

# AQTF Audit Report

## Initial Registration

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**Australian Pacific College Brisbane – NTIS# 32352**

 FM-PMA-34e  
 TRIM No: 10/159096  
 Version 3 – 2 November 2010  
 Training and International Quality

Organisation details			
Principal address	Level 4, 115 Queen Street, Brisbane City QLD 4000		
RTO contact	Alexander Lee	Phone number	02 9251 7000
Proposed operations	<ul style="list-style-type: none"> <li>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.</li> <li>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.</li> <li>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.</li> <li>The applicant is not intending to seek government funding.</li> </ul>		
Audit team			
Lead auditor	Christine Williams	Auditor/s	Tiahni Deacon
Phone	3247 4278	Adviser/s	
E-mail	<a href="mailto:christine.williams@deta.qld.gov.au">christine.williams@deta.qld.gov.au</a>	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 outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
Minor non-compliance	<input type="checkbox"/>		
Rectification received			
Audit outcome following rectification	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>
Minor non-compliance	<input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> <li>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.</li> <li>The organisation currently has an RTO in Sydney with 2000 students.</li> </ul>		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues



BSB60407	Advanced Diploma of Management	<input type="checkbox"/>	
BSB41307	Certificate IV in Marketing	<input type="checkbox"/>	
SIT30207	Certificate III in Tourism	<input type="checkbox"/>	
SIT50107	Diploma of Tourism	<input type="checkbox"/>	

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

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

**Disclaimer:** The Department of Education and Training collects the information on this form as part of the audit of registered training organisations under the AQTF. Only authorised government officers or contracted personnel have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law, in accordance with the *Information Privacy Act 2009*.

**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"> <li>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</li> <li>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</li> <li>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</li> <li>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</li> </ul>	<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"> <li>a) will meet the requirements of the relevant Training Package or accredited course</li> <li>b) will be conducted in accordance with the principles of assessment and the rules of evidence</li> <li>c) will meet workplace and, where relevant, regulatory requirements</li> <li>d) is systematically validated.</li> </ul>	<input checked="" type="checkbox"/>

**Audit findings**

At time of audit:

- Compliant  
 Not Compliant

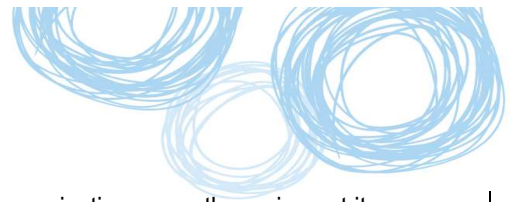
Following rectification received xx/xx/xx:

- 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:*

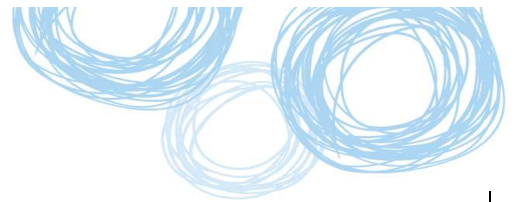
The applicant's strategy for training and assessment for this qualification did not align to the unit name within the Training Package.

*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

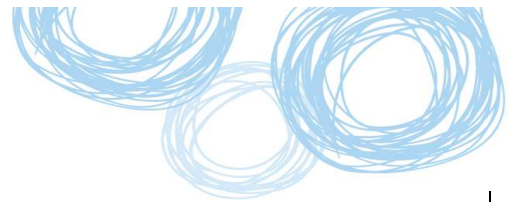
- Knowledge of the requirements of the Australian Tax Office

### **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**

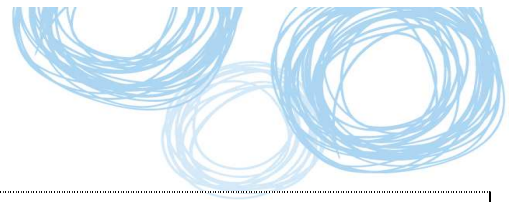
#### SITXCOM003A Deal with conflict situations

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

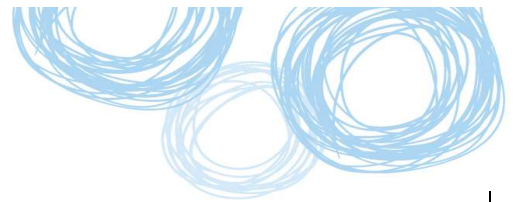
The applicant is required to provide assessment tool/s that meet all the requirements of this unit of competency including evidence criteria.



<p><b>Rectification evidence received (prior to the completion of the audit site visit):</b>  <b>BSB41307 Certificate IV in Marketing</b>  <u>Strategies for training and assessment:</u>          The applicant is required to provide the training and assessment strategy for this qualification which aligns to the unit name within the Training Package.</p> <p><b>Rectification evidence received xx Month 20xx:</b></p>
<p><b>Strengths</b></p> <ul style="list-style-type: none"> <li>• Nil identified</li> </ul>
<p><b>Opportunities for Improvement</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>

<b>Standard 2: The applicant has strategies in place to adhere to the principals of access and equity and to maximise outcomes for its clients</b>	
<b>Elements</b>	<b>Examined</b>
2.1 The applicant has a strategy in place detailing how it will establish and meet the needs of clients.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
2.4 Where identified in the learning and assessment strategy, the applicant has engaged or has a defined strategy in place to engaged with employers or other parties who contribute to each learner's training and assessment on the development, delivery and monitoring of training and assessment.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
2.7 The applicant has a defined complaints and appeals process that will ensure learner's complaints and appeals are addressed effectively and efficiently.	<input checked="" type="checkbox"/>

<p><b>Audit findings</b></p> <p><b>At time of audit:</b>  <input checked="" type="checkbox"/> <b>Compliant</b>  <input type="checkbox"/> <b>Not compliant</b></p> <p><b>Following rectification received xx/xx/xx:</b>  <input type="checkbox"/> <b>Compliant</b>  <input type="checkbox"/> <b>Not compliant</b></p> <p><b>Findings:</b>          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.'</p> <p>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.'</p> <p>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.</p> <p>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.</p>
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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**

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 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**

**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