

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	Universal Institute Of Technology	NTIS Number	22096
Address	Suite 6, Level 6, 365 Little Collins Street, Melbourne VIC 3001		
		Website	
Registration Contact	Rizwan Ahmed		
Phone Number	03 8676 0419	E-mail	rizwan@universell.com.au
Student Numbers	Requested maximum number - 170		
AUDIT TEAM			
Lead Auditor	John Molenaar	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number		E-mail	
AUDIT DETAILS			
Type of Audit	Initial AQTF (in conjunction with a CRICOS Audit)		
Standards audited	AQTF 2007 1,2,3,		
Conditions audited	1 - 9		
Audit Date/s	25/26 March 2008		

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

Other audit notes		
FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
ICP30205	Certificate III in Printing and Graphic Arts (Graphic Pre Press)	Suite 6, Level 6, 165 Little Collins Street, Melbourne VIC 3001
CUF50101	CUF50701 Diploma of Multimedia	Suite 6, Level 6, 165 Little Collins Street, Melbourne VIC 3001
BSB41101	BSB41101 Certificate IV in Business Management	Suite 6, Level 6, 165 Little Collins Street, Melbourne VIC 3001
BSB50401	BSB50401 Diploma of Business Management	Suite 6, Level 6, 165 Little Collins Street, Melbourne VIC 3001

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name)		
Rizwan Ahmed	Director	
Safwan Ahmed	Marketing Manager	
Jasmine Liew	Student Services Officer/Administration	
Tom Valcanis	Administration Manager	

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

Silvanna – Trainer/assessor	Certificate IV in Business Management Diploma in Business Management	
Rita- Trainer/assessor	Certificate IV in Business	
Val - Trainer/assessor	Certificate IV in Business Management Diploma in Business Management	
George - Trainer/assessor	CUF50101 Diploma of Multimedia	
Jason Trainer/assessor	ICP30205 Certificate III in Printing and Graphic Arts (Graphic Pre Press)	

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

AUDITOR DECLARATION

I have examined the application from the above named organisation against the Australian Quality Training Framework 2007 *Essential Standards for Registration* for the purpose of initial registration. It is my opinion that the organisation *meets* the requirements in the standards for the training identified in their application.

Name of Auditor ...John Molenaar.....



Signed Date 9/4/08

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

AUDIT REPORT

Summary of Audit

Organisation overview

Universal Institute of Technology is located in the Melbourne CBD and has been established to delivery mainly to international students.

A lease agreement has been sighted providing ongoing rent for a period of three years with the option of a further three years. The organisation employees a Managing Director, Marketing Manager, Systems/Administration Manager, Receptionist/Student Support Officer. Four qualifications will be on the initial scope of registration and the organisation has adequate resources and facilities for a maximum capacity to deliver to 170 students.

Materials referenced include:

Policy and procedure aligned with the AQTF 2007

Lease document

Currency Certificates for Public Liability and Professional Indemnity Insurance, Buildings and Contents Insurance

Marketing Brochure

Student and Staff feedback Forms

Enrolment/Application Form

Agreement

Records Management System

Training and Assessment Strategies and resources

Trainer/Assessor Files

No.	Audit Findings	Recommendations
1	<p>1.1 A systematic approach to the collection of information, analysis of information and processes for identifying opportunities for improvement was not evidence.</p>	<p>Recommendation Develop a continuous improvement process that coordinates collection, analysis and improvement activities</p> <p>Rectification sighted 26/3/2008 Sighted a flow diagram showing the components of the continuous improvement system which identifies a Continuous Improvement Review meetings. Sighted the draft agenda and minutes. A Continuous Improvement Process is outlined in a workflow document that identifies the key components of the Continuous Improvement Plan.</p>

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>These strategies bring together the diversity of collection strategies, analysis strategies into systematic approach.</p> <p>Universal Institute of Technology is now compliant with Standard 1.1</p>
2	<p>1.4 Trainer/assessors resumes were not signed as original copies.</p>	<p>Recommendation Trainers/assessors need to sign their resumes and resumes need to be certified as original copies by the Managing Director.</p> <p>Sight signed and Certified copies of resumes for all trainers/assessors. 9/4/08</p> <p>Universal Institute of Technology is now compliant with Standard 1.4</p>
3	<p>1.2 CUF50701 Diploma of Multimedia Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 42 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways.</p> <p>Learning and assessment resources for this qualification were not completed at the time of audit.</p>	<p>Recommendation Complete Learning and assessment resources for the qualification CUF50101 Diploma of Multimedia</p> <p>Sighted completed resources 7/4/08</p> <p>Universal Institute of technology is now compliant with Standard 1.2</p>

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

Ref	Procedural Tests	Evidence/Results of Tests	Compliance (C or NC)
1	<u>Training Package Requirements:</u> (Std 1.2, 1.3, 1.5)		
1.1	For each Training Package and/or Accredited Course being applied for identify and document the particular requirements of the Training Package and/or Accredited Course that the applicant should have in place that would include resources, equipment, facilities, types of assessment modes, etc	<p>BSB01 Business Services (Revised in 2004) Careful attention will be paid to the language, literacy and numeracy requirements of the Units of Competency, the knowledge and skill requirements and the Key Competencies. The Key Competencies require assessable components of units in the Business Services Training Package. The learning and assessment strategy and assessment tools reviewed provide evidence of these considerations.</p> <p>In assessing these units, and in the development of programs to acquire competency, it is essential that the competencies are enlivened by placement in the context of particular businesses. Practical exercise in the learning resources and assessment tasks focus on learning and assessment in given contexts.</p> <p>Units of Competency in the Business Services Training Package may be assessed in the workplace or in a simulated environment. Simulated work environments are provided through case study approaches and role plays. The simulations represent what actually occurs in the workplace, and attempts to replicate an actual work setting providing opportunities to reflect time pressures and deadlines, complexity of dealing with multiple tasks, prioritising among competing tasks, dealing with customers, including difficult ones, • work with others in a team, communicate with diverse groups, test solutions to problems, explore health and safety issues.</p> <p>Assessment tasks focus on - answering practically oriented, applied knowledge questions and students are required to show the level of written and verbal expression sufficient for work requirements.</p> <p>BSB41101 Certificate IV in Business Management Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 21 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways. Identified Trainer – Rita Sciulli</p>	

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>Small PRINT resources are used to deliver the content, these are customised by trainers in response to individual learner needs.</p> <p>Reviewed the following resources in support of the delivery of Certificate IV in Business Management:</p> <ul style="list-style-type: none"> Learning and assessment resource mapping Learning and Assessment strategy Weekly planner term1, Weekly Planner Term 2 <p>Reviewed the lesson plans for the following Units:</p> <ul style="list-style-type: none"> BSBCMN411A Monitor a safe workplace BSBCMN404A develop teams and individuals <p>Reviewed the following assessment resources for the Units:</p> <ul style="list-style-type: none"> BSBCMN411A Monitor a safe workplace BSBCMN404A develop teams and individuals <p>The following Assessment and RPL tools and information were provide each of the above units:</p> <ul style="list-style-type: none"> Assessment tasks for each unit Information for assessors to support the assessment of each units RPL/RCC Assessment Sheet for use of assessors RPL/RCC Portfolio Cover Sheet for the use of the candidate. Information for candidates in the preparation of an RPL portfolio A candidates Evaluation of Assessment record. Evaluation of Assessment Tools and procedures record Candidates Evaluation of assessment Survey form <p>BSB50401 Diploma of Business Management</p> <p>Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 42 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways.</p> <p>The Precision or Pearson resources will be adapted to deliver the Diploma of Business Management.</p> <p>Reviewed the following resources in support of the delivery of Diploma of Business Management.</p> <ul style="list-style-type: none"> Learning and assessment resource mapping Learning and Assessment strategy Weekly planner term1, Weekly Planner Term 2 	
--	--	--	--

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>Reviewed the lesson plans for the following Units: BSBMGT502A management people performance BSBMGT505A Ensure a safe workplace</p> <p>Reviewed the following assessment resources for the Units: BSBMGT502A management people performance BSBMGT505A Ensure a safe workplace</p> <p>The following Assessment and RPL tools and information were provide each of the above units: Assessment tasks for each unit Information for assessors to support the assessment of each units RPL/RCC Assessment Sheet for use of assessors RPL/RCC Portfolio Cover Sheet for the use of the candidate. Information for candidates in the preparation of an RPL portfolio A candidates Evaluation of Assessment record. Evaluation of Assessment Tools and procedures record Candidates Evaluation of assessment Survey form</p> <p>Current copies of Training Packages were sighted. Trainers have been involved in the development of the Learning and Assessment strategies. Discussed the development process with each staff member involved in the delivery and assessment at the time of the audit. It is proposed to establish Industry Committees to review learning and assessment strategies and implementation and provide input to the further development of the strategies. All identified trainers and assessors were interviewed to discuss learning and assessment strategy development and deliver and assessment tools.</p> <p>ICP05 Printing and Graphic Arts Training Package Industry standard software may include: a wide range of programs, some current examples of which may be: Director, Flash, Soft Image Competence apply to a range of industry sectors. The focus of assessment will depend on the industry sector. Assessment must be customised to meet the needs of the particular sector in which performance is being assessed. Assessment should only address those variable circumstances, listed in the range of variables statements, which apply to the chosen context. Method and context of assessment may take place on the job, off the job or a mix of both of these. Off the job assessment must be undertaken in a closely simulated workplace environment. Assessment may incorporate a range of methods to assess performance and the application of essential underpinning knowledge, and might include: practical demonstration (direct observation may need to occur on more than one occasion to establish consistency of performance), role play, case studies, work samples or simulated workplace activities, oral questioning/interview aimed at</p>	
--	--	---	--

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>evaluating the processes used in developing and realising the creative concept, projects/reports/logbooks, third party reports and authenticated prior achievements, portfolios of evidence which demonstrate the processes used in developing and realising the creative concept. Resource requirements - access to a range of resources and equipment currently used by the multimedia industry. Unit requirement - <i>CUFFIMA03A Create 2D digital animation</i></p> <ul style="list-style-type: none"> • production of two different sequences incorporating 2D animation according to job specifications and the listed performance criteria • finding and using information relevant to the task from a variety of information sources • the development of creative graphic images which met practical requirements including type of production and resource constraints, in particular budgetary constraints • effective verbal and written communication with a range of individuals/organisations • knowledge and application of a range of 2D graphic production methods and equipment <p>Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 42 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways. Sighted the weekly planner that identifies learning clusters – OHS and Support, Graphic Pre-press Sector, Graphic Design 1, Web Design, Sighted the lesson Plan for the units:</p> <p><i>CUFFIMA03A Create 2D digital animation</i> <i>ICPPMM344B Manipulate and incorporate audio into multimedia presentations</i> Sighted assessment tasks for these units. Identified Trainer/assessor – Jason Brown</p> <p>CUF01 Television, Radio, Multimedia Industry Training Package Qualifications apply to a range of industries, ie. film, television, radio and multimedia. The focus of assessment will depend on the industry involved. Assessment must be customised to meet the needs of the particular industry and industry sector in which performance is being assessed. Assessment should only address those variable circumstances, listed in the range of variables statements, which apply to the chosen context. Assessment tools sight provide for customisation. It is intended that participants will gain a breadth of industry knowledge, encompassing the full range of industry contexts, with no bias towards individual industry specialisations. Ability to source industry information and general knowledge of the industry, including main roles, functions and inter-relationships of different sectors, with a more detailed knowledge of issues which relate to a specific sector or workplace has been included in learning strategies.</p>	
--	--	--	--

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		Off the job assessment will be undertaken in a closely simulated workplace environment and incorporate a range of methods to assess performance and the application of essential underpinning knowledge. Resource requirements include access to a range of relevant and current industry information materials listed in the range of variables statement. Simulated workplace activities are to be undertaken using a range of relevant and current material appropriate for the industry sector.	
2	Assessment Tools (Std 1.2, 1.3)		
2.1	<p>For each Training Package select and document a sample of 2 qualifications and at least 2 units of competency for each of the qualifications and verify that the assessment tools in place are valid, rigorous and comply with all of the Training Package and/or Accredited Course requirements.</p> <p>If the provider is non-compliant in any of the qualifications sampled, select an additional unit from each qualification sampled.</p> <p><i>(NB: the units selected should focus on the higher risk or more complex units in terms of delivery and assessment).</i></p>	<p>ICP30205 Certificate III in Printing and Graphic Arts (Graphic Pre Press)</p> <p>Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 42 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways.</p> <p>Sighted the weekly planner that identifies learning clusters – OHS and Support, Graphic Pre-press Sector, Graphic Design 1, Web Design,</p> <p>Sighted the lesson Plan for the following units: <i>CUFFIMA03A Create 2D digital animation</i> <i>ICPPMM344B Manipulate and incorporate audio into multimedia presentations</i></p> <p>Sighted assessment tasks for these units.</p> <p>Identified Trainer/assessor – Jason Brown</p> <p>CUF50701 Diploma of Multimedia</p> <p>Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 42 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways.</p> <p>Sighted learning and assessment resources for this qualification and specific session plans and assessment tools for the following units: CUEOHS1A Implement workplace health, safety and security procedures CUFGEN01A develop and apply industry knowledge.</p> <p>Identified Trainer – George Karastantis</p> <p>BSB41101 Certificate IV in Business Management</p> <p>Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 21 weeks X 20 hours, delivery strategies, evidence gathering techniques</p>	NYC

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>and program structure, staff delivering units, assessment validation processes, resources required, pathways. Identified Trainer – Rita Sciulli</p> <p>Reviewed the following assessment resources for the Units: BSBCM411A Monitor a safe workplace BSBCM404A develop teams and individuals</p> <p>The following Assessment and RPL tools and information were provide each of the above units: Assessment tasks for each unit Information for assessors to support the assessment of each units RPL/RCC Assessment Sheet for use of assessors RPL/RCC Portfolio Cover Sheet for the use of the candidate. Information for candidates in the preparation of an RPL portfolio A candidates Evaluation of Assessment record. Evaluation of Assessment Tools and procedures record Candidates Evaluation of assessment Survey form</p> <p>BSB50401 Diploma of Business Management Sighted Learning and Assessment Plan which identifies Units to be delivered, clients, Delivery and assessment arrangements - 42 weeks X 20 hours, delivery strategies, evidence gathering techniques and program structure, staff delivering units, assessment validation processes, resources required, pathways.</p> <p>Reviewed the following assessment resources for the Units: BSBMGT502A management people performance BSBMGT505A Ensure a safe workplace</p> <p>The following Assessment and RPL tools and information were provide each of the above units: Assessment tasks for each unit Information for assessors to support the assessment of each units RPL/RCC Assessment Sheet for use of assessors RPL/RCC Portfolio Cover Sheet for the use of the candidate. Information for candidates in the preparation of an RPL portfolio A candidates Evaluation of Assessment record. Evaluation of Assessment Tools and procedures record Candidates Evaluation of assessment Survey form</p>	
--	--	--	--

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

2.2	Ascertain whether strategies for training and assessment have been developed in consultation with industry.	The trainers for each qualification, who also work in the related industries have been involved in the development of training and assessment strategy. Universal Institute of Technology will establish an industry reference group for each qualification to seek further input to development of the strategies and review training and assessment strategies implemented.	C
2.3	Will any training and assessment services be provided for the RTO by another organisation? If so, verify that the RTO has in place a satisfactory process to monitor delivery to ensure that all aspects will be adhered to.	No other training provider will be involved in the delivery of training and assessment services.	N/A
3	<u>Staff Qualifications (Std 1.4)</u>		
3.1	Ascertain and document each staff member that will be delivering and assessing training and their qualifications and competencies.	<p>ICP30205 Certificate III in Printing and Graphic Arts (Graphic Pre Press) - Jason Brown Cert IV TAA RMIT June 2007 Graphic design Apprenticeship VLESC Dec 1986 Sighted resume which identifies relevant work experience in the printing and press area over a period of the last 15 years, professional development attended not included.</p> <p>CUF50101 Diploma of Multimedia - George Karastamatis Certificate IV in TAA NMIT Feb 2008 Certificate III in Multimedia NMIT April 2005 Certificate IV in Multimedia NMIT Oct 2006 Dip of Multimedia NMIT 2007 Adv Dip in Multimedia NMIT 2007 Sighted resume which identifies relevant work experience in the multimedia industry. Professional development attended not included.</p> <p>BSB41101 Certificate IV in Business Management - Rita Sciulli Certificate IV in TAA Feb 2006 Holmesglen Bachelor of Business Studies RMIT Dec 1997 Industry experience – has delivered the Cert III and IV in Business Management Resume provides an outline of professional development activities attended Opportunity for Improvement - prepare mapping of quals with units delivered.</p>	C

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>BSB50401 Diploma of Business Management - Michael Baron Master of Training and Development Edith Cowan 2006 Diploma of Training and Assessment Systems Holmeglen Jan. 2000 Certificate IV in Workplace Training (Category 2) Oct 1998 The Benson group Certificate in Small Business management Chalmers College May 1996 Sighted resume which provides evidence of industry experience and delivery experience.</p> <p>BSB50401 Diploma of Business Management - Val Tregoe SA 2081 Certificate IV in Workplace Training Dec 1998 University of Melbourne. Diploma of Business (Frontline management) Swinburne Dec 2007 Diploma of Business Management Swinburne Dec 2007 Sighted Resume which identifies experience in delivering Certificate IV and Diploma at a range of training organisations and recent professional development attended.</p>	
3.2	Examine staff files and verify that staff qualifications and competencies are consistent with the training and assessment that will be delivered.	<p>Sighted Staff Personnel files which include original copies of resumes and verified copies of qualifications as outlined above. Trainers have the required training and assessment qualifications (BSZ or TAA) and the required vocation qualifications, at least to the level that they are training.</p> <p>Opportunity for Improvement Map trainer/assessor qualifications and experience to the units of the qualification that they are delivering. Develop a personnel file checklist that includes – training qualifications, vocational qualifications, industry experience, professional develop attended. Develop a Resume checklist that provides guidance to trainers/assessors on what the organisation who like to see in resumes including - – training qualifications, Vocational qualifications, industry experience, professional develop attended.</p>	C
3.3	Verify that the documentation on file is valid and that copies have been certified as being true and correct copies of the originals by an appropriate person.	Sighted verified qualifications on file for each trainer/assessor.	C
3.4	Carry out tests to verify that any CVs on file correlate with qualifications and competencies documentation.	Reviewed trainer/assessor resumes and checked verified qualifications on file. These correlated for each trainer/assessor.	C

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

3.5	Verify that CVs on file are originals, with original signatures and are not copies. In the case of copies, enquire into the reasons(s) for this and assess the reasonableness of the explanation with other tests carried out.	<p>Trainer/assessors resumes were not signed as original copies.</p> <p>Recommendation Trainers/assessors need to sign their resumes and resumes need to be certified as original copies by the Managing Director.</p> <p>Rectification sighted 9/4/2008 Sighted resumes signed by trainers/assessors and verified by the managing Director. 9/4/08</p> <p>Universal Institute of technology is now compliant with Standard 1.4</p>	C
4	<u>Resources (Std 1.3)</u>		
4.1	For all the particular requirements of the Training Package(s) identified in 1.1. and for other resource requirements identified in the Training Package(s), verify and sight that all these resources are in place.	<p>Sighted Training facilities which include 5 classrooms .</p> <p>ICP30205 Certificate III in Printing and Graphic Arts (Graphic Pre Press) Resources includes computers, required software and printer (Epson Stylus 4400 (sighted purchase order)</p> <p>CUF50101 Diploma of Multimedia Resources i Include computers and required software</p> <p>BSB41101 Certificate IV in Business Management Resources include classroom equipped with delivery resources and equipment and access to a computers.</p> <p>BSB50401 Diploma of Business Management Resources includes classroom equipped with delivery resources and equipment and access to a computers.</p>	C
5	<u>Continuous Improvement (Std 1.1, 2.1, 3.1)</u>		
5.1	Ascertain and document what systems and/or processes the RTO has in place to ensure the identification of areas for improvement.	<p>Universal Institute has developed Policy and procedure – Continuous Improvement Policy, which identifies a range of strategies for collecting information. These include Internal Audit which is to be conducted twice year, coordinated by the RTO Manager.. A report will be prepared to identify non compliance issues and rectification requirements. The Managing. Director will review the implementation of the recommendations that result.</p>	C

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>Student Feedback Surveys are conducted at the completion of each term and includes obtaining feedback on the staff, the student services, feedback on the agent services, training and assessment strategies.</p> <p>Staff feedback Surveys are conducted every six months and include obtaining information about Management arrangements, the Institute environment, training and development strategies, training and assessment strategies, communication and involvement, performance and job security. Industry Committee Meetings minutes of meeting will be maintained.</p> <p>Operations meetings are conducted every six weeks involving the senior management team Staff meetings are facilitated and will involve all staff on a monthly basis. Sighted draft agendas which include a review of information collected on training delivery and support services</p> <p>Teacher evaluation will be conducted once each term to review consistency of delivery and course materials. Feedback is provided to teachers on collation of information collected.</p> <p>No information is provided on how the information is brought together, processed and continuous improvement opportunities identified</p> <p>Sighted: Student feedback form, Staff feedback form</p> <p>Findings</p> <p>A systematic approach to the collection of information, analysis of information and processes for identifying opportunities for improvement was not evidence.</p> <p>Recommendation</p> <p>Develop a continuous improvement process that coordinates collection, analysis and improvement activities</p> <p>Rectification sighted 26/3/2008</p> <p>Sight a flow diagram showing the components of the continuous improvement system which identifies a Continuous Improvement Review meetings. Sighted the draft agenda and minutes. A Continuous Improvement Process is outlined in a workflow document that identifies the key components of the Continuous Improvement Plan. These strategies bring together the diversity of collection strategies, analysis strategies into systematic approach.</p> <p>Universal Institute of Technology is now compliant with Standard 1.</p>	
--	--	--	--

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

		<p>Opportunity for Improvement Maintain an Action Registered showing actions to be taken, who is responsible, date for completion and actual completion. Develop a list of link with industry associations and networks eg Industry training Boards, Skills Councils, Curriculum maintenance managers, national website, Industry Associations, etc.</p>	
5.2	Are the systems in place satisfactory to identify and act on areas for improvement? Document any weaknesses.	See above. Systems have been developed to identify areas for improvement and to implement and monitor implementation	C
6	<u>Client Services</u> (Std 2.2, 2.6)		
6.1	Has the applicant in place a Student Manual (or similar document) that informs clients prior to enrolment and/or entering into a contract with the RTO, about: <ul style="list-style-type: none"> • Learning, assessment and support systems that will be provided to clients, and • The clients' rights and obligations. If the applicant has nothing in place, document the applicant's reason(s) for not having anything in place.	<p>Students receive the Marketing Brochure which provides information on Living in Australia, Institute facilities, resources and support services, specific course information including entry requirements, learning and assessment modes, institute policies and procedures, course requirements, student responsibilities, Term information, enrolment procedures. This information is provided largely to International students through education agents.</p> <p>Information will be available on the Institute's website.</p> <p>A Student Manual is provided to students on enrolment and clarified at an orientation program. This documents the rights and responsibilities of the Institute to students and also the rights and responsibilities of students.</p>	C
6.2	Verify that the RTO has in place procedures for handling complaints and appeals by clients.	<p>The organization has developed Complaints and Appeals procedure. Information about the procedure is provided to students in the Student Manual. The Student Contact Officer is the main source to assist with the lodging of formal complaints.</p> <p>An informal complaints procedure is available. Individual trainers are briefed on the implementation of this procedure.</p> <p>Staff are informed of the Complaints procedure at time of induction and referred to the website.</p>	C
6.2.1	Are these procedures satisfactory to ensure that complaints and appeals would be addressed efficiently and effectively?	A review of the informal and informal complaints and appeals procedures confirms that they satisfactory.	C

Victorian Registration & Qualifications Authority

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

	<i>(Obtain a copy of these procedures for the audit file).</i>	Opportunity for Improvement Develop a Complaints and Appeals register	
6.3	<p>Verify that the applicant has in place a fair and reasonable refund policy.</p> <p><i>(Obtain a copy of the policy for the audit file).</i></p>	<p>Sighted refund Policy which is included in the Student manual, Marketing Brochure and in Student Agreement. Review of the policy and procedure confirms that these arrangements are fair and satisfactory.</p>	C

AQTF Initial Registration Audit

RTO: Universal Institute of Technology

Audit Date: 25/26 March

7	<u>Records Management</u> (Std 3.3)		
7.1	<p>Document the applicant's record management procedures and state whether they are satisfactory.</p> <p>Review the proposed records management system especially in regards to student results and the requirement for them to be kept electronically for a period of 30 years. State whether they are satisfactory, or identify any areas that require improvement.</p> <p><i>(Auditor's note: In the event of closure of an RTO, the RTO must be able to provide for each student who has undertaken accredited training covered by the Scope of Registration the following information:</i></p> <ul style="list-style-type: none"> • Family name and first name • Residential postcode • Date of birth • Enrolment/commencement date • Code and title of course • Codes and titles of modules/units of competency • Modules/units of competency assessment results • Credentials and date issued) 	<p>VETrack provides a database for the management of student records management.. The following data is recorded in the system: Enrolments, staff profiles, fees paid and refunds given, Register of Complaints, register of qualifications issued, Document Register, Record of results, qualifications and statements of attainment Student surveys\RPL information. Sighted records management policy which requires that student records be kept electronically for 30 years.</p> <p>Findings Template Certificate and Statement of Attainment. The entity name is not used, only the trading name</p> <p>Recommendation Include the Entity name on all Certificates and marketing materials.</p> <p>Rectification sighted 26/3/08 Entity registered name is included on template certificates and Statements of Attainment.</p> <p>Opportunity for Improvement Include in Records Management Policy that the following information will be maintained in student records:</p> <ul style="list-style-type: none"> • Family name and first name • Residential postcode • Date of birth • Enrolment/commencement date • Code and title of course • Codes and titles of modules/units of competency • Modules/units of competency assessment results • Credentials and date issued) 	C