

Victorian Registration & Qualifications Authority

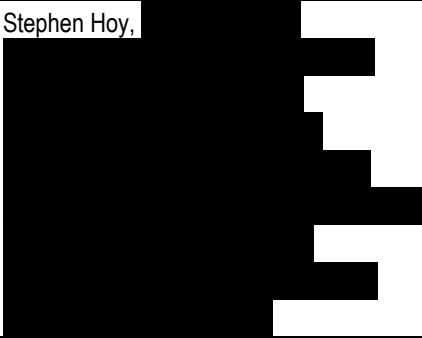
RTO: 4184 Westvic Staffing Solutions Inc

AQTF 2007 Re-registration Audit

Dates: 3/4 August

2010

AQTF 2007 AUDIT REPORT

RTO DETAILS			
RTO Name	Westvic Staffing Solutions Inc	NTIS Number	4184
Address	171 Lava Street, Warnnambool VIC		
	Website		
Registration Contact	Mr Stephen Hoy		
Phone Number	03 5561 9000	E-mail	shoy@westvic.org.au
Student Numbers	354		
AUDIT TEAM			
Lead Auditor	John Molenaar	Auditor/s	
Technical Advisor/s		Observer/s	Stephen Hoy, 
REGISTERING BODY DETAILS			
Contact Person	Jerzy Gill		
Phone Number	9651 3226	E-mail	gill.jerzy.j.edumail.vic.gov.au
AUDIT DETAILS			
Type of Audit	AQTF 2007 Re-registration		
Standards audited	AQTF 2007 Essential Standards 1, 2 and 3		
Conditions audited	9 Conditions of Registration		
Audit Date/s	3/4 August 2010		
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	
22019VIC	Certificate II in Engineering Studies	Braemer Secondary College	
BSB30407	Certificate III in Business Administration	WSS Warnnambool and worksites	

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SIT30707	Certificate III in Hospitality	WSS Warnnambool and worksites
TAA40104	Certificate IV in Training and Assessment	WSS Warnnambool and worksites

INTERVIEWEE/S (Staff -name and position; employer name and position ; students (by program, do not list by name))		
██████████	Trainer/assessor	22019VIC Certificate II in Engineering Studies
██████████	Trainer/assessor	BSB30407 Certificate III in Business Administration
██████████	Trainer/assessor	SIT30707 Certificate III in Hospitality
██████████	Trainer/assessor	TAA40104 Certificate IV in Training and Assessment
██████████	Trainer/assessor	TAA40104 Certificate IV in Training and Assessment

STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations

Audit conclusion	Result	✓
<p><u>FINDINGS 1.1</u></p> <p>Westvic Staffing Solutions Inc. Implements a continuous improvement approach that involves staff, clients and employers. The data collected was qualitative and assisted to determine the need for improvements to training and assessment. A number of data collection strategies were employed, these are not all identified in the Continuous Improvement Procedure. Staff feedback is obtained at staff meetings however Staff meeting Agendas and corresponding Meeting Minutes were difficult to locate at the time of audit.</p> <p>Recommendations</p> <p>It is recommended that Westvic Staffing Solutions:</p> <p>Modify the Continuous Improvement process to include all data collection strategies implemented such as staff feedback and staff meeting analysis, and clarify who are Employers, industry, Enterprise and the data collection strategies to be implemented for each.</p> <p>Include all improvement actions identified and implemented on the Continuous Improvement Register.</p> <p>Identify in meeting agendas and minutes, the continuous improvement information processed and ensure that improvement actions discussed and implemented, through staff meetings, are included on the Continuous Improvement register.</p> <p>Rectification evidence sighted at the time of audit</p> <p>Sighted modified continuous improvement process that identifies , in a table, the data collection strategies to be implemented for each stakeholder and that all actions are to be included on the Continuous Improvement register. Sighted meeting agenda for the next Compliance Workshop which includes the review of continuous improvement strategies implemented and recommendations for improvement.</p> <p>Westvic Staffing Solutions is now compliant with this requirement</p> <p><u>FINDINGS 1.2</u></p> <p>Westvic Staffing Solutions has developed and implements training and assessment strategies and training programs that: provide sufficient information regarding delivery and assessment methods and to ensure that learners receive training and assessment that meets the needs of their identified target group. Delivery and assessment arrangements meet all requirements of the training package qualification or accredited course, including identifying units of competency.</p> <p>Industry engagement and support is evident for most qualifications though records were not available for all qualifications. In qualification/course delivery an assessment strategies,</p>	Compliant	✓
	Non-compliant	
	Not audited	

industry validation identifies 'regular meetings of staff with enterprises. How often and when is not identified.
 Delivery and assessment durations for qualifications and courses were not specified Learning and Assessment Strategies for each course and qualification, the specific frequency of industry validation and moderation of assessment tools

Recommendations:

(i) It is recommended that Westvic Staffing Solutions include in the validation section of Learning and Assessment Strategies for each course and qualification, the specific frequency of industry validation and moderation of assessment tools.

Rectification evidence sighted at the time of audit

Sighted modified delivery and assessment Strategies that now identify that validation meetings with industry will occur at least once every twelve months and assessment moderation meetings with trainers/assessors will occur at least each quarter.

Westvic Staffing Solutions is now compliant with this requirement

(ii) It is recommended that Delivery and Assessment Strategies for each qualification and course, identify the delivery and assessment durations for each unit of competence, including durations for classroom delivery, practical activities, workplace tasks, research activities, etc. and that a total duration for all activities be included for the qualification/course.

Rectification evidence sighted at audit

Sighted modified Delivery and Assessment Strategies that now provide for each unit, the duration of delivery and assessment tasks and total duration for the qualification/course.

Westvic Staffing Solutions is now compliant with this requirement

Strengths

Opportunities for Improvement

1.1 Westvic Staffing Solutions would benefit from:

(i) Including in the Continuous Improvement Register columns for: source of information, date for review of actions and all improvements implemented.

(ii) The development of an annual schedule of the proposed dates for collecting and processing strategies, to show that a coordinated approach to data collection is implemented and to ensure that proposed data collection and analysis strategies are planned and implemented, to ensure that systematic approach is implemented.

1.3 Westvic Staffing Solutions would benefit from completing facility/resource/equipment checklists for all worksites and training sites where training and assessment is to occur, to access the suitability of what is available and to ensure that requirements of the qualifications are met.

1.4 Westvic Staffing Solutions would benefit from:

(i) implementing an annual process for obtaining updated, signed and dated resumes from all trainers/assessors. A good time for this would be at the annual Performance Appraisals in conjunction with setting Development Objectives.

(ii) Provide guidance to trainers/assessors in completing competency mapping of qualifications and experience, to ensure that qualifications are unpacked to the unit/subject/module level and aligned with the

units to be delivered.

1.5 Students are not consistently provided with information about assessment tasks to be completed prior to delivery of the units and evidence of the provision of feedback on assessment tasks to students was consistently provided. Westvic Staffing Solutions would benefit from reviewing information provided to learners to ensure that students are informed of the learning activities and assessment task that need to be completed for each unit to ensure that they are aware of their responsibilities and the requirements for completing the units.

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

Audit conclusion	Result	✓
<p>FINDINGS 2.2</p> <p>Westvic Staffing Solutions Inc. provides appropriate information to prospective clients and learners and ensures the information is accurate, current and not misleading, provides the information systematically through a number of strategies including the website, phone enquiries, trainer interviews, enrolment packs and Student handbooks however entry requirements such as level of English skill, pre-requisite qualification or experience were not defined in the marketing materials.</p> <p>Recommendation</p> <p>Include information about the entry requirements for each qualification and course in marketing materials.</p> <p>Rectification evidence sighted at the time of audit</p> <p>Sighted marketing materials for qualifications reviewed which now include entry requirements.</p> <p>Westvic Staffing Solutions is now compliant with this requirement</p> <p>FINDINGS 2.3</p> <p>Westvic Staffing Solutions Inc. involves workplace personnel in planning relevant workplace programs, ensures that the training and assessment program makes full use of opportunities at the workplace. Learner progress is monitored and support provided to them through monthly Visits and information is recorded in monthly Visit reports. A Supervisor handbook informs employers of their responsibilities. The Supervisor Handbook identifies the role of the supervisor as an assessor. This information is incorrect as the supervisor is not an assessor. This information will need to be modified to clarify the assessment role. The Westvic assessor is to conduct the workplace assessments and the role of the supervisor is to provide evidence of the satisfactory completion of workplace tasks. "Types of Evidence" section needs to be clear on role of the supervisor in assessment process.</p> <p>Recommendation</p> <p>It is recommended that Westvic Staffing Solutions modifies the Supervisor Handbook to clarify the assessment role. The Westvic assessor is to conduct the workplace assessments and the role of the supervisor is to provide evidence of the satisfactory completion of workplace tasks. "Types of Evidence" section needs to be clear on role of the supervisor in assessment process.</p>	Compliant	✓
	Non-compliant	
	Not audited	

Rectification evidence sighted at the time of audit

Sighted modified Supervisors Handbook which now identifies the Supervisors role in assessment as: As a supervisor you will also have a role in the collection of evidence to assist the assessor with the requirements and tasks necessary for the assessment of your trainee to confirm that requirements for each module have been met.

Westvic Staffing Solutions is now compliant with this requirement

FINDINGS 2.5

Learners are informed of how to access their records at induction. The Student Handbook does not provide information n to access to records.

Recommendation

It is recommended that Westvic Staffing Solutions Include information on how students access their records in the Student Handbook.

Rectification evidence sighted at the time of audit

Sighted modified Student Handbook which now includes how students can access their records.

FINDINGS 2.6

Westvic Staffing Solutions has developed and implements a process for handling complaints and appeals that is not consistent with procedures implemented and with student information. The procedures identify an informal procedures for complaints and also refers to grievances. Student Information identifies that all complaints must be made in writing.

Recommendation

Review the Complaints and Appeals procedure and ensure that it identifies an informal procedure, formal procedure and external procedure. Ensure a consistency of use of terminology for complaints, grievances and appeals, or provide a definitions of each. Modify student information to align with complaints procedure.

Rectification evidence sighted at the time of audit

Sighted modified Student Handbook which now includes how students can access their records.

Westvic Staffing Solutions is now compliant with this requirement

Strengths

Opportunities for Improvement

2.3 Westvic Staffing Solutions would benefit from:

- (i) Reviewing the workplace monitoring procedures to identify how effective these are and to clarify what the monitoring involves, how students are supported in the workplace and how issues are identified.
- (ii) Including on Visit reports the opportunity to record identified workplace issues and concerns
- (iii) Identifying how the Australian Apprenticeship Centre Field Officers can be involved in provide information about learner progress and effectiveness of employers in meeting their responsibilities.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	✓
Westvic Staffing Solutions Inc. is compliant with Standard 3.	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		

CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT		
Evidence	Result	✓
Westvic Staffing Solutions Inc. is compliant with Condition 6	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		