

AQTF Audit Report

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RRW and Co Pty Ltd t/a National On Site Training – NTIS # 0662

FM-PMA-34A

TRIM No: 09/182321

Version 5 – 24 February 2010

Training and International Quality

Organisation details			
Registration expiry	30/05/2010		
Principal address	167 Logan Road, Woolloongabba, QLD 4102		
RTO contact	Mr Anthony Barber	Phone number	(07) 3391 1718
Operations	<ul style="list-style-type: none"> Majority of training/assessment for qualifications/courses related to mining are conducted via an RPL assessment process by the organisation. The organisation has partnership arrangements for the delivery/assessment of metalliferous mining/coal operations qualifications. 		
Audit team			
Lead auditor	Tony Feagan	Auditor/s	Loraine D'Silva
Phone	3356 1168	Adviser/s	Nil
E-mail	tfeagan@tpg.com.au	Observer/s	Nil
Audit details			
Reason/s for audit	Renewal Audit		
Audit date/s	27 April 2010	Audit number/s	066215962A
Standards audited	1.1, 1.2, 1.4, 1.5, 2.1, 3.1, 3.2		
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"> At the time of audit the organisation did not have training and assessment strategies or assessment tools prepared for qualifications from within the RII09 Resources and Infrastructure Industry Training Package. As the training package states that the transition only incorporates changes in the qualification/unit codes/titles, the organisation was asked to provide evidence against the superseded training packages where delivery had taken place. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
MNC30104	Certificate III in Surface Coal Operations	<input type="checkbox"/>	At mining sites
MNC40204	Certificate IV in Surface Coal Mining	<input type="checkbox"/>	At mining sites
30711QLD	Course in Generic Induction to Metalliferous Mining (Core)	<input type="checkbox"/>	At mining sites
TAA40104	Certificate IV in Training and Assessment	<input type="checkbox"/>	Head office
BSB51107	Diploma of Management (partial delivery)	<input type="checkbox"/>	various
HLT21107	Certificate II in Emergency Medical Service First Response (partial delivery)	<input type="checkbox"/>	various
Interviewee/s (incl. position)			



Mr Anthony Barber – Program Manager

Standard 1: The RTO provides quality training and assessment across all of its operations

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"/>
1.4	Training and assessment are conducted by trainers 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:** **Compliant** **Not Compliant****Findings:**

The organisation provided evidence that it has undertaken a systematic review of its learning and assessment materials as part of its approach to continuous improvement. The organisation has also received proactive and reactive feedback from a range of sources and implemented suggested improvements as a result. The mechanism in place for managing improvements is robust.

The organisation provided evidence of training and assessment strategies that provide accurate and sufficient information regarding training/assessment methods. The strategies have been developed in consultation with industry clients and representatives such as Downer EDI Mining, Xstrata, Peabody Wilkie Creek and the Mining Industry Skills Centre (MISC), and a wide range of industry stakeholders for the first aid, business and training and assessment units/qualifications sampled.

The organisation employs and sub-contracts trainers and assessors who are qualified and experienced in their areas of specialisation. The RTO keeps good records of the professional development undertaken by the trainers and assessors.

TAA40104 Certificate IV in Training and AssessmentTAADES401B Use Training Packages to meet client needsTAAASS403B Develop assessment tools

The organisation conducts training and assessment in this qualification at its head office in Brisbane and at the various mine sites it services. The assessment materials addressed the requirements of the respective unit of competency and included assessment benchmarks to ensure reliability of assessment decisions.

HLT21107 Certificate II in Emergency Medical Service First Response (partial delivery)HLTCPR201A Perform CPRHLTFA301B Apply first aid

The organisation provided evidence of theory and practical assessments which met the requirements of the respective unit of competency and the Australian Resuscitation Council guidelines. The organisation offers training and assessment services for selected units from the qualification. Benchmark criteria were also provided to ensure reliability of assessment outcomes.





MNC30104 Certificate III in Surface Coal Operations

MNCO1027A Conduct hydraulic shovel/excavator operations

MNCO1041B Support shottfiring operations

The organisation advised that the above units are delivered and assessed through partnership arrangements at different mining sites. The organisation conducts an RPL assessment of the evidence gathered by the partnering organisation. The organisation provided sufficient evidence of how the RPL process was managed and the delivery of training and assessment monitored to ensure that training package requirements were met. Evidence provided included email correspondence from the organisation to the partnering organisation (Downer EDI Mining/Blasting) identifying gaps in the assessment tools and requesting amendment of the tools to address the gaps. The organisation also ensures that all trainers/assessors delivering training possess the relevant vocational and training/assessment competencies. Analysis of the assessment tools conducted at audit determined that all requirements of the units of competency including knowledge, skills and critical aspects of evidence.

MNC40204 Certificate IV in Surface Coal Mining

MNCG1002B Implement and apply risk management processes

The organisation conducts training and assessment of the above unit. The assessment tools met all requirements of the unit of competency including knowledge, skills and critical aspects of evidence required to meet the performance criteria to achieve competency in the unit.

30711QLD Course in Generic Induction to Metalliferous Mining (Core)

MNMC205A Conduct local risk assessment

MNMG204A Perform initial response first aid

The assessment for the above course includes assessment of the above two units and a mandatory supplementary assessment as required by the Mining Industry Skills Centre (MISC) for metalliferous mining. The assessment tools met all requirements of the units of competency including knowledge, skills and critical aspects of evidence required to meet the performance criteria to achieve competency in the units. The tools were also supported by benchmark criteria to ensure consistency of judgement across a range of assessors/learners.

BSB51107 Diploma of Management

BSBOHS508B Participate in investigation of incidents

The organisation advised that the training for this unit is contextualised to meet the specific requirements of its client (Xstrata – a globally diversified mining company). The assessment tools met all requirements of the units of competency including knowledge, skills and critical aspects of evidence required to meet the performance criteria to achieve competency in the units. The tools were also supported by benchmark criteria to ensure consistency of judgement across a range of assessors/learners.

Strengths

- The organisation has developed a strong RPL assessment process and ensures that its partnering organisations meet all training package requirements.

Opportunities for Improvement

- It is suggested the organisation replaces 'Competent / Not Competent' with 'Satisfactory / Not Satisfactory' in individual assessment judgements. The final overall assessment report could then contain the words 'Competent /Not Competent' as a final judgement on the student's competency.

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

Elements	Examined
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not compliant

Findings:

The organisation provided evidence to support it being a very client focused RTO with many examples of course contextualisation to address specific need of clients. Feedback regarding the services it offers and the value of the training and assessment is collected and analysed and where appropriate, improvements are made. The RTO has collected and analysed



quality indicator data and continues to supplement these evaluative instruments with its own data collection tools.

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
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"/>

Audit findings

At time of audit:

- Compliant**
 Not Compliant

Findings:

The RTO has developed excellent systems for managing the day to day operations of the RTO. Every job (training event) is tracked using a database. At any time, a list of attendees, the location of the event and the trainer's name can be readily located along with other course specific information. The RTO has good systems in place for managing all records associated with training and assessment events.

The organisation delivers training/assessment via partnership arrangements. The organisation provided evidence of a partnership agreement with Downer EDI Mining/Blasting. The agreement outlined the responsibilities of both parties. The organisation also demonstrated sufficient evidence to ensure that the implementation of the partnership agreements is monitored and improvements are made where required.

Strengths

- Nil identified.

Opportunities for improvement

- Nil identified.

