

AQTF Audit Report

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Jenagar Pty Ltd – 31963

FM-PMA-34A

TRIM No: 09/182321

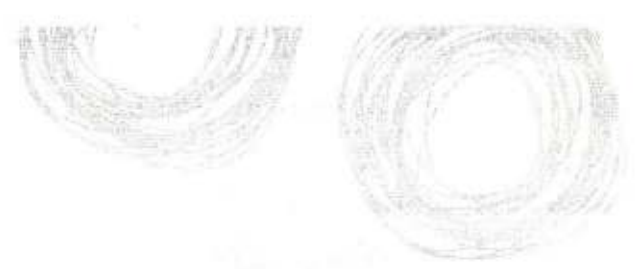
Version 1 - 9 October 2009

Training and International Quality

RTO details			
Registration expiry	22/7/2014		
Principal address	73 Racecourse Road, Richmond Hill		
RTO contact	Garth Beauchamp	Phone number	
Operations	<ul style="list-style-type: none"> Core clients are persons working in the mining sector and indigenous learners in remote areas. Delivery is face to face and will be conducted in hired premises or in employers' premises No partnership arrangements are currently in place RTO has completed approximately 80 students in individual mining units of competency since registration approved in July 2009. 		
Audit team			
Lead auditor	Ed Spink	Auditor/s	N/A
Phone	0414399500	Adviser/s	Stephen Day, WHSQ
E-mail	ebspink1@bigpond.com	Observer/s	N/A
Audit details			
Reason/s for audit	Extension to scope		
Audit date/s	26 November 2009	Audit number/s	31963-2A
Standards audited	1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/> Critical non-compliance* <input type="checkbox"/> <small>[*Critical non-compliance cannot be determined if no delivery has occurred]</small>		
Rectification received	The RTO rectified the non compliances that had been identified on the day of the audit.		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		

Focus of audit				
Code	Qualification/Course/Unit title	Regulated outcome	Delivery venues (list specific sites)	Govt funding (eg UC, PPP)
30496QLD	Course in Operating Load Shifting Equipment (Partial delivery)	<input checked="" type="checkbox"/>		
30497QLD	Course in Operating Cranes, Rigging and Scaffolding Equipment (Partial delivery)	<input checked="" type="checkbox"/>		
Interviewee/s – Staff (and position); Employers; Students				
Garth Beauchamp, Jenny Beauchamp (Business Manager), John Presley (Trainer/Assessor), Laurie Colgrave (Compliance Manager).				





Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined at audit
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
1.4 Training and assessment are conducted by trainers and assessors who: <ul style="list-style-type: none"> 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) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> 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. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received during audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
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Technical advice has been incorporated into the findings for this standard for the following qualifications:

- 30496QLD Course in Operating Loadshifting Equipment
- 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment

Findings:
 The RTO has developed learning and assessment strategy documents based on the template provided by WHSQ. This template includes the training and assessment strategies required by WHSQ. The learning and assessment strategy is supported by training plans for both 30496QLD Course in Operating Loadshifting Equipment and 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment.

The RTO demonstrated that it has access to facilities, equipment and training material that meet the requirements of the accredited courses.

Trainers and assessors are approved by Workplace Health and Safety Queensland.

Assessments are developed and mandated by Workplace Health and Safety Queensland.

A number of minor non-compliances were identified at audit and were rectified on the day.

The technical adviser supports the RTO's application for extension to scope.

- Non-compliances:**
- The RTO has not provided sufficient evidence within the assessment strategy that applicant files are maintained for a period of 5 years and contain the completed assessment instruments, logbooks or copy of log book and relevant information which supports the RPL process or reduced training.
 - The RTO has not provided sufficient information within the learning and assessment strategy relating to the provision

of the assessment summary immediately upon successful assessment and the provision of the statement of attainment within 14 working days for authorisation and licence application purposes.

- The RTO has not provided an "Application for trainer assessor HRW & EPC form" (A Form) for David Wheeler.
- The RTO has not provided sufficient verification evidence of 5 years of operational experience for Garth Beauchamp for :
 - LF – 18 Months only provided
 - LS - 18 Months only provided
 - LP – 2 Years only provided

Rectification required:

- The RTO is required to provide information within the assessment strategies for 30496QLD Course in Operating Loadshifting Equipment and 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment of the requirement to maintain the applicants' files, for a period of 5 years, containing completed assessment instruments, logbooks or copy of log book and relevant information which supports the RPL process or reduced training.
- The RTO is required to provide information within the learning and assessment strategies explaining the requirement for the provision of the assessment summary immediately upon successful assessment and the provision of the statement of attainment within 14 working days for authorisation and licence application purposes.
- The RTO is required to provide evidence of a completed 'Application for trainer assessor HRW & EPC form' (A Form) for David Wheeler.
- The RTO is required to provided sufficient verification evidence of 5 years of operational experience for Garth Beauchamp for :
 - LF – Forklift (18 Months only provided)
 - LS – Skid steer (18 Months only provided)
 - LP – Scraper (2 Years only provided).

Rectification evidence received 26 November 2009:

- The RTO provided evidence of amended learning and assessment strategies for 30496QLD Course in Operating Loadshifting Equipment and 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment that identify the requirement to maintain the applicants' files for a period of 5 years. The files will contain completed assessment instruments, log books or copies of log books and relevant information which supports the RPL process or reduced training.
- The RTO has provided evidence of amended learning and assessment strategies for 30496QLD Course in Operating Loadshifting Equipment and 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment that explain that an assessment summary is provided to the applicant immediately upon successful completion of assessment and a statement of attainment is provided within 14 working days for authorisation and licence application purposes.
- The RTO has provided the "Application for trainer assessor HRW & EPC form" (A Form) for David Wheeler
- Garth Beauchamp advised that he would withdraw his application for approval as a trainer/assessor for forklift (LF), skid steer loader (LS) and scraper (LP) and consider re-application to Workplace Health and Safety Queensland at a later stage.

Note:



While not all trainers/assessors were approved for all the licence classes for which they were nominated, this will not affect the overall application for extension to scope as the RTO has sufficient trainers authorised by Workplace Health and Safety Queensland to cover all of the units applied for.

Strengths

- 'Nil identified'

Opportunities for Improvement

- 'Nil identified'

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Elements	Examined at audit
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input type="checkbox"/>
2.2 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.	<input checked="" type="checkbox"/>
2.3 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.	<input checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not compliant

Findings:

The RTO has developed a student handbook and course brochures that provide students with sufficient and accurate information.

Where training is to be delivered in the workplace in a joint arrangement with the employer, training plans will be developed in conjunction with the employer to document each party's roles and responsibilities and monitoring arrangements.

Strengths

- 'Nil identified'

Opportunities for Improvement

- 'Nil identified'

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Elements	Examined at audit
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input checked="" type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

Audit findings





At time of audit:

- Compliant
 Not Compliant

Findings:

The RTO advised that there are no partnership arrangements in place.

Strengths

- 'Nil identified'

Opportunities for improvement

- 'Nil identified'

