



## VET Quality Framework audit report

### Continuing registration as a national VET regulator (NVR) registered training organisation (RTO) – Rectification report

Legal name of organisation	AGB Group Pty Ltd
Date/s of audit	26 <sup>th</sup> and 27 <sup>th</sup> April, 2012

ORGANISATION DETAILS					
<b>RTO legal name</b>	AGB Group Pty Ltd		<b>RTO ID number</b>	21832	
<b>Registered business trading name</b>	AGB Human resources		<b>ABN</b>	28 815 850 635	
<b>Address</b>	31 Barwon Terrace, Geelong South, Vic			<b>Postcode</b>	3220
<b>Phone</b>	(03) 5221 2611	<b>Fax</b>	(03) 5221 8675		
<b>E-mail</b>	<a href="mailto:agbhr@agbgroup.com.au">agbhr@agbgroup.com.au</a>		<b>Website</b>	<a href="http://agbgroup.com.au">http://agbgroup.com.au</a>	
<b>Registration contact</b>	<b>Name</b>	Ms Christine Mawson	<b>Position</b>	Chief Executive Officer	

AUDIT TEAM				
<b>Lead auditor</b>	S. Foster		<b>Technical adviser/s</b>	
<b>Audit team members</b>				

ASQA CONTACT DETAILS				
<b>Phone</b>	1300 701801 (ASQA Info line)		<b>E-mail</b>	<a href="mailto:audits@asqa.gov.au">audits@asqa.gov.au</a>

AUDIT DETAILS	
<b>Audit type</b>	<input checked="" type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
<b>Scope of audit</b>	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input checked="" type="checkbox"/> Australian Qualifications Framework (AQF) <input checked="" type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
<b>Date/s of site visit/s</b>	26 <sup>th</sup> & 27 <sup>th</sup> April 2012
<b>Site/s visited</b>	South Geelong, Moolap, Moorroobool Street
<b>Standards audited</b>	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<p>The RTO, trading as AGB Human Resources, was a subsidiary of the parent company the AGB Group, which provided services in engineering and building solutions and OHS consulting. The RTO had been in operation for around 6 years. Training and assessment services were in logistics, road transport, warehousing and storage, alcohol and other drugs, frontline management, mental health, hospitality and construction licensing.</p> <p>The emphasis of their approach to delivery and assessment was on practical application. This approach was assisted by the RTO's efforts to establish authentic industry experience as part of the training process. For example, they had established a café in a small community shopping centre to provide formal training on their own site, their operation of an opportunity shop and associations with a company that distributed food to the community sector provided practical experience in logistics (warehousing) under supervision. All programs were accredited, including white card training and forklift training under WorkSafe and VicRoads requirements.</p> <p>Delivery was at the RTO's sites located in and around Geelong. These were operating commercial businesses to enable authentic industry experience for trainees. The sites were at South Geelong (administration), Moolap (heavy vehicle and warehousing), Moorroobool Street (TAE, business and community services programs) and Whittington (hospitality).</p> <p>Core clients were drawn from job networks and corporate clients looking for traineeships in transport and logistics. They liaised with Barwon Health to assist provision of community services programs. The RTO also operated in Mount Gambier in South Australia to service a long-term enterprise relationship with a dairy to provide traineeships in road transport.</p> <p>Funding was derived from public and fee-for-service activity on a 90:10 basis, although they were seeking to increase their marketing to corporate clients.</p>

The RTO had around 1200 enrolments in this financial year with 600 still active.

#### FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
CGC50208	Diploma of Community Services (Alcohol and other drugs)	Off-the-job
TAE40110	Certificate IV in Training and Assessment	Off-the-job
SIT20307	Certificate II in Hospitality (Kitchen Operations)	Workplace and off-the-job
TLI30207	Certificate III in Transport and Logistics (Road Transport)	Workplace and off-the-job
CPCCOHS1001A	Work safely in the construction industry	Off-the-job
TLILIC508A	Licence to operate a boom-type elevating work platform (boom length 11 metres or more)	Off-the-job
TAA40104	Certificate IV in Training and Assessment	Off the job

#### INTERVIEWEES

##### Staff (name and position)

Name	Position	Program (qualification, course, etc)
Robert Dejanovic	Managing Director	Logistics (Warehousing and Storage) programs BSB40807 Certificate IV in Frontline Management
Joanne Cornelius	Administration Manager	TAE40110 Certificate IV in Training and Assessment
Lucy Dyer	Operations Manager, Transport and Logistics	Road transport – heavy vehicle programs

#### SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.


#### AUDIT OUTCOME

##### Audit status as at 4 May 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be minor when considering the potential for adverse impact on the quality of training and assessment outcomes for students.


The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	S. Foster	Signature		Date of Report	4 May 2012
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## AUDIT RECTIFICATION

### Audit status following additional evidence received 28 June 2012

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

<b>Auditor's Name</b>	S. Foster	<b>Signature</b>		<b>Date of Report</b>	28 June 2012
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## AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
<b>Standards for NVR Registered Training Organisations 2011</b>		
<b>- Essential Standards for Continuing Registration</b>		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted      C = Compliant      NC = Not Compliant      NA = Not audited		

### Audit Findings

At the initial site audit:

The RTO was not compliant with SNR15.5 Assessment consistent with Training Package requirements.

The assessment tools for *CHCCS5014A Provide services to clients with complex needs* and *CHCAOD511B Provide advanced interventions to meet the needs of clients with alcohol or other drug issues* did not include clear instructions to the candidate or assessor on the content and conduct of assessment. These units of competence required that the candidate demonstrates competence over time in a workplace or, in the event of potential for personal risk, assessment through simulations. However, the assessment tools did not describe assessment of demonstrated performance of competency in either an authentic or simulated workplace environment. The tools were limited to written responses and projects.

### Rectification requirements – evidence of rectification to be submitted within 20 working days

The RTO is required to develop assessment tools that provide:

- Clear information to candidates on the requirements of assessment
- Clear information to guide assessors in setting up and conducting assessment of demonstrated competence
- Clearly defined assessment tasks that satisfy the Training Package unit requirements for assessment, particularly in respect of demonstrated competency.

#### Rectification Assessment

Each of the assessment tasks were described in full for the candidate. An observation checklist was provided to guide consistency of assessor judgement of competence. This clearly outlined the skills to be demonstrated in the actual assessment task set.