklists contained sufficient detail to guide consistent judgement of satisfactory performance, except for some aspects within one project for one unit. An articulated, satisfactory RPL policy, associated processes and RPL kits for participants have been developed. Satisfactory evidence was provided of processes to manage the development, validation and review of assessment.

The organisation has addressed processes within its quality system to screen prospective trainers/assessors for compliance with current AQTF requirements before appointment. Regular reviews with trainers and assessors have been proposed, including planning professional development activities to maintain vocational education and training and industry competence. No trainers/assessors had been engaged at the time of the audit. A detailed 'role and responsibility' statement for trainers/assessors was sighted. Evidence of the placement of a suitable advertisement for recruiting local trainers was provided, with the advertisement referencing current AQTF requirements. Several applications had been received and preparations have been made to interview short-listed candidates. There is every indication that suitable trainers/assessors will be able to be recruited.

Non-compliances:

Assessment tools

BSB50207 Diploma of Business

- BSBRSK501A Manage risk

In the marking guide for the project on undertaking a risk assessment and implementing risk treatments, the organisational "criteria defining acceptable performance" did not state all the key requirements around aspects for implementing and monitoring the risk treatments.

Rectification required:

Assessment tools

BSB50207 Diploma of Business

- BSBRSK501A Manage risk

In order to guide the assessor in making a consistent judgement and in providing objective feedback, modify the marking guide for aspects for implementing and monitoring the risk treatments so that all key requirements are stated explicitly.

Rectification evidence received 7 November 2011:

Assessment tools

BSB50207 Diploma of Business

- BSBRSK501A Manage risk

The organisation satisfactorily modified the marking guide for aspects for implementing and monitoring the risk treatments.

Skills Institute Australia has now demonstrated compliance with all aspects of Standard 1 examined at audit.

Opportunities for Improvement

- It is suggested that the specific workplace outcomes that the core and selected elective units are tailored for, be referenced in the relevant 'learning and assessment strategy'.
- Rather than 'learning and assessment strategy', consider using 'training and assessment strategy' or 'delivery and



the student to make a complaint or appeal and assessment outcome has been provided in the student handbook. The 'employee handbook' has included coverage on staff responsibilities in these areas.

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

Elements	Examined
3.1 The applicant has a strategy in place detailing how the management of its operations will ensure clients receive the services detailed in their agreement with the applicant.	<input checked="" type="checkbox"/>
3.2 The applicant has a defined strategy for the implementation of a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 Where applicable, the applicant has a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the <i>AQTF Essential Conditions and Standards for Initial Registration</i> .	<input type="checkbox"/>
3.4 The applicant has a defined strategy and process to manage records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- ☒ Compliant
☐ Not Compliant

Findings:

Skills Institute Australia demonstrated compliance with all aspects of Standard 3 examined on the day of the audit.

The organisation has set up adequate systems to support the proposed scope of registration. Positions of business manager and academic and compliance manager have been established to assist the CEO and oversee respective day-to-day operations.

The organisation has developed a satisfactory defined continuous improvement process and procedure for continuous improvement of its operations, with processes in place for analysing relevant data from students, employers and staff and implementing improvements. A template for an 'improvement request' suitable for any area of operation has been developed, with the management committee to consider and take necessary action. Regular systematic internal reviews of all documentation have been planned, with an annual audit to be conducted with the involvement of an external consultant.

The 'JobReady RTO' electronic management and record system has been adopted, with on-site training provided. Records management is to be covered within a comprehensive staff induction process; a checklist of aspects to be covered was sighted. The organisation's procedure numbers 5 (control of records), 20 (issuance of qualifications) and 21 (additional procedures for issuing qualifications) around statements of attainment and qualifications and templates for issuing these complied with all requirements the *AQTF Qualifications Issuance Policy* and the National Quality Council *Special Bulletin*, August 2011.

Strengths

- The organisation was particularly well prepared for the audit, with all supporting documentation and evidence to hand, including detailed policies and procedures.
- A comprehensive RTO manual has been developed to support a climate of quality, continuous improvement and compliance with regulator requirements.

Opportunities for improvement

- Consider streamlining organisational procedure numbers 20 (issuance of qualifications) and 21 (additional procedures for issuing qualifications) into one procedure so there is no fragmentation of requirements.

