



Australian Government

Australian Skills Quality Authority

REPORT

Audit report: National Training Services Pty Ltd

Date/s of audit: 31/07/2017

Date report created: 1/08/2017

Date report updated: 23/11/2017

Organisation details

Organisation's legal name:	National Training Services Pty Ltd
Trading name/s:	National Training Services Pty Ltd, National Construction Training, Melbourne Fashion Institute, Kynekt Training Services
RTO number:	21254
CRICOS number:	N/A

Audit team

Lead auditor:	Matthew McMahon
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0007427	
Audit reason	Compliance - complaint	
Address of site/s visited:	Level 2/156 George Street Fitzroy VIC	
Date/s of audit:	31/07/2017	
Organisation's contact for audit:	Glenn Ryan glenn@nationaltrainingservices.edu.au	CEO 03 8669 1530

Original finding at time of audit

Audit finding: Concerning non-compliance
Report completed by: Matthew McMahon

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Not compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 24/10/2017 : Compliant
Report completed by: Tony Feagan

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13, 1.18, 1.20	Compliant

Completion	3.1	Compliant
Regulatory Compliance/Governance	2.3, 2.4, 8.2	Compliant

Background

Summary of RTO organisation and management structure:

- National Training Services was first registered as an RTO on 8/11/2002

Scope of RTOs registration:

- The RTO has 18 training products on scope in the areas of building and construction, gas supply and infrastructure, manufacturing and fashion design, production and business.

Suburb and state of all delivery sites:

- The above training products are delivered from a range of locations including Thomastown, Fitzroy, Carrum Downs Gas Supply Industry Training Centre and at employer worksites.

Third party usage:

- The RTO utilises the services of a number of third parties for the recruitment of learners, provision of educational or support services, enrolment of learners and some delivery of training.

Core clients/target groups:

- The RTO has a number of core client groups . For the qualifications listed above, these consist of fee for service students in the Fashion courses and funded students for the Gas courses. Gas courses are delivered to those currently working in the Gas Supply Industry.

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided directly by National Training Services Pty Ltd to ASQA
- Existing information and records held by ASQA concerning National Training Services Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of National Training Services Pty Ltd conducted on 31/7/2017.
- Other publically available information - including but not limited to, information published on the RTO's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / Current enrolments assessment*
UEG40114	Certificate IV in Gas Supply Operations	Face to face
MST50116	Diploma of Applied Fashion Design and Merchandising	Face to Face

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

Name	Position	Training products
Julie Van Belkom	Training and Quality Manager	All
Barbara Johnson	Administration	N/A

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015*. If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Original Action required by RTO

National Training Services Pty Ltd did not meet all requirements for clause 1.8

Remedial action is required for the following training products:

- UEG40114 Certificate IV in Gas Supply Industry Operations
- BSBFLM312C Contribute to team effectiveness

The RTO is required to provide evidence that demonstrates:

Clause 1.8

- UEG40114 Certificate IV in Gas Supply Industry Operations
- BSBFLM312C Contribute to team effectiveness
 - Assessment resources for current and future students that address all training package requirements and confirm assessment will be conducted in accordance with the principles of assessment and the rules of evidence.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by National Training Services Pty Ltd on 24/10/2017 the RTO:

- provided sufficient evidence to demonstrate compliance with clause 1.8

Refer to analysis of rectification detailed under each clause in this report for further information.

Clause 1.8

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Findings: Non-compliant

The following was reviewed in relation to Training and Assessment practices:

Training and assessment strategies for:

- *UEG40114 Certificate IV in Gas Supply Operations*
- *MST50116 Diploma of Applied Fashion Design and Merchandising*

Assessment tools and learning resources for the following units of competency:

- *BSBFLM312C Contribute to team effectiveness*
- *UEGNSG221A First on site response to gas pipeline emergencies*
- *BSBMKG419 Analyse consumer behaviour*
- *MSTCL3001 Identify fabric performance and handling requirements*

The RTO's Training and Assessment strategies and practices are not compliant with the requirements of the *Standards for RTOs 2015* as the RTO did not implement an assessment system that ensures assessment (including recognition of prior learning):

- complies with the assessment requirements of the relevant training package, and;
- is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and Rules of Evidence Table 1.8-2

UEG40114 Certificate IV in Gas Supply Operations

BSBFLM312C Contribute to team effectiveness

The unit above was listed as being assessed holistically in the 'Teamwork' cluster with the following units:

- BSBFLM303C Contribute to effective workplace relationships
- BSBWHS301A Maintain workplace safety
- BSBWOR301B Organise personal work priorities and development

The practical assessment checklist associated with *BSBFLM312C Contribute to team effectiveness* did not record the activity undertaken or the time and date of the activity.

The practical assessment checklist did not collect evidence that aligns with the critical aspects for assessment and evidence such as:

- demonstrate leadership in contributing to team plans
- lead and facilitate teamwork
- actively communicate with management
- manage communication within the team
- induct new team members
- implement performance management system
- handle problems

These practices and behaviours are non-compliant with clause 1.8 of the *Standards for RTOs 2015*

Analysis of rectification evidence:

Evidence reviewed:

- *BSBFLM312C Contribute to team effectiveness*
 - Revised practical assessment tools (removed from original unit cluster) comprising of two practical tasks
 - Assessor instructions
 - Observation checklist
 - Portfolio evidence assessment criteria (used when assessment two is not used)
 - Appendix 1 – induction guide
 - Appendix 2 – meeting minutes agenda
 - Appendix 3 – feedback form
 - Student tracking sheet showing action taken to ensure past students were further assessed

The evidence provided meets the requirements of the unit of competency BSBFLM312C Contribute to team effectiveness and therefore clause 1.8 of the Standards for RTOs 2015.