

AQTF Audit Report – Continuing Registration

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FM-PMA-34A

TRIM No: 09/182321

Version 7 – 1 July 2010

Training and International Quality

PCD Training – 1820

Organisation details			
Registration expiry	29/09/10		
Principal address	Unit 1 Oricon House, 23 Dennis Road, Springwood		
RTO contact	Lesley Brumley	Phone number	3290 4777
Operations	<ul style="list-style-type: none"> The RTO operates in the business and management arena of the construction industry. The services of the RTO are pitched at building contractors who require management training in order to obtain a licence from the Building Services Authority. Training is conducted at the RTO venue in Springwood. 		
Audit team			
Lead auditor	Tony Feagan	Auditor/s	NIL
Phone	3356 1168	Adviser/s	NIL
E-mail	tfeagan@tpg.com.au	Observer/s	NIL
Audit details			
Reason/s for audit	Renewal		
Audit date/s	28/07/10	Audit number/s	1820-3A
Standards audited	1.1, 1.2, 1.4, 1.5, 2.2, 3.2, 3.3.		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		Critical non-compliance <input type="checkbox"/>
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
CPCBC4009A	Apply legal requirements to building and construction projects	<input type="checkbox"/>	Springwood
BSBSMB406A	Manage small business finances	<input type="checkbox"/>	Springwood
Interviewee/s (incl. position)			
Lesley Brumley – Chief Executive 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.	<input checked="" type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ol style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ol style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Findings:

The RTO has developed and refined their training and assessment system and its associated documents and resources over a long period of time. The learning materials and related assessments reflect real work conditions and have been improved on numerous occasions through the implementation of feedback from both students and industry contacts. The approach to continuous improvement is systematic through the RTO's strong industry links and consultative processes.

Training and assessment strategies, at unit of competency level, are well documented and made available to students through a secure web portal. Students are aware of the typical duration of the courses, how training is delivered and the flexible options, how assessment will be conducted, how they can access 7 day support and how the program is managed including record keeping, assessment submission and the use of forms.

The principal trainer is extensively qualified and experienced and has a broad skills set which is used in the delivery and assessment of the programs. She maintains her professional development through a range of industry focussed contacts and groups and through an extensive networking group. These are supported by email alerts from various industry and VET specific sites.

Assessments are holistic and accurately reflect workplace requirements. Students are employed in the construction industry and complete their assessment in their own businesses. The assessments address the requirements of the respective unit and are clearly contextualised towards working in the construction industry.

Strengths

- Well integrated assessments reflect actual practice

Opportunities for Improvement

- Nil identified



Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients	
Elements	Examined
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
Audit findings	
<p>At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not compliant</p>	
<p>Findings: The RTO has a very client focussed approach to its operations. Students are well informed about the training programs on offer and about their rights and obligations and about the responsibilities on the RTO in administering the respective training programs.</p> <p>The RTO has developed a learning portal which includes all course related information and is well designed, easy to navigate and accessible to students.</p> <p>The website also contains good accurate information for potential clients.</p>	
Strengths	
<ul style="list-style-type: none"> • Nil identified 	
Opportunities for Improvement	
<ul style="list-style-type: none"> • Nil identified 	

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	
Elements	Examined
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
Audit findings	
<p>At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant</p>	
<p>Findings: The RTO had developed some very efficient systems to administer the business. Systems are in place for easy communication with industry and clients, systems used to manage documents and records are robust and consistently applied and the overall management of the RTO is based on some simple but effective technological solutions.</p> <p>The RTO uses a database which has the capacity to capture AVETMISS data.</p>	
Strengths	
<ul style="list-style-type: none"> • Nil identified 	
Opportunities for improvement	
<ul style="list-style-type: none"> • Nil identified 	