

AQTF Audit Report

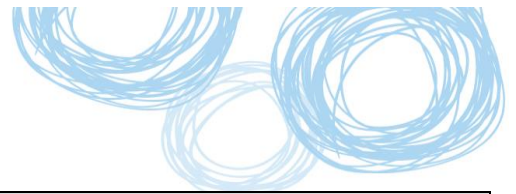
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Easternwell Training Pty Ltd - 31843

 FM-PMA-34A
 TRIM No: 09/182321
 Version 5 – 24 February 2010
 Training and International Quality

Organisation details			
Registration expiry	03/12/2013		
Principal address	10 Russell Street, Toowoomba QLD 4350		
RTO contact	Matthew McClymont	Phone number	0427 591 002
Operations	<ul style="list-style-type: none"> Core clients are employees of the corporate arm of Easternwell Training Pty Ltd and the organisation only trains its own staff. Delivery is face to face on various drilling sites operated by the company. 		
Audit team			
Lead auditor	Denise Middleton	Auditor/s	N/A
Phone	46 872 858	Adviser/s	Shane Holdsworth, WSH&S QLD
E-mail	denise.MIDDLETON@deta.qld.gov.au	Observer/s	N/A
Audit details			
Reason/s for audit	Post initial audit		
Audit date/s	24 June 2010	Audit number/s	3184315603A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Minor non-compliance <input checked="" type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance* <input type="checkbox"/>
Rectification received			
Audit outcome following rectification	Compliant <input type="checkbox"/> Minor non-compliance <input type="checkbox"/>		Significant non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>
Other audit notes	<ul style="list-style-type: none"> The organisation has withdrawn registration for the following competencies since the audit: <ul style="list-style-type: none"> All competencies from 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment The following competencies from 30496QLD Course in Operating Loadshifting Equipment <ul style="list-style-type: none"> OHSCER207A Operate a forklift truck OHSCER202A Operate a front end loader/ backhoe OHSCER204A Operate a front end loader (skid steer type) OHSCER205A Operate an excavator OHSCER209A Operate a dozer (wheeled and tracked) OHSCER215A Operate a roller OHSCER217A Operate a grader 		

Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
30496 QLD	Course in Operating Loadshifting Equipment (partial delivery)	<input checked="" type="checkbox"/>	Taylor Street, Toowoomba
DRT50903	Diploma of Drilling – Oil/Gas On Shore		Various drilling sites throughout the Southern Downs
30497QLD	Course in Operating Cranes, Rigging and Scaffolding (partial delivery)	<input checked="" type="checkbox"/>	Taylor Street, Toowoomba
PMA30108	Certificate III in Process Plant Operations (partial delivery)		Various drilling sites throughout the Southern Downs
DRT20903	Certificate II in Drilling – Oil/Gas On Shore		Various drilling sites throughout the Southern Downs
MEM20105	Certificate II in Engineering (partial delivery)		Taylor Street, Toowoomba
MNM20306	Certificate II in Metaliferrous Mining Operations (Processing) (partial delivery)		Taylor Street, Toowoomba
Interviewee/s (incl. position)			
Matthew McClymont, General Manager, Easternwell Training Pty Ltd Mr John Robinson, Training Manager, Easternwell Training Pty Ltd.			



Standard 1: The RTO provides quality training and assessment across all of its operations	
Elements	Examined
1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment.	☒
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 stakeholders.	☒
1.3 Staff, facilities, equipment and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.	☒
1.4 Training and assessment are conducted by trainers and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services. 	☒
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> 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. 	☒
Audit findings	
At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received: <input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
<p>Technical advice has been incorporated into the findings for this standard for the following qualifications:</p> <ul style="list-style-type: none"> • 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment • 30496QLD Course in Operating Loadshifting Equipment <p>Findings:</p> <p>The organisation provided a collection of feedback sheets that collected feedback from stakeholders and learners. The data collected included quality indicator data as well as in-house feedback sheets. The data is analysed and used to improve training and assessment. Internal audit and monthly meetings are held to ensure that a continuous improvement approach is implemented across the organisation.</p> <p>The organisation supplied appropriate training and assessment strategies for the following qualifications:</p> <ul style="list-style-type: none"> • DRT 50903 Diploma of Drilling – Oil/Gas On Shore • DRT20903 Certificate II in Drilling – Oil/Gas On Shore • MEM20105 Certificate II in Engineering • MNM20306 Certificate II in Metalliferrous Mining Operations (Processing) • PMA30108 certificate III in Process Plant Operations <p>The training and assessment strategies included pathways, competencies, training and assessment methods, target markets and all other appropriate information.</p> <p>The organisation operates its training organisation as part of a holistic company; hence has access to physical, training and human resources to meet the training and assessment requirements of the qualifications.</p> <p>All qualifications except 30497QLD Course in Operating Cranes, Rigging and Scaffolding Equipment and 30496QLD Course in Operating Loadshifting Equipment are delivered in a team approach by a trainer with industry currency and the two assessors who hold the appropriate trainer/ assessor qualifications. The organisation employs a trainer/assessor who holds the appropriate qualifications to deliver the Workplace Health and Safety qualifications.</p> <p>The organisation has access to sufficient assessment materials to cater for all assessment requirements of the qualifications being delivered. The assessment instruments consist of written assessments, practical assessment, risk assessments and observation checklists. The organisation uses the mandated assessment instruments in accordance with the licensing agreement with Workplace Health and Safety for units of competencies from the Workplace Health and Safety courses.</p> <p>Non-compliances:</p> <p>Insufficient evidence was provided to demonstrate that they had undertaken any appropriate professional development during the last twelve months.</p>	



The organisation's training and assessment strategy for *OHSCER203A Operate a front end loader* and *OHSCER211A Operate a vehicle loading crane (less than 10 metre tonne capacity)* did not contain information on meeting learners' needs, meeting industry/enterprise requirements and evidence of monitoring and improvements to the strategies.

The organisation's training materials for *OHSCER203A Operate a front end loader* and *OHSCER211A Operate a vehicle loading crane (less than 10 metre tonne capacity)* do not align to WH&S legislation, public road use, hierarchy of control, manufacturer specifications and maintenance records.

Rectification required:

The organisation is to provide evidence to demonstrate that the trainers/assessors have undertaken appropriate professional development during the last twelve months or provide a professional development plan for each trainer/assessor for the next twelve months.

The organisation's training and assessment strategy for *OHSCER203A Operate a front end loader* and *OHSCER211A Operate a vehicle loading crane (less than 10 metre tonne capacity)* is to be updated to include details on meeting learner needs, meeting industry/enterprise requirements and evidence of monitoring and improvements to the strategies.

The organisation is to provide training materials to align to WH&S legislation, public road use, hierarchy of control, manufacturer specifications and maintenance records for the two units of competency from 30496QLD Course in Operating Loadshifting Equipment remaining on the organisation scope of registration.

Strengths

- Nil identified

Opportunities for Improvement

- Nil identified

Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients

Elements	Examined
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.	<input checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

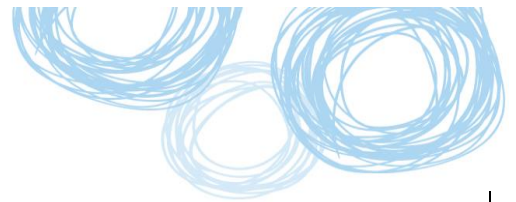
- Compliant
- Not compliant

Findings:

Relevant feedback data is collected from learners and other stakeholders to ensure that the access and equity needs of the clients are met. The analysis of the data is completed on the completion of each training program delivery by the organisation...

A student handbook was sighted that contained the following information:

- Fees and charges
- Refunds
- Student support
- Complaints and appeals
- Marketing



- Enrolment
- Access and equity
- List of competencies
- LLN
- Welfare
- Legislation
- RPL

Employers do not contribute to the delivery, assessment and training of the learners. All learners are casual employees of the organisation.

Learners all undertake an LLN test to ensure that the learners are offered appropriate support to ensure that they can successfully complete their training programs. Delivery methods of training are adjusted to suit the needs of the learner.

Strengths

- Nil identified.

Opportunities for Improvement

- It is recommended that all reference to DETA is changed to DET within all documentation used by the organisation.

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

Elements	Examined
3.1 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input checked="" type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
- Not Compliant

Findings:

The organisation holds regular management meetings with all staff in attendance. The outcomes from these meetings are minuted. The outcomes of these meetings are used to continuously improve the management processes of the organisation to ensure that the organisation is responsive to the needs of its clients, staff and stakeholders.
The organisation has no plans to partnering with any other organisation at this stage of its operations.

Strengths

- Nil identified

Opportunities for improvement

- It is recommended that the NRT logo is removed from the organisation's statement of results.