

| RTO DETAILS | | | | |
|--|---|-------------------------------------|---|---|
| NTIS number | 0083 | Registration expiry | 6 November 2012 | |
| Principal Address | Heeb Street, ASHMORE | | | |
| RTO contact | Ian Gordon | Phone number | 5581 8820 | |
| Operations | <ul style="list-style-type: none"> • There are approximately 300 apprentices currently enrolled and 10 students undertaking gap training. • Delivery is via blended learning in the classroom and the workshop. • No partnering agreements are in place. | | | |
| AUDIT TEAM | | | | |
| Lead Auditor | Dave Congreve | Auditor/s | Kim Buchanan | |
| Phone | 3247 5763 | Adviser/s | Mr George Englert, Construction Skills Queensland | |
| E-mail | david.congreve@deta.qld.gov.au | Observer/s | n/a | |
| AUDIT DETAILS | | | | |
| Reason/s for audit | Monitoring | | | |
| Audit date/s | 26 – 29 October 2009 | Audit number/s | 008316207A | |
| 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 | NIL | | | |
| User Choice schedule number/s and value/s | UC104306 2009/10 User Choice TAFE – Sch. 018 (BCG30203) \$880000 | | | |
| User Choice clauses audited | 6(a), 7(b), 18 | | | |
| 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"/> <small>[*Critical non-compliance can not be determined if no delivery has occurred]</small> | |
| Rectification received | | | | |
| 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/Course/Unit title <small>(List all qualifications in scope of audit, whether UC funded or not)</small> | Regulated outcome | Delivery venues <small>(list specific sites)</small> | Govt funding <small>(eg UC, PPP)</small> |
| BCG30203 | Certificate III in Carpentry | <input checked="" type="checkbox"/> | Ashmore | User Choice |
| CPC30208 | Certificate III in Carpentry | <input checked="" type="checkbox"/> | Ashmore | |
| INTERVIEWEE/S – Staff (and position); Employers; Students | | | | |
| Ian Gordon, Andrew McPhan, Ian Barnwell, Laura Byrnes, James Zannakis, Jason Martin, Greg Smith, Eliza Lester. | | | | |

GOLD COAST INSTITUTE OF TAFE – NTIS #0083**CPC30208 Certificate III in Carpentry & BCG30203 Certificate III in Carpentry****Note:**

QTIS states that new apprentices are not to be registered in BCG30203 after 31 December 2009. A check of DELTA records indicates that the following BCG30203 apprentices for whom GCIT is SRTO have commenced since 1 January 2010. The institute is advised to enquire into this matter with its DET Regional Office. No audit response is required.

| | |
|------------|----------|
| PALISE | BENJAMIN |
| WAITAPU | DANIEL |
| PICKWORTH | TIMOTHY |
| GREEN | FERGUS |
| MIZOGUCHI- | |
| THORNE | TAKKESH |
| TAYLOR | FORD |
| RICHARDS | MARK |
| DUFFY | JARED |
| HORNE | MITCHELL |
| PRIEST | JACK |
| MCMAHON | BYRON |
| WOODS | MATTHEW |
| JANSEN | JOEL |

| 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 type="checkbox"/> |
| 1.4 Training and assessment are conducted by training and assessors who: <ol style="list-style-type: none"> have the necessary training and assessment competencies as determined by the National Quality Council or its successors have the relevant vocational competencies at least to the level being delivered or assessed, and 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"> meets the requirements of the relevant Training Package or accredited course is conducted in accordance with the principles of assessment and the rules of evidence 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 [xx/xx/xx]: <input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant |
| Technical advice has been incorporated into the findings for this standard for the following qualifications: <ul style="list-style-type: none"> BCG30203 Certificate III in Carpentry and CPC30208 Certificate III in Carpentry. Validation of User Choice funding claims was conducted for the following qualifications: <ul style="list-style-type: none"> BCG30203 Certificate III in Carpentry. | |
| Findings: The organisation did not demonstrate compliance with Standard 1. | |

GOLD COAST INSTITUTE OF TAFE – NTIS #0083

CPC30208 Certificate III in Carpentry & BCG30203 Certificate III in Carpentry

Training and assessment strategies provided met the requirements of the qualifications and demonstrated industry consultation.

Evidence was provided to support that all nominated trainers and assessors whose records were reviewed (Ian Barnwell, James Zannakis, Jason Martin, Greg Smith) hold the required VET and vocational competencies and undertake sufficient professional development to maintain currency.

Non-compliances:

BCG30203 Certificate III in Carpentry

BCGCA3004B Construct wall frames, BCGCA3010B Install and replace windows and doors

The assessment tools did not address all the units' requirements, including required skills, critical aspects of evidence and context and consistency of assessment requirements. Additionally, the third party reports to be completed by employers comprised a copy of the performance criteria and consequently, do not involve sufficient interpretation of unit requirements into suitable workplace tasks.

CPC30208 Certificate III in Carpentry

Analysis of the assessment tools for *CPCCA3005A Construct ceiling frames* determined that gaps exist in addressing all the unit's requirements, including required knowledge and skills and performance criteria – particularly regarding the selection and use of fire rated materials.

Rectification required:

The organisation is required to provide evidence to demonstrate how its assessment tools meet all the requirements of the following units:

- BCG30203 Certificate III in Carpentry - *BCGCA3004B Construct wall frames, BCGCA3010B Install and replace windows and doors*
- CPC30208 Certificate III in Carpentry - *CPCCA3005A Construct ceiling frames*.

Additionally, should third party reports be utilised to confirm a learner's on the job performance, the organisation is to provide evidence of tools that sufficiently interpret the unit requirements into workplace tasks/observable behaviours.

Strengths

- Nil identified.

Opportunities for Improvement

- It is suggested the organisation records greater detail about the tasks/functions undertaken during industry release to identify how trainers' and assessors' vocational competence is enhanced.

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 type="checkbox"/> |
| 2.6 Complaints and appeals are addressed efficiently and effectively. | <input type="checkbox"/> |

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received [xx/xx/xx]:

- Compliant
 Not Compliant

Findings:

The organisation demonstrated that it actively involves the workplace in the development of learners' training programs and systematically monitors their progress.

The organisation ensures individual learner's needs are systematically assessed and learners advised as to how they may access services to assist them in completing their program.

Non-compliances:

As the third party reports referred to in Standard 1 comprised a performance criteria checklist, insufficient evidence was provided to demonstrate that the training and assessment program makes full use of opportunities at the workplace.

Rectification required:

The organisation is to provide evidence to demonstrate how the training and assessment program makes full use of opportunities at the workplace.

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 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 checked="" type="checkbox"/> |
| 3.3 The RTO manages records to ensure their accuracy and integrity. | <input checked="" type="checkbox"/> |

Audit findings**At time of audit:**

- Compliant
 Not Compliant

Following rectification received [xx/xx/xx]:

- Compliant
 Not Compliant

Findings:

Element 2.3 was included; however, was not applicable.

The team demonstrated a preparedness to deliver CPC30208 Certificate III in Carpentry from March 2010. It was evident that the team has heeded and implemented learnings from the previous audit into the continuous improvement of its delivery.

Non-compliances:

Document retention issues were identified regarding the practical checklists. See User Choice table below.

Rectification required and analysis:

Refer User Choice table.

Strengths

- Nil identified.

Opportunities for Improvement

- 'Nil identified.

| User Choice Contract | | |
|---|---|-------------------------------------|
| | Clause | Examined at audit |
| 3h | The supplier must comply with the User Choice fees and charges requirements set out in Appendix 3. | <input type="checkbox"/> |
| 6a | The Supplier must fully and correctly provide to the Department the reports set out in Item 1 of Appendix 5 in accordance with the timeframes set out in Item 2 of Appendix 5. | <input checked="" type="checkbox"/> |
| 7b | Unless otherwise specified or approved in writing by the Department, the Department will not pay, without limitation, the Supplier for the provision of the Services set out in Item 5 of Appendix 6. | <input checked="" type="checkbox"/> |
| 18 | The Supplier must collect and retain documents, records and information in accordance with Item 3 of Appendix 2. | <input checked="" type="checkbox"/> |
| Audit findings | | |
| At time of audit: | Following rectification received [xx/xx/xx]: | |
| <input type="checkbox"/> Compliant | <input type="checkbox"/> Compliant | |
| <input checked="" type="checkbox"/> Not Compliant | <input type="checkbox"/> Not Compliant | |
| Non-compliances: | | |
| Gaps were identified in the assessment tools for BCG30203 Certificate III in Carpentry - <i>BCGCA3004B Construct wall frames</i> , <i>BCGCA3010B Install and replace windows and doors</i> and CPC30208 Certificate III in Carpentry - <i>CPCCCA3005A Construct ceiling frames</i> . These gaps are considered to be minor and will not result in a recommendation that the Department seeks to recover funds. Refer to Standard 1 for rectification evidence required. | | |
| BCG30203 Certificate III in Carpentry <i>BCGCA3004B Construct wall frames</i> <i>BCGCA3010B Install and replace windows and doors</i> Practical checklists were not retained on the sampled students' files. Consequently, insufficient evidence was provided to demonstrate that the full range of assessment tools was implemented. | | |
| Rectification required: | | |
| The organisation is to provide evidence that demonstrates how it will ensure it: | | |
| <ul style="list-style-type: none"> implements and retains the full range of assessment evidence as per assessment master versions retains full and complete records of each participant's participation. | | |
| Opportunities for improvement | | |
| <ul style="list-style-type: none"> Nil identified. | | |