

## AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

**Audit Date:** 23rd and 24th March 2015

**RTO:** Aust-Link Pty Ltd

Applicant Details			
Applicant Name	Aust-Link Pty Ltd	TOID	3569
Address	3325 Walnut Avenue, Mildura Airport Precinct, Mildura Vic 3500		
	Website	www.austlink.vic.edu.au	
Registration Contact	Mr Gordon Jennings		
Phone Number	5023 8581	Email	jan@aust-link.com.au
Audit Team			
Audit Firm	Shinewing Australia	Auditor/s	Anna-Louise Allen
Auditor/s		Other Attendees	
Registering Body Details			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
Audit Details			
Type of Audit	<b>Re-registration Audit</b>		
Conditions Audited	1, 3, 6, 7, 8, 9		
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
VRQA Guidelines Audited	1,2,3,4,5		
Audit Date/s	23rd and 24th March 2015		
RTO Background			
<p>Aust-Link is located at the purpose built Skills Centre Site located within the Mildura Airport precinct. They provide training in skills and knowledge to support candidates to be job ready for the following industries:</p> <ul style="list-style-type: none"> <li>• Transport &amp; Logistics</li> <li>• Warehouse Operations</li> <li>• Civil Construction</li> <li>• Resources Industry (Mining).</li> </ul> <p>Aust-Link was established by Directors, Ms. Jan Phillips and Mr. Gordon Jennings in 1995. It attracts students from Mildura and the neighbouring states of South Australia and New South Wales as well as from other regions of Victoria.</p> <p>Aust-Link also provides licensing through Vic Roads and the Victorian Work Cover Authority.</p>			

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Qualifications/Units Audited <sup>1</sup>		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
RII20712	Certificate II in Civil Construction	Vic
RII30809	Certificate III in Civil Construction Plant Operations	Vic
RII30813	Certificate III in Civil Construction Plan Operations	Vic
TLI21210	Certificate II in Driving Operations	Vic
TLI21610	Certificate II in Warehousing Operations	Vic
TLI31210	Certificate III in Driving Operations	Vic
CPCCOHS1001A	Work Safely in the Construction Industry	Vic
TLILIC2001A	Licence to operate a forklift truck	Vic

Interviewee(s) – Staff name and position; employer name and position	
Gordon Jennings	CEO
Jan Philips	Director/Compliance
Haydn Phillips	Compliance
Rob Hayes	Trainer, Civil Trainer
Kym Gordon	Trainer, Trucks trainer

Permanent Delivery Sites –	Yes	No
Do the RTO's permanent delivery sites match the information provided by the VRQA?	X	
If ' No' , please provided amended details below:  Aust-Link operates from Mildura and Bendigo.		

<sup>1</sup> Samples have been selected in accordance with the VRQA VET Audit Sampling Methodology

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### Audit Summary - AQTF Conditions of Registration

AQTF Conditions		Compliant	Non - Compliant	Not audited
1	Governance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Interactions with the Registering Body	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3	Compliance with Legislation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
5	Financial Management	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
6	Certification & Issuing of Qualifications & Statements of Attainment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Recognition of Qualifications Issued by other RTOs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Accuracy and Integrity of Marketing	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
9	Transition to Training Packages/Expiry of Accredited Courses	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Summary of Non-Compliance<sup>2</sup></b>				
<p><b>CF6.1</b></p> <ul style="list-style-type: none"> <li>• Statements of attainment do not meet the AQF requirements. <b>The Statement of Attainment template was corrected at the time of the closing meeting.</b></li> </ul> <p><b>CF8.1</b></p> <ul style="list-style-type: none"> <li>• The use of the NRT logo in marketing is not consistent with the rules of use.</li> </ul>				
<b>Strengths</b>				
Aust-Link delivers training from a purpose build Industry skills Centre within the Mildura Airport precinct.				

<sup>2</sup> CF = Condition Finding. Finding references are aligned to the Detailed Findings section of this report.

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**Audit Summary - AQTF Standards**

<b>AQTF Standards/Elements</b>	<b>Compliant</b>	<b>Non - Compliant</b>	<b>Not audited</b>
<b>Standard 1</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Continuous Improvement Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 – Training and Assessment Strategies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 – Training and Assessment Resources	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.4 – Trainer and Assessor Competency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.5 – Assessment Strategies	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Standard 2</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Meeting the Needs of Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Continuous Improvement of Client Services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Provision of Information to Clients	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 – Third-Party Engagement in Training and Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.5 – Provision of Support Services to Clients	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.6 – Learner Access to Records of Participation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 – Complaints and Appeals Strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Standard 3</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.1 – Operations Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.2 – Continuous Improvement of Operations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3 – Third-Party Training and/ or Assessment Services	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Records Management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Summary of Non-Compliance<sup>3</sup></b>			
<b>SF1.4.1</b>			
<ul style="list-style-type: none"> <li>Inadequate evidence of the professional development to maintain vocational currency and develop training and assessing competencies and VET knowledge and skills of trainers / assessors.</li> </ul>			
<b>SF1.4.2</b>			
<ul style="list-style-type: none"> <li>There are no procedure in place for the supervision of trainers who are currently undertaking the TAE40110. Records of the supervision of activities will also need to be maintained.</li> </ul>			
<b>SF1.5.1</b>			
<ul style="list-style-type: none"> <li>Assessment does not meet the requirements of the units of competency</li> </ul>			

<sup>3</sup> SF = Standard Finding. Finding references are aligned to the Detailed Findings section of this report.

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**Audit Summary – VRQA Guidelines for VET Providers**

VRQA Guidelines	Compliant	Non - Compliant	Not audited
<b>1. Governance, Probity and Compliance</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.1 – Strategic Plan and Business Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.2 – Financial Viability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.3 – Management Systems	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
1.4 – Organisational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.5 – Academic/Educational Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
1.6 – Change Reporting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>2. Quality Assurance, Review and Evaluation Processes</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.1 – Course Quality	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 – Cheating and Plagiarism	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 – Quality Education and Training	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>3. Student Enrolment Records and Certification</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3.4 – Provision of Courses to Domestic Students	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>4. Student Learning Outcomes and Welfare Services</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.1 – Maximum Daily Hours of Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 – Out of Hours Attendance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 – Student Safety	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>5. Teaching, Learning and Assessment</b>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – Capacity to Deliver Scope of Registration	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

<b>Summary of Non-Compliance<sup>4</sup></b>
<p><b>GF1.3.1</b></p> <ul style="list-style-type: none"> <li>The Trainer/assessor files did not contain the evidence required by this guideline</li> </ul> <p><b>GF5.1.1</b></p> <ul style="list-style-type: none"> <li>Training and assessment strategies did not justify delivery hours in line with nominal hours and volume of learning</li> </ul> <p><b>GF5.1.2</b></p> <ul style="list-style-type: none"> <li>Assessment tools and processes do not provide clear advise to students and assessors on the conduct of assessment</li> </ul>

<sup>4</sup> GF = Guideline Finding. Finding references are aligned to the Detailed Findings section of this report.

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**Detailed Findings - AQTF Conditions of Registration**

<b>CONDITION 1 - Governance</b>			<b>Compliant</b>
<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>	
<p><b>The RTO is Compliant with Condition 1</b></p> <p>The RTO has procedure in place to monitor compliance and consider the experiences of Trainers / Assessors in the decision making of senior management</p>	<p>No evidence reviewed during the audit</p> <p>Evidence reviewed during the audit:</p> <ul style="list-style-type: none"> <li>• Quality Manual</li> <li>• Quality Procedure Manual – Management review procedure</li> <li>• Quality concern report</li> <li>• Code of practice</li> <li>• Organisational Chart</li> <li>• Interview with CEO and Director</li> <li>• Monthly reports</li> <li>• Fit and Proper Person declaration for Jan Phillips and Gordon Jennings</li> <li>• Response to Condition 1.</li> </ul>	<p>No rectification required.</p>	

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CONDITION 3 – Compliance with Legislation			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Condition 3</b>.</p> <p>The RTO applies a systematic approach to review and management of compliance with relevant Commonwealth, State or Territory legislation and regulatory requirements.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Aust-Link quality manual</li> <li>• Aust-Link quality procedures manual</li> <li>• OH&amp;S Policy</li> <li>• OH&amp;S inspection</li> <li>• Hazard or perceived hazard occurs</li> <li>• Code of Practice</li> <li>• Response to Condition 3</li> <li>• Internal audits</li> <li>• Validation Workshops</li> <li>• Student information handbook</li> <li>• Staff information handbook</li> </ul> <p>Course forms</p> <ul style="list-style-type: none"> <li>• Quality concern report – not completed – no issues</li> <li>• Course session plan</li> <li>• Course overview report</li> </ul> <p>Access is provided to the following legislation in the Trainer/Assessor library:</p> <ul style="list-style-type: none"> <li>• Occupational Health &amp; Safety Act 2004</li> <li>• Disability Act 2006</li> <li>• Fair Work Australia Act 2009</li> <li>• Victoria's Equal Opportunity Act 2010</li> <li>• Education and Training Reform Act 2006</li> <li>• Privacy Act 2000</li> </ul>	<p>No rectification required.</p>	

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	<ul style="list-style-type: none"> <li>• VTG contract</li> <li>• Safe Work Australia</li> <li>• Victorian Workcover Authority</li> <li>• Road laws</li> </ul>	
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<b>CONDITION 6 - Certification &amp; Issuing of Qualifications &amp; Statements of Attainment</b>			<b>Non-Compliant</b>
<b>CF6.1</b>	<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
	<p>The RTO is <b>Non-Compliant</b> with <b>Condition 6</b>.</p> <p>The templates for Statements of Attainments do not meet the Australian Qualifications Framework (AQF) requirements.</p> <ul style="list-style-type: none"> <li>• The Statement of Attainment uses the old statement, it should read 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'</li> <li>• Statement of Attainment does not consistently use the wording 'These competencies form part of [code and title of qualification]'. The TLI units uses two different statements, the RII units use this statement.</li> <li>• The Statement of Attainment includes reference to the AQF. This should be removed.</li> <li>• The RTO's policies and procedures includes information regarding the issuance of replacement certificates</li> </ul>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Aust-Link quality manual</li> <li>• Aust-Link quality procedures manual</li> <li>• Response to Condition 6 Certification and issuing of qualifications &amp; statements of attainment</li> <li>• NCVET provider collection specifications</li> <li>• AVETMISS enrolment form</li> </ul> <p>Statement of Attainment template for:</p> <ul style="list-style-type: none"> <li>• RIIMPO320D Conduct civil construction excavator operations</li> <li>• RIIWHS205D Control traffic with stop slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> </ul> <p>Statement of Attainment template for Skills sets:</p> <ul style="list-style-type: none"> <li>• TLIB2008A Carry out inspection of trailers</li> <li>• TLIB2004S Carry out vehicle inspection</li> <li>• TLIA1001A Secure cargo</li> </ul>	<p><u>Actions:</u></p> <ul style="list-style-type: none"> <li>• <b>The RTO should revise their templates for statement of attainment to make sure that they include the current statement A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more accredited units'. That reference to the AQF is removed and that the statement below the units achieved reads 'These competencies form part of [code and title of qualification]'.</b></li> </ul> <p><b><u>The RTO made changes to the template for their statement of attainment at the closing meeting and are now compliant</u></b></p>



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	<ul style="list-style-type: none"> <li>• TLIC2049A Operate heavy vehicle on unsealed roads</li> </ul> <p>Student files</p> <ul style="list-style-type: none"> <li>• Robert Pahl</li> <li>• Sam Caminiti</li> <li>• David Graham</li> <li>• Sanjeev Kumar</li> <li>• Aaron Sharp</li> <li>• Cameron Graham</li> <li>• Wayne Ahern</li> <li>• Peter Wilson</li> </ul>	
<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
<p>The RTO is <b>Compliant</b> with this aspect of <b>Condition 6</b>.</p> <p>The RTO has a mechanism in place to retain client records for a period of 30 years. All records are currently archived for 30 years.</p> <p>The RTO provides AVETMISS compliant data via their ICARE student management system.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• NCVET provider collection specifications</li> <li>• AVETMISS enrolment form</li> <li>• ICARE student Management system</li> <li>• USI specifications</li> <li>• NRT logo specification</li> </ul>	<p>No rectification required.</p>

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CONDITION 7 - Recognition of Qualifications Issued by other RTOs			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Condition 7</b>.</p> <p>The RTO recognises the AQF Qualifications and Statements of Attainment issued by any other.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Student Information Handbook 2</li> <li>• Direct Credit Transfer</li> <li>• RTO response to condition 7</li> </ul>	<p>No rectification required.</p>	

CONDITION 8 - Accuracy and Integrity of Marketing			Non-Compliant
CF8.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
CF8.1	<p>The RTO is <b>Non-Compliant</b> with <b>Condition 8</b>.</p> <p>The RTO's marketing and advertising of AQF qualifications does not apply the rules of use of the NRT logo correctly. There are also some minor inconsistencies.</p> <p>Traineeships are referred to, however the RTO no longer delivers their programs on site via a traineeship model.</p> <p>The NRT logo is not used in line with the logo guidelines. It currently appears in the footer of all pages of the website. This logo may only be used where the correct codes and titles for nationally recognised training is referred to.</p> <p>It is recommended that the RTO only place the logo on pages that include the unit or qualification code and title.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Website: www.aust-link.com.au</li> <li>• Student Information Handbook 2014</li> <li>• Student induction session</li> <li>• Course Brochures</li> <li>• Marketing Policy</li> <li>• NRT logo specification</li> <li>• RTO response to Condition 8</li> </ul>	<p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>• <b>The RTO should review their use of the NRT logo on the website to make sure it complies with the rules of use.</b></li> <li>• <b>The RTO should review their website to make sure it reflects the current delivery approaches offered. If the RTO is not delivering traineeships, these should be removed.</b></li> </ul>

Improvement Opportunities
<p>It is suggested that the RTO ensure that they place the policies, procedures and reports on their website, as required by the HESG contract.</p>

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CONDITION 9 - Transition to Training Packages/Expiry of Accredited Courses			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Condition 9</b>.</p> <p>The RTO has managed the transition from superseded Training Packages within 12 months of their publication on the Training.gov.au.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• RTO response to condition 9</li> <li>• Transition to Training Packages/Expiry of Accredited courses</li> <li>• Validation procedures</li> <li>• Validation records for each unit on the RTO scope of registration</li> <li>• Course development procedures</li> <li>• Drafting a course to be delivered procedure</li> </ul>	<p>No rectification required.</p>	

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Detailed Findings - AQTF Standards

STANDARD 1

ELEMENT 1.1 - The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 1.1</b>.</p> <p>The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Quality Manual</li> <li>• Quality Procedure Manual – Quality concern procedure</li> <li>• Quality concern report</li> <li>• Incident reports</li> <li>• Quality Indicator Reports</li> <li>• OHS Reports</li> <li>• Maintenance reports</li> <li>• Validation reports</li> <li>• Management review meetings</li> <li>• Management review reports</li> <li>• Quality Management Risk Assessment and Review</li> </ul> <p>Student Feedback</p> <ul style="list-style-type: none"> <li>• QI Surveys</li> <li>• QI regulator report</li> <li>• JSA feedback meeting</li> <li>• Industry consultation records &amp; minutes</li> <li>• HESG Internal Audit</li> </ul>	No rectification required.	

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ELEMENT 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.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 1.2</b>.</p> <p>The RTO has multiple strategies in place that communicate the training and assessment provided to support their scope of registration.</p> <p>It is not always clear how these strategies vary, as a single unit of competency e.g. RIIMPO320D conduct civil construction excavator operations has the same delivery time frame of 1 day theory and 2 days practical 8.30 – 5 as the same unit when it is clustered with 3 other units.</p> <p>A range of options are offered for elective selection within the RII30813 Certificate III in Civil Construction – Plant Operations and TLI31210 Certificate III in Driving Operations.</p> <p>There were also training and assessment strategies in place for traineeship delivery which the RTO no longer delivers.</p> <p>There are extensive records of industry consultation, however it is difficult to identify how this consultation has informed the development of training and assessment strategies.</p>	<p>Evidence reviewed at audit:</p> <p>Training and Assessment Strategies for</p> <ul style="list-style-type: none"> <li>• RII20712 Certificate II in Civil construction</li> <li>• RII30813 Certificate III in Civil Construction – Plant Operations</li> </ul> <p>RII30813 Certificate III in Civil Construction – Plant Operations</p> <ul style="list-style-type: none"> <li>• RIIMPO324D conduct civil construction grader operations</li> <li>• RIIMPO326D conduct civil construction water cart operations</li> <li>• RIIMPO317D conduct roller operations</li> <li>•</li> <li>• RIIMPO320D conduct civil construction excavator operations</li> <li>• RIIMPO321D conduct civil construction wheeled front end loader operations</li> <li>• RIIMPO319D conduct civil construction backhoe loader operations</li> <li>• RIIMPO318D conduct civil construction skidsteer loader operations</li> <li>• RII30813 Certificate III in Civil Construction – Plant Operations</li> <li>• TLI21210 Certificate II in Driving Operations (General)</li> <li>• TLILIC2001A Licence to operate a fork lift truck skill set (is this the correct code?)</li> <li>• TLI31210 Certificate III in Driving Operations (Mildura Rural City Council)</li> <li>• TLILIC3018B Licence to drive a multi combination vehicle</li> </ul>	<ul style="list-style-type: none"> <li>• <b>No rectification required, however there are suggestions for improvement in the way the RTO communicates the impact of industry consultation on training and assessment strategies proposed for use.</b></li> </ul>	

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<p>It is suggested that the RTO summarise in their training and assessment strategies how industry consultation has driven:</p> <ul style="list-style-type: none"> <li>• Delivery modes</li> <li>• Unit selection</li> <li>• Identification of skills sets</li> <li>• Assessment methods</li> <li>• Use of documentation, such as traffic management plans.</li> </ul>	<ul style="list-style-type: none"> <li>• TLILIC3017B Licence to drive a heavy combination vehicle</li> <li>• TLILIC3016B Licence to drive a heavy rigid vehicle</li> <li>• TLILIC3015B Licence to drive a medium rigid vehicle</li> <li>• TLILIC3014B Licence to drive a light rigid vehicle</li> <li>• Four wheel drive course – 4 unit skill set</li> <li>• TLI21610 Certificate II in Warehousing Operations</li> </ul>	
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#### **Improvement Opportunities**

It is suggested that the RTO archive training and assessment strategies that do not reflect the current delivery options. It is also suggested that the RTO identify how the industry consultation has driven the training and assessment strategies for example through:

- Selection of units
- Content
- Use of industry forms
- Submission of students for employment
- Job ready skills.

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ELEMENT 1.3 - Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 1.3</b>.</p> <p>Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited courses and the RTO's own training and assessment strategies.</p>	<p>Evidence reviewed at audit:</p> <p>Training and Assessment Strategies for</p> <ul style="list-style-type: none"> <li>• RII20712 Certificate II in Civil construction</li> <li>• RII30813 Certificate III in Civil Construction – Plant Operations</li> </ul> <p>RII30813 Certificate III in Civil Construction – Plant Operations</p> <ul style="list-style-type: none"> <li>• RIIMPO324D conduct civil construction grader operations</li> <li>• RIIMPO326D conduct civil construction water cart operations</li> <li>• RIIMPO317D conduct roller operations</li> </ul> <p>Individual unit strategies</p> <ul style="list-style-type: none"> <li>• RIIMPO320D conduct civil construction excavator operations</li> <li>• RIIMPO321D conduct civil construction wheeled front end loader operations</li> <li>• RIIMPO319D conduct civil construction backhoe loader operations</li> <li>• RIIMPO318D conduct civil construction skid steer loader operations</li> </ul> <p>RII30813 Certificate III in Civil Construction – Plant Operations</p> <p>TLI21210 Certificate II in Driving Operations (General)</p>	<p>No rectification required.</p>	

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**RTO:** Aust-Link Pty Ltd

	<p>TLILIC2001A Licence to operate a fork lift truck (incorrectly referred to as a skill set – single unit)</p> <p>TLI31210 Certificate III in Driving Operations (Mildura Rural City Council)</p> <ul style="list-style-type: none"> <li>• TLILIC3018B Licence to drive a multi combination vehicle</li> <li>• TLILIC3017B Licence to drive a heavy combination vehicle</li> <li>• TLILIC3016B Licence to drive a heavy rigid vehicle</li> <li>• TLILIC3015B Licence to drive a medium rigid vehicle</li> <li>• TLILIC3014B Licence to drive a light rigid vehicle</li> </ul> <p>Four wheel drive course – 4 unit skill set</p> <p>TLI21610 Certificate II in Warehousing Operations</p> <p>Traffic Management</p> <ul style="list-style-type: none"> <li>• RIIWHS205D Control traffic with a stop/slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> </ul> <p>CPCCOHS1001A work safely in the construction industry</p> <ul style="list-style-type: none"> <li>• Asset register</li> <li>• Each unit or cluster of units of competency are supported by a folder of documents.</li> </ul>	
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### Improvement Opportunities

Care needs to be taken when referring to skill sets. For example the unit TLILIC2001A Licence to operate a fork lift truck is not a skill set but a standalone unit. Throughout RTO documents and on the reverse of the Certificate units of competency are referred to as Modules. This is not correct as these are units of competency. It is recommended that the RTO not abbreviate the naming of qualifications particularly on the Statements of Attainment – Write out the word Certificate not Cert.



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RTO: Aust-Link Pty Ltd

SF1.4.1 Finding		Evidence/Documentation Reviewed	Required Rectification(s)
<p><b>ELEMENT 1.4 - Training and assessment is delivered by trainers and assessors who:</b></p> <p>a) Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and</p> <p>b) Have the relevant vocational competencies at least to the level being delivered or assessed, and</p> <p>c) Can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</p> <p>d) Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</p>			<b>Non-Compliant</b>
<p>The RTO is <b>Non-Compliant</b> with <b>Element 1.4</b>.</p> <p>Training and assessment is delivered by Trainers and Assessors who have the necessary training and assessment competencies as determined by the National Quality Council or its successors.</p> <p>The RTO has in place a validation process culminating in a matrix which summarises the units that the RTO has deemed the trainer qualified to train. Not all trainers hold the current units or qualifications that they deliver. Where this occurs, the Trainer/ RTO needs to identify vocational experience which addresses the gaps between the unit held and the current unit being delivered.</p> <p>Trainers are attending trainer meetings and undertaking training activities. However, the approach to the planning and recording of the professional development needs to be more systematic. The RTO will need to make sure that they maintain records of planning professional develop that addresses the three areas as identified by the standard. In particular each trainer must undertake PD annually to maintain current vocational competencies to the level being delivered, develop</p>		<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Staff recruitment</li> <li>• Staff induction</li> <li>• Staff assessment</li> <li>• Staff performance appraisal and training process</li> <li>• Training for new employees</li> <li>• Student evaluation collection and analysis procedures</li> <li>• Staff evaluation procedures</li> </ul> <p>Trainer Files</p> <ul style="list-style-type: none"> <li>• Rob Hayes</li> <li>• Kym Godon</li> <li>• Paul Thomson</li> </ul>	<p><u><b>Actions:</b></u></p> <ul style="list-style-type: none"> <li>• <b>Trainer files must include evidence of how the trainer has demonstrated competency to the level being delivered. This can include a combination of formal training and vocational experience.</b></li> <li>• <b>Trainer files must also include evidence of planning and undertaking professional development annually to:</b> <ul style="list-style-type: none"> <li>- maintain industry currency</li> <li>- develop training and assessing competencies</li> <li>- develop VET knowledge and skills.</li> </ul> </li> </ul>

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training and assessing competencies and develop VET knowledge and skills.			
<b>SF1.4.2</b>	<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
	<p>The RTO is <b>Non-Compliant</b> with <b>Element 1.4</b>.</p> <p>Currently there are two trainers operating under supervision while they complete their TAE40110. Interview confirmed that these trainers have co-delivered with their supervisor and are closely monitored. All assessment documentation is completed and signed off by the supervising trainer/assessor.</p> <p>The RTO does not have a documented procedure for the monitoring of supervision of trainers that do not hold the TAE40110. The RTO will also need to develop a mechanism for recording supervision activities.</p>	<p>Trainer Files</p> <ul style="list-style-type: none"> <li>• Rob Hayes</li> <li>• Kym Godon</li> <li>• Paul Thomson</li> </ul> <p>Interview</p> <ul style="list-style-type: none"> <li>• Rob Hayes</li> <li>• Kym Godon</li> <li>• Jan Phillips</li> </ul>	<p><u><b>Actions:</b></u></p> <ul style="list-style-type: none"> <li>• The RTO should develop a procedure for the supervision of trainers who are currently undertaking the TAE40110.</li> <li>• This procedure must include the roles and responsibilities of the supervising trainer in relation to both training and assessment. The RTO will also need to ensure that have a process in place to record supervision activities.</li> </ul>

<b>Improvement Opportunities</b>
It is suggested that the RTO archive old records for trainers

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ELEMENT 1.5 - Assessment including Recognition of Prior Learning (RPL):		Non-Compliant
a) Meets the requirements of the relevant Training Package or accredited course b) Is conducted in accordance with the principles of assessment and the rules of evidence c) Meets workplace and, where relevant, regulatory requirements d) Is systematically validated.		
SF1.5.1	Finding	Evidence/Documentation Reviewed
	<p>The RTO is <b>Non-Compliant</b> with <b>Element 1.5</b>.</p> <p>Assessment for the following units does not meet the unit requirements:</p> <ul style="list-style-type: none"> <li>• TLILIC3018B &amp; TLIB2008A, TLIA1001A, TLIB2004A &amp; TLIC2049A</li> <li>• RIIMPO320D Conduct civil construction excavator operations</li> <li>• RIIWHS205D Control traffic with stop slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> <li>• CPCCOHS1001A Work safely in the construction industry</li> </ul> <p><b>The traffic management units requires the candidate to set up and implement traffic management plans on 3 occasions – including construction site vehicles.</b></p> <ul style="list-style-type: none"> <li>• RIIWHS205D Control traffic with stop slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> </ul> <p>The evidence provided on the student files did not clearly demonstrate that the student had implemented traffic management plans on 3 occasions.</p>	<p>Evidence reviewed at audit:</p> <p>Training and assessment strategies</p> <ul style="list-style-type: none"> <li>• RII20712 Certificate II in Civil construction</li> <li>• RII30813 Certificate III in Civil Construction – Plant Operations</li> <li>• TLI21210 Certificate II in Driving Operations (General)</li> <li>• TLI31210 Certificate III in Driving Operations</li> <li>• Four wheel drive course – 4 unit skill set</li> <li>• TLI21610 Certificate II in Warehousing Operations</li> </ul> <p>Course folders contain:</p> <ul style="list-style-type: none"> <li>• Index</li> <li>• Aust-Link Internal Validation</li> <li>• Aust-Link Amendment Sheet</li> <li>• Aust-Link Matrix <ul style="list-style-type: none"> <li>• Trainer/Assessor staff matrix</li> <li>• Trainer/assessor mapping to units of competency</li> </ul> </li> <li>• Trainer/assessor licenses: Qualifications and working agreements</li> <li>• Units of competency</li> <li>• Competency audit mapping <ul style="list-style-type: none"> <li>• Competency auditors handbook</li> </ul> </li> </ul>
		<p><b>Required Rectification(s)</b></p> <p><u>Actions:</u></p> <ul style="list-style-type: none"> <li>• The RTO should review their assessment tools for the units audited and make sure that they meet all requirements of the unit of competency.</li> <li>• The RTO should also make sure that their recording of the assessment process meets the unit requirements.</li> <li>• The RTO is currently using both commercial and in house developed assessment tools. These tools often duplicate information and Assessors seem to be confused on how to record assessment events.</li> </ul>

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<p>The unit RIIMPO320D Conduct civil construction excavator operations require the candidate to demonstrate completion of conducting civil construction excavator operations on more than one (1) occasion. These operation must be completed to specification using a variety of material types including:</p> <ul style="list-style-type: none"> <li>▪ loading</li> <li>▪ lifting and carrying materials</li> <li>▪ bulk excavation</li> <li>▪ backfilling</li> <li>▪ trench excavation</li> <li>▪ stockpiling</li> <li>▪ battering</li> <li>▪ benching</li> <li>▪ site clean up</li> </ul> <p>The candidate must also demonstrate the fitting and removal of a variety of attachments selected from the following:</p> <ul style="list-style-type: none"> <li>▪ tilt bucket</li> <li>▪ buckets</li> <li>▪ lifting device</li> <li>▪ vibrating compaction wheel</li> <li>▪ ripper/tyne</li> <li>▪ compaction plate</li> <li>▪ compaction wheel</li> <li>▪ rock breaker</li> <li>▪ auger</li> </ul> <p>It is not clear in the evidence recorded on the student files, how each of these requirements have been met.</p>	<ul style="list-style-type: none"> <li>• Statement of attainment</li> <li>• Course session plan <ul style="list-style-type: none"> <li>• Standard operating procedures (Flowcharts)</li> </ul> </li> <li>• Trainer/assessor course material/equipment checklist</li> <li>• Trainer/Assessor course delivery material <ul style="list-style-type: none"> <li>• Trainer assessor handbook</li> <li>• TLILIC3018B &amp; TLIB2008A</li> </ul> </li> <li>• TLIA1001A, TLIB2004A &amp; TLIC2049A <ul style="list-style-type: none"> <li>• Trainer Assessor Power point presentation</li> </ul> </li> <li>• Student learning material <ul style="list-style-type: none"> <li>• Student guide</li> <li>• Student power point</li> </ul> </li> <li>• Competency assessment evidence material <ul style="list-style-type: none"> <li>• Student activity book</li> <li>• Student competency checklist</li> <li>• Equipment checklist</li> </ul> </li> <li>• Licence assessment pack <ul style="list-style-type: none"> <li>• Truck test route</li> <li>• National heavy vehicle license practical - assessment record</li> <li>• Certificate of competency</li> <li>• Licence application form</li> <li>• Eligibility report</li> </ul> </li> <li>• Trainer assessor pre-pose reporting pack</li> <li>• Pre course meeting record <ul style="list-style-type: none"> <li>• Course materials and equipment checklist</li> <li>• Course attendance list</li> <li>• Course overview report</li> <li>• Course process checklist</li> </ul> </li> </ul>	
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<p>The units TLILIC3018B &amp; TLIB2008A</p> <p>TLIA1001A, TLIB2004A &amp; TLIC2049A require demonstration over multiple occasions. The observation checklist and evidence on the student files audited does not demonstrate assessment over multiple occasions. Assessors are not completing the checklist in line with RTO procedures, leaving large sections of the checklist blank without explanation.</p> <p>The unit CPCCOHS1001A Work Safely in the construction industry requires the following skills to be demonstrated:</p> <ul style="list-style-type: none"> <li>• Identification of common hazards and procedure for risk assessment and control</li> <li>• OHS communication processes, including recognition of safety signs and hazard reporting</li> <li>• General emergency procedures – fire, evacuation, first aid.</li> </ul> <p>The unit advises the use of practical demonstration with targeted questions.</p> <p>While there is reference made to some of these requirement e.g. complete a SWMS, this evidence is not retained on the student file, simply a tick against this on a checklist.</p>	<ul style="list-style-type: none"> <li>• Quality concern report</li> <li>• Power point operation - Session plan</li> <li>• Trainer/assessor competency assessment pack <ul style="list-style-type: none"> <li>• Trainer/assessor handbook</li> <li>• Power point operation/disk</li> <li>• Student competency assessment (per student)</li> <li>• Aust- Link Observation checklist</li> </ul> </li> <li>• Student Pack <ul style="list-style-type: none"> <li>• Student enrolment form</li> <li>• Student indemnity form</li> <li>• Aust-Link Student information book</li> <li>• Student power point presentation</li> <li>• Session plan</li> <li>• Student guide</li> </ul> </li> <li>• Short Course</li> <li>• Traineeships documentation</li> <li>• Recognition of prior learning (if applicable)</li> </ul> <p>Units audited</p> <ul style="list-style-type: none"> <li>• TLILIC3018B &amp; TLIB2008A, TLIA1001A, TLIB2004A &amp; TLIC2049A</li> <li>• RIIMPO320D Conduct civil construction excavator operations</li> <li>• RIIWHS205D Control traffic with stop slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> <li>• CPCCOHS1001A Work safely in the construction industry</li> </ul> <p>Student files</p> <ul style="list-style-type: none"> <li>• Robert Pahl</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Sam Ca miniti</li> <li>• David Graham</li> <li>• Sanjeev Kumar</li> <li>• Aaron Sharp</li> <li>• Cameron Graham</li> <li>• Wayne Ahern</li> <li>• Peter Wilson</li> </ul>	
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**Improvement Opportunities**

Care needs to be taken with the use of the term module, when the RTO means unit of competency. Assessment tasks should be deemed satisfactory or not satisfactory. Competency is only ruled at the unit level.

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Detailed Findings - AQTF Standards

STANDARD 2

ELEMENT 2.1 - The RTO establishes the needs of clients and delivers services to meet these needs.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 2.1</b>.</p> <p>The RTO establishes the needs of clients and delivers services to meet these needs.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Industry consultation records &amp; minutes</li> <li>• Student pack checklist</li> <li>• AVETMISS Enrolment form</li> <li>• POI</li> <li>• Indemnity form</li> <li>• Session plan</li> <li>• Aust-Link Pre-training Assessment questionnaire</li> <li>• Pre-training review</li> <li>• Student agreement</li> <li>• Student information handbook</li> </ul>	<p>No rectification required.</p>	

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ELEMENT 2.2 - The RTO continuously improves client services by collecting, analysing and acting upon relevant data.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is <b>Compliant</b> with <b>Element 2.2</b>.</p> <p>The RTO continuously improves client services by collecting, analysing and acting upon relevant data.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Quality Manual</li> <li>• Quality Procedure Manual – Quality concern procedure</li> <li>• Quality concern report</li> <li>• Incident reports</li> <li>• Quality Indicator Reports</li> <li>• OHS Reports</li> <li>• Maintenance reports</li> <li>• Validation reports</li> <li>• Management review meetings</li> <li>• Management review reports</li> <li>• Quality Management Risk Assessment and Review</li> </ul> <p>Student Feedback</p> <ul style="list-style-type: none"> <li>• QI Surveys</li> <li>• QI regulator report</li> <li>• JSA feedback meeting</li> <li>• Industry consultation records &amp; minutes</li> <li>• HESG Internal Audit</li> </ul>	<p>No rectification required.</p>



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ELEMENT 2.3 - Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 2.3</b>.</p> <p>Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Website: www.aust-link.com.au</li> <li>• Student Information Handbook 2014</li> <li>• Student induction session</li> <li>• Course Brochures</li> <li>• Marketing Policy</li> <li>• Enrolment form and student agreement</li> <li>• Enrolment procedure</li> <li>• Student pack checklist</li> <li>• Indemnity form</li> <li>• Session plan</li> <li>• Aust-Link Pre-training Assessment questionnaire</li> <li>• Pre-training review</li> <li>• Student agreement</li> </ul>	<p>No rectification required.</p>	
Improvement Opportunities			
<p>It is suggested that the RTO publish the student information handbook on their website.</p>			

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**RTO:** Aust-Link Pty Ltd

<b>ELEMENT 2.6 - Learners have timely access to current and accurate records of their participation and progress.</b>			<b>Compliant</b>
<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>	
<p>The RTO was <b>Compliant</b> with <b>Element 2.6</b>.</p> <p>Learners have timely access to current and accurate records of the participation and progress.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Aust-Link Quality Manual</li> <li>• Aust-Link Quality Procedures Manual</li> <li>• Code of Practice</li> <li>• Student Information Handbook</li> <li>• Access to student records procedure</li> <li>• ICARE Statistical Data Procedure</li> </ul>	<p>No rectification required.</p>	

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RTO: Aust-Link Pty Ltd

ELEMENT 2.7 - The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 2.7</b>.</p> <p>The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Student Information Handbook</li> <li>• Complaints and appeals policy</li> <li>• Complaints and appeals procedure</li> <li>• Quality Concerns Folder</li> <li>• Quality Concerns Register</li> </ul>	<p>No rectification required.</p>	

Improvement Opportunities
<p>It is suggested that the RTO publish their Complaints and appeals procedure on the RTO website.</p>

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Detailed Findings - AQTF Standards

STANDARD 3

ELEMENT 3.1 - The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 3.1</b>.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Student pack checklist</li> <li>• AVETMISS Enrolment form</li> <li>• POI</li> <li>• Indemnity form</li> <li>• Session plan</li> <li>• Aust-Link Pre-training Assessment questionnaire</li> <li>• Pre-training review</li> <li>• Student agreement</li> <li>• Student information handbook</li> <li>• Student inquiry procedure</li> </ul>	<p>No rectification required.</p>	

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ELEMENT 3.2 - The RTO uses a systematic and continuous improvement approach to the management of operations.		Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is <b>Compliant</b> with <b>Element 3.2</b>.</p> <p>The RTO uses a systematic and continuous improvement approach to the management of operations.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Aust-Link quality manual</li> <li>• Aust-Link quality procedures manual</li> <li>• Code of practice</li> <li>• Mission statement</li> <li>• Quality concern</li> <li>• Staff performance appraisal and training process</li> <li>• Course development procedures</li> <li>• Training for new employees</li> <li>• Student evaluation collection and analysis procedures</li> <li>• Staff evaluation procedures</li> <li>• Employer evaluation collection and analysis procedures</li> <li>• Skills Victoria Procedures</li> <li>• Staff induction</li> <li>• Drafting a course to be delivered</li> <li>• Staff recruitment</li> <li>• Staff assessment</li> <li>• Conduct section internal audit</li> <li>• Quality manager audit action procedure</li> <li>• Risk assessment</li> <li>• Emergency risk management</li> <li>• Documentation amendment procedure</li> <li>• Appeal procedure</li> <li>• Grievance procedure</li> <li>• General management review meeting procedure</li> <li>• Operational review meeting procedure</li> </ul>	<p>No rectification required.</p>

**AQTF Essential Conditions and Standards for Continuing Registration & VRQA  
Guidelines for VET Providers - Audit Report**

**Audit Date:** 23rd and 24th March 2015

**RTO:** Aust-Link Pty Ltd

	<ul style="list-style-type: none"> <li>• Incident reports</li> <li>• Quality Indicator Reports</li> <li>• OHS Reports</li> <li>• Maintenance reports</li> <li>• Validation reports</li> <li>• Management review meetings</li> <li>• Management review reports</li> <li>• Quality Management Risk Assessment and Review</li> </ul>	
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RTO: Aust-Link Pty Ltd

ELEMENT 3.4 - The RTO manages records to ensure their accuracy and integrity.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Element 3.4</b>.</p> <p>The RTO manages records to ensure their accuracy and integrity</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Aust-Link Quality Manual</li> <li>• Aust-Link Quality Procedure Manual</li> <li>• Code of Practice</li> <li>• Refund policy</li> <li>• Confidentiality procedure</li> <li>• Documentation amendment procedure</li> <li>• Aust-Link Amendment Sheet</li> <li>• Confidentiality</li> <li>• Bookings, flights and accommodation</li> <li>• Accounts receivable procedure</li> <li>• Accounts payable procedure</li> <li>• Ordering procedure</li> <li>• Petty cash procedure</li> <li>• Invoicing procedure</li> <li>• Invoicing (payments) procedure</li> <li>• Banking procedure</li> <li>• Power point presentation procedure</li> <li>• Key register procedure</li> <li>• ICARE statistical data procedure</li> <li>• Version control procedure for documentation</li> <li>• Layout of minutes procedure</li> <li>• Keeping of minutes procedure</li> <li>• Safety zone – driver training and development program procedure</li> </ul>	<p>No rectification required.</p>	

## AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

**Audit Date:** 23rd and 24th March 2015

**RTO:** Aust-Link Pty Ltd

	<ul style="list-style-type: none"> <li>• Access to secured Vic Roads Documentation procedure</li> <li>• Test routes procedure</li> <li>• VicRoads provider activity record report HV &amp; MC</li> <li>• Documentation required from Vic Roads procedure</li> <li>• Student enquiry procedure</li> </ul>	
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RTO: Aust-Link Pty Ltd

GUIDELINE 1.3 - Staff records for each training and assessment staff member must include the following:			Non-Compliant
<ul style="list-style-type: none"> <li>• Verified or certified and/or signed documents are held by the RTO</li> <li>• Trainer skills matrix – signed by trainer/assessor</li> <li>• Trainer and assessor qualifications - verified by RTO or otherwise certified</li> <li>• Vocational qualifications – verified by RTO or otherwise certified</li> <li>• CV – signed by trainer/assessor</li> <li>• Professional development activities verified and/or signed by trainer/assessor</li> <li>• Position description</li> <li>• Employment contract/agreement</li> </ul>			
GF1.3.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is <b>Non-Compliant</b> with <b>Guideline 1.3</b>.</p> <p>Trainer/assessor records do not meet the requirements of the guideline. In particular, CVs are not signed by the trainer/assessor. The trainer assessor matrix on the file does not provide any details of the trainer's vocational skills and experience and is not signed by the trainer/assessor. The files do not contain verified records of PD signed by the trainer/assessor.</p>	<p>Evidence reviewed at audit:</p> <p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Staff recruitment</li> <li>• Staff induction</li> <li>• Staff assessment</li> <li>• Staff performance appraisal and training process</li> <li>• Training for new employees</li> <li>• Student evaluation collection and analysis procedures</li> <li>• Staff evaluation procedures</li> </ul> <p>Trainer Files</p> <ul style="list-style-type: none"> <li>• Rob Hayes</li> <li>• Kym Godon</li> <li>• Paul Thomson</li> </ul>	<p><u>Actions:</u></p> <p>The RTO should review their trainer/assessor files to make sure they include a:</p> <ul style="list-style-type: none"> <li>• <b>Trainer skills matrix – signed by trainer/assessor</b></li> <li>• <b>CV – signed by trainer/assessor</b></li> <li>• <b>Record of Professional development activities verified and/or signed by trainer/assessor</b></li> </ul>

Audit Date: 23rd and 24th March 2015

RTO: Aust-Link Pty Ltd

**Detailed Findings – VRQA Guidelines for VET Providers**

GUIDELINE 2.1 - The provider must demonstrate that it is able to monitor course quality, externally moderate student performance and drive continuous improvement in course delivery.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Guideline 2.1</b>.</p> <p>The RTO monitors course quality.</p> <p>The RTO uses the term Validation to refer to the audit and checking of all RTO processes.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Internal Validation records</li> <li>• Validation folder</li> <li>• Quality concern record</li> <li>• Quality concern report</li> <li>• Industry consultation minutes</li> <li>• Unit mapping documents – which accompany commercial resource</li> <li>• Auditor Handbook for each unit of competency</li> </ul>	<p>No rectification required.</p>	

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GUIDELINE 2.2 - The provider must demonstrate that it has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Guideline 2.2</b>.</p> <p>The RTO has measures in place to prevent and detect cheating and plagiarism amongst its students and to deal appropriately with any instances of these practices.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>Cheating and plagiarism policy</li> <li>Student Information Handbook</li> </ul>	<p>No rectification required.</p>	

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GUIDELINE 2.3 - The provider must demonstrate that they can provide quality education and training to students			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Guideline 2.3</b>.</p> <p>The RTO has sufficient policies and procedures to ensure the retention unit of competency training and assessment information *for a minimum of 1 year post completion of the unit, including mechanisms for the retention of master resources. The RTO is currently keeping all records for 30 years.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Aust-Link Quality Manual</li> <li>• Aust-Link Quality Procedure Manual</li> <li>• Code of Practice</li> <li>• Refund policy</li> <li>• Confidentiality procedure</li> <li>• Documentation amendment procedure</li> <li>• Aust-Link Amendment Sheet</li> <li>• Confidentiality</li> <li>• Bookings, flights and accommodation</li> <li>• Accounts receivable procedure</li> <li>• Accounts payable procedure</li> <li>• Ordering procedure</li> <li>• Petty cash procedure</li> <li>• Invoicing procedure</li> <li>• Invoicing (payments) procedure</li> <li>• Banking procedure</li> <li>• Power point presentation procedure</li> <li>• Key register procedure</li> <li>• ICARE statistical data procedure</li> <li>• Version control procedure for documentation</li> <li>• Layout of minutes procedure</li> <li>• Keeping of minutes procedure</li> <li>• Safety zone – driver training and development program procedure</li> </ul>	<p>No rectification required.</p>	

## AQTF Essential Conditions and Standards for Continuing Registration & VRQA Guidelines for VET Providers - Audit Report

**Audit Date:** 23rd and 24th March 2015

**RTO:** Aust-Link Pty Ltd

	<ul style="list-style-type: none"> <li>• Access to secured Vic Roads Documentation procedure</li> <li>• Test routes procedure</li> <li>• VicRoads provider activity record report HV &amp; MC</li> <li>• Documentation required from Vic Roads procedure</li> <li>• Student enquiry procedure</li> <li>• Quality concern procedure</li> <li>• Quality concern report</li> <li>• Incident reports</li> <li>• Quality Indicator Reports</li> <li>• OHS Reports</li> <li>• Maintenance reports</li> <li>• Validation reports</li> <li>• Management review meetings</li> <li>• Management review reports</li> <li>• Quality Management Risk Assessment and Review</li> </ul> <p>Student Feedback</p> <ul style="list-style-type: none"> <li>• QI Surveys</li> <li>• QI regulator report</li> <li>• JSA feedback meeting</li> <li>• Industry consultation records &amp; minutes</li> <li>• HESG Internal Audit</li> </ul>	
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Audit Date: 23rd and 24th March 2015

RTO: Aust-Link Pty Ltd

GUIDELINE 4.1 - A provider must not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Guideline 4.1</b>.</p> <p>The RTO does not require or permit students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight hours in any one day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, specifying different maximum hours for that course).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Student Information Handbook</li> <li>• OH&amp;S Policy</li> <li>• OH&amp;S inspection</li> <li>• Hazard or perceived hazard occurs</li> <li>• Quality manager audit action procedure</li> <li>• Risk assessment</li> <li>• Emergency risk management</li> <li>• Bus service organised by JSA for specific client groups</li> <li>• Course session plans</li> </ul>	<p>No rectification required.</p>	

Audit Date: 23rd and 24th March 2015

RTO: Aust-Link Pty Ltd

GUIDELINE 4.2 - A provider must not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Guideline 4.2</b>.</p> <p>The RTO does not require or permit full time students to attend scheduled classes (including time allocated for self-paced or online studies) outside of 0800hrs to 2200 hrs on any day (other than in courses where the VRQA has issued the provider a specific written exemption for a course-related reason, approving a different schedule for that course and with the written agreement of the student).</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Student Information Handbook</li> <li>• OH&amp;S Policy</li> <li>• OH&amp;S inspection</li> <li>• Hazard or perceived hazard occurs</li> <li>• Quality manager audit action procedure</li> <li>• Risk assessment</li> <li>• Emergency risk management</li> <li>• Bus service organised by JSA for specific client groups</li> <li>• Course session plans</li> </ul>	<p>No rectification required.</p>	

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GUIDELINE 4.4 - Providers must indicate the measures they intend to take to address matters of student safety.			Compliant
Finding	Evidence/Documentation Reviewed	Required Rectification(s)	
<p>The RTO is <b>Compliant</b> with <b>Guideline 4.4</b></p> <p>Both the RTO and School policies are designed to address matters of student wellbeing and Safety.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Student Information Handbook</li> <li>• OH&amp;S Policy</li> <li>• OH&amp;S inspection</li> <li>• Hazard or perceived hazard occurs</li> <li>• Quality manager audit action procedure</li> <li>• Risk assessment</li> <li>• Emergency risk management</li> <li>• Bus service organised by JSA for specific client groups</li> <li>• Course session plans</li> </ul>	<p>No rectification required.</p>	



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GUIDELINE 5.1 - The provider must demonstrate that they have the capacity to deliver and assess ALL the courses requested/on the scope of registration.		Non-Compliant	
GF1.5.1	Finding	Evidence/Documentation Reviewed	Required Rectification(s)
	<p>The RTO is <b>Non-Compliant</b> with <b>Guideline 5.1</b></p> <p>The RTO has multiple strategies in place that communicate the training and assessment provided to support their scope of registration. These strategies are not always clear and appear to contain conflicting information regarding delivery and assessment time frames.</p> <p>Strategies contain conflicting delivery time frames. One strategy for a single unit of competency e.g. RIIMPO320D conduct civil construction excavator operations has the same delivery time frame of 1 day theory and 2 days practical 8.30 – 5 as the same unit when it is clustered with 3 other units.</p> <p>There is no explanation for determining the delivery time frames. This is particularly concerning as the 27 hour delivery is for the individual unit of 200 nominal hours and for the clustered delivery of 270 hours.</p> <p>This pattern was also evident with the other unit clusters audited. The RTO will need to justify their delivery timeframes in line with nominal hours and volume of learning.</p> <p>Training and assessment strategies must also include the modes of delivery and specify the extent of self-paced training and assessment. In particular where the student is required to complete homework.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>RII20712 Certificate II in Civil construction</li> <li>RII30813 Certificate III in Civil Construction – Plant Operations</li> </ul> <p>RII30813 Certificate III in Civil Construction – Plant Operations</p> <ul style="list-style-type: none"> <li>RIIMPO324D conduct civil construction grader operations</li> <li>RIIMPO326D conduct civil construction water cart operations</li> <li>RIIMPO317D conduct roller operations</li> </ul> <p>Individual unit strategies</p> <ul style="list-style-type: none"> <li>RIIMPO320D conduct civil construction excavator operations</li> <li>RIIMPO321D conduct civil construction wheeled front end loader operations</li> <li>RIIMPO319D conduct civil construction backhoe loader operations</li> <li>RIIMPO318D conduct civil construction skidsteer loader operations</li> </ul> <p>RII30813 Certificate III in Civil Construction – Plant Operations</p>	<p><b>Actions:</b></p> <ul style="list-style-type: none"> <li>Training and assessment strategies need to include delivery time frames in line with nominal hours and volume of learning. Where the delivery and assessment hours are significantly shorter than the nominal hours an explanation for how this can be achieved must be included in the training and assessment strategy.</li> <li>Training and assessment strategies must include the modes of delivery and specify the extent of self-paced training and assessment. In particular where the student is required to complete homework.</li> <li>Training and assessment should be supported by an individualised training plan regardless whether the student is undertaking a qualification or a cluster of units.</li> </ul>

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<p>An individualised training plan is only used for Civil Construction Students. The HESG contract requires an individualised training plan for all funded training. This is good practice, regardless whether the student is undertaking a cluster of units or a full qualification.</p> <p>The RTO should put in place an individualised training plan for all students.</p>	<p>TLI21210 Certificate II in Driving Operations (General)</p> <p>TLILIC2001A Licence to operate a fork lift truck (incorrectly referred to as a skill set – single unit)</p> <p>TLI31210 Certificate III in Driving Operations (Mildura Rural City Council)</p> <ul style="list-style-type: none"> <li>• TLILIC3018B Licence to drive a multi combination vehicle</li> <li>• TLILIC3017B Licence to drive a heavy combination vehicle</li> <li>• TLILIC3016B Licence to drive a heavy rigid vehicle</li> <li>• TLILIC3015B Licence to drive a medium rigid vehicle</li> <li>• TLILIC3014B Licence to drive a light rigid vehicle</li> </ul> <p>Four wheel drive course – 4 unit skill set</p> <p>TLI21610 Certificate II in Warehousing Operations</p> <p>Traffic Management</p> <ul style="list-style-type: none"> <li>• RIIWHS205D Control traffic with a stop/slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> </ul> <p>CPCCOHS1001A work safely in the construction industry</p>	
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<b>GF5.1.2</b>	<b>Finding</b>	<b>Evidence/Documentation Reviewed</b>	<b>Required Rectification(s)</b>
	<p>The RTO is <b>Non-Compliant</b> with <b>Guideline 5.1</b></p> <p>The Guideline require that the RTO has clear advice to students and assessor as to how the units of competency will be assessed.</p> <p>The RTO is currently using The Safe Work training and assessment resources. Although the RTO has reviewed and modified these materials in line with their client's needs, there is more work required on the tools and processes to support the assessment of skills via practical demonstration and practical assessment with targeted questioning. This will also require the editing of the Assessor Guide and possibly the training of Assessors in the conduct and recording of assessment.</p> <p>Where targeted questioning is used this will need to be supported by the questions to be asked and benchmark answers or the recording of the student's response.</p> <p>Where an observation occurs the task to be carried out needs to be described and the conditions of the assessment clearly explained. If the student must demonstrate this over multiple occasions or at different times the recording checklist must support this.</p> <p>CPCCOHS1001A Work Safely in the construction industry</p> <p>The student files audit included a combination of both internally developed tools and Safe Work Tools. Evidence of questioning did not include benchmark responses or a record of what the student said in response to questions. Practical checklists are not supported by clear descriptions of the tasks undertaken to support the assessor's tick on a checklist. For example the checklist stated</p>	<p>Evidence reviewed</p> <p>Units audited</p> <ul style="list-style-type: none"> <li>• TLILIC3018B &amp; TLIB2008A, TLIA1001A, TLIB2004A &amp; TLIC2049A</li> <li>• RIIMPO320D Conduct civil construction excavator operations</li> <li>• RIIWHS205D Control traffic with stop slow bat</li> <li>• RIIWHS302D Implement traffic management plan</li> <li>• CPCCOHS1001A Work safely in the construction industry</li> </ul> <p>Student files</p> <ul style="list-style-type: none"> <li>• Robert Pahl</li> <li>• Sam Caminiti</li> <li>• David Graham</li> <li>• Sanjeev Kumar</li> <li>• Aaron Sharp</li> <li>• Cameron Graham</li> <li>• Wayne Ahern</li> <li>• Peter Wilson</li> </ul>	<ul style="list-style-type: none"> <li>• The RTO must review their assessment tools and processes to make sure that they provide clear advice to students and assessor as to how the units of competency will be assessed. In particular, there must be consistency across Assessor guides and assessment tools. The application of these tools must be consistently applied by assessors and monitored by administrators in order to ensure that assessment meets the principles of assessment.</li> <li>• Observation checklists and tools to record practical assessments with targeted questioning must include clear advice, including the description of the task to be carried out and the conditions of assessment</li> </ul>

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<p>'Fill out a JSA/SWMS' there was no template or evidence of a completed JSA/SWMS</p> <p>Checklists that are a cut and paste of performance criteria without further guidance do not support reliable or valid assessment without guidelines to the assessor on what the student is to demonstrate e.g. Demonstrate and explain the procedure for conducting risk management in the construction industry – no benchmarks or record of what student said or did; Demonstrate knowledge of safety signs – no signs or how many are to be identified was given. Demonstrate and explain the correct procedures for responding to a simulated fire emergency on site. No guidance on how this simulated emergency was to be set up or of the fire equipment to be selected and used.</p> <p>The observation checklist to support RIIMPO320D Conduct civil construction excavator operations provides the following instructions:</p> <p>'Observe each of the steps below when the candidate is demonstrating this skill and tick the appropriate box indicating that they have completed the step. The assessor can make comments as appropriate.'</p> <p>These instructions do not provide clarity on the task to be undertaken, the conditions of assessment or the fact that the student must demonstrate these steps on multiple occasions.</p> <p>The student files audited also included additional task sheets for – trench excavation, unload simulator and recreate stock pile number 2, relay pipe and back fill &amp; locate and excavate pipe. It is unclear how these tasks are to be carried out and how they address the</p>		
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<p>requirements of the unit. All these tasks were completed on the one day.</p> <p>The observation checklist to support RIIWHS205D Control traffic with stop slow bat &amp; RIIWHS302D Implement traffic management plan does not provide clear instructions on what the student has to do or how this meets the requirements of the unit.</p> <p>The Checklist describes the '<b>Activity procedure: - Demonstration of skills in this unit by participating in observations for this unit of competency</b>'. The Assessor guide identifies the unit requirement to <b>implement traffic management plans on 3 occasions. It describes three tasks however these three tasks are not repeated on the observation checklist.</b> The observation checklist <b>is a cut and paste of the performance criteria with no guidance to the assessor or benchmarks for decision making. It contains two columns yes and no, there is no provision for recording evidence against the three tasks.</b></p> <p>The student files audited did not reflect the implementation of the three tasks. <b>The Course layout inspection form, which is based on the Mildura shire form is only completed once. Interview with trainer did not mention the requirement for 3 tasks or occasions in line with the Assessor guide</b></p>		
Finding	Evidence/Documentation Reviewed	Required Rectification(s)
<p>The RTO is <b>Non-Compliant</b> with <b>Guideline 5.1</b></p> <p>The RTO has dedicated and operational educational facilities including a purpose build skills centre appropriate to support their scope of registration.</p>	<p>Evidence reviewed at audit:</p> <ul style="list-style-type: none"> <li>• Management Agreement between Mallee Community Skills Development Centre Inc and Aust-Link Pty Ltd</li> <li>• Lease for Karkaroc Industrial Skills Centre – renewed for another 20 years in 2012</li> </ul>	<p>No rectification required.</p>

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	<ul style="list-style-type: none"> <li>• Asset Register &amp; Currency Statement for Business Pack insurance policy</li> </ul> <p>Service Agreements</p> <ul style="list-style-type: none"> <li>• Skills Victoria</li> <li>• Vic Roads</li> <li>• VWA</li> </ul>	
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