

## AQTF Post Initial Audit

RTO: Angliss Neighbourhood House

Audit Date: 24/3/10

## AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	Angliss Neighbourhood House		
Address	2/11 Vipont St Footscray 3011		
NTIS Number	6389	Website	
Registration Contact	Meg Higgins		
Phone Number	9687 9908	E-mail	angnh@vicnet.net.au
Student Numbers	140		
AUDIT TEAM			
Lead Auditor	Anna-Louise Allen	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Katherine Papastathopoulos		
Phone Number	03 9651 3225	E-mail	Papastathopoulos, Katherine A [papastathopoulos.katherine.a@edumail.vic.gov.au]
AUDIT DETAILS			
Type of Audit	Initial/Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic		
Standards audited	1,2,3		
Conditions audited	6		
Audit Date/s	10/3/10		
Other audit notes	This RTO is a small Neighbourhood House providing ESL and General education classes to their local community.		
FOCUS OF AUDIT			
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE			
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)		Delivery Site
21771VIC	<a href="#">Certificate I in General Education for Adults (Introductory)</a> <a href="#">Expiry Date 31/12/2011</a>		Notified as operating in ( VIC )
21932VIC	<a href="#">Certificate II in ESL (Access) Expiry Date 31/12/2013</a>		Notified as operating in ( VIC )

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INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)	
Jenny Penfold	ESL & CEGA Trainer
Meg Higgins	RTO Manager
Students	Certificate II in ESL (Access)

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Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p><b>The RTO was compliant with elements 1.1, 1.2 and 1.4.</b></p> <p><b>1.3 Assessment Strategies</b></p> <p>Learning and assessment strategies are in place for all 7 items on the scope of registration. The detail has appropriate staff and resources to deliver these programs. The assessment strategies nominated for all the qualifications are not currently supported by fully developed tools. These will need to be developed in line with the guidelines provided by the CMM at the validation meetings that the RTO is currently attending.</p> <p><b>Recommendation</b></p> <p><b>The RTO must complete the development of a set of Assessment tools to support all qualifications on their scope of registration, including those not currently being delivered.</b></p> <p><b>Given that the RTO is working with the CMM this task could be shared among the other ACFE RTOs who are in the same situation.</b></p> <p><b>1.4 Staff</b></p> <p>Two trainer files were audited and contained the required information. The auditor alerted the RTO to the fact that the VRQA guidelines due to take effect in July 2010 does require signed CV, professional development log and trainer assessor matrix.</p> <p><b>It is suggested that the RTO revise their current procedures to ensure that staff files contain the following:</b></p> <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/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>	Compliant	
	Non-compliant	✓
	Not audited	

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**1.5 Assessment**

Assessment tools are not in place to support the RTOs full scope of registration. The trainers are currently developing assessment tools to support the certificates they are delivering this year. As a result of this audit they are aware now that they need to develop assessment tools and processes for all qualifications on their scope. Some assessments are valid, however most currently in place are not. Following the PD that the trainer has attended she has a process in place to develop and update existing assessment resources to achieve compliance. The Professional Development Activity also provides an opportunity for the ACFE sector to share the workload associated with this development.

The auditor supports the process that the RTO is currently undergoing with mapping the assessment tools to the mandatory requirements of the unit. The RTO will also need to develop assessment tools to support both those qualifications being delivered as well as those that are not being delivered. The VRQA guidelines which come into effect in July 2010 require the following:

For each unit of competency( or cluster of competencies):

- clear advice to students as to how the unit(s) will be assessed
- assessment tasks for the unit(s) that are consistent with and meet the requirements of the unit(s) of competency
- a mapping of skills and knowledge and critical aspects of evidence against assessment tasks
- a mapping of employability skills against assessment tasks
- an indication of how industry has been involved in the development of the assessment approaches
- a clear set of assessment criteria/model answers for each assessment task
- an assessment record sheet for each assessment task
- an overall assessment record sheet for the unit(s) of competence to show achievement of the participant against each of the specified assessment tasks, signed by both assessor and student
- a documented assessment validation approach
- an information guide for assessors on the process of assessment used by the RTO
- a rigorous process to ensure that no student can be recorded as competent without clear evidence that they have successfully completed all specified assessment requirements including ensuring that assessment record sheets include reference to all required assessments consistent with the matrix provided in the delivery and assessment plan

This proformas being used to develop and document the assessment tools and processes are consistent with these requirements.

**Recommendation**

**It is recommended that the RTO complete the process that they have started to develop assessment tools and processes to support all qualifications on their scope of registration.**

**It is recommended that the RTO work with others in their network to achieve this process within a reasonable timeline and workload**

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<b>Strengths</b>
<b>Opportunities for Improvement</b>

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<b>Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients</b>		
<b>Audit conclusion</b>	<b>Result</b>	<b>✓</b>
The RTO is compliant with elements 2.1, 2.2, 2.4, 2.5 & 2.6.	Compliant	✓
<b>2.3 Support from employers</b> This element is not applicable, as the clients are not employed.	Non-compliant	
	Not audited	
<b>Strengths</b>		
<b>Opportunities for Improvement</b>		

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<b>Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates</b>		
<b>Audit conclusion</b>	<b>Result</b>	<b>✓</b>
The RTO is compliant with elements 3.1 and 3.3	Compliant	✓
<b>3.2 Subcontracting</b> Not applicable – The RTO does not subcontract	Non-compliant	
	Not audited	
<b>Strengths</b>		
<b>Opportunities for Improvement</b>		

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Condition 6 – Certification And Issuing Of Qualifications And Statements Of Attainment		
Audit conclusion	Result	✓
<p>The RTO is issuing compliant certificates and statements of attainments.</p> <p>These comply with the guidelines for the use of logos and meet the requirements of the AQF Handbook.</p>	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		



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**AQTF 2007 Essential Standards for Registration  
Acceptance Form**

<b>RTO Name:</b> Angliss Neighbourhood House	<b>TOID:</b> 6389
<b>RTO Contact:</b> Meg Higgins	<b>Contact Phone Number:</b> 9687 9908
<b>Audit Type:</b> Re-registration Audit	<b>Audit Date:</b> 10/3/10
<b>Auditor's Name:</b> Anna-Louise Allen	
<p>The RTO accepts the findings of the audit in full      Yes / No</p> <p>OR</p> <p>Where the RTO disputes the audit findings the reasons should be detailed in the "Provider Comments" document attached. This page together with any comments on the audit findings should be faxed or e-mailed back to the auditor within four days of the audit visit.</p>	
Auditor's Signature: .....  Name of Auditor: Anna-Louise Allen  Date: .....	CEO's Signature: ..... (or authorised representative) Name of CEO: ..... (or authorised representative)  Date: .....

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**Provider Comments**

RTO:

Audit Date(s):

AQTF  
(Reference)

Comments

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