

AQTF Audit Report – Continuing Registration


 clever • skilled • creative

Gateway Training Academy Pty Ltd – NTIS # 32305

 FM-PMA-34A
 TRIM No: 09/182321
 Version 11.2 – 12 March 2012
 Training and International Quality

Organisation details			
Registration expiry	28/10/2015		
Principal address	Level 11, 97 Creek Street, Brisbane		
RTO contact	Marilyn Willmot	Phone number	Office: 3221 0932 Mob: 0401 577 746
Operations	<ul style="list-style-type: none"> • Core clients in BSB40807 Certificate IV in Frontline Management are trainees. The qualification is delivered as a traineeship in New South Wales. Some fee for service training occurs in New South Wales and Queensland. • Core clients in BSB51107 Diploma of Management will be members of the general public. The qualification will also be delivered as a traineeship in QLD and NSW. • Core clients in CPP20211 Certificate II in Security Operations are members of the general public seeking employment in the security industry delivered in QLD. • Core clients in SIR40207 Certificate IV in Retail Management will be members of the general public. • BSB40807 Certificate IV in Frontline Management, BSB51107 Diploma of Management, SIR40207 Certificate IV in Retail Management is offered through blended (delivery face to face and on-line). • CPP20211 Certificate II in Security Operations is delivered face to face. • No partnering organisations • Government funding contracts (User Choice) in QLD and NSW. • Approximate number of completions in past year per qualification: <ul style="list-style-type: none"> - BSB40807 Certificate IV in Frontline Management - 1 - BSB51107 Diploma of Management - nil - SIR40207 Certificate IV in Retail Management – nil - CPP20211 Certificate II in Security Operations - 30 • Approximate number of current enrolments per qualification: <ul style="list-style-type: none"> - BSB40807 Certificate IV in Frontline Management - 80 - BSB51107 Diploma of Management - 1 - SIR40207 Certificate IV in Retail Management – nil - CPP20211 Certificate II in Security Operations - 15 		
Audit team			
Lead auditor	Leslie Mackee	Auditor/s	N/A
Phone	(07) 3871 2539	Adviser/s	N/A
E-mail	atecs@bigpond.net.au	Observer/s	N/A
Audit details			
Reason/s for audit	Post initial		
Audit date/s	27 April 2012	Audit number/s	3230517671A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2, 3.3		
Conditions audited	NIL		

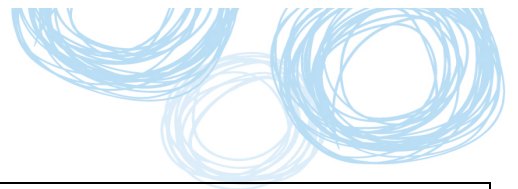


Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input checked="" type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Rectification received			
Audit outcome following rectification	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Other audit notes			
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
BSB40807	Certificate IV in Frontline Management	<input type="checkbox"/>	Workplace RTO premises / on-line
BSB51107	Diploma of Management	<input type="checkbox"/>	RTO premises / on-line
CPP20211	Certificate II in Security Operations	<input type="checkbox"/>	
SIR40207	Certificate IV in Retail Management	<input type="checkbox"/>	
Interviewee/s (incl. position)			
Marilyn Willmot, RTO Business Manager Mr Shahid Rana, CEO			

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Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	
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"/>
Audit findings	
At time of audit: <input type="checkbox"/> Compliant	Following rectification received: <input type="checkbox"/> Compliant





Not Compliant

Not Compliant

1.4 Human resources

Non-compliances:

- The RTO was unable to provide a resume for **Julie Rampling** the nominated trainer/assessor for SIR40207 Certificate IV in Retail Management. Therefore, industry currency could not be determined. Additionally, the RTO was unable provide sufficient development of VET knowledge and skills, industry currency and trainer/assessor competence.
- The RTO was unable to provide evidence that **Eric Reed** the nominated trainer/assessor for BSB51107 Diploma of Management is suitably qualified – no qualifications or resume were provided.
- The RTO was unable to provide evidence that **Ashley Taylor** the nominated trainer/assessor for CPP20211 Certificate II in Security Operations continues development of VET knowledge and skills, industry currency and trainer/assessor competence.
- The RTO was unable to provide evidence that **Junior Seuseu**, the nominated trainer/assessor for CPP20211 Certificate II in Security Operations has current industry skills directly relevant to the training/assessment being undertaken. Additionally, that he continues development of VET knowledge and skills, industry currency and trainer/assessor competence.

1.5 Assessment

BSB51107 Diploma of Management

BSBMGT516C Facilitate continuous improvement

BSBHRM402A Recruit select and induct staff

The assessment tools for the units listed above do not collect evidence of the:

- Elements (to levels as defined in performance criteria)
- Required knowledge, specifically the HR Life Cycle
- Required skills related to interviews
- Critical aspects of evidence

Additionally, the assessment questions are not at an appropriate AQF level and the RTO was unable to provide criteria defining acceptable performance for all instruments. Further, the assessment task instructions for the candidate are not clear.

SIR40207 Certificate IV in Retail Management

SIRXMER004A Manage merchandise and store presentation

The assessment tools for the units listed above do not collect evidence of the:

- Elements (to levels as defined in performance criteria)
- Required knowledge, specifically the HR Life Cycle
- Required skills related to interviews
- Critical aspects of evidence

Additionally, the RTO was unable to provide criteria defining acceptable performance for all assessment instruments. Further, the assessment task instructions for the candidate are not clear.

BSB40807 Certificate IV in Frontline Management

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

CPP20211 Certificate II in Security Operations

CPPSEC2004A Respond to security risk situation

CPPSEC2011A Control access to and exit from premises

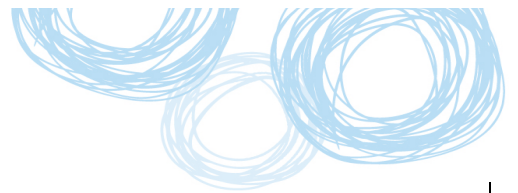
The assessment tools for the units listed above do not collect evidence of the:

- Elements (to levels as defined in performance criteria)
- Required skills

Implications for training/assessment quality:

If the assessment tools and methods do not address the requirements of units of competency which include required knowledge and skills, the quality of training and assessment outcomes could potentially be affected. Assessment tools that are not sufficiently focussed on the unit of competency requirements will fail to determine whether the student has gained the required level of competency; and have not met individual learners' needs and/or employers' needs





Rectification required:

The RTO is required to provide evidence that its nominated trainers/assessors are suitably qualified to deliver and assess the following qualifications:

- **Julie Rampling**, SIR40207 Certificate IV in Retail Management
- **Eric Reed**, BSB51107 Diploma of Management
- **Ashley Taylor**, CPP20211 Certificate II in Security Operations
- **Junior Seuseu**, CPP20211 Certificate II in Security Operation

Additionally, the RTO is required to provide evidence the nominated trainers/assessors continue development of VET knowledge and skills, industry currency and trainer/assessor competence.

1.5 Assessment

BSB51107 Diploma of Management

BSBMGT516C Facilitate continuous improvement

BSBHRM402A Recruit select and induct staff

SIR40207 Certificate IV in Retail Management

SIRXMER004A Manage merchandise and store presentation

BSB40807 Certificate IV in Frontline Management

BSBMGT401A Show leadership in the workplace

BSBMGT402A Implement operational plan

CPP20211 Certificate II in Security Operations

CPPSEC2004A Respond to security risk situation

CPPSEC2011A Control access to and exit from premises

The applicant is required to provide evidence to demonstrate it has access to or has developed assessment tools that address **ALL** units of competency requirements for the units listed above including, required knowledge, required skills, the critical aspects of evidence and context and consistency of assessment requirements. Further, the applicant is required to provide evidence to demonstrate that it has developed clear information about assessment requirements for the candidate and assessor, assessment evidence criteria that defines acceptable performance at the appropriate AQF level of the qualifications and units of competency for all assessment tools.

Rectification evidence received:

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

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"/>

Audit findings

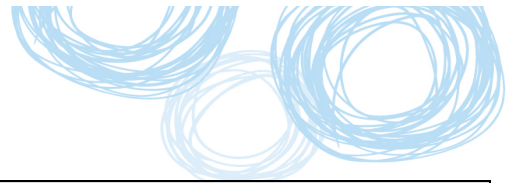
At time of audit:

Compliant

Not compliant

The RTO is compliant with the Elements audited of Standard 2





Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates	
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"/>
Audit findings	
At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received: <input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
Non-compliances: The RTO was unable to provide evidence that statements of attainment are issued in compliance with the requirements of the <i>AQF Handbook, 2011</i> version and with the NQC Special Bulletin 30 June 2011.	
Rectification required: The RTO is required to provide a revised statement of attainment that complies with the requirements of the <i>AQF Handbook, 2011</i> version and with the NQC Special Bulletin 30 June 2011.	
Strengths	
<ul style="list-style-type: none">The RTO has a comprehensive quality system, with substantial evidence of continuous improvement.	

