

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

**RTO: Gascoigne Training and Assessment Pty Ltd Audit Date: 21st & 22<sup>nd</sup> October 2013**

RTO DETAILS			
RTO Name	Gascoigne Training and Assessment Pty Ltd	RTO Number	21396
Address	12 Kingsley Court, Rowville Vic 3178		
		Website	
Registration Contact	Darren Heyne		
Phone Number	9763 5449	Email	darren.heyne@gta1.com.au
Student Numbers			
AUDIT TEAM			
Lead Auditor	Anna-Louise Allen	Auditor/s	
Technical Advisor/s		Observer/s	
REGISTERING BODY DETAILS			
Contact Person	Emma Hickingbotham		
Phone Number	9032 1562	Email	vet.audit@edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	Post-initial/Extension to scope/Renewal/Monitoring/Complaint/Strategic		
Conditions audited	1, 3, 4, 6, 7, 8, 9. <i>(Conditions 2 &amp; 5 are not required to be audited, see page 3 below)</i>		
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5.	2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7	3.1, 3.2, 3.3, 3.4
Audit Date/s	21st & 22 <sup>nd</sup> October 2013		
Other audit notes	<p>Gascoigne Training and Assessment is a full fee for service RTO. They deliver single units of competency as either stand alone courses or in clusters. They also deliver TAE40110, however have only delivered to internal staff, as clients can receive government funding from many of their competitors</p> <p>Gascoigne Training and Assessment began in 2002 providing training and assessment services to the building and construction industry. Today they also deliver training for boat and jetsky licences, and a range of non accredited courses.</p> <p>Gascoigne Training and Assessment has undergone some significant changes over the last 5 year registration period. The original founder of the RTO is now back working in industry and is no longer a director of the company. He still consults with the RTO from an industry perspective. .</p>		

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

**RTO: Gascoigne Training and Assessment Pty Ltd Audit Date: 21st & 22<sup>nd</sup> October 2013**

ACCOMPANYING REPORTS	Yes	No
VRQA Guidelines Audit Report	<input checked="" type="checkbox"/>	

FOCUS OF AUDIT		
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE		
TGA Code	Qualification/Unit of Competence/Accredited Course (as per TGA)	Delivery Site
TAE40110	Certificate IV in Training and Assessment	VIC
FPICOT2237A-	Maintain chainsaws	VIC
FPICOT2238A-	Cut materials with a hand-held chainsaw	VIC
FPICOT2239A-	Trim and cut felled trees	VIC
RIIOHS205A-	Control traffic with stop-slow bat	VIC
RIIOHS302A-	Implement traffic management plan	VIC
22195VIC_	Course in Workplace Spotting for Service Assets	VIC

INTERVIEWEE/S: Staff name and position; employer name and position; students by program (do not list by name)	
Cindy Gascoigne	CEO
Darren Heyne	RTO Manager
Paul Berrill	Trainer
Sandra Surguy	TAE trainer/Consultant
Jacinta Heyne	Accounts Manager

## **AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT**

**RTO: Gascoigne Training and Assessment Pty Ltd Audit Date: 21st & 22<sup>nd</sup> October 2013**

### **PERMANENT DELIVERY SITES:**

Do the RTO's permanent delivery sites match the information provided by the VRQA?

- Yes, no further information required.
- No, please provided amended details below:

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

**RTO: Gascoigne Training and Assessment Pty Ltd Audit Date: 21st & 22<sup>nd</sup> October 2013**

### AUDIT SUMMARY

Conditions of Registration		Compliant	Non-compliant	Not audited
1	<b>Governance</b> 1.1 CEO must ensure the RTO complies with relevant conditions, standards and guidelines 1.2 Fit & Proper Persons Tests 1.3 Input of Trainers and Assessors in senior management decision making	✓		
2	Interactions with the Registering Body			✓
3	<b>Compliance with Legislation</b>	✓		
4	<b>Insurance</b>	✓		
5	Financial Management			✓
6	<b>Certification &amp; Issuing of Qualifications &amp; Statements of Attainment</b>	✓		
7	<b>Recognition of Qualifications Issued by other RTOs</b>	✓		
8	<b>Accuracy and Integrity of Marketing</b>	✓		
9	<b>Transition to Training Packages/Expiry of Accredited Courses</b>	✓		

## AQTF Essential Conditions and Standards for Continuing Registration AUDIT REPORT

**RTO: Gascoigne Training and Assessment Pty Ltd Audit Date: 21st & 22<sup>nd</sup> October 2013**

<b>Summary of non-compliances – Conditions of Registration</b>
<p><b>The RTO is compliant with Conditions of registration</b></p> <p>Conditions 2 and 5 were not audited.</p>
<b>Recommendations</b>
<b>Strengths</b>
<b>Opportunities for Improvement</b>
<ul style="list-style-type: none"> <li>• The employability skills statement which is no longer required on the Certificate</li> <li>• Standard report from VET Trak for the Certificate Register is not compliant with the AQF Handbook Guidelines. The RTO will need to either export the data to an excel spread sheet upon request from the regulator or customise the report in VET Trak.</li> <li>• Suggest a privacy statement on the enrolment form explaining why the information is being collected and how it will be used.</li> <li>• Suggest that the reverse of the certificate contains some sort of RTO identifier, as if a copy is taken of the back only, it looks like a typed list of unit codes and titles.</li> </ul>

## AQTF Essential Conditions and Standards for Continuing Registration

**RTO: Gascoigne Training and Assessment Pty Ltd**

**Audit Date: 21<sup>st</sup> & 22<sup>nd</sup> October 2013**

### AUDIT REPORT

<b>Standard 1: The RTO provides quality training and assessment across all of its operations</b>		
<b>Audit conclusion</b>	<b>Result</b>	<b>✓</b>
The RTO is compliant with Standard 1. The RTO provides quality training and assessment across all of its operations.	Compliant	✓
	Non-compliant	
	Not audited	
<b>Strengths</b>		
<b>Opportunities for Improvement</b>		

## AQTF Essential Conditions and Standards for Continuing Registration

**RTO: Gascoigne Training and Assessment Pty Ltd**

**Audit Date: 21<sup>st</sup> & 22<sup>nd</sup> October 2013**

<b>Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients</b>		
<b>Audit conclusion</b>	<b>Result</b>	<b>✓</b>
<b>The RTO is compliant with Standard 2.2, 2.3, 2.6</b>	Compliant	
<b>The RTO is not compliant with Standard 2.1, 2.5 and 2.7</b>	Non-compliant	✓
<b>Standard 2.4 was not audited.</b>	Not audited	
<p><b>Standard 2.1</b></p> <p>While industry is consulted as part of the development of the Training and Assessment Strategy, there is limited evidence of the identification of student needs. LL&amp;N assessment is only used for TAE, other students are expected to self declare if they have any special needs. The RTO trains people under 18, however, there is no indication that this group might have any different needs.</p> <p>Information provided to students regarding support services is limited. It is up to the trainer to identify the student's needs by observing the completion of the enrolment form. The Student Support policy states that where support is beyond the scope of Gascoigne Training and Assessment, students will be provided with the contact details of relevant external agencies. Any costs incurred with an external agency will be met by the student.</p> <p>No 'relevant agencies' are identified, nor is the scope of services that Gascoigne can offer.</p> <p><b>Recommendation</b></p> <p><b>It is recommended that the RTO expand the strategies used to identify the services required by its clients and ensures that clients have access to these services.</b></p> <p><b>Standard 2.5</b></p> <p>The student handbook states 'General learning support is available to assist you with any aspect of your studies and includes assistance for students from non-English speaking backgrounds. If you require support during your course, your Trainer is a good place to start. Where the required support is beyond the scope of GTA, students will be provided with the contact details of relevant external agencies. Please note any costs incurred as a result of consulting with an external agency will be met by the student'.</p> <p>Interview confirmed that candidates will often self declare if they have a learning difficulty, however there is no system for identifying needs. There was also no list of services to refer the clients to.</p>		

## AQTF Essential Conditions and Standards for Continuing Registration

**RTO: Gascoigne Training and Assessment Pty Ltd**

**Audit Date: 21<sup>st</sup> & 22<sup>nd</sup> October 2013**

**Recommendation**

**It is recommended that the RTO develop a systematic approach to the identification of learner needs, and the provision of information about the support services available both within the RTO and external to the RTO.**

**Standard 2.7**

The records of the complaints do not identify the outcome of the complaint and any corrective action taken. In the case of the RPL complaint it would appear that the issue remains unresolved? The complaints register lists this as resolved. There is no apparent corrective action from this complaint.

The second complaint resulted in training for the administration staff.

**Recommendation**

**It is recommended that the RTO review their records of complaints to make sure that they demonstrate that the handling of the complaint is consistent with their policy and procedure and the requirements of this standard.**

**Strengths**

**Opportunities for Improvement**



## AQTF Essential Conditions and Standards for Continuing Registration

**RTO: Gascoigne Training and Assessment Pty Ltd**

**Audit Date: 21<sup>st</sup> & 22<sup>nd</sup> October 2013**

<b>Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates</b>		
<b>Audit conclusion</b>	<b>Result</b>	<b>✓</b>
<b>The RTO is compliant with Standard 3.2, 3.3 &amp; 3.4</b>	Compliant	<input type="checkbox"/>
<b>The RTO is not compliant with Standard 3.1</b>	Non-compliant	<input checked="" type="checkbox"/>
<b>Standard 3.1</b>	Not audited	<input type="checkbox"/>
<p>There was no evidence of the use of the Course fee agreement. Signed enrolment forms were on all student files audited. The enrolment form collects a range of 'private information' however there is not privacy statement on this form or an explanation of why the RTO needs to collect the information. There is no information in the student handbook or on the enrolment form about how the client's rights as consumers are protected.</p> <p><b>Recommendation</b></p> <p><b>It is recommended that the RTO ensure that they detail the services to be delivered and how clients rights and information will be protected.</b></p>		
<b>Strengths</b>		
<b>Opportunities for Improvement</b>		



## **AQTF Essential Conditions and Standards for Continuing Registration**

**RTO: «RTO\_Name»**

**Audit Date: «Date\_of\_Audit»**