

**Desk Audit Re-registration
Acceptance Form**

RTO Name: WPC Group Ltd

TOID: 4183

RTO Contact: Belinda Riddle

Contact Phone Number: 1300 656 461

Audit Type: Extension to scope

Audit Date: 28/11/10

Auditor's Name: Chloe Dyson

The RTO accepts the findings of the audit in full

Yes No

OR

Where the RTO disputes the audit findings the reasons should be detailed in the "Provider Comments" document attached. This page together with any comments on the audit findings should be faxed or e-mailed back to the auditor within four days of receipt of the audit report.

Auditor's Signature:

CEO's Signature: 

(or authorised representative)

Name of Auditor:

Name of CEO: *Nicholas M Wignan*

(or authorised representative)

Date:

Date:





AQTF EXTENSION TO SCOPE – DESK AUDIT

RTO DETAILS			
RTO Name	WPC GROUP LTD	TOID	4183
Address	440 William Street, WEST MELBOURNE, 3003. VIC		
Registration Contact	Belinda Riddle		
Phone Number	1300 656 461		
OVER VIEW OF RTO			
Overview of Organisation	WPC Group Is a Group Training Organisation located in West Melbourne		
Training Overview	It is intended that training will be workplace based		
Student Numbers	N/A		
Other Relevant Information			
Audit Date	21/11/10 – 28/11/10		
FOCUS OF AUDIT			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site	
BSB30407	Certificate III in Business Administration	Workplace based	

Administration

AUDIT TEAM			
Lead Auditor	Chloe Dyson	Auditor	
VRQA DETAILS			
Contact Person	Katherine Papastathopoulos	Audit Officer	
Phone Number	03 9651 3225	E-mail	papastathopoulos.katherine.a@edumail.vic.gov.au



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EXECUTIVE SUMMARY OF AUDIT OUTCOMES

The RTO provided a well-organised submission but some issues need to be addressed before the application can be approved. These issues related to the lack of a clear delivery strategy, tied to the intended training resources; the quality of assessment; the format of awards and the information in the strategies for training and assessment.

Please refer to the report for details.

The following recommendations arose from the audit:

1. The RTO is required to provide evidence that the trainer, Paul Elliot holds the TAA40104 as stated in the audit submission.
2. The RTO is required to adjust its processes so that VRQA guideline 1.3 is implemented.
3. The RTO is required to develop templates for awards, as per the AQF Implementation Handbook.
4. The RTO is required to document a clear learning methodology for all units of competency in this qualification.
5. The RTO is required to revise assessment for all units of competency in this qualification so that assessment requirements are clear and so that assessment meets the requirements of the principles of assessment.
6. The RTO is required to provide evidence of industry consultation and its impact on the strategy for training and assessment.
7. The RTO is required to provide a plan/schedule for assessment validation as well as an explanation of the validation approach to be used.



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Reference	Audit Requirement	Audit Evidence/Findings	Recommendations	Compliance Status
<ul style="list-style-type: none"> • AQTF Element 1.4 • Guideline 1.3 	<p>1. Trainers and assessors are suitably qualified and have the appropriate vocational competencies</p>	<p>One trainer, Paul Elliott, is designated on the strategy for training and assessment.</p> <p>Sighted:</p> <ul style="list-style-type: none"> • Signed CV indicating relevant, current experience • Unsigned mapping against the units in the strategy for training and assessment. VRQA Guideline 1.3 requires signed trainer skills matrices to be in place • Professional development log • Staff professional development procedure • BSA30197 Certificate III in Business Administration (Office Administration) (TAFE Queensland, 2000). Certified copy. • BSB30301 Certificate III in Business (Sales) (AIM, 2007) • PD log states trainer has completed the TAA40104, however a letter provided by the RTO subsequent to the provision of the audit submission confirmed that while the trainer had submitted the assessment for the TAA40104, results had not been finalised. 	<p>The RTO is required to provide evidence that the trainer, Paul Elliott holds the TAA40104 as stated in the audit submission.</p> <p>The RTO is required to adjust its processes so that VRQA guideline 1.3 is implemented</p>	<p>NC</p>



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<ul style="list-style-type: none"> • AQTF Element 1.2, 1.3, 1.5 • AQTF Condition 6 • Guideline 5.1 	<p>2. The RTO adheres to all training and assessment requirements of the Course</p>	<p>Awards</p> <p>Certificate submitted as award for the qualification but this had as an attachment a statement of attainment, with the words, '(student) has attained BSB30107 – Certificate III in Business Administration'. Thus a statement of attainment is being used for a completed award, not for partial completion of a qualification. The RTO does not have a complete certificate or a compliant Statement of Attainment in place.</p> <p>Delivery and assessment materials</p> <p>Delivery and assessment materials were submitted for:</p> <ul style="list-style-type: none"> • BSB0HS201A Participate in OHS processes, and • BSBUS201A Participate in environmentally sustainable work practices <p>Delivery</p> <p><u>Unit BSB0HS201A Participate in OHS processes and BSBUS201A Participate in environmentally sustainable work practices</u></p> <p>Delivery outlines state that Small Print training resources are to be used. Delivery outline does not identify the length of the three sessions allocated to this unit. The</p>	<p>The RTO is required to develop templates for awards, as per the AQF Implementation Handbook.</p> <p>The RTO is required to document a clear learning methodology for all units of competency in this qualification.</p> <p>The RTO is required to revise assessment for all units of competency in this qualification so that assessment requirements are clear and so that assessment meets the requirements of the principles of assessment.</p>	<p>NC</p>



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		<p>strategy for training and assessment states that the nominal hours for this unit is 20 hours but it is not clear whether this is actual delivery or hours that the students are expected to apply in self-paced learning. The strategy for training and assessment states that the trainer will visit the student every 4-6 weeks for 1-2 hours. However, the Trainer and Assessor Guide states that training visits are scheduled monthly.</p> <p>The delivery outline consists of the elements of competency and a listing of the relevant aspects of the range statement for those elements. It does not provide reference to how the trainer will develop the skills and knowledge associated with the unit, only that the trainer will use the Small Print 'text as a resource and maintain the information identified within the following session outline'. The role of the learner guides is not explained. A training methodology has not been provided.</p> <p>The Small Print Trainer and Learner guides for this unit indicate that learning is 'self-directed'. However, a trainer's role is to assist the learner to contextualise the learning and to provide opportunities for consolidation and practice - there is no guidance in the delivery outline to achieve this.</p>		



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		<p>Assessment</p> <p><u>Unit BSBOHS201A Participate in OHS processes</u></p> <p>Assessment materials submitted were:</p> <ul style="list-style-type: none">• Trainer and assessor guide: states that assessment is:<ul style="list-style-type: none">o Completion of a hazard checklist in the workplace. No checklist is provided and in the absence of the checklist it cannot be confirmed that sufficient assessment materials are made available to assessment candidates.o Completion of a workplace incident form using a scenario. Candidates are required to 'source' a blank workplace incident form. As with the previous activity, it seems to be assumed that the required forms are found at the workplace but no alternative provision is made if this assumption is not correct.o Candidate is required to submit workplace procedures for workplace emergencies and to describe their role in these procedures		



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		<ul style="list-style-type: none">o Submit a copy of workplace OHS meeting minutes where the candidate presented their findings in relation to workplace hazardso Submit an analysis of OHS legislation relevant to the workplace. The directions and the required responses do not indicate the scope of the assessment requirement (for example, at least four pieces of legislation...)o Supervisor observation checklist: this is a re-statement of the unit performance criteria. The supervisor is required to comment Yes/No if the student has achieved each item. No options other than yes/no are provided and some of the performance items are unlikely to be readily observed – for example, emergency situations and injuries. The checklist will not lead to the collection of evidence for valid assessment. In resolving this issue it is suggested that the RTO consider what aspects of the unit of competency can be		



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		<p>readily observed and to limit the employers' input to whether the candidate consistently performed satisfactorily against these aspects.</p> <ul style="list-style-type: none">o Oral questions: 12 questions and their responseso Trainer observation: requires the assessor to observe the candidate using workplace equipment and 'complete a mock fire evacuation'. The assessor is not given any guidance about the logistics relating to this task and the level of responsibility of the candidate is not clear. The candidate instructions would be more effective if they were written in plain English as they are a re-statement of aspects of the unit of competency <p>Also provided were:</p> <ul style="list-style-type: none">• Assessment mapping• Assessment outcome record sheet		

The assessment guide and the candidate guide both held



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		<p>typographical errors and it is strongly suggested that these are removed.</p> <p>Assessment for this unit requires some adjustment to meet the principles of assessment. It is strongly suggested that the RTO also review the number of assessment tasks required to be completed by the candidates to avoid over-assessment.</p> <p><u>BSBSUSZ01A Participate in environmentally sustainable work practices</u></p> <p>Assessment materials submitted were:</p> <ul style="list-style-type: none">• Trainer and assessor guide: states that assessment is:<ul style="list-style-type: none">◦ Workplace assignment: candidates are required to create a detailed policy and procedure regarding 'environmental operation for your workplace'. The unit of competency requires adherence to policy and procedures, not development of these policies. This task is too complex for someone operating at AQF 3 and undermines fairness in assessment. The second task is to write a detailed report on		



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		<p>the implementation of the policy/procedure. This task is also too complex for AQF3 and does not include sufficient information to allow the candidate to provide the detail provided in the model responses. The third task is to use the organisation's environmental hazard inspection checklist (or develop one – again, not suitable for AQF3) to carry out an inspection and write a report to the supervisor.</p> <ul style="list-style-type: none">o Oral questions: 10 questions, which are expressed in an overly complex fashion and which duplicate some of the requirements of the workplace assignmentso Supervisor's observation: checklist is a re-statement of the unit's performance criteria and would be difficult for a supervisor to respond to as they do not relate to specific tasks. <p>Also provided were:</p> <ul style="list-style-type: none">• Assessment mapping		



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<ul style="list-style-type: none"> AQTF Element 1.2, 1.5 Guideline 2.1, 5.1 	<p>3 The RTO plans and implements appropriate learning and assessment strategies to meet the needs of its clients</p>	<ul style="list-style-type: none"> Assessment outcome record sheet <p>As with the assessment for unit BSBOHS201A Participate in OHS processes, the RTO has attempted to be very thorough but this has lead to over-assessment. Assessment is not fair to candidates as requirements exceed those of the unit of competency.</p> <p>For both units: The RTO has not removed the assessment tasks from the SmallPRINT materials, which may have the effect of confusing candidates and assessors.</p>		
		<p>A strategy for training and assessment was submitted by the RTO.</p> <p>Packaging is correct.</p> <p>Assessment validation is not explained in the strategy, other than to state that external and internal validation is to occur. This is not a schedule/plan for validation as required by the VRQA guideline 2.1 or a documented validation approach as required by VRQA Guideline 5.1.</p> <p>Industry consultation: No evidence of industry consultation and the impact of what was learnt from this consultation was</p>	<p>The RTO is required to provide evidence of industry consultation and its impact on the strategy for training and assessment.</p> <p>The RTO is required to provide a plan/schedule for assessment validation as well as an explanation of the validation approach to be used.</p>	NC



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		<p>included with the strategy for training and assessment.</p> <p>Refer above section for information about training and assessment.</p> <p>Implementation cannot be checked as this is a request for extension of scope.</p>		
<ul style="list-style-type: none"> • AQTF Element 1.2 	<p>4. The delivery hours for each qualification are satisfactory to ensure proper outcome as per the requirements of the course</p>	<p>The strategy for training and assessment states that delivery will be over approximately 12 months, with trainer visits approximately every month.</p>		C
<ul style="list-style-type: none"> • AQTF Element 2.3 	<p>5. The RTO informs potential learners about the training, assessment and support services to be provided, and about their rights and obligations</p>	<p>Flyer submitted includes information about training and assessment, entry requirements and pathways as well as fees and charges.</p> <p>Student information booklet provides information about complaints and appeals, access and equity and student support and safety. There is also information on plagiarism and cheating and language literacy and numeracy in the booklet, together with information about refunds.</p>		C



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