

AQTF Audit Report – Continuing Registration

FM-PMA-34A

TRIM No: 09/182321

Version 11 – 2 November 2010

Training and International Quality

Workplace Health & Safety Services Pty Ltd – NTIS # 31401

Registration expiry	15/08/2011		
Principal address	28 Coolmunda Street, Mansfield QLD 4122		
RTO contact	Mr Graham Dangerfield	Phone number	07 33497447
Operations	<ul style="list-style-type: none"> • Core clients (FFS; corporate; apprentices/trainees, international, RPL etc) • Delivery is face to face at the worksite. • The RTO does not partnering with other organisations • There are nor government funding contracts in place • Approximate number of completions in past year per unit is 242 • Approximate number of current enrolments per unit is 121 		
Lead auditor	Mr Bill Cadden	Auditor/s	-
Phone	07 3235 4016	Adviser/s	-
E-mail	Bill.cadden@deta.qld.gov.au	Observer/s	-
Reason/s for audit	Renewal of Registration		
Audit date/s	14/06/2011	Audit number/s	3140118003A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2, 3.3.		
Conditions audited	Nil		
Audit outcome on day of audit	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> • On 8 April 2011 the RTO removed three units of competency; <i>OHSCER203A Operate a front end loader, OHSCER204A Operate a front end loader of the skid steer type and OHSCER215A Operate a road roller</i> from its scope of registration. 		
Code	Qualification / Course / Unit title	Regulated	Delivery venues
30496QLD	Course in Operating Loadshifting Equipment		
▪ OHSCER207A	Operate a fork lift truck	<input checked="" type="checkbox"/>	Enterprise/work sites
▪ OHSCER208A	Operate an order picking forklift truck		
▪ OHSCER210A	Operate a bridge & gantry crane – remote controlled		
Mr Graham Dangerfield, Director Ms Carol Dangerfield, Co/Director			

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Elements		Examined
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 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"/>

At time of audit:

- Compliant
- Not Compliant

Technical advice has been incorporated into the findings for this standard for the following qualifications:

- In March 2011, Ms Tineale Vea Vea, Principal Inspector, WHSQ conducted an inspection of this RTO's strategies, facilities, resources, agreements, human resources and mandated assessment tools. On 7 March 2011, the Director Licensing Services, Workplace Health & Safety Queensland issued a Notification to Registration Services, Training Quality and Regulation, Department of Education and Training a 'Support for Re-Registration of RTO with scope for WHSQ Licensing Courses for 6 units from 30496QLD Course in Loadshifting Equipment.
- Prior to 14 June 2011 audit the RTO withdrew 3 of the 6 units of competency.

Findings:

Workplace Health & Safety Services Pty Ltd demonstrated compliance for all aspects of Standard 1 examined at audit.

The RTO has a continuous improvement framework in place that promotes the monitoring and improvement of its training and assessment services. Improvements to activities that contribute to this process include:

- Annual AQTF compliance internal audit in conjunction with an external consultant
- Quality indicator surveys for clients and employers (completed after each course) reviewed and any improvements identified are recorded in the continuous improvement register and actioned.
- Daily monitoring of training and assessment as it occurs
- Ongoing consultation with industry

The RTO provided strategies for training and assessment that contained sufficient information to guide trainers and assessors and to ensure learners receive training and assessment that meets their needs. The strategies are supported by WHSQ.

A review of the RTO's trainer's records by WHSQ enables it to support that the trainer/assessor holds the necessary competencies as required by the National Quality Council and has relevant industry currency. Ongoing development of the trainer/assessors VET knowledge and skills was also demonstrated at audit.

The RTO uses mandated assessment tools provided by WHSQ.

- Nil identified

- Nil identified





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 checked="" 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"/>

At time of audit:

- Compliant
 Not compliant

Findings:

Workplace Health & Safety Services Pty Ltd was compliant with all aspects of Standard 2 examined at audit.

The RTO provided evidence of systems and processes to continuously improve client services by collecting, analysing and acting on relevant data; and improvements were noted at audit. Feedback is collected from students and employers using quality indicator questionnaires.

The RTO maintains links with clients and employers and meets with them to discuss training needs and the services to be provided. Continuous improvement actions are identified and placed on the register and actioned.

The RTO has a process in place to ensure that before clients enrol or enter into an agreement, it adequately informs them about the training, assessment and support services to be provided, and about their rights and obligations. Information provided to clients prior to registration is easy to understand and covers all relevant student rights and responsibilities.

- The RTO is responsive to student needs

Nil identified

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 checked="" 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"/>

At time of audit:

- Compliant
 Not Compliant

Findings:

Workplace Health & Safety Services Pty Ltd demonstrated a systematic approach of its management systems for all elements examined at audit.





Element 3.3 was not examined at this audit because the RTO does not contract any other organisation to deliver training and assessment services on its behalf.

The RTO demonstrated at audit its processes to manage records to ensure their accuracy and integrity with both hard copy and electronic media. Administration processes have been reviewed as part of the annual AQTF internal audit and evidence of improvements, including implementation of the TED electronic database to ensure that all student information is secured and retrievable, was noted at audit.

The RTO had no difficulty in retrieving documents and records requested in the conduct of the audit. In addition, the organisation demonstrated appropriate awareness of and adherence to the Retention of Student Results and Assessment Records policy.

- The RTO implements improvements immediately

- Nil identified

