VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Australian Institute of Technology and Management Pty Ltd
Date of audit	25/10/2012

ORGANISATION DETAILS

RTO legal name	Australian Institute of Technology and Management Pty Ltd	**RTO ID number**	32111
Registered business trading name	Australian Institute of Technology and Management Pty Ltd	**ABN**	66125682966
Address	4 - 6 Warner Street FORTITUDE VALLEY QLD	**Postcode**	4006
Phone	07 3252 8006	**Fax**	07 3252 8009
E-mail	rrajah@aitm.edu.au	**Website**	http://www.aitm.edu.au/
Registration contact	**Name**	Mr Robinson Rajah	**Position**	Chief Executive Officer

AUDIT TEAM

Lead auditor	Ms Emma Betts	**Technical adviser/s**	N/A
Audit team members	N/A		N/A

ASQA CONTACT DETAILS

Phone	1300 701801 (ASQA Info line)	**E-mail**	compliancebrisbane@asqa.gov.au

AUDIT DETAILS

Audit type	☐ Renewal of registration ☒ Extension to scope of registration ☐ Compliance monitoring (incl. post-initial registration) ☐ Other:
Scope of audit	☒ Standards for NVR Registered Training Organisations ☐ Australian Qualifications Framework (AQF) ☐ Data Provision Requirements ☐ Fit and Proper Person Requirements ☐ Financial Viability Risk Assessment Requirements
Date of site visit	25 October 2012
Site/s visited	4 - 6 Warner Street FORTITUDE VALLEY QLD
Standards audited	15.2, 15.3, 15.4, 15.5, 16.3, 16.4, 17.3

ORGANISATION

The VET change to scope of registration application is to deliver:
- SIT30807 Certificate III in Hospitality (Commercial Cookery)
- SIT40407 Certificate IV in Hospitality (Commercial Cookery)
- SIT40707 Certificate IV in Hospitality (Patisserie)

The organisation has been registered as an RTO since 07/01/2010, delivering qualifications from the BSB07 and ICA11 Training Packages. The organisation is also registered as a CRICOS provider.

The building premises, which the organisation leases, have commercial cookery and hairdressing training facilities. While the hairdressing training facilitates are subleased to another RTO, the commercial cookery area has remained largely unused in the last three years.

The application to deliver commercial cookery qualifications is part of a business plan to expand operations into other industry areas. The organisation identified it has established its client services and management of operations appropriately, and is ready to add to its scope of registration.

For the qualifications listed in its application the organisation has identified a target group of fee for service, domestic students. The applicant also intends to apply for CRICOS registration pending successful VET registration.

There are 190 students currently enrolled with the organisation, and all are international students.

The organisation does not have any partnering arrangements.

FOCUS OF AUDIT		
Code	**Qualification / Accredited course name**	**Mode(s) of delivery &/or assessment**
SIT30807	Certificate III in Hospitality (Commercial Cookery)	Face to face – classroom, simulated learning, and workplace
SIT40707	Certificate IV in Hospitality (Patisserie)	

INTERVIEWEES		
Staff (name and position)		
Name	**Position**	**Program** (qualification, course, etc)
Mr Manjit Kang	Director	Nil
Mr Gurpreet Sing	Compliance Officer	Nil

SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

AUDIT OUTCOME

Audit status as at 25 October 2012:
- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

  The level of non-compliance is considered to be **significant** when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

  The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	**Emma Betts**	**Date of Report**	09/11/2012

AUDIT RECTIFICATION

Audit status following additional evidence received 07 December 2012:
- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

Auditor's Name	**Emma Betts**	**Date of Report**	04/01/2013

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT	STATUS*
Financial Viability Risk Assessment Requirements	☐ C ☐ NC ☒ NA
Fit and Proper Person Requirements	☐ C ☐ NC ☒ NA
Data Provision Requirements	☐ C ☐ NC ☒ NA
Australian Qualifications Framework (AQF) Requirements	☐ C ☐ NC ☒ NA
Standards for NVR Registered Training Organisations 2011 **- Essential Standards for Continuing Registration**	
15 The NVR registered training organisation provides quality training and assessment across all of its operations	☐ C ☒ NC ☐ NA
16 The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	☒ C ☐ NC ☐ NA
17 Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	☒ C ☐ NC ☐ NA
18 The NVR registered training organisation has governance arrangements in place	☐ C ☐ NC ☒ NA
19 Interactions with the National VET Regulator	☐ C ☐ NC ☒ NA
20 Compliance with legislation	☐ C ☐ NC ☒ NA
21 Insurance	☐ C ☐ NC ☒ NA
22 Financial management	☐ C ☐ NC ☒ NA
23 Certification, issuing and recognition of qualifications and statements of attainment	☐ C ☐ NC ☒ NA
24 Accuracy and integrity of marketing	☐ C ☐ NC ☒ NA
25 Transition to training packages/expiry of VET accredited courses	☐ C ☐ NC ☒ NA

*STATUS: Status of audit findings when audit was conducted   C = Compliant   NC = Not Compliant   NA = Not audited

Audit Findings

The organisation demonstrated compliance with **Standards for NVR Registered Training Organisations (SNR) - Essential Standards for Continuing Registration 15.3, 16.3, 16.4 and 17.3.**

The organisation did not demonstrate compliance with **SNR 15.2, 15.4 or 15.5** for the qualifications audited as part of its application for extension to scope of registration. The level of non-compliance was identified as significant as there were indications of a potentially serious adverse impact on the quality of training and assessment outcomes.

<u>**Non-compliances**</u>
SNR 15.2
SIT30807 Certificate III in Hospitality (Commercial Cookery)
SIT40707 Certificate IV in Hospitality (Patisserie)
- The strategies for training and assessment, and associated timetables for delivery, did not meet the requirements of the SIT07 Training Package where assessment guidelines require assessment to be conducted "using suitable resources and equipment and under industry-relevant workplace conditions (including) productivity to reflect industry expectations, dealing with multiple and varied customers, and sufficient customer traffic that accurately reflects the complexity of the role and allows candidates to deal with multiple tasks simultaneously". The organisation verbally identified its intent to utilise on-the-job training and assessment; reference in the strategies and timetable refer only to classroom delivery.
- The delivery timetable provided with the training and assessment strategy for each of the qualifications did not meet the requirements of the SIT07 Training Package with regard to pre-requisite delivery requirements. As an example, within SIT40707 Certificate IV in Hospitality (Patisserie), the unit of competency *SITHOHS002A Follow workplace hygiene procedures* must be completed prior to the assessment of *SITHPAT011A Plan, prepare and display sweet buffet showpieces*; this was not reflected in the timetable.

SNR15.4
- Evidence was not provided to demonstrate the trainer and assessor Sooletala Faalau had continued to develop her VET knowledge and skills.
- Evidence was not provided to demonstrate the trainer and assessor Kulwant Singh had current industry skills directly relevant to the qualification, or that he had continued to develop his VET knowledge and skills.

SNR 15.5
SIT30807 Certificate III in Hospitality (Commercial Cookery)
SITHCCC003B Receive and store kitchen supplies
SITHCCC028A Prepare, cook and serve food for menus
- Assessment for each unit of competency did not meet the requirements of the SIT07 Training Package. The tools indicated that a practical assessment would be undertaken in each unit; however the associated "practical assessment task list" provided for each assessment consisted of a blank table. Consequently:
  - For *SITHCCC003B Receive and store kitchen supplies*, the tools did not address all aspects of the required skills, range statement, or context of and specific resources for assessment
  - For *SITHCCC028A Prepare, cook and serve food for menus*, the tools did not address all required skills, critical aspects of assessment, or context of and specific resources for assessment.

SIT40707 Certificate IV in Hospitality (Patisserie)
SITHCCC025A Monitor catering revenue and costs
- Assessment did not meet the requirements of the SIT07 Training Package as it did not address all required skills, critical aspects of assessment, or context of and specific resources for assessment.
SITHPAT011A Plan, prepare and display sweet buffet showpieces
- No assessment tools were provided for the unit of competency. As a result, the organisation did not demonstrate it has assessment tools that meet the requirements of the SIT07 Training Package and that assessment will be conducted in accordance with the principles of assessment and rules of evidence

Rectification requirements – evidence of rectification to be submitted within 20 working days

SNR 15.2
SIT30807 Certificate III in Hospitality (Commercial Cookery)
SIT40707 Certificate IV in Hospitality (Patisserie)
- The organisation is requested to provide revised training and assessment strategies, including delivery timetables, for the above qualifications which meet the requirements of the SIT07 Training Package.

SNR 15.4
The organisation is requested to provide evidence to demonstrate that:
- Sooletala Faalau has continued to develop her VET knowledge and skills
- Kulwant Singh has current industry skills directly relevant to the qualification, and that he has continued to develop his VET knowledge and skills.
Should the organisation replace either trainer and assessor, they are requested to provide evidence to demonstrate the substituted trainer and assessor meets the requirements of SNR 15.4.

SNR 15.5
The organisation is requested to provide assessment tools which demonstrate that:
- SIT30807 Certificate III in Hospitality (Commercial Cookery)
  SITHCCC003B Receive and store kitchen supplies
  Assessment meets all aspects of the required skills, range statement, and context of and specific resources for assessment
- SIT30807 Certificate III in Hospitality (Commercial Cookery)
  SITHCCC028A Prepare, cook and serve food for menus
  Assessment meets all aspects of the required skills, critical aspects of assessment, and context of and specific resources for assessment
- SIT40707 Certificate IV in Hospitality (Patisserie)
  SITHCCC025A Monitor catering revenue and costs
  Assessment meets all aspects of the required skills, critical aspects of assessment, and context of and specific resources for assessment.

SIT40707 Certificate IV in Hospitality (Patisserie)
SITHPAT011A Plan, prepare and display sweet buffet showpieces
- The organisation is requested to provide a full suite of assessment tools that meet the requirements of the SIT07 Training Package and ensure the assessment will be conducted in accordance with the principles of assessment and rules of evidence.

Analysis of rectification received 07 December 2012

SNR 15.2
Rectification received:
SIT30807 Certificate III in Hospitality (Commercial Cookery)
SIT40707 Certificate IV in Hospitality (Patisserie)

- Training and assessment strategy, for each qualification
- Weekly timetable, for each qualification.

Analysis:

- The organisation has demonstrated compliance with the requirements of this element.

SNR 15.4
Rectification received:

- Minutes of team meeting – 16 October 2012
- Resume for Sooletala Faalau
- Resume for Kulwant Singh
- Staff performance monitoring and professional development policy
- Email update of information from ACPET – email sent to all trainers and assessors
- Email confirmation from organisation relating to the involvement with Mr Tony Feagan in updating trainer and assessor VET skills and knowledge
- Email confirmation from organisation relating to Ms Faalau and Mr Singh's VET knowledge and skills; and Mr Singh's employment with Jatt Flava Restaurant.

Analysis:

- The organisation has demonstrated compliance with the requirements of this element.

SNR 15.5
Rectification received:
SIT30807 Certificate III in Hospitality (Commercial Cookery)
  SITHCCC003B Receive and store kitchen supplies
  SITHCCC028A Prepare, cook and serve food for menus
SIT40707 Certificate IV in Hospitality (Patisserie)
  SITHCCC025A Monitor catering revenue and costs

- Observation checklist for each unit of competency

SIT40707 Certificate IV in Hospitality (Patisserie)
  SITHPAT011A Plan, prepare and display sweet buffet showpieces

- Session plan
- Assessment tools – knowledge test (with marking guide), observation checklist, practical task
- Assessor guidelines
- Participant feedback form

Analysis:
SIT30807 Certificate III in Hospitality (Commercial Cookery)
  SITHCCC003B Receive and store kitchen supplies
  SITHCCC028A Prepare, cook and serve food for menus
SIT40707 Certificate IV in Hospitality (Patisserie)
  SITHCCC025A Monitor catering revenue and costs
  SITHPAT011A Plan, prepare and display sweet buffet showpieces

- The organisation has demonstrated compliance with the requirements of this element.