



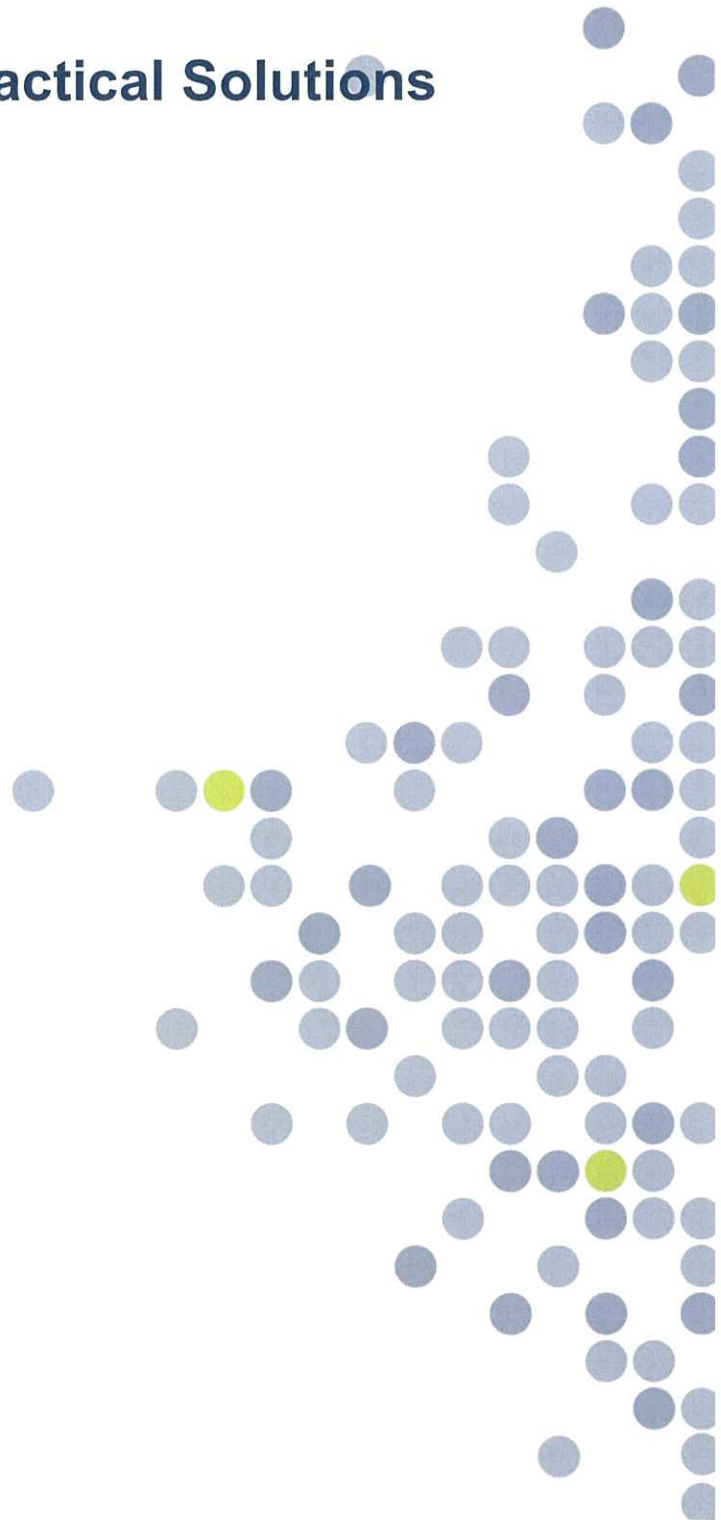
Australian Government  
Australian Skills Quality Authority

# REPORT

## Audit report: Training Practical Solutions Consultancy Pty Ltd

Date/s of audit: 20 June 2018

Date report created: 27 June 2018





## Organisation details

Organisation's legal name: Training Practical Solutions Consultancy Pty Ltd  
Trading name/s: N/A  
RTO number: 41290  
CRICOS number:

## Audit team

Lead auditor: Brad Kovak  
Assistant/s:

## Audit details

Application number/s:  
Audit number: AUDREC0000625  
Audit reason: Post initial  
Address of site/s visited: 39 Colemans Road, CARRUM DOWNS, VIC, 3201  
Date/s of audit: 20/06/2018  
Organisation's contact for audit: Mr Lee Tudor Managing Director  
lee@tpsconsultancy.com.au 0447 626 406

## Original finding at time of audit

**Audit finding: Concerning non-compliance**

Report completed by: Brad Kovak

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, 1.8	Not compliant
Completion	3.1	Not audited
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited
Management	2.2	Not compliant

## Background

Summary of organisation and management structure:

- Training Practical Solutions Consultancy Pty Ltd (the organisation) was formed four years ago and was registered as an RTO in September 2015. Mr Lee Tudor is the Managing Director and part-owns the organisation in conjunction with Precision Investments Pty Ltd. The Managing Director is assisted in the management of the RTO by Ms Jamie Yeo who is the Compliance Manager and, at the time of audit, had four staff employed including the aforementioned individuals.

Scope of registration:

- The RTO at the time of audit had the five qualifications on its scope of registration:
  - *FBP10117 Certificate I in Food processing*



- *FD10111 Certificate I in Food Processing*
- *MSS20316 Certificate II in Competitive Systems and Practices*
- *MSS30316 Certificate III in Competitive Systems and Practices*
- *MSS40316 Certificate IV in Competitive Systems and Practices*

Suburb and state of all delivery locations:

- The RTO delivers training and assessment in the workplace and at the time of audit clients were located in regional Victoria.

Core clients/target groups:

- The RTO's core clients at the time of audit were organisation's within the manufacturing industry.

Training Revenue (Funded or fee for service):

- Funded and fee for service.

Total number of current enrolments as at audit date: approximately 100.

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

- Information provided by students as part of a student survey or interview.
- Information provided directly by Training Practical Solutions Consultancy Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Training Practical Solutions Consultancy Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Training Practical Solutions Consultancy Pty Ltd conducted on insert date of audit.
- Other publicly available information - including but not limited to, information published on the organisations and third party websites.
- Add any other information sources.

## Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
MSS40316	Certificate IV in Competitive Systems and Practices	Workplace	34

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

## Interviewees

Name	Position	Training products
Mr Lee Tudor	Managing Director	MSS40316
Ms Jaime Yeo	Compliance Manager	MSS40316
Mr Andy Page	Trainer and Assessor	MSS40316



## About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 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 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

## Action required by RTO

Training Practical Solutions Consultancy Pty Ltd did not meet all requirements for clauses 1.1, 1.8 and 2.2

Remedial action is required for the following training product:

- *MSS40316 Certificate IV in Competitive Systems and Practices*

*The RTO is required to provide evidence that demonstrates:*

### Clause 1.1

- The RTO has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were impacted by training and assessment practices that did not meet the requirements of the training product (including amount of training). Remedial action needs to cover current students and students who enrolled or completed training with your provider in the past 1 month.

### Clause 1.8

- The RTO has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied.
- The RTO has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled that were assessed in a manner that did not meet the requirements of Clause 1.8. Remedial action needs to cover current students and students who were assessed by your training provider in the past 1 month.

### Clause 2.2

- The RTO has an appropriate system in place to systematically monitor its training and assessment strategies and practices to ensure ongoing compliance with Standard 1.
- The RTO has implemented appropriate systems to systematically monitor the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1.





## Areas of non-compliance

### Training and Assessment

#### Training Delivery and Assessment

##### Standards for RTOs Clause 1.1

*Original Finding: Not compliant*

*Finding following additional evidence: Not yet determined*

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

##### MSS40316 Certificate IV in Competitive Systems and Practices

The following was reviewed in relation to training and assessment practices:

- Training and assessment strategy for *MSS40316 Certificate IV in Competitive Systems and Practices*
- Assessment tools for the units of competencies:
  - MSS403001 Review competitive systems and practices
    - *MSS40310 Facilitate change in an organisation implementing competitive systems and practices*
      - Assessment consisted of:
        - Written questions
        - Scenario based question's
        - Workplace Project
        - Third Party report
- Completed learner assessments for:
  - TA
  - CC
  - EL
  - PR

The RTOs training and assessment practices are not compliant with the requirements of Clause 1.1 of the Standards for RTOs 2015 as its assessment practices are not consistent with the requirements of the training product identified in Clause 1.8.

Evidence of non-compliant training and assessment practices includes:

- (refer to Clause 1.8).

##### Standards for RTOs Clause 1.8

*Original Finding: Not compliant*

*Finding following additional evidence: Not yet determined*

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.

Table 1.8.1 Principles of Assessment

Fairness	The individual learner's needs are considered in the assessment process.
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	Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual learner by: <ul style="list-style-type: none"> <li>• reflecting the learner's needs;</li> <li>• assessing competencies held by the learner no matter how or where they have been acquired; and</li> <li>• drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.</li> </ul>
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires: <ul style="list-style-type: none"> <li>• assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;</li> <li>• assessment of knowledge and skills is integrated with their practical application;</li> <li>• assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and</li> <li>• judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.</li> </ul>
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Table 1.8.2 Rules of Evidence

Validity	The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the learner's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

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*MSS40316 Certificate IV in Competitive Systems and Practices*

The following was reviewed in relation to training and assessment practices:

- Training and assessment strategy for *MSS40316 Certificate IV in Competitive Systems and Practices*
- Assessment tools for the units of competencies:
  - *MSS403001 Review competitive systems and practices*
  - *MSS40310 Facilitate change in an organisation implementing competitive systems and practices*
    - Assessment consisted of:
      - Written questions
      - Scenario based question's
      - Workplace Project
      - Third Party report
- Completed learner assessments for:
  - TA



- CC
- EL
- PR
- DU

The RTOs assessment system is not compliant with the requirements of Clause 1.8 of the Standards for RTOs 2015 as the evidence did not demonstrate that assessment complies with the assessment requirements of the relevant training package and is conducted in accordance with the Principles of Assessment and the Rules of Evidence.

Evidence of non-compliant training and assessment practices includes:

- *MSS403001 Review competitive systems and practices*
- Validity and sufficiency, there is insufficient evidence candidates have demonstrated competence to satisfy the requirements of the elements and performance criteria of the unit of competency, and the ability to contribute and implement improvements on one or more occasions to improve performance in:
  - cost
  - performance
  - delivery
  - safety/environment
  - employee capability.

Assessment evidence provided no context as to how the production of the 'success sheet' and the observations recorded are relevant to satisfy the requirements of the elements and performance criteria of the unit. It consisted of a 'success sheet' with two photos of site boards titled 'before' and 'after' and an observation checklist with no information in the supporting notes to provide context in which the observations were undertaken.

The non-compliances identified for the students are examples of the areas where inadequate assessment practice has been identified and are not a full list of non-compliance. The RTO is responsible for providing evidence that confirms the students were assessed as meeting all the requirements of the training products in which they were enrolled.

## Staffing/Management Requirements

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### Standards for RTOs Clause 2.2

*Original Finding: Not compliant*

*Finding following additional evidence: Not yet determined*

**The RTO:**

- a) systematically monitors the RTO's training and assessment strategies and practices to ensure ongoing compliance with Standard 1; and
  - b) systematically evaluates and uses the outcomes of the evaluations to continually improve the RTO's training and assessment strategies and practices. Evaluation information includes but is not limited to quality/performance indicator data collected under Clause 7.5, validation outcomes, client, trainer and assessor feedback and complaints and appeals.
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*MSS40316 Certificate IV in Competitive Systems and Practices*

The following was reviewed in relation to Management Practices

- Training and assessment strategy for *MSS40316 Certificate IV in Competitive Systems and Practices*
- Assessment tools for the units of competencies:
  - *MSS403001 Review competitive systems and practices*
  - *MSS40310 Facilitate change in an organisation implementing competitive systems and practices*



- Completed learner assessments for:
  - TA
  - CC
  - EL
  - PR
  - DU

The RTOs management practices are not compliant with the requirements of Clause 2.2 of the Standards for RTOs 2015 as the RTO has not ensured ongoing compliance with Standard 1. (refer to Clause 1.8 and 1.1).

