

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

Top Office Personnel Pty Ltd t/a Skills@Top – NTIS # 0653

Organisation details			
Registration expiry	18 March 2011		
Principal address	9 Darling Street, Ipswich		
RTO contact	Mrs Belinda Hermann	Phone number	(07) 5309 6556
Operations	<ul style="list-style-type: none"> The organisation's core client group are PPP and students under 18 years. The organisation's mode of delivery is face to face and online learning. The organisation does not have partnering arrangements. The organisation is a preferred supplier for PPP. The value of the PPP contract is \$500,000.00 The organisation has 188 target places under PPP with 82% enrolments and completions at 70-80% outcomes. 		
Audit team			
Lead auditor	Ms Louise Vause	Auditor/s	Nil.
Phone	(07) 3247 5410	Adviser/s	Nil.
E-mail	Louise.Vause@deta.qld.gov.au	Observer/s	Nil.
Audit details			
Reason/s for audit	Monitoring audit		
Audit date/s	18 August 2010	Audit number/s	065315796A
Standards audited	1.1, 1.2, 1.4, 1.5, 2.2, 3.2, 3.3, 3.4		
Conditions audited	NIL.		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Rectification received			
Audit outcome following rectification	Compliant <input type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Other audit notes	<ul style="list-style-type: none"> The organisation only delivers qualifications from the BSB07 Business services training package. The qualifications scoped for audit were based on completion rates and business audit rules. Completion had occurred in three of the 14 qualifications on scope. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
BSB20107	Certificate II in Business	<input type="checkbox"/>	Queensland
BSB30807	Certificate III in Recordkeeping	<input type="checkbox"/>	Queensland
Interviewee/s (incl. position)			
Mrs Belinda Hermann – General Manager/Director			

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Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input checked="" type="checkbox"/>
1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders.	<input checked="" type="checkbox"/>
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	<input type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) meets the requirements of the relevant Training Package or accredited course b) is conducted in accordance with the principles of assessment and the rules of evidence c) meets workplace and, where relevant, regulatory requirements d) is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received xx/xx/xx:

- Compliant
 Not Compliant

Findings: (Element 1.3 was not included in the audit according to the audit business rules. This element was not examined).

The organisation has two parts to its operations. It operates as a Registered Training Organisation and has a Recruitment agency which adds value to its client needs and services. The organisation has a reputation for providing a personalised service to learners.

The organisation is a preferred supplier for the Productivity Places Program and Skills First (RPL). Development of CD based interactive learning has seen the organisation utilise e-learning opportunities as its primary mode of delivery. The organisation was experiencing high withdrawal rates for its online delivery. It developed a blended training model of three weeks onsite and completion of the qualification online using self paced learning resources. The three week onsite delivery helps the learner to develop confidence, maintain focus and provide additional support to learners. This model has helped to lower the withdrawal rates.

The organisation utilises the AQTF surveys and supplements with own surveys. Learners complete a digital survey at the end of each unit of competency. Data is reviewed at its annual management review meetings using a sample of the data collected. The General Manager receives a report on the feedback received and acts on any issues that are identified.

The organisation was able to demonstrate that it supports its trainers and assessors in ongoing professional development by recording the training each staff member undertakes during the year that is relative to the organisation's budget. Additionally the organisation offers internally organised professional development opportunities.

Trainers and assessors hold the relevant training and assessment & vocational qualification.

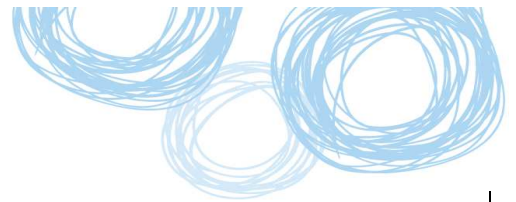
BSB20107 Certificate II in Business

- BSBCUS201A Deliver a service to customers*
- BSBIND201A Work effectively in a business environment*

BSB30807 Certificate III in Recordkeeping

- BSBITU301A Create and use databases*
- BSBRKG305A Review recordkeeping functions*

The organisation has a memorandum of understanding with SmallPrint for its online delivery resources. The organisation reviews all training materials and assessment resources prior to purchase to ensure the materials meet the needs of the organisation and addresses all of the requirements of the unit of competency. Any amendments to training materials and



assessment tools remain the intellectual property of the organisation.

The assessment tools, including benchmark criteria, addressed all of the requirements of the units of competency including the required skills and knowledge; range statement; critical aspects and context for assessment.

NOTE: The organisation clarified that it would remove Assessment tool 4 (AT4) third party/supervisor/assessor checklist from the SmallPrint assessment resources as the checklist is a direct copy of the performance criteria and has not been interpreted into observable behaviours and tasks. The organisation has developed its own third party/supervisor/assessor checklist for each unit of competency which determines the observable behaviours and tasks the learner will undertake to determine competence.

Non-compliances:

Resume's for Ms Holly Welling and Ms Deborah Hermann were out of date. The Resume's did not reflect most recent positions held or include current industry skills directly relevant to the training/assessment being undertaken.

Rectification required:

The organisation is to provide current resume's for Ms Holly Welling and Ms Deborah Hermann that confirms most recent positions held and include current industry skills directly relevant to the training/assessment being undertaken.

Strengths

- The organisation works with its recruitment agency to place learners into employment.
- The organisation has a good reputation with industry representatives for providing quality training and assessment services to its clients.

Opportunities for Improvement

- Nil.

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Elements	Examined
2.1 The RTO establishes the needs of clients, and delivers services to meet these needs.	<input type="checkbox"/>
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input type="checkbox"/>
2.4 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	<input type="checkbox"/>
2.5 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.6 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
- Not compliant

Findings: (Elements 2.1, 2.3, 2.4, 2.5, 2.6, 2.7 were not included in accordance with the audit business rules. These elements were not examined).

As part of its continuous improvement process the organisation utilises the AQTF employer survey. Additionally, the organisation holds monthly board meetings with directors and managers and invites industry representatives to provide feedback and input into the business to ensure that results for clients are achieved.

The organisation collects, collates and analyses survey data to inform its continuous improvement process. The data is



reviewed at its annual management review meeting using a sample of the data collected. The General Manager receives a report on the feedback received and acts on any issues that are identified.

The organisation is compliant with Standard 2.

Strengths

- Nil.

Opportunities for Improvement

- Nil.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Elements	Examined
3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input type="checkbox"/>
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	<input type="checkbox"/>
3.4 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 18/08/2010:

- Compliant
 Not Compliant

Findings: In accordance with the audit business rules, Element 3.3 was found to be not applicable and Element 3.1 was not included in the audit.

The organisation uses the 'Worksmart quality management framework' software which is:

- Appropriate for the size and scope of its operations
- Is focussed on providing quality training, assessment and support services
- Is consistently implemented across all of its operations
- Is systematically monitored and improved.

Non-compliances:

The statement of attainment did not have the required wording as indicated in the AQF Implementation handbook.

Rectification received 18 August 2010: (prior to the completion of the audit site visit)

The organisation rectified the statement of attainment at the time of audit.

The organisation is now compliant with Standard 3.

Strengths

- Nil.

Opportunities for improvement

- Nil.