

AQTF Post Initial Audit

RTO: Australian Red Cross Inc

Audit Dates: 17/5/2010

AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	Australian Red Cross Inc	NTIS Number	3605
Address	Villiers St, North Melbourne		
	Website	http://www.redcross.org.au	
Registration Contact	Ms Kate Norrie		
Phone Number	9345 1893	E-mail	knorrie@redcross.org.au
Student Numbers			
AUDIT TEAM			
Lead Auditor	Sue Foster	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	J.Gill		
Phone Number	9651 3226	E-mail	gill.jerzy.j@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Renewal		
Standards audited	1,2 and 3		
Conditions audited	6		
Audit Date/s			
Other audit notes	<p>The RTO applied for the following qualifications and unit to be added to their scope:</p> <p>CHC30208 Certificate III in Aged Care Work – to enable transition to the new training package</p> <p>FD30103 Certificate III in Food Processing – seeking to have existing scope extended for delivery in Queensland.</p> <p>21886VIC Emergency Asthma Management – seeking to have the delivery extended to all states and territories.</p>		

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FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
HLTFA302A	Provide first aid in remote situations	RTO/Workplace
21886VIC	Emergency management of asthma	RTO/Workplace
HLTFA402B	Applied Advanced First Aid	RTO/Workplace
BSB40807	Certificate IV in Frontline Management	RTO/Workplace
BSBMGT401A	Show leadership in the workplace	RTO/Workplace
BSBWOR402A	Promote team effectiveness	RTO/Workplace
BSB41407	Certificate IV in Occupational Health and Safety	RTO/Workplace
BSBOHS403B	Identify hazards and assess OHS risks	RTO/Workplace
BSBOHS405B	Contribute to the implementation of emergency procedures	RTO/Workplace
CHC30208	Certificate III in Aged Care	RTO/Workplace
CHCPA301B	Deliver care services using a palliative approach	RTO/Workplace
CHCAC319A	Provide support to people living with dementia	RTO/Workplace
CHC42407	Certificate IV in Career Development	RTO/Workplace
CHCCOM3C	Utilise specialist communication skills to build strong relationships	RTO/Workplace
CHCES411A	Collect (CHC08) Analyse and apply labour market information	RTO/Workplace
FDF30103	Certificate III in Food processing	RTO/Workplace
FDFCORQFSY3A	Monitor the implementation of quality and food safety policies and procedures	RTO/Workplace
FDFZPRSP3A	Set up a production line for operate	RTO/Workplace
PRM20104	Certificate II in Asset Maintenance (cleaning operations)	RTO/Workplace
PRMCL33B	Plan for safe and efficient cleaning activities	RTO/Workplace
PRMCL35B	Maintain a clean storage area	RTO/Workplace
SIT20207	Cert II in Hospitality	RTO/Workplace
SITXOHS002A	Follow workplace hygiene procedures	RTO/Workplace
SITHFAB020A	Apply food and beverage skills in the workplace	RTO/Workplace
TAA40104	Certificate IV in Training and Assessment	RTO/Workplace
TAADEL402B	Facilitate group-based learning	RTO/Workplace
TAAASS402B	Assess competence	RTO/Workplace

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LMF20309	Certificate II in Furniture making	RTO/Workplace
SIR30207	Certificate III in Retail	RTO/Workplace
SITHIND003A	Provide and coordinate hospitality service	RTO/Workplace
SITXFSA001B	Implement food safety procedures	RTO/Workplace
TLI20107	Certificate II in Warehousing and Storage	RTO/Workplace

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)		
	K Norrie, Head of Education and QA	
	M. Hurrell, RTO Quality / Training Coordinator	
	J. Bock, Training Services Manager (Qld)	
	S. Morris, Training Services Manager (NT)	

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
The RTO was not compliant with this standard due to noncompliance with elements 1.2 and 1.5	Compliant	
Element 1.2 Strategies for training and assessment.	Non-compliant	✓
This element requires that industry engagement and support is evident in the development of all training and assessment strategies, It also requires that all training and assessment strategies meet the requirement of the relevant training package or accredited course.	Not audited	
The RTO has developed strategies to address the previously ad hoc nature of industry consultation in Transport and Logistics and Training and Assessment industries. The RTO did not have Training and assessment strategies for the BSB41407 Certificate IV in Occupational Health and Safety. The training and assessment strategy for the CHC30208 Certificate III in Aged Care was incomplete.		
Assessment tools were not available for BSB40807; BSBMGT401A; BSBWOR402A; CHCCOM3C.		
Recommendation:		
<i>That the RTO develops strategies to ensure that the development of delivery and assessment in all courses is informed by consultation with industry.</i>		
<i>That the RTO develops training and assessment strategies and assessment tools for all qualifications and units on scope.</i>		
That the RTO		
Element 1.5 Quality of assessment.		
This element requires that assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.		
The RTO's assessment tools in the following areas were not complete:		
<ul style="list-style-type: none"> ▪ An assessment tool was not provided for BSBWOR402A or BSBMGT401A ▪ There was no summative assessment of <i>underpinning</i> knowledge in the assessment of SITXOHS001B ▪ The assessment tools did not clearly outline the observational and performance based assessments in terms of the nature of the task to be observed or instructions to the candidate and assessor on the conduct of assessment in SITHIND003A, FDFCORQFSY3A, FDFZORSP3A, CHCAC319A, BSBOHS405B, BSBOHS403B ▪ Workplace observations in CHCAC319A and CHCPA301B were not defined in terms of the actual task to be observed. The assessment criteria should relate to the actual task to be observed, which should also be described along with instructions to the assessor for conducting the assessment. In these units the observational criteria were just listed without explanation of the nature of the task. There were no guidelines to the assessor on what the students' portfolio should demonstrate to contribute to a judgement of competency. ▪ The assessment tasks in the assessment tool for CHCES411A were not adequate for the requirements of the unit. There was minimal exploration of the skills and knowledge around labour market analysis and the application of skills and knowledge in the scenario described was minimal. More assessment of a summative nature is required for this unit. 		
Recommendation:		
<i>That the RTO develops assessment tools for all units on scope that provide a basis for assessment of competence against the skills and knowledge required by the Training Package.</i>		

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<i>That the RTO develops clear guidelines for assessors on the conduct of assessment and the basis of the judgement of competence.</i>		
Strengths		
Opportunities for Improvement		

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients		
Audit conclusion	Result	<input checked="" type="checkbox"/>
The RTO was compliant with this standard.	Compliant	<input checked="" type="checkbox"/>
	Non-compliant	<input type="checkbox"/>
	Not audited	<input type="checkbox"/>
		<input type="checkbox"/>
Strengths		
Opportunities for Improvement		

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	<input checked="" type="checkbox"/>
The RTO was compliant with this standard.	Compliant	<input checked="" type="checkbox"/>
	Non-compliant	<input type="checkbox"/>
	Not audited	<input type="checkbox"/>
		<input type="checkbox"/>
Strengths		
Opportunities for Improvement		

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Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment		
Audit conclusion	Result	
The RTO was compliant with this condition.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		