

AQTF Audit Report – Continuing Registration

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Suncoast Fitness Centre Pty Ltd T/A F.I.T. College – NTIS
#31903

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

Organisation details			
Registration expiry	16 April 2014		
Principal address	8/102 Wises Road, Maroochydore		
RTO contact	Nina van der Plas	Phone number	(07) 5409 7070
Operations	<ul style="list-style-type: none"> The organisation's core client group will predominately be those students working within the fitness industry; however, the qualification will also be offered to students outside of the fitness industry. Training and assessment services will be delivered through a face-to-face arrangement. The organisation advised that it does not intend on engaging a partner organisation in the training and assessment for the applied qualification. 		
Audit team			
Lead auditor	Kylie Dennison	Auditor/s	N/A
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Audit details			
Reason/s for audit	Extension		
Audit date/s	4 November 2010	Audit number/s	31903-3A
Standards audited	1.2, 1.3, 1.4, 1.5, 2.3, 3.3.		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		
Rectification received	18 November 2010		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
	Minor non-compliance <input type="checkbox"/>		
Other audit notes			
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
TAE40110	Certificate IV in Training and Assessment	<input type="checkbox"/>	Maroochydore
Interviewee/s (incl. position)			
Nina van der Plas, Education Manager			
Maxene Whittles, Trainer and Assessor			

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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.	<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 is delivered 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) 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. 	<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 d) is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 18 November 2010:

- Compliant
 Not Compliant

Findings:

The strategy for training and assessment which has been developed is comprehensive and will provide sufficient guidance to trainers and assessors in the delivery of the qualification. The organisation consulted with industry representatives in the development of the strategy.

The organisation has access to suitable facilities, equipment and training material and these resources are consistent with the strategy for training and assessment.

Discussions held with the nominated trainer and assessor identified that Ms Whittles has experience within workplace-related training and assessment; however, has yet to conduct any competency based training and assessment activities. In the development of the strategy for training and assessment, and training and assessment material, Ms Whittles has regularly consulted with experienced trainers and assessors within the organisation, as well as a trainer and assessor for TAA40104 Certificate IV in Training and Assessment.

Non-compliances:

Whilst the organisation's nominated trainer and assessor holds the necessary training and assessment competencies, evidence was not provided to demonstrate the training and assessment experience the trainer and assessor holds to verify current industry skills. Additionally, evidence was not provided to demonstrate how the trainer and assessor will continue to develop her Vocational Education and Training knowledge and skills and industry currency, particularly within competency based training and assessment.

TAE40110 Certificate IV in Training and Assessment

TAEASS502A Design and develop assessment tools

A review of the organisation's assessment materials identified that all requirements of the unit of competency are not addressed, including required knowledge and skills, and critical aspects of evidence.

Within the workbook assessment, students will be working with three units of competency from differing AQF levels from BSB07 Training Package in a holistic arrangement. Discussions held with the organisation identified that the student is required to develop an observation checklist and instructions for a second assessment activity of the student's choice. The assessment tasks do not require the student to develop a full suite of assessment tools for the three units.



As part of the assessment, a student must complete an assignment which includes five parts. Incorporated into this assignment is the development of assessment tools for a unit of competency of their choice, a validation activity, an RPL development activity and a feedback activity. The activities included in Part 1, 2 and 3 are not supported by an associated recording tool or benchmark criteria.

TAEDEL401A Plan, organise and deliver group-based learning

A review of the organisation's assessment materials identified that all requirements of the unit of competency are not addressed, including required knowledge and skills, and critical aspects of evidence.

The organisation provided an observation checklist which does not include sufficient instructions to ensure that the assessor will record evidence to support that the requirement "*at least one session delivered to a different learner group, with evidence of how the characteristics and needs of this group were addressed*" is being covered.

As part of the assessment, a student must complete an assignment which includes five parts. Incorporated into this assignment is the preparation and delivery of three sessions (duration 15, 40 and 60 minutes). The tasks within the assignment are not supported by an associated recording tool or benchmark criteria.

Implications for training/assessment quality:

The identified non-compliances could lead to an adverse effect to the quality of the training and assessment services as the examined assessment material do not address all unit requirements nor, in some instances, supported by benchmark criteria. Additionally, the nominated trainer and assessor could not demonstrate sufficient vocational competency or how knowledge and skills in Vocational Education and Training and industry currency will be continuously developed.

Rectification required:

The organisation is required to provide evidence to demonstrate the experience held by Maxene Whittles in training and assessment. Evidence of how knowledge and skills in Vocational Education and Training and industry currency, particularly within competency based training and assessment, will be continuously developed is also to be provided. If this evidence is unavailable, a 12 month professional development plan must be put in place to ensure currency in training, assessment and industry practices, and this plan must be provided to support compliance.

TAE40110 Certificate IV in Training and Assessment

TAEASS502A Design and develop assessment tools

The organisation is required to provide its revised assessment materials which address all requirements of the unit of competency, including required knowledge and skills, and critical aspects of evidence. Supporting benchmark criteria must also be provided.

The organisation is required to provide its revised workbook assessment which will ensure that students will develop a full suite of assessment tools for the three units of competency, including the tools, associated benchmark criteria and instructions to students and assessors.

Note: The organisation is to ensure that the assessment activity identifies that the assessment tools developed by the students must address the requirements for all three units of competency.

The organisation is required to provide its recording tool/s and benchmark criteria for Parts 1, 2 and 3 of the assignment.

TAEDEL401A Plan, organise and deliver group-based learning

The organisation is required to provide its revised assessment materials which address all requirements of the unit of competency, including required knowledge and skills, and critical aspects of evidence. Supporting benchmark criteria must also be provided.

The organisation is required to provide its revised observation checklist which includes sufficient instructions to ensure that the assessor will record evidence to support that the requirement "*at least one session delivered to a different learner group, with evidence of how the characteristics and needs of this group were addressed*" is being covered.

The organisation is required to provide its recording tool/s and benchmark criteria for all parts within the assignment assessment.



Rectification evidence received 18 November 2010:

The organisation provided evidence to verify the experience held by its nominated trainer and assessor, Maxene Whittles, in training and assessment. Although the current experience held by Ms Whittles is within an in house workplace-based environment, evidence was provided on how Ms Whittles will continually develop her knowledge and skills in competency based training and assessment through ongoing monitoring and moderation with experienced trainers and assessors, subscriptions and memberships within the VET sector, and attendance at workshops.

TAE40110 Certificate IV in Training and Assessment

TAEASS502A Design and develop assessment tools

The organisation provided its revised assessment tools and supporting benchmark criteria. The tools adequately ensure that the unit requirements are being addressed.

The organisation provided its revised workbook assessment which will now ensure that students will develop a full suite of assessment tools for the three units of competency, including the tools, associated benchmark criteria and instructions to students and assessors.

The organisation provided its recording tool/s and benchmark criteria for Parts 1, 2 and 3 of the assignment.

TAEDEL401A Plan, organise and deliver group-based learning

The organisation provided its revised assessment tools and supporting benchmark criteria. The tools adequately ensure that the unit requirements are being addressed.

The organisation has revised its observation checklist to ensure that the requirement "*at least one session delivered to a different learner group, with evidence of how the characteristics and needs of this group were addressed*" will be sufficiently addressed.

The organisation provided its recording tool/s and benchmark criteria for all parts within the assignment assessment.

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
2.1 The RTO establishes the needs of clients, and delivers services to meet these needs.	<input type="checkbox"/>
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input type="checkbox"/>
2.5 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.6 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not compliant

Findings:

The organisation provided its pre-enrolment information which includes a course information flyer, enrolment form, code of practice and student information. The evidence provided will enable potential students to make an informed decision on the training, assessment, support services, and about their rights and obligations prior to enrolment.

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
3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input type="checkbox"/>
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>
3.4 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Findings:

The organisation advised that it does not intend on engaging a partner organisation in the training and assessment for TAE40110 Certificate IV in Training and Assessment.

Strengths

- Nil identified.

Opportunities for improvement

- Nil identified.

