

RTO DETAILS				
NTIS number	31963	Registration expiry	N/A	
Address	PO Box 1905, Charters Towers, Qld, 4820			
Audit venue	73 Racecourse Road, Richmond Hill, Qld, 4820			
RTO contact	Garth Beauchamp	Phone number	(07) 4787 1487	
Operations	<ul style="list-style-type: none"> The organisation plans to market training opportunities in aspects of metalliferous and surface coal mining to corporate clients at mine sites. Participants will be selected by the employer for gap training, to enhance their skills and those of the organisation. Practical training will not be conducted during productive work but will use actual mine work environments, including the explosives magazine. Participant will have workplace mentors appointed to assist with consolidating their skills. 			
AUDIT TEAM				
Lead Auditor	Brad Williams	Auditor/s	N/A	
Phone	0423 158 500	Adviser	Bruce Arthur, Department of Mines and Energy, Townsville	
E-mail	bradwilliamsoz@gmail.com	Observer/s	N/A	
AUDIT DETAILS				
Reason for audit	Initial			
Audit dates	17-18 June 2009	Audit number	31963-1A	
RTO was informed of risk rating at audit	Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable <input checked="" type="checkbox"/>			
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3			
Conditions audited	As the organisation's templates for issuing qualifications and statements of attainment were not compliant, Condition of Registration 6 was audited.			
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>	
Rectification received	17-XX June 2009			
Audit outcome following rectification	Compliant <input type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>	
FOCUS OF AUDIT				
Code	Qualification	Regulated outcome	Apprentices /Trainees	User Choice
MNM20106	Certificate II in Metalliferous Mining (Open Cut)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MNM30206	Certificate III in Metalliferous Mining (Underground)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INTERVIEWEES				
Garth Beauchamp, CEO, Jenagar Pty Ltd				
Jenny Beauchamp, Business Manager, Jenagar Pty Ltd				

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 checked="" 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 training and assessors who: <ol 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): <ol 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	Result
<p>Technical advice has been incorporated into the findings for this standard for the following units from the Metalliferous Mining Training Package (MNM05):</p> <ul style="list-style-type: none"> • <i>MNMG205A Maintain magazine</i> • <i>MNMG210A Store, handle and transport explosives</i> <p>Findings:</p> <p>The organisation presented evidence of detailed planning to establish a business as an RTO. Training and assessment strategies have been documented using a standard template.</p> <p>The targeted training market includes mine employees, with the employer selecting participants for gap training to enhance the organisation's skill base. Delivery will be conducted at the mine site.</p> <p>Face-to-face, small group training is planned, using the resources at the mine site. If a suitable mine site withdrawal venue is not available for training in the underpinning knowledge requirements, the organisation has access to suitable training facilities in Charters Towers. Practical training will occur in the student's work place and be consolidated through a workplace mentor.</p> <p>Technical advice supported that the two nominated trainers have suitable depth in their vocational backgrounds. The lead trainer was involved in setting up the Mining Industry Skills Centre within Central Queensland Institute of TAFE and was a trainer at the Centre for five years.</p> <p>Evidence was sighted of reviews and improvements to initial drafts of documents for training and assessment, with important changes recorded in an improvement register. Appropriate processes have been planned for numerous aspects of its operations including industry consultation and validation of training assessment strategies and assessment tools. Forms to obtain targeted feedback from students and employers and personnel in mine training departments have been developed. Staff will be involved in planning and reviewing all aspects of training and assessment through regular staff meetings and debriefings following training conducted at mine sites.</p> <p>The organisation was compliant with Elements 1.1 and 1.4.</p>	<p>At time of audit:</p> <p><input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Following rectification:</p> <p><input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant</p>
<p>Non-compliances:</p> <p><u>Training and assessment strategies and specialised equipment and resources</u></p> <p>The organisation's training and assessment strategy for a qualification did not identify the pool of elective units that the organisation is resourced to offer.</p> <p>The training and assessment strategy is dependent on specialised equipment and resources (including an explosives magazine) being made available at the mine site. However, explicit safeguards to address access have not been planned for explicitly.</p>	

Assessment tools

The strategy for gathering evidence of competence through written/oral questions on required knowledge and detailed observations of undertaking practical aspects using mine site equipment and resources is sound. However, some references in the Shotfiring questions lack currency (including that the Code has been updated to version 3).

The conditions under which written/oral tests are to be conducted were not specified.

Some benchmark criteria within the observational tools were not adequately outlined (including the required spacing between explosives).

Implications for training/assessment quality:

Listing all electives available on a qualification information sheet qualification may convey the unrealistic expectation that considerable choice of electives is available to the prospective student.

Without safeguards being in place to ensure access to required specialised equipment and resources, the organisation would not be able to train students at that mine site.

The majority of assessment items and associated benchmark criteria were compliant. The noted non-compliances would only impact on the assessment outcome to a minor extent, and do not indicate any serious breakdown in capacity of the organisation to undertake appropriate assessment.

Rectification required:

Training and assessment strategies and specialised equipment and resources

In each Training and Assessment Strategy document, identify the pool of elective units that the organisation is resourced to offer.

Provide copies of amended training and assessment strategies for each qualification.

Provide evidence of addressing safeguards to ensure upfront that specialised equipment and resources will be made available at the mine site to the organisation's trainers.

Assessment tools

Address currency issues in all questions including those on Shotfiring.

Clearly specify benchmark criteria for all aspects of the Shotfiring practical assessments, clearly referencing legislative and regulatory requirements.

Provide copies of amended assessment tools and associated benchmark criteria.

Rectification evidence received xx Month 20xx:

Strengths

- The organisation's CEO and lead trainer has strong networks within the mining sector, in particular with training departments within Queensland mine sites and will be able to capitalise on these industry contacts.

Opportunities for Improvement

- As workbooks, assessment tools and benchmark criteria are developed for all units to be offered, consultation and validation processes with industry will provide a check on currency issues.

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 checked="" 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 checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input checked="" type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input checked="" type="checkbox"/>
Audit findings	Result
<p>The organisation has developed a comprehensive student information hand book, covering issues and policies including expected behaviour, support available, refunds, accessing assessment records and appeals. A student induction process has been planned.</p> <p>Students will be interviewed to determine individual needs, including any literacy and disability issues. Workbooks will be provided for all units, with an emphasis on using plain English and numerous workplace examples.</p> <p>The employer will be involved in selecting students for training to enhance their skill base and that of the organisation. Workplace mentors are to be provided and will be involved in consolidating workplace training and induction is to be provided.</p> <p>Forms for obtaining feedback on training and assessment issues for individual units have been developed, with versions for students, employers and training department personnel at mine sites.</p> <p>The organisation's electronic action/improvement register will be used to record analysis and outcomes from monitoring its services. Repeat business from a particular mine site will be key indicator of satisfactory client service.</p> <p>Findings: The organisation is compliant with all Elements within Standard 2.</p>	<p>At time of audit:</p> <p><input checked="" type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Not Compliant</p>

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 checked="" 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 type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>
Audit findings	Result
<p>The organisation uses a commercial electronic RTO management framework (<i>WorkSmart</i> from Western Australia). Evidence was sighted of reviews and improvements to initial drafts of policies for management of operations and documents for training and assessment, with important changes recorded in an improvement register. A schedule for reviewing all documentation over a twelve month cycle has been prepared.</p> <p>The organisation does not have a partnership with other training organisations.</p> <p>Findings: The organisation is compliant with Element 3.1.</p> <p>Non-compliances: The templates for issuing a qualification and a statement of attainment did not comply with the protocols in the current <i>Australian Qualifications Framework Implementation Handbook</i>.</p> <p>Implications for training/assessment quality: The omissions from the templates were of a minor nature but would not have provided full information to the awardee and prospective employers.</p> <p>Rectification required: Provide a complying template for a full qualification that includes the link to the accompanying qualification employability skills summary. Provide a complying template for issuing a statement of attainment that includes the required wording defining a "statement of attainment".</p> <p>Rectification evidence received 17 June 2009: The organisation provided complying templates for issuing a full qualification and a statement of attainment.</p>	<p>At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Following rectification: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant</p>

Conditions of Registration		Examined at audit
	Conditions	
1	Governance	<input type="checkbox"/>
2	Interactions with the registering body	<input type="checkbox"/>
3	Compliance with legislation	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>
5	Financial management	<input type="checkbox"/>
6	Certificate and issuing of qualifications and Statements of Attainment	<input checked="" type="checkbox"/>
7	Recognition of qualifications issued by other RTOs	<input type="checkbox"/>
8	Accuracy and integrity of marketing	<input type="checkbox"/>
9	Transition to Training Packages / expiry of accredited courses	<input type="checkbox"/>
Audit findings		Result
<p>The condition of registration listed above was reviewed for this audit as the organisation had non-compliances with Element 3.3.</p> <p>Findings: Refer to Standard 3.</p> <p>Rectification evidence received on 17 June 2009: Refer to Standard 3.</p>		<p>At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant</p> <p>Following rectification: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant</p>



Correspondence No: TQ0671-09
Action Officer: Brad Williams
Contact No: (07) 3378 9965 / 0423 158 500

Mr Garth Beauchamp
Chief Executive Officer
Jenagar Pty Ltd
PO Box 1905
CHARTERS TOWERS QLD 4820

Via email to: target_train@bigpond.com

Dear Mr Beauchamp

NOTICE OF AQTF NON-COMPLIANCES

I refer to the Australian Quality Training Framework (AQTF) audit for initial registration of Jenagar Pty Ltd conducted at Charters Towers on 17-18 June 2009.

The audit identified evidence of compliances with some AQTF requirements, however a number of areas of non-compliance were also identified indicating that your organisation is not fully compliant with the standards. Attached you will find copies of the AQTF Audit - *Site Notes* and *Report Summary*, which detail the findings including each non-compliance and the rectification required. Advice from Mr Bruce Arthur, technical adviser for the Department of Mines and Energy, has been incorporated into the other reports.

You now have an opportunity to address these non-compliances through the provision of rectification evidence. The rectification evidence must be forwarded to me via email (if convenient) or posted to the following address within fifteen working days of this Notice being sent, that is on or before **28 July 2009**.

Rectification evidence must be submitted to address all non-compliances and must be referenced to the relevant AQTF Essential Standard.

Brad Williams
LEAD AUDITOR
4 Sun Place
CHAPEL HILL QLD 4069

The audit team will consider the rectification evidence submitted. If your organisation has demonstrated compliance, you will be notified of this audit outcome accordingly. However, if non-compliances are still identified, findings will be forwarded to the Registration Management Entity, a delegated body of the Training and Employment Recognition Council, for its consideration. Your organisation will be advised in writing of the determination made by the Registration Management Entity accordingly.

Should you wish to discuss any of the issues raised, please contact me via phone on 3378-9965 (mobile: 0423-158-500) or email bradwilliams0z@gmail.com.

Yours sincerely

A handwritten signature in black ink that reads "B. J. Williams".

BRAD WILLIAMS
External Auditor

30 / 06 / 2009

Garth Beauchamp

From: Brad Williams [bradwilliamsoz@gmail.com]
Sent: Tuesday, 30 June 2009 2:24 PM
To: target_train@bigpond.com
Subject: Notice of AQTF Non-Compliance and AQTF audit reports
Attachments: NTIS 31963 AUDIT 31963-1A audit report 2006-06-18.doc; NTIS 31963 AUDIT 31963-1A notice of non-compliance 2009-06-30.doc; NTIS 31963 AUDIT 31963-1A site notes 2006-06-18.doc

Hi Garth and Jenny

As we discussed during the exit interview at the conclusion of the AQTF audit on 18 July, there are some AQTF non-compliances to rectify. These are documented in the attached *AQTF Audit Summary*, with outcomes against each audited Element identified in the *AQTF Audit - Site Notes*.

I've attached a **Notice of AQTF Non-Compliance**. You now have an opportunity to address the non-compliances through providing rectification evidence within 15 working days of this Notice being sent, that is by **Tuesday 28 July**. (This provides a little more than "20 working days from the audit", if extra time is required). Please post/email the evidence to me:

Postal address:

4 Sun Place
CHAPEL HILL QLD 4069

Please note that only the rectification evidence received during the audit has been analysed in the attached reports. I will try to complete my analysis of the materials and documents you've provided (including the *Capricornia Gold* training materials) this week, and let you know of any outstanding issues as soon as I can.

If you need any clarification, please contact me immediately. I will call you on Friday (3rd) to discuss and to check if you have any questions.

Please acknowledge receiving this email with the Notice of AQTF Non-Compliance and the audit reports.

Of course, if there are any factual errors/omission in the reports, please let me know.

Sincerely

Brad

Brad Williams
External Auditor for the Department of Education and Training

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