

Summary of AQTF or VET Quality Framework audit information

As part of the application process to become a Pre-qualified Supplier under the User Choice 2010 – 2016 program and/or Queensland VET Investment, Oztech Trade Training College Pty Ltd is required to publish audit information in relation to its compliance with the Australian Quality Training Framework (AQTF) or VET Quality Framework.

The User Choice program provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited entry-level training to eligible Apprentices and Trainees. The Queensland VET Investment provides public funding paid directly to Pre-qualified Suppliers for the delivery of accredited training to eligible participants to gain their first Certificate III qualification.

The AQTF or VET Quality Framework is the national set of standards which assures nationally consistent, high-quality training and assessment services for the clients of Australia's vocational education and training system.

An AQTF audit reviews evidence of an organisations' compliance with the requirements of the AQTF *Essential Conditions and Standards of Initial/Continuing Registration* to confirm that it is achieving quality training and assessment outcomes. The process also identifies opportunities for improvement on these outcomes.

A VET Quality Framework audit of a registered training organisation reviews evidence of compliance with the requirements of the VET Quality Framework to confirm that it is achieving quality training and assessment outcomes. The process also identifies opportunities for improvement on these outcomes.

This information is published to assist apprentices, trainees and their employers to make informed decisions regarding their selection of a Pre-qualified Supplier for the delivery of training and assessment services.

Audit Date: 09/07/2014

Qualifications audited	
Qualification code	Qualification name
22024VIC	Course in Emergency Management of Asthma in the Workplace
22099VIC	Course in First Aid Management of Anaphylaxis
TAE40110	Certificate IV in Training and Assessment
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide First Aid

Qualifications not audited	
Qualification code	Qualification name
CPC30611	Certificate III in Painting and Decorating
CPC31011	Certificate III in Solid Plastering
CPC20212	Certificate II in Security Operations
CPC30411	Certificate III in Security Operations
MSF31113	Certificate III in Cabinet Making
HLTAID004	Provide an emergency First Aid response in an education and care setting

Audit Outcome			Rectification	
Was non-compliance identified? Yes/No	If 'Yes', non-compliance type Minor, Significant, Critical	Summary of non-compliance	Actions taken to rectify the non-compliance	Has the non-compliance been rectified? Yes/No
YES	MINOR	<p>22024VIC Course in Emergency Management of Asthma in the Workplace</p> <p>The applicant did not demonstrate that it had access to all equipment specified in its Training and Assessment Strategy document for the above accredited course, specifically, oxygen supply and delivery systems/devices.</p> <p><u>Rectification Required</u> Provide evidence that it has access to all of the equipment specified in its documented Training and Assessment Strategy for the above accredited course; or provide an amended Training and Assessment Strategy document that identifies the equipment and resources to be used in delivery of training and assessment, ensuring that the equipment</p>	Oztech has arranged oxygen Supply masks for training purposes. List of equipment has been revised in Training and Assessment strategy for 22024VIC – Course in Emergency Management of Asthma in the workplace.	YES

and resources align with the requirements stipulated in the accredited course specification.

HLTAID001 Provide cardiopulmonary resuscitation

The non-compliance identified in relation to SNR 4.5 demonstrated the applicant's assessment materials did not meet all of the requirements of the HLT Training Package for the unit - see SNR 4.5 for further details.

Rectification Required

Provide evidence that satisfactorily rectifies the non-compliance identified in relation to SNR 4.5 for unit *HLTAID001 Provide cardiopulmonary resuscitation*

HLTAID003 Provide first aid

The applicant did not demonstrate that it had access to all of the communication media and equipment specified in its Training and Assessment Strategy document for the above unit of competency, specifically, HF/VHF radio, flags, flares and two way radio.

The non-compliance identified in relation to SNR 4.5 demonstrated the applicant's assessment materials did not meet all of the requirements of the HLT Training Package for the unit - see SNR 4.5 for further details.

Rectification Required

c. Provide evidence that it has access to all of the equipment specified in its documented Training and Assessment Strategy for the above unit of competency; or provide an amended Training and Assessment Strategy document that identifies the equipment and resources to be used in delivery of training and assessment, ensuring that the equipment

HLTAID001 Assessment tools have been validated to meet the requirement of HLT Training Package. For Details please refer to SNR 4.5

- a. Training and Assessment Strategy for HLTAID003 has been revised, that identifies the equipment and resources to be used in delivery of training and assessment ensuring that the equipment and resources align with the requirements stipulated in the training package for the unit Equipment like HF/VHF radio, flags, flares and two way radio have been removed from training and assessment strategy.
- b. HLTAID003 Assessment tools have been validated to meet the requirement of HLT Training Package. For Details please refer to SNR 4.5

		<p>and resources align with the requirements stipulated in the Training Package for the unit.</p> <p>d Provide evidence that satisfactorily rectifies the non-compliance identified in relation to SNR 4.5 for unit <i>HLTAID003 Provide first aid</i></p>		
YES	MINOR	<p><i>HLTAID001 Provide cardiopulmonary resuscitation</i></p> <p>The assessment tools provided by the applicant for the above unit of competency did not contain clear and consistent information for candidates and assessors regarding the practical assessment requirements. For example, but not limited to:</p> <p>a. The instructions for students stated that they will be assessed practically against two scenarios, whilst the assessor checklist stated that students must complete three scenarios, but the assessment tool only allowed for evidence to be collected in respect of two scenarios. Furthermore, the practical assessment tool did not support the gathering of valid evidence of the performance of CPR consistent with the requirements of the HLT Health Training Package. Specifically, in the Training Package specification for <i>HLTAID001 Provide cardiopulmonary resuscitation</i> there is a requirement for demonstrated evidence of the candidate having 'performed at least four minutes of uninterrupted CPR on both an adult and an infant resuscitation manikin' - yet the organisation's practical assessment tool provided at audit only allowed for the gathering of evidence of the performance of CPR on a child (rather than an infant) or an adult manikin.</p> <p>Therefore, the evidence provided at audit did</p>	<p><i>HLTAID001 Provide cardiopulmonary resuscitation</i></p> <p>a. The Instructions for students have been updated to include three scenarios, also the assessment tool have been revised to include evidence to be collected in respect of three scenarios. Furthermore the practical assessment tool has been revised and includes the requirements for demonstrating evidence of candidate having 'performed at least four minutes of uninterrupted CPR on an adult and infant and child manikin.</p> <p>b. The Instructions for students have been updated to include three scenarios, also the assessment tool have been revised to include evidence to be collected in respect of three scenarios. Furthermore the practical assessment tool has been revised and includes the requirements for demonstrating evidence of candidate having 'performed at least four minutes of uninterrupted CPR on an adult and infant and child manikin.</p>	YES

not support that assessment for unit *HLTAID001 Provide cardiopulmonary resuscitation* would be conducted in accordance with the principles of assessment, particularly with regards to ensuring fairness and validity in the collection of practical assessment evidence consistent with HLT Health Training Package performance evidence requirements for the unit.

HLTAID003 Provide first aid

The assessment tools provided by the applicant for the above unit of competency did not contain clear and consistent information for candidates and assessors regarding the practical assessment requirements. For example, but not limited to:

b. The instructions for students stated that they will be assessed practically against two scenarios, whilst the assessor checklist stated that students must complete three scenarios, but the assessment tool only allowed for evidence to be collected in respect of two scenarios..

Furthermore, the practical assessment tool did not support the gathering of valid evidence of the performance of CPR consistent with the requirements of the HLT Health Training Package. Specifically, in the Training Package specification for *HLTAID003 Provide first aid* there is a requirement for demonstrated evidence of the candidate having 'performed at least four minutes of uninterrupted CPR on both an infant resuscitation manikin and an adult resuscitation manikin' - yet the organisation's practical assessment tool provided at audit only allowed for the gathering of evidence of the performance of CPR on a child (rather than an infant) and an adult manikin.

Therefore, the evidence provided at audit did not support that assessment for unit *HLTAID003 Provide first aid* would be

		<p>conducted in accordance with the principles of assessment, particularly with regards to ensuring fairness and validity in the collection of practical assessment evidence consistent with HLT Health Training Package performance evidence requirements for the unit.</p> <p><u>Rectification Required</u></p> <p>Provide revised assessment tools for each of the above units of competency. The assessment tools must contain clear, consistent and accurate information about the requirements for the practical assessment tasks, particularly with regard to the number and nature of scenarios/role plays to be demonstrated and assessed, to ensure fairness and validity in the collection of practical assessment evidence consistent with HLT Health Training Package performance evidence requirements for the units.</p>		
YES	MINOR	<p>The applicant provided a copy of its <i>Continuous Improvement Policy and Procedure</i> which identified stakeholders and sources of data for input into its proposed continuous improvement approach to the management of operations.</p> <p>Review of the <i>Continuous Improvement Policy and Procedure</i> found references to data sources and processes that were inconsistent with the applicant's proposed operation as a registered training organisation for Australian domestic students - for example, under the heading 'File Management (Agents/Staff/Students) Education Agents' in the policy and procedure, it was noted ,<i>Finance Manager to check that all current agent files contain the following information</i> Current Agent Agreement</p>	Continuous improvement Policy and procedure has been revised, and the information for education agents has been removed to reflect the proposed business operation as a registered training organisation for domestic students only.	YES

		<p>Up to date contact details including: Head Office in each country Number of offices locations in other country The evidence provided did not support that the applicant has clearly defined relevant sources of data and processes to support a continuous improvement approach to the management of its proposed operation as a registered training organisation for Australian domestic students.</p> <p><u>Rectification Required:</u></p> <p>Provide a revised <i>Continuous Improvement Policy and Procedure</i> that clearly identifies and defines relevant sources of data and processes to support the implementation of a systematic continuous improvement approach to the management of operations, consistent with the applicant's proposed operation as a registered training organisation for Australian domestic students.</p>		
YES	MINOR	<p>The non-compliance identified at audit in respect of SNR 4.3, 4.5, 6.2, 9.2, 11.2, 12.1, 13.1, 13.2, 14.1 and 14.2 indicated that the applicant's Chief Executive had not ensured the applicant will comply with the VET Quality Framework and other relevant national guidelines.</p> <p>Rectification Required</p> <p>Rectify all of the areas of the non-compliance identified within this report to demonstrate the applicant's Chief Executive has ensured that the applicant will comply with the VET Quality Framework and relevant national guidelines, as applicable to all operations within the applicant's intended scope of operation.</p>	<p>Please refer to SNR 4.3, 4.5, 6.2, 9.2, 11.2, 12.1, 13.1, 13.2, 14.1 and 14.2 in these rectifications.</p> <p>Furthermore, it is included in Chief Executive Officer's job description that he will ensure that proposed RTO will comply with VET Quality Frame work and other relevant national guidelines.</p>	YES
		<p>The applicant provided a copy of its <i>Staff Handbook</i>, which it identified as the primary</p>		

YES	MINOR	<p>mechanism by which it will inform staff of the legislative and regulatory requirements that affect their duties, addition a <i>Staff Induction Checklist</i> which included references to providing staff with compliance information.</p> <p>Whilst the applicant's <i>staff Induction checklist</i> contained some legislative and regulatory references relevant to staff, review of the <i>staff handbook</i> found that it included a number of references to Western Australian state legislation (being outside of the jurisdiction in which the applicant intends to operate as a registered training organisation). During discussion at audit, the applicant agreed that the Western Australian legislation is not relevant to its staff, who will be delivering training and assessment New South Wales, and that alternative information should be provided about legislative and regulatory requirements (for example, in relation to work health and safety obligations) as relevant to performance of their duties in the vocational education and training context in that State.</p> <p>Rectification Required</p> <p>Provide evidence to demonstrate that it will inform its staff of relevant and current legislative and regulatory requirements that affect their duties in relation to vocational educational and training.</p>	Staff handbook has been revised to include relevant NSW Legislation including work health and safety obligations.	YES
YES	MINOR	<p>The applicant provided its <i>Financial Management Policy and Procedure, Refunds Policy and Procedure, and Student Handbook</i> that contained a section 'Fees and Costs involved and Fee Refund Policy'.</p> <p><input type="checkbox"/> _The evidence provided did not demonstrate how the applicant would provide clients with information about the following matters, consistent with its policies and procedures:</p>	<p>Student handbook has been revised to include the information for</p> <ul style="list-style-type: none"> - Fees for an RPL assessment (on page 2 of student handbook) - The amount of the accommodation booking fee (It has been included in student handbook page 2) - All the learning material will be provided by Oztech trade training college and no additional cost will be charged from students, (This information has been updated in student handbook page 2) 	YES

		<ul style="list-style-type: none"> - Fees for an RPL assessment - The amount of the accommodation booking fee - That students are expected to purchase their own copies of recommended textbooks (including an indication of the costs involved) - the amount of fees that may apply if a course length is extended by a student. <p><input type="checkbox"/> _Furthermore, the information contained in the section 'Applicable Refunds for Course Tuition Fees' in the <i>Student Handbook</i> was found to be inconsistent with information contained in the applicant's <i>Refunds Policy and Procedure</i>. Therefore it could not be confirmed that the information that would be provided to clients about the applicant's refund policy would be accurate.</p> <p>Rectification Required</p> <p>The total amount of all fees, including course fees, administration fees, materials fees and any other charges</p> <p>Accurate Information about the applicant refund policy</p>	<ul style="list-style-type: none"> - the amount of fees that may apply if a course length is extended by a student is 5% of the total cost for each extended month. (This information has been updated in student handbook page 2) <p>Furthermore, refund policy has been revised and is consistent with the information in student handbook.</p>	
YES	MINOR	<p>The sample record of results provided by the applicant did not contain all of the required information consistent with the <i>AQF Qualifications Issuance Policy</i>.</p> <p>Rectification Required Provide a revised sample record of results that meets Australian Qualifications Framework requirements.</p>	<p>The sample record of results have been revised and , contains the required information consistent with AQF Qualifications Issuance Policy.</p>	YES
		<p>Information about the duration of study contained in the applicant's marketing information (course outlines) for 22024VIC Course in Emergency Management of</p>	<ul style="list-style-type: none"> a. Duration of study has been updated in consistence with Training and Assessment Strategy for 22024VIC and TAE40110. b. Marketing information has been revised to 	

		<p>Asthma in the Workplace and TAE40110 Certificate IV in Training and Assessment was inconsistent with information contained in the applicant's documented Training and Assessment Strategy for the accredited course and qualification. Hence, the evidence did not support that the applicant's proposed marketing of its offerings to prospective clients would be accurate.</p> <p>During discussion at audit regarding the course outlines that the applicant stated it would use on its brochures, the applicant was unable to provide full copies of its proposed marketing/advertising material or demonstrate how it would present information about the proposed registered training organisation to prospective students.</p> <p><u>Rectification Required</u></p> <p>Provide evidence to demonstrate that the applicant's proposed marketing and advertising of AQF and VET qualifications to prospective clients will be ethical, accurate and consistent with its proposed scope of registration.</p>	<p>ensure it is consistent with its proposed scope of registration</p> <p>Sample marketing material is being provided for 22024VIC- Course in Emergency Management of Asthma in the workplace. And, TAE40110 Certificate IV in Training and Assessment.</p>	
YES	MINOR	<p>The applicant did not demonstrate how the NRT logo would be used in accordance with its conditions of use.</p> <p><u>Rectification Required</u></p> <p>Provide evidence to demonstrate that the applicant will use the NRT logo in accordance with its conditions of use.</p>	<p>NRT logo position has been specified in the proposed marketing information.</p>	YES
YES	MINOR	<p>The applicant did not provide evidence to demonstrate how it will manage the process of transition from superseded Training Packages within 12 months of their</p>	<p>The policy and Procedure of transition from superseded Training Packages within 12 months of their publication on the National Register, in accordance with the requirements of ASQA's</p>	YES

		<p>publication on the National Register, in accordance with the requirements of ASQA's <i>General direction: Transition and teach out</i></p> <p><u>Rectification Required</u></p> <p>Provide evidence to demonstrate how the applicant will manage the transition from superseded Training Packages within 12 months of their publication on the National Register so that it delivers only currently endorsed Training Packages.</p>	<p>General direction:- Transition and Teach out has been revised.</p> <p>Oztech would follow the General Directions Transition and Teach out for this purpose.</p>	
YES	MINOR	<p>The applicant did not provide evidence to demonstrate how it will manage the transition from superseded/expired VET accredited courses so that it delivers only currently accredited courses.</p> <p><u>Rectification Required</u></p> <p>Provide evidence to demonstrate how the applicant will manage the transition from superseded/expired VET accredited courses so that it delivers only currently accredited courses</p>	<p>The Policy and Procedure to manage the transition from superseded/expired VET accredited courses has been revised. Oztech would follow the General Directions Transition and Teach out for this purpose</p>	YES

Explanatory notes:

- Minor: minimal or no serious adverse impact on students and/or persons affected by the outcomes of the training and assessment services provided
- Significant: serious or potentially serious adverse impact on students and/or persons affected by the outcomes of the training and assessment services provided.
- Critical: an actual or potential critical adverse impact on students and/or persons affected by the outcomes of the training and assessment services provided