

Queensland Department of Education and Training
AQTF Audit Report (including User Choice validation)
GOLD COAST INSTITUTE OF TAFE – NTIS #0083
THH31502 Certificate III in Hospitality (Commercial Cookery)

Training and International Quality
 FM-PMA-34c
 Version 2 – 9 October 2009

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 20 learners completing this qualification in teach out arrangements. • Delivery is conducted via face to face to school based trainees and apprentices and international fee for service students. • There are no partnering agreements in place. 			
AUDIT TEAM				
Lead Auditor	Dave Congreve	Auditor/s	Kim Buchanan	
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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. 007 (THH31502) \$315000; 044 (SIT30807) \$60000			
User Choice clauses audited	6(a), 7(b), 18			
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input checked="" type="checkbox"/> Critical non-compliance* <input type="checkbox"/> <small>[*Critical non-compliance can not be determined if no delivery has occurred]</small>	
Rectification received	NOT APPLICABLE – ALL STUDENTS HAVE COMPLETED QUALIFICATION			
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>
THH31502	Certificate III in Hospitality (Commercial Cookery)	<input type="checkbox"/>	Ashmore	UC
INTERVIEWEE/S – Staff (and position); Employers; Students				
Eliza Lester – User Choice Manager				
Donna McPherson – User Choice Manager				
Peter Lingard – Leading Vocational Teacher - Professional Cookery				
Wayne Lovell – Cookery Teacher				
William Harmelin – Cookery Teacher				
Mark Dien – Industry Training Group Team Leader (ITG)				

Richard Barratt - Educational Auditor

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: <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) 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): <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. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Validation of User Choice funding claims was conducted for the following qualifications:

- THH31502 Certificate III in Hospitality (Commercial Cookery)
- SIT30807 Certificate III in Hospitality (Commercial Cookery).

Findings:

The team has not demonstrated full compliance with the requirements of Standard 1.

The team demonstrated that its continuous improvement mechanisms inform the professional development of trainers and assessors and pastoral care requirements.

Evidence was provided of strategies for training and assessment that meet the requirements of the qualification and demonstrate industry consultation has been undertaken.

The team demonstrated a commitment to engaging with industry and the ongoing development of vocational competencies. Evidence supported that Paul Krantzcke, Peter Lingard and William Harmelin have the required training, assessment and vocational competencies to deliver the qualification. Evidence also supported that these trainers and assessors had undertaken relevant VET and industry related professional development activities.

Non-compliances:

THHBCC10B Plan and prepare food for buffets

THHBCC04B Prepare vegetables, eggs and farinaceous dishes

Analysis of the assessment tools determined that significant gaps exist in address all unit requirements including essential knowledge/skills, critical aspects of assessment, mandatory range statement and context of assessment and resource implications requirements.

The tools did not include sufficient instructions regarding the context and purpose of the assessment tasks (written and practical).

The observation checklists comprise overarching tasks and are not supported by sufficient benchmark criteria to ensure consistent assessment decisions. The observation checklists do not involve sufficient interpretation of unit requirements into the observable behaviours (workplace tasks) a learner is required to demonstrate.

The practical assessment tools for *THHBCC10B Plan and prepare food for buffets* did not include a mechanism for the recording of an assessment outcome or assessor/student sign off.

When discussing gaps in gathering evidence of learners' knowledge, the team indicated that as some common unit requirements are addressed in other previously completed units it did not include those components in the assessment of these units. However, the units listed above are assessed as stand alone units and not in holistic arrangements. Consequently, all unit components, including knowledge based requirements are to be addressed in the tools for these units.

Rectification required:

THHBCC10B Plan and prepare food for buffets

THHBCC04B Prepare vegetables, eggs and farinaceous dishes

The organisation is required to provide the full range of assessment tools for the units of competency listed below. The assessment tools are to address all unit requirements (including essential knowledge/skills, critical aspects of assessment, mandatory range statement and context of assessment and resource implications requirements). The assessment tools must be supported by benchmark criteria; include sufficient instructions regarding the context and purpose of assessment and a mechanism for the recording of an assessment outcome and assessor/student sign off.

Should the learners undertaking this qualification in teach out arrangements have completed these units, the team is to refer to rectification requested for the equivalent units in the audit report for SIT30807 Certificate III in Hospitality (Commercial Cookery).

NOTE: Prior to the organisation receiving this report, all students completed this qualification. Consequently, no rectification evidence is required for THH31502 Certificate III in Hospitality (Commercial Cookery).

Strengths

- The team demonstrated a commitment to the industry and maintaining its vocational currency.

Opportunities for Improvement

- It is suggested the team reviews its evidence gathering mechanisms for RPL to ensure more fulsome recording of learners' specific responses and tasks undertaken to demonstrate its assessment decisions.

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

Findings:

Evidence was provided that suitable and accurate pre-enrolment information is provided to learners.

The team has implemented effective systems to ensure that learners receive the necessary support to complete their training programs.

Non-compliances:

The employer's verification of on the job competence is gathered via the training record book, which is the property of the learner. No evidence was provided to support that the team retains any evidence to support that an employer's verification has been gained. Consequently, User Choice claims could not be validated. The team confirmed that its employer verification process involved the assessor sighting a completed page within the training record; however, no further evidence is retained. Review of the student files selected confirmed this finding. The team provided additional evidence of some pages from a training record, including a tear-off section for employers to sign. Whilst these pages were completed by a supervisor; the checklist contained incomplete markings.

Rectification required:

The team is to provide evidence that it has developed an appropriate mechanism for the gathering and recording of an employer's verification of on the job competence. Should learners undertaking this qualification in teach out arrangements have completed the qualification, the team is to refer to the audit report for SIT30807 Certificate III in Hospitality (Commercial Cookery).

NOTE: Prior to the organisation receiving this report, all students completed this qualification. Consequently, no rectification evidence is required for THH31502 Certificate III in Hospitality (Commercial Cookery).

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

Findings:

Element 3.2 was included in the audit; however was not applicable.

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: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	
Non-compliances/rectification required: Non-compliances identified against Standards 1, 2 referenced above and in the systemic report incorporate User Choice contractual obligations. These non-compliances do not result in a recommendation that the Department seeks recovery of funds. NOTE: Prior to the organisation receiving this report, all students completed this qualification. Consequently, no rectification evidence is required for THH31502 Certificate III in Hospitality (Commercial Cookery).	
Opportunities for improvement	
<ul style="list-style-type: none"> • Nil identified. 	