Australian Government

Australian Skills Quality Authority

VET Quality Framework audit report

Initial registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of applicant	QTS Education Solutions Pty Limited
Date/s of audit	22 & 23 October 2012

APPLICANT DETAILS

Applicant legal name	QTS Education Solutions Pty Limited	**RTO ID number**	40474
Registered business trading name	QTS Education Solutions Pty Limited	**ABN**	41158520131
Address	Floor 1, 1/5 Executive Drive, Burleigh Waters QLD	**Postcode**	4220
Phone	(07) 55938333	**Fax**	NA
E-mail	admin@qts.edu.au	**Website**	www.qts.edu.au
Registration contact	**Name** Professor Ray Gordon	**Position**	Chief Executive

AUDIT TEAM

Lead auditor	Mark Shrubshall	**Technical adviser/s**	NA
Audit team members	Amanda Fairweather		NA

ASQA CONTACT DETAILS

Phone	1300 701801 (ASQA Info line)	**E-mail**	compliancebrisbane@asqa.gov.au

AUDIT DETAILS

Scope of audit	☒ Standards for NVR RTOs (initial registration) ☒ Australian Qualifications Framework (AQF) ☒ Data Provision Requirements ☒ Fit and Proper Person Requirements ☒ Financial Viability Risk Assessment Requirements	Applicant currently operates as an RTO but is seeking new registration due to a change in its ownership or management ☒
Date/s of site visit/s	22 and 23 October 2012	
Site/s visited	Floor 1, 1/5 Executive Drive, Burleigh Waters QLD 4220	
Essential Standards audited	All	

ORGANISATION

The organisation is an existing Registered Training Organisation and has been sold to new owners.

The decision to purchase the business was taken after considerable research; a key feature was the lack of reliance on government funding, a good reputation within the domestic market and a healthy cash flow.

The organisation's management structure consists of :
Professor Ray Gordon (Chief Executive Officer)
Catherine Gordon (Managing Director & Operations Manager)

Core clients are industry employees that wish to up skill.

The organisation has scope do deliver in all states though current students are based in Queensland & New South Wales.

Revenue sources are fee for service and traineeships.

The organisation has approximately 111 students currently studying.

The organisation intends to consolidate the business initially, to develop pathways for clients through articulation and evaluate other business opportunities with overseas markets in the future.

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
BSB30110	Certificate III in Business	Face to Face in the work place, online or distance.
BSB30407	Certificate III in Business Administration	
BSB40207	Certificate IV in Business	
BSB40507	Certificate IV in Business Administration	
BSB40407	Certificate IV in Small Business Management	
BSB40807	Certificate IV in Frontline Management	
BSB41007	Certificate IV in Human Resources	
BSB50207	Diploma of Business	
BSB51107	Diploma of Management	
FNS40211	Certificate IV in Bookkeeping	

INTERVIEWEES

'aff (name and position)

Name	Position	Program (qualification, course, etc)
Professor Ray Gordon	Chief Executive Officer	
Catherine Gordon	Managing Director and Operations Manager	BSB30110 Certificate III in Business BSB30407 Certificate III in Business Administration

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 23 October 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

  The level of non-compliance is considered to be significant when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

  The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Mark Shrubshall			Date of Report	26 October 2012

AUDIT RECTIFICATION

Audit status following additional evidence received 23 November 2012

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	Mark Shrubshall			Date of Report	30 November 2012

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT	STATUS*
Financial Viability Risk Assessment Requirements	☒ C ☐ NC ☐ NA
Fit and Proper Person Requirements	☒ C ☐ NC ☐ NA
Data Provision Requirements	☒ C ☐ NC ☐ NA
Australian Qualifications Framework (AQF) Requirements	☒ C ☐ NC ☐ NA
Standards for NVR Registered Training Organisations 2011 **- Essential Standards for Initial Registration**	
4 The applicant must have strategies in place to provide quality training and assessment across all of its operations	☐ C ☒ NC ☐ NA
5 The applicant must have strategies in place to adhere to the principles of access and equity and to maximise outcomes for its clients	☒ C ☐ NC ☐ NA
6 The applicant must have in place management systems that will be responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO will operate	☒ C ☐ NC ☐ NA
7 The applicant has adequate governance arrangements	☒ C ☐ NC ☐ NA
8 Interactions with the national VET regulator	☒ C ☐ NC ☐ NA
9 Compliance with legislation	☒ C ☐ NC ☐ NA
10 Insurance	☒ C ☐ NC ☐ NA
11 Financial management for initial registration	☒ C ☐ NC ☐ NA
12 Strategy for certification, issuing and recognition of qualifications and statements of attainment	☒ C ☐ NC ☐ NA
13 Strategy for accuracy and integrity of marketing	☒ C ☐ NC ☐ NA
14 Strategy for transition to training packages/expiry of VET accredited courses	☒ C ☐ NC ☐ NA

*STATUS: Status of audit findings when audit was conducted   C = Compliant   NC = Not Compliant   NA = Not audited

Audit Findings

QTS Education Solutions Pty Limited demonstrated compliance with the Financial Viability Risk Assessment Requirements, t and Proper Person Requirements, Data Provision Requirements, Australian Qualifications Framework (AQF) Requirements and Standards for NVR Registered Training Organisations – Essential Standards for Initial registration NVR 5, 6, 7, 8, 9, 10,11, 12, 13 and 14.

Non compliances were identified in the following areas:

SNR 4 The applicant must have strategies in place to provide quality training and assessment across all of its operations

4.4 Human resources:
Catherine Gordon
> The organisation did not provided evidence of:
> (a) the necessary training and assessment competencies as determined by the National Quality Council (NQC) or its successors.

Catherine Gordon currently studying for her TAE and is working under the supervision of Angela McGregor.
The supervisory arrangement refers to records of communication being maintained with supervisor to demonstrate supervision and feedback received every month. No evidence was provided that this has occurred.

4.5 Assessment tools:

BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSBCUS301B Deliver and monitor a service to customers

BSB30407 Certificate III in Business Administration
BSBITU304A Produce Spreadsheets
BSBITU307A Develop keyboarding speed and accuracy

BSB40507 Certificate IV in Business Administration
BSBADM405B Organise Meetings

- It was unclear for the above units of competency if the role of the workplace supervisor was to provide a third party report or was to provide assessment against the requirements of the respective unit/s.
- It was unclear for the above units of competency how the organisation gathered sufficient documented evidence to determine the suitability of the workplace supervisor.

BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSBCUS301B Deliver and monitor a service to customers

- The third party report/checklist for the units above did not allow for sufficient information to be provided regarding the candidates performance in the workplace.

BSBCMM301B Process customer complaints

- The assessment tool/s provided did not address all the requirements of the unit, in particular, the required skills (communication skills to people with diverse abilities and relate to people from culturally diverse backgrounds).

BSB40507 Certificate III in Business Administration
BSBITU307A Develop keyboarding speed and accuracy

- Assessment activity 3
  - Speed typing test requires the student to start and stop the timer themselves; this would disadvantage the student and give an inaccurate result.
  - Student could alter the document before submission resulting in an inaccurate outcome
  - Assessment does not ensure that touch typing techniques are used to complete the task to demonstrate speed and accuracy
  - Supervisor/observer report does not ensure that the student has been observed and the outcome has not been altered before submitting to an assessor.
- The assessment tool for the above unit does not meet all the requirements of the unit, in particular, performance criteria 2.2, 2.3 and the critical aspects of evidence.

FNS40211 Certificate IV in Bookkeeping
FNSACC404A Prepare financial statements for non-reporting entities
- The assessment tool for the above unit did not meet all the requirements of the unit in particular performance criteria 2.1 prepare charts, diagrams and supporting data in an appropriate manner.
- The RPL tool kit developed by QTS Education Solutions did not have any benchmarking.

BSB40807 Certificate IV in Frontline Management
BSBMKG413A Promote Products and Services

- The assessment tool does not meet all the requirements of the unit, in particular, the required knowledge.

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 4 The applicant must have strategies in place to provide quality training and assessment across all of its operations

4.4 Human resources:
Catherine Gordon
- The organisation is required to provide evidence to demonstrate its trainer/assessor supervisory arrangements:
  - clearly demonstrates how and when supervision will take place
  - clearly identifies documentation that will be completed to ensure that the supervision has taken place and feedback supplied to Catherine Gordon.

4.5 Assessment tools:
BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSBCUS301B Deliver and monitor a service to customers
Certificate III in Business Administration
BSBITU304A Produce spreadsheets
BSBITU307A Develop keyboarding speed and accuracy
Certificate IV in Business Administration
SBADM405B Organise meetings
- The organisation is required to provide sufficient documented information as to the role of the workplace supervisor for the above units.
- The organisation is required to provide sufficient documented evidence on its process for ensuring the suitability of a workplace supervisor who would contribute to the gathering of assessment evidence.

BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSBCUS301B Deliver and monitor a service to customers
- The organisation is required to provide a third party report/tool for the above units that will allow for sufficient information to be provided regarding the candidates performance in the workplace.

BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSB40807 Certificate IV in Frontline Management
BSBMKG413A Promote products and services
- The organisation is required to provide evidence to demonstrate its assessment tools/tasks address all the requirements of the units of competency listed above, in particular, the required skills.

BSB30407 Certificate III in Business Administration
BSBITU307A Develop keyboarding speed and accuracy
- The organisation is required to provide evidence to demonstrate its assessment tools/tasks for the above unit address all the requirements of the unit, including the performance criteria and the critical aspects of evidence.
- The organisation is required to provide evidence to demonstrate how the assessment will be conducted to ensure that the integrity of the assessment is maintained, in particular, the requirement for typing with 98% accuracy assessed under test conditions in line with the current version of AS 2708:2001 Keyboarding speed tests is met.

FNS40211 Certificate IV in Bookkeeping
FNSACC404A Prepare financial statements for non-reporting entities
- The organisation is required to provide evidence to demonstrate its assessment tool/tasks address all the requirements of the unit including performance criteria 2.1 prepare charts, diagrams and supporting data in an appropriate manner
- The organisation is required to provide evidence to demonstrate it has developed benchmark criteria which define the level of performance required to be demonstrated by candidates for its RPL kit for the above unit.

BSB40807 Certificate IV in Frontline Management

BSBMKG413A Promote products and services

- The organisation is required to provide evidence to demonstrate its assessment tools/tasks address all the requirements of the unit including the required knowledge.

Rectification evidence received 23 November 2012

SNR 4 The applicant must have strategies in place to provide quality training and assessment across all of its operations

4.4 Human resources:
Catherine Gordon
- The organisation provided evidence to demonstrate its trainer/assessor supervisory arrangements
- clearly demonstrates how and when supervision will take place
- clearly identifies documentation that will be completed to ensure that the supervision has taken place and feedback supplied to Catherine Gordon.

4.5 Assessment tools:
BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSBCUS301B Deliver and monitor a service to customers

Certificate III in Business Administration

BSBITU304A Produce spreadsheets

BSBITU307A Develop keyboarding speed and accuracy

Certificate IV in Business Administration

BSBADM405B Organise meetings

The organisation provided evidence of documented information describing the role of the workplace supervisor in reporting as a third party for the above units of competency.

Furthermore, the organisation provided documented evidence on the process it will initiate for ensuring the suitability of a workplace supervisor who would contribute to the gathering of assessment evidence in the workplace.

BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSBCUS301B Deliver and monitor a service to customers

The organisation provided a third party report/tool for the above units of competency that allows for sufficient information to be provided regarding the candidates performance in the workplace.

BSB30110 Certificate III in Business
BSBCMM301B Process customer complaints
BSB40807 Certificate IV in Frontline Management
BSBMKG413A Promote products and services

The organisation provided evidence to demonstrate its assessment tools/tasks address all the requirements of the units of competency listed above, in particular, the required skills.

BSB40807 Certificate IV in Frontline Management
BSBMKG413A Promote products and services

The organisation provided evidence to demonstrate its assessment tools/tasks address all the requirements of the unit including the required knowledge.

BSB30407 Certificate III in Business Administration
BSBITU307A Develop keyboarding speed and accuracy

The organisation provided evidence to demonstrate its assessment tools/tasks for the above unit address all the requirements of the unit, including the performance criteria and the critical aspects of evidence.

Furthermore, the organisation provided evidence to demonstrate how the   assessment will be conducted to ensure that the integrity of the assessment is maintained, in particular, the requirement for typing with 98% accuracy assessed under

test conditions in line with the current version of AS 2708:2001 Keyboarding speed tests is met.

FNS40211 Certificate IV in Bookkeeping

FNSACC404A Prepare financial statements for non-reporting entities

The organisation provided evidence to demonstrate its assessment tool/tasks address all the requirements of the unit including performance criteria 2.1 prepare charts, diagrams and supporting data in an appropriate manner.

The organisation provided evidence to demonstrate it has developed benchmark criteria which define the level of performance required to be demonstrated by candidates for its RPL kit for the above unit.