

AQTF Audit Report – Continuing Registration

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 FM-PMA-34A
 TRIM No: 09/182321
 Version 7 – 1 July 2010
 Training and International Quality

Mathisi Pty Ltd trading as Mathisi - 31946

Organisation details			
Registration expiry	28/05/2014		
Principal address	237 Redbank Plains Road, Redbank Plains 4301		
RTO contact	Anna Skoubourdis	Phone number	0411181777
Operations	<ul style="list-style-type: none"> Core clients are fee for service clients employed within the fast food industry. Delivery is face to face within the employer's premises. The organisation has been given preferred supplier status for retail under the new User Choice arrangement. Approximate 30 current learners Certificate II in Retail. The organisation has only completed small numbers in the other qualifications on the scope of registration. 		
Audit team			
Lead auditor	Denise Middleton	Auditor/s	N/A
Phone	46 872 858	Adviser/s	N/A
E-mail	denise.MIDDLETON@deta.qld.gov.au	Observer/s	N/A
Audit details			
Reason/s for audit	Extension to scope/post initial audits		
Audit date/s	29 July 2010	Audit number/s	31946-3A/4A/3194616270A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2, 3.3.		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input checked="" type="checkbox"/> Significant non-compliance <input type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance <input type="checkbox"/>		
Other audit notes	<ul style="list-style-type: none"> Gerry Polkinghorne attended the audit as the AQTF consultant to support the organisation. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
BSB51107	Diploma of Management	<input type="checkbox"/>	Various fast food workplaces within the Ipswich and Toowoomba regions
SIR40207	Certificate IV Retail Management		
SIR20207	Certificate II in Retail		
FDF20103	Certificate II in Food Processing		
BSB20107	Certificate II in Business		
ICA20105	Certificate II in Information Technology		
ICA10105	Certificate I in Information Technology		
Interviewee/s (incl. position)			



Anna Skoubourdis, Director, Mathisi

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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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ol style="list-style-type: none"> have the necessary training and assessment competencies as determined by the National Quality Council or its successors have the relevant vocational competencies at least to the level being delivered or assessed, and can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ol style="list-style-type: none"> meets the requirements of the relevant Training Package or accredited course is conducted in accordance with the principles of assessment and the rules of evidence meets workplace and, where relevant, regulatory requirements is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

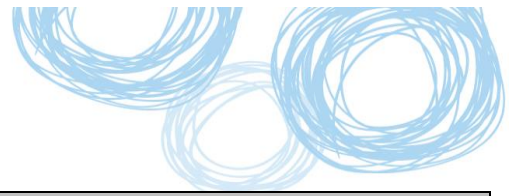
Findings:

The organisation collects feedback from employers, learners and stakeholders including quality indicator data. Internal reviews are conducted on a regular basis by an external AQTF consultant and the information gathered from the internal reviews is used to continually improve training and assessment. Employers are consulted on a regular basis regarding the suitability of the training and assessment conducted by the organisation.

Training and assessment strategies for all qualifications reviewed were sighted. These documents included pathways, list of competencies, infrastructure, training and assessment methods and duration of the qualification. All training and assessment is conducted within workplaces of learners.

The trainer and assessor has worked in the fast food industry for more than ten years hence has an understanding of the industry requirements of her clients. Professional development is undertaken by this trainer and assessor on a regular basis and she also has strong links to industry skills council. The trainer and assessor works casually on a regular basis in a fast food outlet to ensure that she maintains industry currency.

The organisation has developed assessment instruments that cover all aspects of the competencies including skills and knowledge, critical aspects, performance criteria and elements. There were sample answers available to ensure that there is consistency of assessment across the 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 establishes the needs of clients, and delivers services to meet these needs.	<input type="checkbox"/>
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.4 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 type="checkbox"/>
2.5 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.6 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:
 Compliant
 Not compliant

Findings:
 The organisation collects feedback from clients, stakeholders and employers on a regular basis. The data is analysed and the outcomes from this analysis is used to continually improve client services. Data is collected via feedback sheets and through meetings with employers and other stakeholders.

A student handbook was sighted that contained the following information: refunds; enrolment; user choice; fees and charges; course details including competencies offered; access and equity; accessing records; discipline; training and assessment; complaints and appeals; legislation; RPL.

Strengths

• Nil identified

Opportunities for Improvement

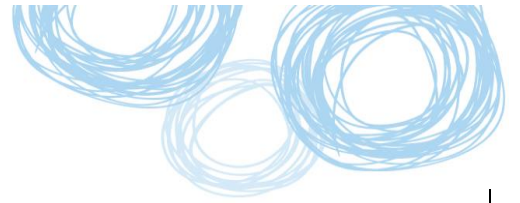
• Nil identified

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's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input type="checkbox"/>
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	<input checked="" type="checkbox"/>
3.4 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

Audit findings

At time of audit:
 Compliant
 Not Compliant



Findings:

The trainer and assessor meets with managers from various fast food operation on a regular basis to ensure that the organisation continually improves its management processes to meet the needs of its clients. The organisation meets with its AQTF consultant regularly to discuss improvements necessary to ensure that management systems are updated regularly. Outcomes from all meetings with stakeholders are recorded in a diary.

The organisation does intend to partner with any other organisation at this stage of its operations.

Strengths

- Nil identified

Opportunities for improvement

- Nil identified