



VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Improvement Tools (Qld) Pty Ltd
Date/s of audit	4 and 5 December 2012

ORGANISATION DETAILS				
RTO legal name	Improvement Tools (Qld) Pty Ltd		RTO ID number	31506
Registered business trading name	The Improve Group		ABN	27117950099
Address	Suite 16B, Level 1, Raby Bay Harbour Complex, 2 Masthead Drive, CLEVELAND		Postcode	4163
Phone	(07) 3488 2143	Fax	(07) 3488 2153	
E-mail	Bob.carter@improvetools.com.au		Website	www.improvetools.com.au
Registration contact	Name	Robert Carter	Position	Managing Director

AUDIT TEAM			
Lead auditor	Seth Farrington	Technical adviser/s	n/a
Audit team members	Dan Taylor		

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	Seth.farrington@asqa.gov.au

AUDIT DETAILS	
Audit type	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	4 and 5 December 2012
Site/s visited	Suite 16B, Level 1, Raby Bay Harbour Complex, 2 Masthead Drive, CLEVELAND
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 20, 22, 23

ORGANISATION
<ul style="list-style-type: none"> • The organisation operates as both a registered training organisation providing accredited and non-accredited training along with providing consultancy services to key clients in the competitive manufacturing sector. Its focus is on providing a business solution to its clients rather than a qualification. In so doing the solution may lead to staff participating in a qualification. • A key driver of the operations of the organisation is utilising the Malcolm Baldrige Excellence award as an annual benchmark commencing in November each year. This involves conducting an internal survey of key points – the resultant gap analysis provides a focus of operations for the following year. Furthermore the organisation conducts quarterly reviews, monthly management meetings and weekly coordinator meetings and daily team planning sessions. • The services are supported by a managing director, a customer service manager, training and sales administrators and assistants and trainers/consultants. • The organisation has identified future areas of growth for the RTO revolved around the glass industry. • Clients are generally from industry. • Training occurs at the RTO's premises or at the client's site. • A partnership arrangement is in place with Leading Performance Consulting Pty Ltd. • No students have been enrolled in or completed: <ul style="list-style-type: none"> ○ BSB40407 Certificate IV in Small Business Management ○ BSB41507 Certificate IV in Project Management ○ BSB51107 Diploma of Project Management ○ TLI30107 Certificate III in Transport and Logistics (Warehousing and Storage)

- TLI31610 Certificate III in Warehousing Operations
- TLI41810 Certificate III in Warehousing Operations.
- The following courses have had the following completions:
 - BSB40507 Certificate IV Business Administration – 2
 - BSB40807 Certificate IV in Frontline Management – 19
 - BSB51107 Diploma of management – 9
 - LMF30611 Certificate III in Glass and Glazing – (35 ongoing)
 - MSA31108 Certificate III in Competitive Manufacturing – 68
 - MSA41108 Certificate IV in Competitive Manufacturing – 240
 - MSA50311 Diploma of Production Management – 1
 - MSA51108 Diploma of Competitive Manufacturing – 28
 - MSA61108 Advanced Diploma of Competitive Manufacturing – 2
 - TAE40110 Certificate IV in Training and Assessment – 17
 - TLI40107 Certificate IV on Transport and Logistics (Warehousing and Storage) – 17
- The organisation has identified a shifting marketplace for its core clients:
 - Competitive Manufacturing represented 90% (QLD) in the past – currently 60%
 - Glass Processing identified as a qualification not being delivered adequately through Australian Glass Glazing Association. Improvement Tools is a preferred provider. E-Learning Grant to develop Glass Glazing resources.
 - 51 students currently
 - 96 students in 2011
 - Income from User Choice funding sources equates to 25-30% of revenue – these are mostly industry clients, rare to have individual clients.

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB40807	Certificate IV in Frontline Management	Face to face in workplace
BSB51107	Diploma of Management	Face to face in workplace
LMF30611	Certificate III in Glass and Glazing	Face to face at workplace
MSA41108 MSS40312	Certificate IV in Competitive Manufacturing (Superseded) Certificate IV in Competitive Systems and Practices	Face to face at workplace
MSA61108 MSS60312	Advanced Diploma of Competitive Manufacturing (Superseded) Advanced Diploma of competitive Systems and Practices	Face to face at workplace
TAE40110	Certificate IV in Training and Assessment	Blended – online and workplace
TLI40107	Certificate IV in Transport and Logistics (Warehousing and Storage) (Superseded)	Face to face at workplace
TLI41810	Certificate IV in Warehousing Operations	

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Bob Carter	Managing Director	TAE40110

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME**Audit status as at 5 December 2012**

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be **significant** when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Seth Farrington			Date of Report	10/01/2013
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AUDIT RECTIFICATION**Audit status following additional evidence received 5 February 2013**

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Jen Adlington			Date of Report	8/3/2013
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Audit status following additional evidence received 12 April 2013

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Jen Adlington			Date of Report	22/04/2013
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AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2011 - Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The organisation was found compliant with the **Standards for NVR Registered Training Organisations 2011 (SNR) - Essential Standards for Continuing Registration 16 and 20.**

The organisation was found not compliant with **SNR 15, 17, 18 and 23.** The level of non-compliance was considered to be significant largely due to deficiencies identified in assessment materials addressing training package requirements.

Non-compliances:

SNR 15

Training and Assessment Strategies

TLI41810 Certificate IV in Warehousing Operations

For the above qualification insufficient evidence was provided to demonstrate the organisation has developed strategies for training and assessment that meet the requirements of the TLI10 Transport and Logistics Training Package and have been developed through effective consultation with industry.

Human Resources

Insufficient evidence of currency and professional development in both trainer/assessor and vocational competence for:

- David Connor – BSB40807 Certificate IV in Frontline Management
- Alison Blomkamp – BSB51107 Diploma of Management

Insufficient evidence was provided to demonstrate the organisation has ensured the continued development in trainer/assessor competence for:

- Phillip Preston – MSA51108 Diploma of Competitive Manufacturing
- Daniel Dickson – LMF30611 Certificate III in Glass and Glazing

MSA41108 Certificate IV in Competitive Manufacturing

Lauren O'Brien

Insufficient evidence was provided to demonstrate how the organisation has verified the nominated trainer and assessor for the above qualification:

- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
- continues to develop her vocational education and training (VET) knowledge and skills as well as her industry currency.

Assessment Materials

MSA41108 Certificate IV in Competitive Manufacturing

MSACMT421A Facilitate a Just in Time (JIT) System

MSS403042A Facilitate mistake proofing in an office

MSA61108 Advanced Diploma of Competitive Manufacturing

MSACMS603A Develop manufacturing related business plans

MSACMT681A Develop a proactive maintenance strategy

Assessment tools examined for the above units do not fully address the requirements of the MSA07 Manufacturing Training Package. While some of the knowledge requirements had been addressed, there was insufficient evidence assessment tools sufficiently address required knowledge, skills and critical aspects of evidence. Furthermore, there was no guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

In addition for unit of competency *MSACMT421A* as one of the assessment tools was a group project, no evidence was provided to demonstrate how the assessor had determined each learner's contribution to the assessment and ensured that only learners who hold the requisite skills and knowledge were certified as competent.

Assessment records examined demonstrated that students have been determined to be competent without appropriate evidence having been gathered or retained.

TAE40110 Certificate IV in Training and Assessment

TAEASS402B Assess competence

No assessment tools were provided at audit for the above unit of competency. Consequently the organisation did not demonstrate it has assessment tools that meet the requirements of the TAE10 Training Package and that the assessment of the above unit will be conducted in accordance with the principles of assessment and rules of evidence.

Assessment records examined demonstrated that students have been determined to be competent yet no evidence was available to support the determination of competence.

No evidence was provided that assessment has been systematically validated.

Furthermore, insufficient evidence was provided to demonstrate how the assessment judgement confirmed the competence of Philip Preston for the award TAE40110 Certificate IV in Training and assessment – issued by the RTO on 6/05/11.

BSB40807 Certificate IV in Frontline Management

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

Assessment tools examined for the above units were not accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

Assessment records examined demonstrated that students have been determined to be competent without appropriate evidence having been gathered or retained.

BSB51107 Diploma of management

BSBWOR501B Manage personal work priorities and professional development

Assessment tools examined for the above unit does not fully address the requirements of the BSB07 Business Services Training Package. While some of the knowledge requirements had been addressed, there was insufficient evidence assessment tools sufficiently address required knowledge, skills and critical aspects of evidence. Furthermore, there was no guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

Assessment records examined demonstrated that students have been determined to be competent without appropriate

evidence having been gathered or retained.

TLI40107 Certificate IV in Transport and Logistics (Warehousing and Storage)

This program has only previously been delivered under a partnering arrangement with Vative Pty Ltd. The partnering agreement was cancelled on the 4 August 2011. No assessment tools were provided at audit for the above units of competency. Consequently the organisation did not demonstrate it has assessment tools that meet the requirements of the TLI07 Training Package and that the assessment of the above units will be conducted in accordance with the principles of assessment and rules of evidence.

Assessment records examined demonstrated that students have been determined to be competent yet no evidence was available to support the determination of competence.

No evidence was provided that assessment has been systematically validated.

SNR17

Insufficient evidence was provided to demonstrate the partnership agreement with Vative Pty Ltd for the delivery of TLI40107 Certificate IV in Transport and Logistics (Warehousing and Storage) was monitored as required. As training and assessment materials and student records for TLI40107 Certificate IV in Transport and Logistics (Warehousing and Storage) delivered in partnership with Vative Pty Ltd, have not been provided to Improvement Tools (QLD) Pty Ltd as required.

SNR 18

The non-compliances identified at audit demonstrate the organisation's chief executive has not ensured the NVR registered training organisation has complied with the VET Quality Framework across its operations and entire scope of registration.

SNR 23

The statement of results for qualification testamurs is titled "Statement of Attainment of Results"; and displays the NRT logo this has the potential to be incorrectly identified as a statement of attainment.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15

Training and Assessment Strategies

TLI41810 Certificate IV in Warehousing Operations

The organisation is required to provide evidence to demonstrate it has developed strategies for training and assessment for the above qualification that meet the requirements of the TLI10 Transport and Logistics Training Package and evidence this has been developed through effective consultation with industry.

Human Resources

The organisation is required to provide evidence to demonstrate how it will ensure the currency and professional development in both training and assessment and vocational areas for:

- David Connor – BSB40807 Certificate IV in Frontline Management
- Alison Blomkamp - BSB51107 Diploma of Management

The organisation is required to provide evidence to demonstrate how it will ensure the continued development in trainer/assessor competence for:

- Phillip Preston – MSA51108 Diploma of Competitive Manufacturing
- Daniel Dickson – LMF30611 Certificate III in Glass and Glazing

MSA41108 Certificate IV in Competitive Manufacturing

Lauren O'Brien

The organisation is required to provide evidence to demonstrate how it has verified the nominated trainer and assessor for the above qualification:

- has the relevant vocational competencies at least to the level being delivered or assessed; and
- can demonstrate current industry skills directly relevant to the training/assessment being undertaken; and
- continues to develop her vocational education and training (VET) knowledge and skills as well as her industry currency.

Assessment Materials

MSA41108 Certificate IV in Competitive Manufacturing (superseded)

MSACMT421A Facilitate a Just in Time (JIT) System (superseded)

MSS403042A Facilitate mistake proofing in an office

MSA61108 Advanced Diploma of Competitive Manufacturing (superseded)

MSACMS603A Develop manufacturing related business plans (superseded)

MSACMT681A Develop a proactive maintenance strategy (superseded)

It should be noted as the above units are from superseded qualifications no further rectification evidence is required for the superseded units above. Satisfactory rectification of non-compliances identified for the replacement units from qualifications listed below from the replacement MSS11 Sustainability Training Package will confirm the organisations ability and capacity to develop assessment tools that meet all the requirements of the appropriate training package.

MSS40312 Certificate IV in competitive Systems and Practices

MSS403021A Facilitate a Just in Time system

MSS403042A Facilitate mistake proofing in an office

MSS60312 Advanced Diploma of Competitive Systems and Practices

MSS405004A Develop business plans in an organisation implementing competitive systems and practices

MSS405081A Develop a proactive maintenance strategy

The organisation has provided a full suite of assessment tools for the units of competency listed above that fully address the requirements of the MSS11 Sustainability Training Package. The assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

In addition for assessment tools that include a group project the organisation is to provide evidence to demonstrate how the assessor will determine each learner's contribution to the assessment task and ensure that only learners who hold the requisite skills and knowledge are certified as competent.

TAE40110 Certificate IV in Training and Assessment

TAEASS402B Assess competence

The organisation is required to provide a full suite of assessment tools for the unit of competency listed above that fully address the requirements of the TAE10 Training and Assessment Training Package. The assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

BSB40807 Certificate IV in Frontline Management

BSBWOR401A Establish effective workplace relationships

BSBWOR404B Develop work priorities

The organisation is required to provide evidence to demonstrate all assessment tools for the above units include or are accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

BSB51107 Diploma of management

BSBWOR501B Manage personal work priorities and professional development

The organisation is required to provide a full suite of assessment tools for the above unit that fully addresses the requirements of the BSB07 Business Services Training Package. The assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

TLI40107 Certificate IV in Transport and Logistics (Warehousing and Storage) (superseded)

It should be noted as the above qualification has been superseded no further rectification evidence is required for the above qualification. In order to confirm the organisations ability and capacity to develop assessment tools that meet all the requirements of the appropriate training package rectification is to be provided via submission of assessment tools for units from the replacement qualifications listed below from the replacement TLI10 Transport and Logistics Training Package.

TLI41810 Certificate IV in Warehousing Operations (replacement)

TLIU4010A Develop workplace policy and procedures for sustainability

TLIJ3002A Apply quality systems

The organisation is required to provide the full suite of assessment tools for the units of competency listed above that fully address the requirements of the TLI10 Transport and Logistics Training Package. The assessment tools must include or be accompanied by guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

SNR17

The organisation is to provide evidence to demonstrate it has implemented processes that will ensure the implementation of partnership agreements for the provision of training and assessment services provided on its behalf is monitored to

ensure the RTO complies with all aspects of the VET Quality framework.

SNR 18

Rectifying all the non-compliances identified at audit will address the non-compliance awarded to SNR 18.

SNR 23

The organisation is required to provide evidence to demonstrate it has removed the depiction of the NRT Logo from its statement of results document that is provided with the award testamurs.

Analysis of rectification evidence provided 5 February 2013

SNR 15

Training and Assessment Strategies

TLI41810 Certificate IV in Warehousing Operations

The organisation provided evidence to demonstrate it has developed strategies for training and assessment for the above qualification that meet the requirements of the TLI10 Transport and Logistics Training Package and evidence this has been developed through effective consultation with industry representatives from Manufacturing Skills Australia, Australia Glass and Glazing Associate, Improve Group coaching and administration staff, Department of Education, Training and Employment (DETE-QLD) and industry representatives from Coca-cola, Weir Minerals, Digga Australia and Queensland Glass.

Human Resources

The organisation provided evidence to demonstrate how it will ensure the currency and professional development in both training and assessment and vocational areas for:

David Connor – BSB40807 Certificate IV in Frontline Management

The organisation has provided evidence to demonstrate how it has verified the nominated trainer and assessor
Alison Blomkamp - BSB51107 Diploma of Management

The organisation provided evidence to demonstrate how it will ensure the continued development in trainer/assessor competence for:

Phillip Preston – MSA51108 Diploma of Competitive Manufacturing.

Daniel Dickson – LMF30611 Certificate III in Glass and Glazing

Lauren O'Brien - MSA41108 Certificate IV in Competitive Manufacturing

Assessment Materials

MSS40312 Certificate IV in Competitive Systems and Practices

MSS403021A Facilitate a Just in Time system

The organisation provided a suite of amended assessment tools which now include guidance for assessors that ensures performance standards are consistent with the requirements of the training package; that assessment is conducted consistently across a range of assessors and learners and provides direction for the assessment of group activities.

MSS403042A Facilitate mistake proofing in an office

Following the analysis of the assessment tools provided as evidence, it has been identified they do not fully address all the requirements of the MSA07 Training Package. The organisation provided evidence of amended assessment tools which now include direction for the assessment of group activities; however, insufficient evidence was provided to demonstrate how the practical assessment tasks sufficiently address the unit's required skills due to the assessment tasks not being supported by guidance to assessors of the performance levels required or ensure sufficiency and consistency of assessment judgement across a range of assessors and learners.

MSS60312 Advanced Diploma of Competitive Systems and Practices

MSS405004A Develop business plans in an organisation implementing competitive systems and practices

Following the analysis of the rectification evidence provided, it was identified the assessment tools do not fully address the requirements of the MSA07 Training Package, in particular, the practical assessment tasks do not sufficiently address the unit's required skills. While the assessment tools address the unit's required knowledge requirements, insufficient evidence was provided to demonstrate how the practical assessment tasks sufficiently address required skills; as these assessment tasks were not supported by guidance of the performance level required to ensure sufficiency and consistency of assessment judgement across a range of assessors and learners.

MSS405081A Develop a proactive maintenance strategy

Following the analysis of the assessment tools provided it has been identified that they fully address the requirements of

the MSA07 Training Package. Furthermore, the assessment tools include guidance for assessors which ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners.

TAE40110 Certificate IV in Training and Assessment

TAEASS402B Assess competence

The organisation provided the following rectification evidence:

Analysis of these tools has determined they fully address the requirements of the TAE10 Training Package. Furthermore the assessment tools include guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners to ensure sufficiency and consistency of assessment judgement.

BSB40807 Certificate IV in Frontline Management

BSBWOR404B Develop work priorities

BSBWOR401A Establish effective workplace relationships

The organisation provided rectification evidence for the above units of competency:

Analysis of these tools has determined they fully address the requirements of the BSB07 Training Package. Furthermore, the assessment tools include guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners to ensure sufficiency and consistency of assessment judgement.

BSB51107 Diploma of management

BSBWOR501B Manage personal work priorities and professional development

The organisation provided rectification evidence for the above units of competency.:

Analysis of these tools has determined they fully address the requirements of the BSB07 Training Package. Furthermore, the assessment tools include guidance for assessors that ensures performance standards are consistent with the requirements of the training package and ensures sufficiency and consistency of assessment judgement across a range of assessors and learners to ensure sufficiency and consistency of assessment judgement.

TLI41810 Certificate IV in Warehousing Operations

TLIU4010A Develop workplace policy and procedures for sustainability

TLIJ3002A Apply quality systems

The organisation provided rectification evidence for the above units of competency by way of the following:

- Commercially produced assessment tools developed by SmallPrint (hard copy) provided
- Knowledge questions – guidance of performance level required provided
- Project: theory and practical – no guidance of the performance level required
- Third party /demonstration report of observed tasks

The analysis of these tools has determined they do not fully address the requirements of the TLI07 Training Package. While the assessment tools address required knowledge requirements of the unit of competency, insufficient evidence was provided to demonstrate how the practical assessment tasks sufficiently address the unit's required skills as the assessment tasks were not supported by guidance for assessors of the performance levels required and to ensure sufficiency and consistency of assessment judgement across a range of assessors and learners.

SNR17

The organisation provided evidence that demonstrates it has implemented processes that will ensure the implementation of partnership agreements for the provision of training and assessment services provided on its behalf is monitored to ensure the RTO complies with all aspects of the VET Quality framework.

SNR 18

The organisation has not demonstrated full compliance of the required rectifications.

SNR 23

The organisation provided evidence that demonstrates it has removed the depiction of the NRT Logo from its statement of results document that is provided with the award testamurs.

Outstanding non-compliances

SNR 15 Assessment materials

MSS40312 Certificate IV in competitive Systems and Practices

MSS403042A Facilitate mistake proofing in an office

The assessment tools provided did not fully address all of the unit's required skills and therefore do not meet the requirements of the training package due to the organisation not providing evidence it has developed guidance for assessors of the performance levels required to be demonstrated for the practical assessment tasks. With the absence of the expected level of performance required, consistency in the judgements made by assessors is not assured.

MSS60312 Advanced Diploma of Competitive Systems and Practices

MSS405004A Develop business plans in an organisation implementing competitive systems and practices

The assessment tools provided did not fully address all of the unit's required skills and therefore do not meet the requirements of the training package due to the organisation not providing evidence it has developed guidance for assessors of the performance levels required to be demonstrated for the practical assessment tasks. With the absence of the expected level of performance required, consistency in the judgements made by assessors is not assured.

TLI41810 Certificate IV in Warehousing Operations

TLIU4010A Develop workplace policy and procedures for sustainability

TLIJ3002A Apply quality systems

The assessment tools provided did not fully address all of the unit's required skills and therefore do not meet the requirements of the training package due to the organisation not providing evidence it has developed guidance for assessors of the performance levels required to be demonstrated for the practical assessment tasks. With the absence of the expected level of performance required, consistency in the judgements made by assessors is not assured.

SNR 18

The organisation has not demonstrated full compliance of the required rectifications.

Analysis of outstanding non-compliance provided by 12/4/2013

SNR 15 Assessment materials

MSS40312 Certificate IV in competitive Systems and Practices

MSS403042A Facilitate mistake proofing in an office

The organisation provided rectification evidence for the above unit of competency:

Analysis of these tools has determined they fully address the requirements of the MSA07 Manufacturing Training Package. Furthermore, the assessment tools include guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners to ensure sufficiency and consistency of assessment judgement.

MSS60312 Advanced Diploma of Competitive Systems and Practices

MSS405004A Develop business plans in an organisation implementing competitive systems and practices

The organisation provided rectification evidence for the above unit of competency:

Analysis of these tools has determined they fully address the requirements of the MSA07 Manufacturing Training Package. Furthermore, the assessment tools include guidance for assessors that ensures performance standards are consistent with the requirements of the training package and that assessment is conducted consistently across a range of assessors and learners to ensure sufficiency and consistency of assessment judgement.

TLI41810 Certificate IV in Warehousing Operations

TLIU4010A Develop workplace policy and procedures for sustainability

TLIJ3002A Apply quality systems

The organisation has advised of their application on ASQAnet (reference number 1039998) to withdraw TLI41810 Certificate IV in Warehousing Operations from its scope of registration.

SNR 18

The organisation has demonstrated full compliance of the required rectifications.