

| RTO DETAILS | | | | | |
|--|---|-------------|--|---------------|-----------|
| RTO Name | Campbell Page | NTIS Number | 60162 | | |
| Address | 54 Main Road Moonah | | | | |
| | | Website | www.campbellpage.com.au | | |
| Registration Contact | Fiona Cumberland, Manager Training Services Tasmania | | | | |
| Phone Number | 03 6214 5058 | Email | fiona.cumberland@campbellpage.org.au | | |
| Student Numbers | | | | | |
| | | | | | |
| Lead Auditor | Estelle Clerk | Auditor/s | Ian Whitehouse | | |
| Technical Advisor/s | | Observer/s | | | |
| REGISTERING BODY DETAILS | | | | | |
| Contact Person | Estelle Clerk | | | | |
| Phone Number | 03 6216 4246 | Email | estelle.clerk@tqa.tas.gov.au | | |
| AUDIT DETAILS | | | | | |
| Type of Audit | Post Initial | Renewal | Monitoring | Complaint | Strategic |
| Standards audited | | | | | |
| Audit Date/s | 7 December 2010 | | | | |
| Other audit notes | | | | | |
| ACCOMPANYING REPORTS | | | | Yes | No |
| Continuing Registration – Conditions 1– 9 | | | | | |
| FOCUS OF AUDIT | | | | | |
| QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE | | | | | |
| NTIS Code | Qualification/Unit of Competence/Accredited Course (as per NTIS) | | | Delivery Site | |
| CHC30108 | Certificate III in Community Service Work | | | | |
| RTS30102 | Certificate III in Conservation and Land Management | | | | |
| CHC50908 | Diploma of Children's Services (early childhood education and care) | | | | |
| CHCOHS1001A | Work safely in the construction industry | | | | |

| INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name) | |
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AUDIT SUMMARY

| Standard 1: The RTO provides quality training and assessment across all of its operations | | |
|--|---------------|---|
| Audit conclusion | Result | |
| <p>The RTO was non compliant with Standard 1.</p> <ul style="list-style-type: none"> The RTO demonstrated compliance with elements 1.1 and 1.3 Non compliance findings were raised against elements 1.2, 1.4 and 1.5 (see attached element reports) <p>The RTO has processes in place to ensure it provides quality training and assessment across all of its operations. The RTO has a number of mechanisms to gather data about its training and assessment services. The RTO gathers information from clients and industry through feedback and consultation and internally via validation processes and regular internal meetings. The evidence sighted at audit was focussed on the collection of data. Analysis of data about training and assessment services is considered by management or field of learning teams who identify opportunities to improve training and assessment arrangements.</p> <p>Staff, facilities, equipment and training and assessment materials used by the RTO are generally with the requirements of the Training package and the RTO's own training and assessment strategies. Refer to the finding against element 1.5 (assessment). The RTO has processes in place to ensure that the resources used, including the workplace, are appropriate.</p> | Compliant | |
| | Non-compliant | ✓ |
| | Not audited | |
| Opportunities for Improvement | | |
| <p>The RTO may wish to consider standardising its work placement approach and checklists to have a more consistent approach for each of the RTO areas of operation.</p> <p>The use of placement checklists was ad hoc. Campbell Page may consider reviewing this.</p> | | |

| Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients | | |
|---|---------------|---|
| Audit conclusion | Result | |
| <p>The RTO was compliant with Standard 2.</p> <p>Campbell Page has a clear understanding of what its target market is, and who are the key groups of clients it delivers training and assessment services too. The RTO attends meetings with clients to negotiate programs and short courses to meet client needs, for example attending JSA meetings.</p> <p>The RTO collects information on how client services are meeting the needs of clients through a number of formal and informal mechanisms. The RTO gathers regular feedback from both learners and employers. This information is collected by using feedback forms, consultation processes, discussion and complaints data. Evidence that Campbell Page is continuously improving clients services included evidence of the review and update to the information handbook for clients.</p> <p>Campbell Page provides clients with accurate and sufficient information to make an informed choice about their enrolment or agreement. The RTO has induction processes and course orientation sessions to provide learners with information about the training, assessment, support services and their rights and obligations. Information is also available in the Information Handbook provided to clients. Information is also provided to employers when negotiating an agreement or training plan.</p> <p>The RTO works with Job Services Australia and employers to ensure learners receive support from all parties engaged in their training and assessment. Campbell Page develops a training plan for all clients to ensure it is clear what the training and assessment program involves. Where the learner is employed and receiving support from the employer to complete the training program, opportunities to utilise the workplace for training and assessment activities are undertaken.</p> <p>Learners receive training, assessment and support services that meet their individual needs. Prospective learners have an induction interview as a one-on-one session with either the relevant trainer or coordinator. Through induction and enrolment processes trainers and coordinators ask the learner to self disclose any barriers to completing the training program. The RTO uses LLN assessments and considers preferred learning styles. Trainers and coordinators are also aware of potential indicators of barriers to learning, and as the RTOs target market includes some client groups that tend to have barriers to learning, trainers and assessors monitor how students are progressing throughout their training and assessment program. The RTO outlined the processes used to provide every reasonable opportunity for learners to complete their individual training programs.</p> <p>The RTO uses hard copy student files to retain evidence of enrolment and information relating to the training and assessment program. A file checklist to ensure complete and correct documentation is retained on student files was implemented in October 2010. Campbell Page use VETtrak to store records of students' results. Assessors provide RTO administrative personnel with assessment records and the data is entered into VETtrack in a timely manner. The RTO has processes in place to ensure records are accurate and up-to-date.</p> | Compliant | ✓ |
| | Non-compliant | |
| | Not audited | |

Campbell Page provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively. There were some minor inconsistencies in the RTOs documentation regarding how complaints and appeals should be managed. Despite this, the RTO provided sufficient evidence that when complaints are received they will be addressed efficiently and effectively. The RTO maintains a register of complaints and discusses relevant complaints and team meetings. This information is used to assist the RTO to avoid any future similar complaints and to improve procedures.

Strengths

Campbell Page RTO representatives clearly and consistently articulated who the organisations client groups are and the mechanisms and processes the RTO has put in place to ensure it provides appropriate services to meet the needs of its target market.

Opportunities for Improvement

To avoid any potential confusion, the RTO may consider consistently using either the term complaint or grievance.

The RTO may wish to review documentation to ensure information about how complaints and appeals are managed is clear. The complaints handling process was inconsistent with the information provided to clients and the complaints procedure included a reference to ESOS requirements, but the RTO is not registered to provide education to overseas students studying in Australia.

Trainers and assessors tell learners about the requirement for learners to take a police check before commencement or work placement. The RTO may wish to formalise this information to ensure learners understand the requirement before enrolling in qualifications where this is relevant.

AUDIT REPORT
Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates
Audit conclusion

| Result | ✓ |
|---------------|---|
| Compliant | |
| Non-compliant | |
| Not audited | |

The RTO was non compliant with Standard 3

- The RTO demonstrated compliance with elements 3.1, 3.2 and 3.3
- A non compliance finding was raised against element 3.4 (see attached element report)

Feedback is gathered from employers. Campbell Page has developed its own feedback tools that are used in addition to the quality indicator employer survey. Information gathered through these processes enables the RTO to ensure employers are receiving the services detailed in their agreements with the RTO. Feedback and ongoing consultation with clients is used to confirm that the RTOs management of operations enables clients receive the services detailed in their agreement with the RTO. Campbell Page had reduced its scope of registration to focus on the areas that are its strengths and to ensure it has the capacity to provide quality training and assessment services in those fields of learning.

The RTO conducts internal audits on an annual basis. The internal audit report identifies actions to be taken. The RTO monitors actions are completed. The RTO has regular meetings with staff to communicate about a number of matters including any changes to the RTOs management system. Examples provided at audit included provision of a list of the current policies, procedures and forms that staff are to adhere to and information about the procedure on how to deliver training and assessment (which staff are advised can be used to write strategies and tender documents).

The RTOs regular meetings include leadership team training and learning, training services and field of learning meetings. The RTO is implementing systematic validation system and has assigned responsibility for validation to individuals.

Campbell Page have been reviewing policies and procedures and regularly communicating to staff updates to ensure current policies and procedures are being used. In some instances, management documents sighted at audit did not reflect the RTOs current practice. This had been identified by the RTO and ongoing review and implementation of updated policies is planned.

The RTO was effectively monitoring training and assessment services provided on its behalf. The RTO has agreements in place and has processes to confirm services delivered under partnering arrangements comply with the AQTF Essential Conditions and Standards for Continuing Registration.

Opportunities for Improvement

The RTO has assigned responsibility for validation by at the time of audit hadn't developed instructions or procedures detailing how RTO management expect those who have been assigned responsibility to manage the validation processes for the qualification or field of learning that the individual is responsible for.

AUDIT PAPERS

STANDARDS AND ELEMENTS

Standard 1: The RTO provides quality training and assessment across all of its operations

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.

Intent: All training and assessment strategies meet the requirements of the Training Package or accredited course. All training and assessment strategies are clearly informed by industry consultation and are systematically reviewed.

| Evidence | Result | |
|--|---------------|---|
| | Compliant | |
| The RTO did not have strategies for CPCCOHS1001A Work Safely in the construction industry. | Non-compliant | ✓ |
| Strategies didn't reflect the RTOs current practice. Strategies could more clearly articulate assessment requirements. For example, clearly describe holistic assessment requirements, and the number of assessment methods or tasks to be completed. Strategies are a guide to trainers and assessors and clarifying assessment information is a mechanism for ensuring that critical aspects of evidence are met (particularly where there are requirements for repeat performance or assessment in particular contexts. It was noted that a number of RTO staff attended professional development including the strategies workshop. | Not audited | |

Findings

The RTO did not have strategies for training and assessment for all qualifications or stand alone units on its scope of registration. This was rectified following the audit.

- 1.4 Training and assessment is delivered by trainers and assessors who:**
- a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and
 - b) have the relevant vocational competencies at least to the level being delivered or assessed, and
 - c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and
 - d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

Intent: All trainers and assessors of nationally recognised training meet nationally agreed competency requirements and continue to develop their competence.

| Evidence | Result | |
|--|---------------|---|
| <p>The RTO did not have a trainer/assessor who had the competencies to deliver and assess Conservation and Land Management.</p> <p>Campbell Page had a trainer and assessor matrix to ensure competencies including professional development activity register. Trainers and assessors listed in this matrix has the required training and assessment and vocational competencies, current industry skill and are continually developing their VET and industry competence. With the exception of Conservation and Land Management , trainers and assessors had good knowledge and skill sets for each of the qualification areas sampled.</p> | Compliant | |
| | Non-compliant | ✓ |
| | Not audited | |

Findings

The RTO did not have trainers and assessors with the relevant vocational competencies to deliver all qualifications on its scope of registration.

Campbell Page removed Conservation and Land Management qualifications from scope and has systems in place to ensure training and assessment is deliver by trainers and assessors who meet the competency requirements. This finding has been rectified.

1.5 Assessment including Recognition of Prior Learning (RPL):

- 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.

Intent: Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.

| Evidence | Result | |
|---|---------------|---|
| <p>At audit there was insufficient evidence that principles of assessment and rules of evidence are consistently applied in relation to:</p> <ul style="list-style-type: none"> - White card assessment - Assessment tools not mapped (where holistic occurs) for some qualifications/units sighted at audit - There was insufficient evidence that RPL assessments met the requirements of element 1.5. The assessor could not explain how RPL assessment judgements met the requirements and rules of evidence <p>There appears to be some inconsistency of training and assessment application – possible risk of over assessment and under assessment. The RTO may consider if there are clear instructions to guide assessors in the assessment tools. The current implementation of validation processes provides the opportunity to improve RTO processes to ensure assessment is meeting training package requirements, principles of assessment and rules of evidence. Some validation activity is occurring, but it is unclear if the RTO is moderating assessment judgements to ensure consistency.</p> | Compliant | |
| | Non-compliant | ✓ |
| | Not audited | |

Findings

The RTO was unable to provide evidence that the RTO consistently ensures that "Assessment including RPL (b) is conducted in accordance with the principles of assessment and the rules of evidence".

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates.

3.4 The RTO manages records to ensure their accuracy and integrity.

Intent: Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the *AQTF Essential Conditions and Standards for Continuing Registration*.

| Evidence | Result | |
|---|---------------|---|
| <p>The RTO records are stored in hard copy student files, VETtrak and on the RTOs file server. The RTO was able to demonstrate that records of student participation and process are accurate and current.</p> | Compliant | |
| | Non-compliant | ✓ |
| | Not audited | |
| <p>The RTO has been working on updating management system documentation and training staff to ensure policies, procedures and relevant documents are consistent with practice. At the time of audit there were a number of out of date forms, for example STEPS complaint for and STEPS enrolment for were being used. Inconsistencies between documents, for example documents detailing the complaints procedure were sighted. The status of policies, procedures and forms sighted at audit was unclear. The auditors sighted the list of current RTO documentation that had been provided to staff but other forms that were not on the current / endorsed list of documentation were provided as evidence.</p> | | |
| <p>The auditors determined that the RTO does have processes in place to manage complaints effectively and it uses a systematic approach to the management of operations for example, but the records did not fully reflect how the RTO is operating. Campbell Page has been through a period of change and is working on improving processes to ensure its operations are in accordance with the standards. The RTO was unable to provide evidence that it has updated records to ensure they are consistent both with practice and with other RTO documentation.</p> | | |
| Findings | | |
| <p>RTO records were inconsistent and did not reflect the practice of the RTO.</p> | | |

From: Estelle Clerk [estelle.clerk@tqa.tas.gov.au]
Sent: Thursday, 7 April 2011 1:36 PM
To: Marilyn Green
Subject: RE: AQTF Audit Report

Hi Marilyn

I've reviewed the information you've sent through.

1.2 (strategies)

- cleared on receipt of strategies for CHCOHS1001A

1.4 (trainer & assessor competencies)

- cleared when RTS30102 was removed from scope

1.5 (assessment) – cleared, evidence as detailed below

- Validation – procedure and meeting evidence tool sighted.
- Strategy template includes instructions about RPL and validation
- RPL application form sighted
- RTO identified actions to improve assessment records and practice

3.4 (records management)

- 3.4 was one of the four findings called, you and Fiona both signed the audit closing meeting checklist that listed the audit findings. We spoke about element 3.4 in conjunction with element 3.2 and as explained in the closing meeting advised that we were not going to call a finding against both elements, because of TQA policy to avoid calling multiple elements for the same reasons, but there were linkages between the issues sighted. The RTOs management system documentation in many cases didn't reflect practice. This means there are two areas to look at in clearing this finding
 - o how records are stored, accessed, backed-up, archived etc and how RTO mgt and staff know the current documents are being used and
 - o how the RTO ensures that records are up to date and reflect practice.
- I've reviewed the documents and communications detailing the issues and actions re: migration of records and documentation and version control.
- I've noted that you have reviewed and updated the complaints processes. Our expectation following an audit is that RTOs not only fix the gaps to clear the findings but ensure that the issue identified in the sample is not occurring across the breadth of its operations. As we noted in the closing meeting and the audit report the RTO was unable to provide evidence that it has updated records to ensure they are consistent with both practice and other RTO documentation.
- I've noted that you are having future meetings regarding records management with IT and other RTO staff.
- We agreed at audit that an action plan could be submitted to clear the audit finding. When accepting an action plan to clear a finding we need to see clear and specific actions so TQA staff can monitor that the RTO is making changes to ensure its operating in compliance.

General comments / opportunities for improvement:

- Please review the definition of credit transfer in the RPL application – see the AQTF definition in the Users Guide.
- Consider if it's useful to have a validation schedule so RTO management and staff can track what quals/units are scheduled to be validated when

Please ask if you have any questions,

Kind regards

Estelle Clerk - Quality Assurance Officer - Tasmanian Qualifications Authority
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www.tqa.tas.gov.au

From: Marilyn Green [mailto:Marilyn.Green@campbellpage.org.au]
Sent: Monday, 4 April 2011 10:24 AM
To: 'estelle.clerk@tqa.tas.gov.au'
Cc: Chris Gandy; Fiona Cumberland
Subject: FW: AQTF Audit Report

10/04/2011