Mrs Cherie Rudzitis
Director
RudTek Pty Ltd
PO Box 2064
SUNNYBANK HILLS QLD 4109

Dear Mrs Rudzitis

Australian Quality Training Framework (AQTF) compliance audit

I refer to the Australian Quality Training Framework (AQTF) compliance audit conducted on 19 November 2010. The audit found your organisation AQTF compliant and, as a result, the audit process is now finalised.

Registration requirements

Throughout the term of registration, your organisation is required to comply with the requirements of the *Vocational Education, Training and Employment Act 2000,* including the conditions of registration and policies set down by the Training and Employment Recognition Council (the Council). The Council's registration policies are published on the department's website:
http://www.training.qld.gov.au/training-organisations/registration-audit/legislation.html

It should be noted that a certificate of registration is granted to a legal entity (business or natural person), based upon the entity's demonstrated ability to meet the requirements of the AQTF. While a business may be bought or sold, a certificate of registration cannot be transferred, sold or otherwise assigned to another legal entity. If in the future, you are considering selling your business or changing its legal entity, you should contact Registration Services to understand the impact of your intended actions upon your organisation's certificate of registration.

It is also essential to maintain a current scope of registration at all times. This requires your organisation to comply with the Council's Policy on *transition requirements and maintaining current scope of registration.* To comply with the policy, your organisation must register for reviewed training package qualifications within 12 months of the date of publication on NTIS and ensure that your organisation implements arrangements for all students to transition to new qualifications or complete their studies in superseded qualifications or courses within the transition period. A fact sheet explaining your organisation's obligations is attached.

Compliance with registration policies will be reviewed by the department throughout the life of registration.

Should you have any questions concerning your organisation's registration, please contact Registration Services by phone: 07 3222 2775 or 1300 369 935, or by email: registrationservices@deta.qld.gov.au

Yours sincerely

KERRY DAVEY
Manager
Registration Services
Training and International Quality

07 /04/ 2011

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AQTF Audit Report – Continuing Registration

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FM-PMA-34A
TRIM No: 09/182321
Version 11 – 2 November 2010
Training and International Quality

RudTek Pty Ltd – NTIS 31953

Organisation details			
Registration expiry	6 May 2014		
Principal address	5 Bonhill Court, Hillcrest		
RTO contact	Cherie Rudzitis	Phone number	07 3809 2985
Operations	- The core client for TAA40104 Certificate IV in Training and Assessment is Construction Skills Queensland. The RTO commenced delivery in November 2010. - Core clients for BSB51407 Diploma of Project Management will be the construction industry. Training has not yet commenced. - Core clients for BSB40807 Certificate IV in Frontline Management Delivery are employees in various industries that are seeking the qualification to enhance their skills. - TAA40104 Certificate IV in Training and Assessment is delivered face to face. BSB40807 and BSB51407 qualifications are delivered via combination of face to face workshops supported by online materials. - The organisation has a partnering arrangement with DEEDI. The Department source the participants and provide the delivery and assessment. DEEDI and RudTek provide the resources. RudTek issues the qualification. - The organisation has PPP funding from Construction Skills Queensland to provide Certificate IV in Training and Assessment for 10 staff. (Approximate value $39,000.00) - The organisation has not had any completions in any qualification in 2010. - Approximate number of current enrolments in TAA40104 Certificate IV in Training and Assessment is 8 - Approximate number of current enrolments in BSB40807 Certificate Iv in Frontline Management is 10 - Approximate number of current enrolments in the BSB51407 Diploma of Project Management is 0		

Audit team			
Lead auditor	Leslie Mackee	Auditor/s	Mark Shrubshall
Phone	(07) 3871 2539	Adviser/s	Nil
E-mail	atecs@bigpond.net.au	Observer/s	Nil

Audit details			
Reason/s for audit	Post initial		
Audit date/s	19 November 2010	Audit number/s	3195316192A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 3.2, 3.3		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant ☐ Minor non-compliance ☐	**Significant non-compliance** ☒ Critical non-compliance ☐	

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Rectification received	
Audit outcome following rectification	Compliant ☐ Significant non-compliance ☐ Minor non-compliance ☐ Critical non-compliance ☐
Other audit notes	• NIL

Focus of audit

Code	Qualification / Course / Unit title	Regulated	Delivery venues
TAA40104	Certificate IV in Training and Assessment	☐	
BSB40807	Certificate IV in Frontline Management		Workplace
BSB51407	Diploma of Project Management		

Interviewee/s (incl. position)

Disclaimer: The Department of Education and Training collects the information on this form as part of the audit of registered training organisations under the AQTF. Only authorised government officers or contracted personnel have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law, in accordance with the *Information Privacy Act 2009*.

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.	☒
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.	☒
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.	☒
1.4	Training and assessment is delivered by trainers and assessors who: 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.	☒
1.5	Assessment, including Recognition of Prior Learning (RPL): 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.	☒

Audit findings

At time of audit:
☐ Compliant
☒ Not Compliant

Following rectification received:
☐ Compliant
☐ Not Compliant

Findings:
The organisation has provided limited course delivery to date. Therefore, the organisation has issued only a small number of learner satisfaction surveys. The organisation plans to seek employer feedback, prior to the end 2010, to reflect satisfaction with training being delivered. The organisation is using the Quality Indicator Learner and Employer questionnaires.

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The organisation has established processes to collect, collate and analyse learner and employer feedback. As delivery, and hence feedback, has been limited the organisation has not made significant changes to current operating practices.

With regards to continuous improvement of training and assessment, the organisation provided evidence that the text used to support the delivery of BSB40807 Certificate IV in Frontline Management had been updated. The organisation has modified assessment tools to reflect the changes in the revised text.

The organisation presented strategies for training and assessment that:
- are clearly defined and informed by information collected on industry requirements and learners' needs
- include evidence of consultation with industry
- detail the resources, both human and physical, that will be used to meet the requirements of the training package qualification
- include a delivery method that meets all requirements of the Training Package
- has provision for the strategy to be monitored and improved.

The strategy for training and assessment for BSB51407 Diploma of Project Management named Cherie Rudzitis as the trainer/assessor. However, the HR identified that Cherie did not hold a Diploma of Project Management. After discussion, it was decided to adjust the strategy to nominate Denise Francis as the trainer and assessor for the Diploma of Project Management. This amendment was made on the day of the audit.

The organisation has adequate resources to support the delivery of the relevant qualifications. The organisation uses *'Training in Australia'*, Michael Tovey & Diane Lawlor to support the delivery of TAA40104 for the Certificate IV in Training and Assessment, and *'Management Theory & Practice'* Kris Cole to support the delivery of BSB40807 Certificate IV in Frontline Management. The organisation has a number of texts available to support the delivery of BSB51407 Diploma of Project Management.

The organisation provided a range of assessment tools to support the delivery of the relevant qualifications. Gaps were identified in the assessment tools for the Diploma of Project Management and the Certificate IV in Frontline Management.

The organisation provided profiles for trainers and assessors to support the delivery of all qualifications audited. However, at the time of audit, the organisation could not provide evidence professional development for all trainers.

Non-compliances:
The organisation could not provide evidence that trainer Denise Francis, responsible for the delivery of BSSB51407 Diploma of Project Management, had undertaken any professional development in the last 12 months; or that there was a professional development plan in place for Ms Francis.

With regards to the assessment tools presented for the **Certificate IV in Frontline Management** for units *BSBMGT401A Show leadership in the workplace* and *BSBMGT402A Implement operational plan:*
- The assessment task instructions do not make reference to the use of the organisations / workplace policies and procedures. This is required as part of the performance criteria and essential knowledge.
- The 'Supervisor's Report' used to collect evidence of workplace practice/demonstration makes reference to 'assessment'. The inference is that the supervisor is conducting assessment, when they are simply reporting workplace performance.
- The checklist used by the supervisor is a list of performance criteria and as such does not reflect the workplace tasks.
- The assessment document also deems competence at element level when in fact competency is confirmed at unit level.

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With regards to the assessment tools presented for the **Diploma of Project Management** for units *BSBPMG508A Manage project risk* and *BSBPMG505A Manage project quality,* the assessment tools are still largely under development. Those tools that were presented failed to address the following:

- All required knowledge
- All required skills
- All critical aspects of evidence

The organisation indicated that third party evidence would be used, though the process to collect the evidence has not yet been developed.

The organisation was unable to provide benchmarking /model answers for the assessment tasks

Implications for training/assessment quality:

If the assessment tools and methods do not address the required scope of knowledge and skills, the quality of training and assessment outcomes will be affected. Tools that are not sufficiently focussed on the unit of competency requirements will fail to determine whether the student has gained the required competency and not meet individual learners' needs and employers' needs.

Rectification required:

The organisation is required to provide evidence of professional development completed by trainer/assessor Denise Francis, in the last 12 months. Alternatively, the organisation is required to provide evidence that it has a professional development plan in place for Ms Francis.

With regards to the assessment tools presented for the **Certificate IV in Frontline Management** for units *BSBMGT401A Show leadership in the workplace* and *BSBMGT402A Implement operational plan,* the organisation is required to provide revised assessment documentation that include:

- Clear assessment task instructions that reference all requirements of the performance criteria and essential knowledge
- A 'Supervisor's Report' that clearly states the role of the supervisor in reporting workplace performance
- A checklist, used by the supervisor, which reflects workplace tasks
- Evidence that competency is confirmed at unit level.

With regards to the assessment tools presented for the **Diploma of Project Management** for units *BSBPMG508A Manage project risk* and *BSBPMG505A Manage project quality,* the organisation is required to provide:

- Comprehensive assessment tools that collect evidence of the required knowledge, required skills and critical aspects of evidence
- Clear information about assessment requirements for the assessors and student
- Benchmarking /model answers for the assessment tasks.

Rectification evidence received:

Strengths
- Nil identified

Opportunities for Improvement
- Nil identified

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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.	☐
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	☒
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.	☒
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.	☐
2.5 Learners receive training, assessment and support services that meet their individual needs.	☐
2.6 Learners have timely access to current and accurate records of their participation and progress.	☐
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	☐

Audit findings

At time of audit:
☐ Compliant
☒ Not compliant

Following rectification received:
☐ Compliant
☐ Not compliant

Findings:

The organisation has processes in place to ensure the needs of clients are established prior to enrolment. Client support services are available or can be accessed to address identified needs as required.
The organisation has processes in place to monitor support services provided to learners to ensure that they continue to address the identified need.

Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations The student handbook contains sufficient information to ensure learners understand their rights and obligations. However, the Information provided to learners is not clear in as much that the information in multiple locations and currently, will not allow them to make an informed choice about their enrolment.

Non-compliances:
Course information, available to learners, is not accessible in any one location or document. The Information provided to learners is not clear in as much that the information in multiple locations and currently, will not allow them to make an informed choice about their enrolment.

Rectification required:
The organisation is required to provide evidence that it will provide course information to learners that is clear and will allow them to make an informed choice about their enrolment.

Rectification evidence received:

Strengths
- Nil identified

Opportunities for Improvement
- Nil identified

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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.	☐
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	☒
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.	☒
3.4 The RTO manages records to ensure their accuracy and integrity.	☒

Audit findings

At time of audit:

☒ Compliant

☐ Not Compliant

Findings:

The organisation has operating policies and procedures appropriate for the size and scope of the RTO's operations. The organisation is focused on providing quality training, assessment and support services and the organisation has a continuous improvement approach to the management of operations.

The organisation's partnering arrangement with DEEDI has not yet been reviewed as delivery and assessment, under the agreement, has only recently commenced. The agreement has provision for review of the delivery and assessment arrangements. The organisation provided advice that the terms of the agreement (regarding a full review of delivery and assessment) would be conducted early in the new year.

The organisation is aware of the Department's policy for retention of results and assessment records. The organisation retains student records on an AVETMISS compliant database.

Strengths

- Nil identified

Opportunities for improvement

- Nil identified

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