Australian Pacific College Brisbane – NTIS# 32352

Organisation details

Principal address  Level 4, 115 Queen Street, Brisbane City QLD 4000

RTO contact  Alexander Lee  Phone number  02 9251 7000

Proposed operations  

- The intended core clients of the applicant is international students. The applicant will look at domestic students, however core clients will be international students including Asia, South America, Europe, Germany, France, Italy, Africa, India and UK/Ireland. All assessment will be customised to overseas students.

- The intended delivery for training and assessment is 16 hours face-to-face (at the Queen St location) and 4 hours online. This is in line with immigration Visa requirements.

- The applicant is not intending on entering into partnering agreements. The applicant forms part of a larger organisation based in Sydney where they have a broader scope and articulation to Universities.

- The applicant is not intending to seek government funding.

Audit team

Lead auditor  Christine Williams  Auditor/s  Tiahni Deacon

Phone  3247 4278  Adviser/s

E-mail  christine.williams@deta.qld.gov.au  Observer/s

Audit details

Reason/s for audit  INITIAL REGISTRATION

Audit date/s  03 February 2011  Audit number/s  3235217727A

Risk considerations  No specific risk considerations.

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  NIL

Audit outcomes on day of audit  

- Compliant
- Significant non-compliance ✗
- Minor non-compliance
- Critical non-compliance

Rectification received  

Audit outcome following rectification  

- Compliant
- Significant non-compliance
- Minor non-compliance
- Critical non-compliance

Other audit notes  

- When scoping the audit, it was identified that the organisation has incorrectly applied for the qualification BSB40307 Certificate IV in Customer Contact and a written request was provided to registration services for the inclusion of BSB41307 Certificate IV in Marketing.

- The organisation currently has an RTO in Sydney with 2000 students.

Focus of audit

<table>
<thead>
<tr>
<th>Code</th>
<th>Qualification / Course / Unit title</th>
<th>Regulated</th>
<th>Delivery venues</th>
</tr>
</thead>
</table>

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PMAC-34e  TRIM No: 10/159096

Version 3 – 2 November 2010

Training and International Quality

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Uncontrolled when printed
<table>
<thead>
<tr>
<th>Course Code</th>
<th>Course Name</th>
<th>Examined</th>
</tr>
</thead>
<tbody>
<tr>
<td>BSB60407</td>
<td>Advanced Diploma of Management</td>
<td></td>
</tr>
<tr>
<td>BSB41307</td>
<td>Certificate IV in Marketing</td>
<td></td>
</tr>
<tr>
<td>SIT30207</td>
<td>Certificate III in Tourism</td>
<td></td>
</tr>
<tr>
<td>SIT50107</td>
<td>Diploma of Tourism</td>
<td></td>
</tr>
</tbody>
</table>

**Interviewee/s (incl. position)**

Alex Lee – Principal Executive Officer  
Sharon Luhr – Principal Academic Director  
Lautaro Najari – Principal Administrator  
Pam Segal – Tourism Course Co-ordinator

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

<table>
<thead>
<tr>
<th>Elements</th>
<th>Examined</th>
</tr>
</thead>
<tbody>
<tr>
<td>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</td>
<td>☑️</td>
</tr>
<tr>
<td>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.</td>
<td>☑️</td>
</tr>
<tr>
<td>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.</td>
<td>☑️</td>
</tr>
<tr>
<td>1.4 The applicant has a defined strategy, procedures and measures to ensure training and assessment services are conducted by trainers and assessors who:</td>
<td>☑️</td>
</tr>
<tr>
<td>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</td>
<td></td>
</tr>
<tr>
<td>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</td>
<td></td>
</tr>
<tr>
<td>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</td>
<td></td>
</tr>
<tr>
<td>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</td>
<td></td>
</tr>
<tr>
<td>1.5 The applicant has a defined strategy and procedures in place to ensure that assessment, including Recognition of Prior Learning (RPL):</td>
<td>☑️</td>
</tr>
<tr>
<td>a) will meet the requirements of the relevant Training Package or accredited course</td>
<td></td>
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<tr>
<td>b) will be conducted in accordance with the principles of assessment and the rules of evidence</td>
<td></td>
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<tr>
<td>c) will meet workplace and, where relevant, regulatory requirements</td>
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<tr>
<td>d) is systematically validated.</td>
<td></td>
</tr>
</tbody>
</table>

**Audit findings**

- Compliant
- Not Compliant

At time of audit: Following rectification received xx/xx/xx:

- Compliant
- Not Compliant

**Findings:**
The organisation currently has an RTO registered in NSW. All processes currently employed by the Sydney RTO will be...
implemented across the board for the Brisbane RTO. This report refers to how the organisation currently carries out its business to reflect the intent of how the Brisbane RTO will operate.

The applicant has a defined continuous improvement strategy that allows for the collection and analysis of data and includes implementation of continuous improvement activities for training and assessment. The applicant has an academic committee that evaluates feedback from both students and trainers and assessors. All data is evaluated at both a training and management level. Decisions are made regarding what is an issue to be moderated. These decisions are taken back to relevant schools and changes are implemented.

The applicant employs writers to develop assessment tools in conjunction with feedback from trainers and co-ordinators. Assessment tools are disseminated to trainers to evaluate the suitability for the tools. At the completion of several assessments, student completed assessments and assessment tasks are moderated. There is a continuous cycle of collection of this data across each term. Validation and moderation is carried out after each nine week term during term breaks.

The applicant’s strategies for training and assessment are clearly articulated and informed by information collected on industry requirements and learners’ needs through effective consultation with industry. The applicant speaks regularly with skills councils and all trainers (employed in the applicant’s Sydney office) are working within industry and speak regularly with employers. As the applicant’s main focus is international students, a discussion takes place with the student’s home country regarding what is required for the students to gain employment or articulate into other studies when they are in their home countries. Each strategy includes a process for monitoring and review.

Staff, facilities, equipment and training and assessment materials to be used by the applicant are consistent with the requirements of each Training Package on the applicant’s request for scope and the applicant’s strategies for training and assessment.

The applicant has advertised for trainers and assessors to work in the Brisbane office, however has not employed any staff from the pool of applications received. The applicant provided a ‘Trainer and Assessor Recruitment and Selection Policy’ which clearly identifies the requirements for the engagement of suitably qualified staff.

The organisation provided assessment tools for SIT30207 Certificate III in Tourism unit of competency SITTTSL014A Construct promotional international airfares which complies with the assessment guidelines of the Training Package.

Non-compliances:
BSB60407 Advanced Diploma of Management
BSBMGT617A Develop and implement a business plan
BSBFIM601A Manage finances
The applicant provided assessment tools that did not sufficiently address the range statements, required knowledge, required skills and critical aspects of the above units of competency.

BSB41307 Certificate IV in Marketing
Strategies for training and assessment:
The applicant’s strategy for training and assessment for this qualification did not align to the unit name within the Training Package.

BSBFIA402A Report on financial activity
The applicant provided assessment tools that did not sufficiently address the range statements, required knowledge, required skills, critical aspects and context of and specific resources for assessment for the above unit of competency.

BSBRSK401A Identify risk and apply risk management procedures
The applicant provided assessment tools that did not sufficiently address the range statements, required knowledge, required skills, critical aspects and context of and specific resources for assessment and evidence criteria (marking guide) for consistency in performance for the above unit of competency.
SIT30207 Certificate III in Tourism

SITXCOM003A Deal with conflict situations
The applicant did not provide evidence criteria (marking guide) to ensure a consistent level of performance for the above unit of competency.

SIT50107 Diploma of Tourism

SITXHRM001A Coach others in job skills
The applicant did not provide assessment tools for this unit of competency.

Rectification required:

BSB60407 Advanced Diploma of Management
The applicant is required to provide assessment tools which address but are not limited to the following range statement, required knowledge, required skills and critical aspects.

BSBMGT617A Develop and implement a business plan
Range statement
- Key stakeholders
- Performance objectives and measures
- Business plan
- Coaching

Required knowledge
- Performance measurement approaches and benchmarking

Required skills
- Analytical and research skills to review the market, to research competitors and to review pricing structures
- Coaching and communications skills to remediate any under-performance in the work group individuals

Critical aspects
- Knowledge of performance measurement approaches to benchmarking

BSBFIM601A Manage finances
Range statement
- Organisational requirements
- Statutory requirements
- Discrepancies
- Format

Required knowledge
- Relevant Australian, international and local legislation and conventions, such as:
  - bilateral or regional trade agreements
  - International Commercial Terms (INCOTERMS)
  - Trade Practices Act
  - Warsaw Convention
  - World Trade Organisation determinations
- Requirements of the Australian Tax Office, including Goods and Services Tax, Company Tax, PAYG

Required skills
- Technology skills to work with financial software

Critical aspects
- Knowledge of the requirements of the Australian Tax Office

BSB41307 Certificate IV in Marketing

Strategies for training and assessment
The applicant is required to provide the training and assessment strategy for this qualification which aligns to the unit name within the Training Package.

The applicant is required to provide assessment tools which address, but are not limited to, the following range statement, required knowledge, required skills and critical aspects and meets the context of and specific resources for assessment.
BSBFIA402A Report on financial activity

Range statement
- Address the full range statement requirements

Required knowledge
- Techniques for forecasting and analysis
- Options, methods and practices for deductions, benefits and depreciations

Required skills
- Problem-solving skills to deal with a defined range of predictable problems

Critical aspects
- Organising financial data to highlight relevant features
- Completing Business Activity Statements

Context of and specific resources for assessment
- Access to an actual workplace or simulated environment
- Access to office equipment and resources

BSBRSK401A Identify risk and apply risk management procedures

The applicant is required to provide evidence criteria (marking guide) to ensure a consistent level of performance for the above unit of competency.

Range statement
- Address the full range statement requirements

Required knowledge
- Australian and international standards for risk management
- Key provisions of relevant legislation from all levels of government that may effect aspects of business operations, such as:
  - anti-discrimination legislation
  - ethical principles
  - codes of practice
  - privacy laws
  - environmental issues
  - occupational health and safety
- auditing requirements relating to risk management

Required skills
- Research and data collection skills to monitor and evaluate risks
- Problem-solving skills to appropriately address identified risks

Critical aspects
- Demonstrated understanding of personal role in relation to wider organisation or project context
- Demonstrated understanding of risk management processes and procedures

Context of specific resources for assessment
- Access to risk management tools and frameworks

SIT30207 Certificate III in Tourism
SITXCOM003A Deal with conflict situations

The applicant is required to provide evidence criteria (marking guide) to ensure a consistent level of performance for the above unit of competency.

SIT50107 Diploma of Tourism
SITXHRM001A Coach others in job skills

The applicant is required to provide assessment tool/s that meet all the requirements of this unit of competency including evidence criteria.
Rectification evidence received (prior to the completion of the audit site visit):
BSB41307 Certificate IV in Marketing

Strategies for training and assessment:
The applicant is required to provide the training and assessment strategy for this qualification which aligns to the unit name within the Training Package.

Rectification evidence received xx Month 20xx:

<table>
<thead>
<tr>
<th>Strengths</th>
<th>Opportunities for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Nil identified</td>
<td>• It is recommended that the applicant more clearly identifies the packaging rules in its strategies for training and assessment with regard to identifying core and elective units, rather than just listing all units without identification for SIT30207 Certificate III in Tourism and SIT50107 Diploma of Tourism.</td>
</tr>
</tbody>
</table>

Standard 2: The applicant has strategies in place to adhere to the principals of access and equity and to maximise outcomes for its clients

<table>
<thead>
<tr>
<th>Elements</th>
<th>Examined</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1 The applicant has a strategy in place detailing how it will establish and meet the needs of clients.</td>
<td>☒</td>
</tr>
<tr>
<td>2.2 The applicant has a strategy in place for the implementation of continuous improvement of client services informed by the analysis of relevant data.</td>
<td>☒</td>
</tr>
<tr>
<td>2.3 The applicant has in place a process and mechanism to provide all clients information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement.</td>
<td>☒</td>
</tr>
<tr>
<td>2.4 Where identified in the learning and assessment strategy, the applicant has engaged or has a defined strategy in place to engage with employers or other parties who contribute to each learner’s training and assessment on the development, delivery and monitoring of training and assessment.</td>
<td>☒</td>
</tr>
<tr>
<td>2.5 The applicant has a defined process and mechanism in place to ensure learners receive training, assessment and support services that meet their individual needs.</td>
<td>☒</td>
</tr>
<tr>
<td>2.6 The applicant has a defined process and mechanism in place to ensure learners have timely access to current and accurate records of their participation and progress.</td>
<td>☒</td>
</tr>
<tr>
<td>2.7 The applicant has a defined complaints and appeals process that will ensure learner’s complaints and appeals are addressed effectively and efficiently.</td>
<td>☒</td>
</tr>
</tbody>
</table>

Audit findings:

At time of audit:
☒ Compliant
☐ Not compliant

Following rectification received xx/xx/xx:
☐ Compliant
☐ Not compliant

Findings:
The applicant has a strategy in place detailing how it will establish and meet the needs of clients which is documented in the applicant’s ‘Access and Equity Policy.’

The applicant has a strategy in place for the implementation of continuous improvement of client services informed by the analysis of relevant data. This is documented through the applicant’s ‘Quality Assurance and Improvement Policy,’ ‘Quality Indicators Standard Operating Procedures,’ ‘Meeting Policy’ and ‘Feedback Policy.’

The applicant has in place a process and mechanism to provide clients with all relevant information about the training, assessment and support services to be provided, and about their rights and obligations, prior to enrolment or entering into an agreement. The applicant provided its student handbook, application form and ‘payment and assurance of fees’ policy as evidence.

The applicant has a defined process and mechanism in place to ensure learners receive training, assessment and support services that meet their individual needs and provided policies on student care, language, literacy and numeracy. The applicant requires students to have a minimum level of English (IELTS 5.5) prior to commencement.
The applicant has a defined process and mechanism in place to ensure learners have timely access to current and accurate records of their participation which was provided through the applicant’s records management and privacy and information policy. The applicant advised that this is also covered in the orientation day and on the applicant’s website in the student policy.

The applicant’s complaints and appeals process is clearly defined and will ensure learners’ complaints and appeals are addressed effectively and efficiently. The student first speaks to the Student Care Officer and identifies whether the issue is academic, financial etc. A form is completed and then the administration process is implemented. The application provided a ‘Students Complaints And Appeal Policy’ to further support this statement.

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

<table>
<thead>
<tr>
<th>Elements</th>
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<tbody>
<tr>
<td>3.1</td>
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<td>3.2</td>
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<td>3.3</td>
<td></td>
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<tr>
<td>3.4</td>
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</tr>
</tbody>
</table>

Audit findings

At time of audit:
- Compliant
- Not Compliant

Following rectification received xx/xx/xx:
- Compliant
- Not Compliant

Findings:
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. The applicant currently has 2000 CRICOS students in Sydney and is expecting to enrol up to 30 students within the first 6 months of delivery. The applicant (in Brisbane) will use the same documentation that is implemented within the Sydney operations. The students complete an application and then a letter of offer which clearly identifies all costs and services to be provided. Depending on what the student ticks on the application the letter of offer will be reflected and the course total costs will be determined.

The applicant has a defined strategy for the implementation of a systematic continuous improvement approach to the management of operations and provided a ‘Management of Operation Policy,’ ‘Quality Assurance Policy’ and ‘Feedback Policy.’

The applicant has a defined strategy and process to manage records to ensure their accuracy and integrity. The applicant provided its ‘Records Management Policy’ and advised that it has ‘TEAMS’ software programme which is an internet based platform currently utilised by the Sydney office. The student data will be stored within the main server. The applicant (in Brisbane) has access to the database for the purpose of managing its operations. The applicant also provided its duty statement of Campus Manager and Administration Manager and its Quality Assurance Policy as supporting evidence.

Strengths
- Nil identified

Opportunities for improvement
- Nil identified