

AQTF Audit Report

Initial Registration

FM-PMA-34e

TRIM No: 10/159096

Version 2 – 23 August 2010

Training and International Quality

AUTOMOTIVE ACADEMY – NTIS #32313

Organisation details			
Principal address	31 Cavallaro Avenue CAIRNS		
Audit venue	31 Cavallaro Avenue CAIRNS		
RTO contact	Mr Lori Lorenz	Phone number	07 4054 2990
Proposed operations	<ul style="list-style-type: none"> Intended core clients will be apprentices and trainees in the automotive panel beating and spray painting trade Intended delivery will be in-house (employer centre) and on-line No intention to enter into any third party agreements Approximate initial enrolments of 20 students 		
Audit team			
Lead auditor	Peter Krech	Auditor/s	
Phone	3247 5265	Adviser/s	
E-mail	Peter.krech@deta.qld.gov.au	Observer/s	
Audit details			
Reason/s for audit	INITIAL REGISTRATION		
Audit date/s	23 November 2010	Audit number/s	32313-1A
Risk considerations	Re-examine condition 4		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 3.1, 3.2, 3.3, 3.4		
Conditions audited	4		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Rectification received	23 November 2010		
Audit outcome following rectification	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"> A review of the organisation's website prior to audit identified inaccurate usage of the NRT logo. The organisation was advised and promptly removed the logo. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
AUR20905	Certificate II in Automotive Vehicle Body	<input type="checkbox"/>	
AUR30805	Certificate III in Automotive Vehicle Body	<input type="checkbox"/>	
Interviewee/s (incl. position)			
Mr Lori Lorenz - Director			

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Standard 1: The applicant has strategies in place to provide quality training and assessment across all its operations

Elements	Examined
1.1 The applicant has a defined continuous improvement strategy that allows for the collection and analysis of data. The strategy includes implementation of continuous improvement activities for 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 to be used by the applicant are consistent with the requirements of the Training Package or accredited course and the applicant's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 The applicant has a defined strategy, procedures and measures to ensure training and assessment services are conducted 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, 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. 	<input checked="" type="checkbox"/>
1.5 The applicant has a defined strategy and procedures in place to ensure that assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> a) will meet the requirements of the relevant Training Package or accredited course b) will be conducted in accordance with the principles of assessment and the rules of evidence c) will meet workplace and, where relevant, regulatory requirements d) is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received 23/11/2010: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
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Findings:
 The organisation seems to be very compliance driven and is committed to providing quality training and assessment which will meet the needs of its clients.

The organisation provided evidence of its intended approach to the continuous improvement of its training and assessment materials which will occur through the provision of client and employer feedback and moderation / validation sessions. Evidence was provided of the organisation's moderation and validation schedule.

The organisation is heavily involved with industry and will seek feedback regarding strategies for training and assessment. The organisation confirmed that it will customise training programs to suit the client and learning group. The organisation has a Continuous Improvement Log, and will utilise version control on its documents.

The organisation will ensure, through its documented procedure, that on site facilities are suitable and that the equipment available is current. Theory training will be conducted online through its CrashChat website. The organisation will visit all site facilities to conduct assessments four times a year for all its clients.

Training and assessments will be conducted by a suitably qualified and experienced trainer/assessor, Lori Lorenz, whose ongoing professional development and extensive industry experience is supported by the organisation.

The organisation provided evidence of training and assessment strategies for all of its qualifications which were developed in consultation with industry. The organisation also liaises with and attends meetings with industry linked to the training it will deliver.

The organisation has identified the need for a systematic process for the validation of assessments. It has developed a validation checklist that will be used for this process.

The student handbook is comprehensive covering the training, assessment, RPL and support services. It also has a complaints and appeals procedure and this is replicated in the student handbook.

The organisation has a defined process and mechanism in place to ensure its students have timely access to current and accurate records of their participation and progress. Students are informed about access to their records in the Student Handbook. The organisation intends to review its records management practices through its internal audit process.

Where the organisation delivers training in the workplace in conjunction with the employer it will ensure that the workplace personnel that are involved in the training will also be involved in the planning of the training. The results of this planning will be documented in a training plan and signed by all parties. Training and progress of training will be monitored through workplace visits and phone calls. Information from workplace personnel will be gathered through verbal feedback and the use of the Quality Indicator surveys will contribute to improve its training and assessment activities.

Strengths

- Nil identified

Opportunities for Improvement

- Nil Identified

Standard 3: The applicant has in place management systems that will be responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO will operate

Elements	Examined
3.1 The applicant has a strategy in place detailing how the management of its operations will ensure clients receive the services detailed in their agreement with the applicant.	<input checked="" type="checkbox"/>
3.2 The applicant has a defined strategy for the implementation of a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 Where applicable, the applicant has a defined process and mechanism to monitor training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the <i>AQTF Essential Conditions and Standards for Initial Registration</i> .	<input checked="" type="checkbox"/>
3.4 The applicant has a defined strategy and process to manage records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
- Not Compliant

Findings:

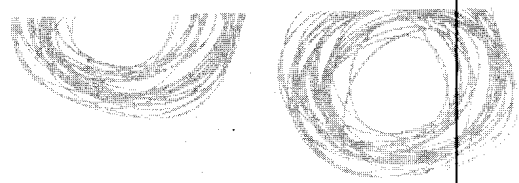
The organisation was able to demonstrate a high level of understanding of processes to ensure it continues to improve its management systems. It has a strategy in place detailing how the management of its operations will ensure that its clients received the services detailed in their agreement. It intends to use a systematic and continuous improvement approach to the management of its operations.

The organisation's continuous improvement procedure identifies sources of data for improvement. Improvements will be tracked using an action register. The organisation will use the quality indicator survey forms including its own student feedback form.

The organisation has completed an internal audit using the AQTF self assessment template to measure its compliance prior to this audit. The organisation will conduct internal audits progressively over a 12 month period to ensure its ongoing compliance with the AQTF and to identify any areas for improvement with regards to the management of its operations.

The organisation advised that there is no intention to enter in to agreements with partnering organisations at this time.

The organisation has a defined strategy and process to manage records to ensure their accuracy and integrity. The records management process complies with the TERC's Retention of Student Results and Assessment Records Policy for RTOs.



Strengths	
• Nil identified	
Opportunities for improvement	
• Nil identified	

Conditions of registration		Examined
	Conditions	
1	Governance	<input type="checkbox"/>
2	Interactions with the registering body	<input type="checkbox"/>
3	Compliance with legislation	<input type="checkbox"/>
4	Insurance	<input checked="" type="checkbox"/>
5	Financial management	<input type="checkbox"/>
6	Certification & issuing of qualifications & statements of attainment	<input type="checkbox"/>
7	Recognition of qualifications issued by other RTOs	<input type="checkbox"/>
8	Accuracy and integrity of marketing	<input type="checkbox"/>
9	Transition to training packages/expiry of accredited courses	<input type="checkbox"/>
Audit findings		
At time of audit: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant		
The conditions of registration listed above were reviewed for this audit as: <ul style="list-style-type: none"> • The organisation was not able to provide sufficient evidence to demonstrate that it had made arrangements for public liability insurance to be in place on registration. • The organisation did not provide any evidence to demonstrate that the level of insurance to be obtained is suitable for the planned size and scope of its operations. 		
Findings: The organisation was able to provide evidence to demonstrate that it had finalised arrangements for public liability insurance with DEFT INSURANCE at time of audit which is suitable for its planned size and scope of operations.		