



## Audit report – VET Quality Framework

### Continuing registration as a national VET regulator (NVR) registered training organisation

#### ORGANISATION DETAILS

Organisation's legal name	Foresite Training Pty Ltd
Trading name/s	Foresite Training Pty Ltd
RTO number	22227
CRICOS number	N/A

#### AUDIT TEAM

Lead auditor	Les Comley
Auditor/s	N/A
Technical adviser/s	N/A

#### AUDIT DETAILS

Application number/s	1055865
Audit number/s	1005951
Audit reason 1	Application - renewal
Audit reason 2	n/a
Audit reason 3	n/a
Activity type	Site visit
Address of site/s visited	1 Banfield Court, Truganina 10 Fiveways Boulevard, Keysborough 530 Springvale Road, Springvale South
Date/s of audit	10, 11 & 12 June 2014
Organisation's contact for audit	James Maund                                      Chief Executive Officer james.maund@foresitetraining.com.au      1300 366 015
NVR standards audited	Selected Standards for Continuing Registration: 15, 16, 17, 18, 20.2, 22.2, 22.3, 23.1, 24.1 & 25

#### BACKGROUND

In 2006 the organisation commenced delivering training for forklift drivers.

On 31 March 2009 the VRQA registered the enterprise as a registered training organisation and had a scope of forklift driver and warehouse operations training.

In 2013 licensing units and driver training qualifications were added to the organisation's scope following an ASQA audit.

The organisation operates from five sites including:

1. Truganina
2. Geelong
3. Epping
4. Keysborough
5. Springvale South.

The organisation employs approximately 50 staff, 50% of whom are trainers/assessors. All trainers/assessors are full-time employees and not contractors/sub-contractors.

The organisation provides simulated workplace and workplace training. Workplace training is provided to 12 organisations (e.g. Linfox).

Total number of current enrolments in RTO as at audit date: [REDACTED]

AUDIT SAMPLE			
Code	Qualification/Course/Unit name	Mode/s of delivery/assessment*	Current enrolments (If not yet on scope, record N/A)
CPC20211	Certificate II in Construction Pathways	Mixed	[REDACTED]
CPC30111	Certificate III in Bricklaying/Blocklaying	Mixed	[REDACTED]
RII30809	Certificate III in Civil Construction Plant Operations	Mixed	[REDACTED]
TLI31210	Certificate III in Driving Operations	Mixed	[REDACTED]
TLI41810	Certificate IV in Warehousing Operations	Mixed	[REDACTED]
CPCCOHS1001A	Work safely in the construction industry	Mixed	[REDACTED]
TLILIC2001A	Licence to operate a forklift	Mixed	[REDACTED]
TLILIC2015B	Licence to drive a medium rigid vehicle	Mixed	[REDACTED]

#### ORIGINAL AUDIT FINDING AT TIME OF AUDIT

##### Audit finding as at 12 June 2014: Critical non-compliance

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.
- Refer to notification of non-compliance for information on providing further evidence of compliance.

#### AUDIT FINDING FOLLOWING ANALYSIS OF RECTIFICATION EVIDENCE

##### Audit finding following analysis of additional evidence provided on 01/08/2014: Compliant

#### AUDIT FINDING BY STANDARD

Standard	Original finding	Finding following rectification
SNR 15	Not compliant	Compliant
SNR 16	Compliant	n/a
SNR 17	Compliant	n/a
SNR 18	Not compliant	Compliant
SNR 19	Not audited	n/a
SNR 20	Compliant	n/a
SNR 21	Not audited	n/a
SNR 22	Compliant	n/a
SNR 23/AQF	Compliant	n/a
SNR 24	Compliant	n/a
SNR 25	Compliant	n/a

**SNR 15 The NVR registered training organisation provides quality training and assessment across all of its operations, as follows:**

**15.1 The NVR registered training organisation collects, analyses, and acts on relevant data for continuous improvement of training and assessment.**

**Original finding:** Compliant

**Following rectification:** n/a

**15.2 Strategies for training and assessment meet the requirements of the relevant Training Package or VET accredited course and have been developed through effective consultation with industry.**

**Original finding:** Compliant

**Following rectification:** n/a

**15.3 Staff, facilities, equipment and training and assessment materials used by the NVR registered training organisation are consistent with the requirements of the Training Package or VET accredited course and the NVR registered training organisation's own training and assessment strategies and are developed through effective consultation with industry.**

**Original finding:** Not compliant

**Following rectification:** Compliant

*In order to become compliant, the organisation is required to:*

submit evidence that demonstrates that it has reviewed and revised its assessment tools for each of the units referred to above to ensure that the methods of assessment being used are those shown in the relevant training and assessment strategy.

*Analysis of rectification evidence:*

**CPCCOHS1001A Work safely in the construction industry**

The assessment instruments for the unit CPCCOHS1001A *Work safely in the construction industry* are stated within the TAS as being by observations and oral questioning. The Delivery guide and the Assessment Guide list a total of five assessments which are used to assess this unit all of which include observations and oral questioning.

The assessment instruments in use for this unit align with those described within the training and assessment strategy.

**CPC20211 Certificate II in Construction Pathways**

The TAS for this qualification states that the assessment instruments used to assess the

CPCCCM2006B Apply basic levelling includes oral questions and observations. The actual assessments now concur with this.

#### **CPC30111 Certificate III in Bricklaying/Blocklaying**

The TAS for this qualification states that assessment of the units comprising this qualification are to be undertaken by oral questioning and observation. The actual assessments now concur with this.

#### **RII30809 Certificate III in Civil Construction Plant Operations**

The revised TAS for this qualification states that assessment of the units comprising this qualification are to be undertaken by oral questioning and observation. The actual assessments now concur with this.

#### **TLI31210 Certificate III in Driving Operations**

The revised TAS for this qualification states that assessment of the unit TLIA1001A Secure cargo is to be undertaken by oral questioning and other. The actual assessments now concur with this.

The provider now meets the requirements of this standard.

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- 15.4 Training and assessment is delivered by trainers and assessors who:**
- (a) have the necessary training and assessment competencies as determined by the National Skills Standards Council or its successors; and**
  - (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.**
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**Original finding:** Compliant

**Following rectification:** n/a

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- 15.5 Assessment including Recognition of Prior Learning (RPL):**
- (a) meets the requirements of the relevant Training Package or VET accredited course; and**
  - (b) is conducted in accordance with the principles of assessment and the rules of evidence; and**
  - (c) meets workplace and, where relevant, regulatory requirements; and**
  - (d) is systematically validated.**
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**Original finding:** Not compliant

**Following rectification:** Compliant

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*Reasons for finding of non-compliance:*

Evidence reviewed:

- **Assessment Tools:**
  - CPCCOHS1001A Work safely in the construction industry
  - CPCCCM2006B Apply basic levelling is to be assessed by questions and observation
  - CPCCCCM2010B Work safely at heights
  - CPCCBL3011A Construct curved walls
  - RIICCM205A Carry out manual excavation
  - RIIMPO319A Conduct civil construction backhoe operations
  - TLIA1001A Secure cargo

- submit evidence that demonstrates that it has:
  - reviewed and revised the assessment tools referred to above to ensure that they meet training package requirements including but not restricted to:
    - the revision of mapping documents to ensure that they are accurate, reflecting all the requirements of the relevant unit of competency and associated assessment tools
    - including clear and complete instructions to students and assessors regarding the assessment requirements and conditions
    - identifying of any facilities, equipment and environmental requirements necessary for the creation of an acceptable workplace training environment relevant to the specific unit of competency being assessed
  - reviewed and revised the assessment tools referred to above to ensure that they meet the principles of assessment and rules of evidence including but not restricted to:
    - documenting the assessment requirements including instructions, conditions of assessment and contexts of assessment for students and for assessors
    - providing consistent information and instructions to students and assessors regarding assessment requirements
    - developing and documenting standards of performance/observable behaviours that can be used to objectively assess the evidence used when undertaking observations or assessing demonstrations
    - providing assessors with documented decision making rules for each unit of competency to enable appropriate assessment judgments to be made where more than one assessment activity is undertaken
    - providing assessors with documented advice regarding the requirements for ensuring the completeness and accuracy of the evidence they use for forming a judgement regarding student competency
  - developed, documented and distributed instructions to assessors to ensure that sufficient evidence is collected and recorded to enable reliable and valid assessment judgments to be

formed

- developed, documented and distributed instructions for assessors regarding the use of supplementary questions/assessment activities.

*Analysis of rectification evidence:*

- Evidence supplied for each of the above units is summarised in the following table:

Unit	Evidence provided	Type of training Assessments	Meets requirements of the TP	Student Instructions	Assessor Instructions	Benchmarking guidance	Required facilities and equipment	Decision making rules
OPCOHS1001A Work safely in the construction industry	Delivery Guide Assessment Guide	1. Written Questions 2. Safety Signs 3. Reporting an Incident 4. Risk Assessment 5. Hazard Identification	Assessments meet requirements of TP	Instructions provided	Instructions provided	Model answers provided and instructions to assessors on numbers of correct answers required for each assessment	Resource requirement list provided	Instructions provided
CPCCCM2008B Apply basic levelling procedures	Written questions benchmark answers & Assessment mapping Information and Assessment Booklet	1. Knowledge test 2. Two Practical demonstrations	Mapping provided	Instructions provided	Instructions provided	Observation checklist for Assessor sighted	Resource requirement list provided	Instructions provided
CPCCBL3011A Construct curved walls	Written questions benchmark answers & Assessment mapping Information and Assessment Booklet	1. 3 Observation checklists 2. Questionnaire	Mapping provided	Instructions provided	Instructions provided	Observation checklist for Assessor sighted	Resource requirement list provided	Instructions provided
CPCCCM2010B Work safely at heights	Written questions benchmark answers & Assessment mapping Information and Assessment Booklet	1. Questionnaire 2. practical demonstration working at 2m Practical demonstration working at > 3m- conducted on 3 occasions	Mapping provided	Instructions provided	Instructions provided	Model answers provided Detailed observation check list provided	Resource requirement list provided	Instructions provided
RIICCM205A Carry out manual excavation	Assessment booklet Delivery Guide	1. Observation of Assessment 1 2. Observation of 2nd practical demonstration 3. Observation of 3rd practical demonstration 3. 3rd party report	Assessments meet requirements of TP	Instructions provided	Instructions provided along with a detailed observation check list  List of 9 verbal questions also included	Detailed observation check list provided for each task	Resource list provided	Instructions provided
RIIMPO319A Conduct civil construction backhoe operations	Assessment booklet Delivery Guide	Demonstration of Activity 1. Demonstration of Activity 2. Demonstration of Activity 3. Demonstration of Activity 4. Demonstration of Activity 5.	Assessments meet requirements of TP	Instructions provided	Instructions provided	Detailed observation check list provided for each task plus a list of verbal questions provided to the assessor	Resource list provided	Instructions provided
TLIA1001A Secure cargo	Assessment booklet Delivery Guide	1. Knowledge test 2. Two Practical demonstrations	Assessments meet requirements of TP	Instructions provided	Instructions provided	Detailed observation check list provided for each task	Resource list provided	Instructions provided

The evidence provided demonstrates compliance with this Standard.

**18.1 The NVR registered training organisation's Chief Executive must ensure that the NVR registered training organisation complies with the VET Quality Framework. This applies to all of the operations within the NVR registered training organisation's scope of registration, as listed on the National Register.**

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**Original finding:** Not compliant

**Following rectification:** n/a

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*Reasons for finding of non-compliance:*

The CEO has not ensured that the RTO complies with the VET Quality Framework, specifically SNR 15.3 and 15.5.

*In order to become compliant, the organisation is required to:*

submit evidence that demonstrates that the non-compliances identified in this report have been rectified.

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*Analysis of rectification evidence:*

The provider has supplied evidence to meet the requirements of SNR 15.2, 15.3 and 15.5 and now meets the requirements of this standard.