


AQTF Audit Report – Continuing Registration


 clever - skilled - creative

Fitnace Australia Pty Ltd - 32155

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

Organisation details			
Registration expiry	28/04/2015		
Principal address	4/65 Manilla Street, East Brisbane		
RTO contact	Chris Weier	Phone number	3391 0022
Operations	<ul style="list-style-type: none"> The training organisation is based at a busy gymnasium. A dedicated training room has been set aside for fitness students to complete their classroom work. The majority of clients are those wishing to seek an occupation as a personal trainer. 		
Audit team			
Lead auditor	Tony Feagan	Auditor/s	Nil
Phone	3356 1168	Adviser/s	Nil
E-mail	tfeagan@tpg.com.au	Observer/s	Nil
Audit details			
Reason/s for audit	Post initial		
Audit date/s	29/07/11	Audit number/s	3215517203A
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 type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Rectification received	10/08/11		
Audit outcome following rectification	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	Nil		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
SRF30206	Certificate III in Fitness	no	East Brisbane
SRF40206	Certificate IV in Fitness	no	East Brisbane
Interviewees (incl. position)			
Chris Weier - Director			
Judy Dionysius – RTO Manager			

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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: <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) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) 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): <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 d) is systematically validated. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 10/08/11:

- Compliant
 Not Compliant

Findings:

The RTO Manager oversees the continuous improvement aspect of the organisation. Data is collected through student and industry feedback and consultation, internal reviews of all aspects of the RTO operations, assessment moderation and validation activities and through information received through a range of email alerts including DET Registration Notices and Skills Council alerts.

Training and assessment strategies have been developed for the two qualifications on scope. Each strategy contains a description of the targeted client group, entry requirements, nominal duration, pathways, industry and market needs, program outcomes, professional recognition/registration, course structure including core, stream and electives in clustered groups, unit nominal hours, exit points, access and equity requirements, validation activities and program structure.

Trainers have extensive industry experience and are all current in sports and fitness related training.

Assessment is conducted in a holistic manner. Theory questions are based on a textbook called "The Essential Guide to Fitness" (Marchese and Hill) which has theory questions and activities integrated throughout. Practical assessments are designed to be conducted constantly over the duration of the course and a 'portfolio' is produced which is handed in at the completion of the respective course.

Of the assessments sampled on student files, a number have not been marked. As a consequence, written feedback had not been given to the student. The assessment principle of authenticity has not been addressed with many of the assignments as written response questions are being typed and submitted only having the student's name (typed) in the header or footer.

The RTO has developed a good RPL kit based on the Skills First publication.

Non-compliances:

A number of assessments noted in student files had not been corrected or otherwise marked.

There was no evidence to suggest that students are given feedback on their written assessment work.

There is no provision in place to ensure the authenticity of the student's submitted assessment work



Rectification required:

The RTO is to provide evidence of how it will ensure that all summative written assessment submitted by the student, is marked before being placed in the respective student file.

The RTO is to provide evidence of how it will ensure that feedback is given to the student following the marking of their written assessment work.

The RTO is to provide evidence of how it will ensure that the authenticity of the student's submitted written assessment is ensured.

Rectification evidence received 10/08/11:

The RTO provided evidence that it has developed a new form which will be used on each student file called a 'Competency Standard Summary Sheet'. The form's primary purpose is to act as a checklist to note that the student's written work has been marked and that feedback has been provided.

RTO provided evidence that it has developed an 'Assessment Guide' for each unit of competency. The Assessment Guide contains the provision for students to sign when submitting written assessment thus ensuring the authenticity of that assessment.

Strengths

- The physical environment in which the RTO operates is of a high standard.
- The trainers/assessors utilised in the program have extensive experience in their respective field.

Opportunities for improvement

- Nil identified

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

2.2	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"/>

Key findings**At time of audit:**

- Compliant
 Not compliant

Findings:

In the 16 months since the RTO was first approved, there has been a steady rate of improvement to client service related documents and processes. These include improvements to the student and course handbooks.

The RTO has developed a 'learner information handbook' for course specific information. There is also a general handbook which includes an overview of the course durations, structures, fees, venue details, payments schedule, refunds, materials requirements, LLN requirements, etc. General student handbook – policies and procedures including code of practice, RPL and credit transfer arrangements, complaints and appeals, support services, assessment requirements, access, equity and workplace harassment, legislative requirements

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
3.2 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"/>

Audit findings

At time of audit:
 Compliant
 Not Compliant

Findings:

The RTO uses AVETMISS Easy data management software for managing its student information. The database is populated from information collected on an AVETMISS compliant enrolment form.

Policies and procedure used in the management of the RTO include a Privacy Policy, discrimination policy, risk management, workplace health and safety policy, continuous quality improvement process and improvement plans.

Training plans and traineeship relevant paperwork (Education, Training and Employment Schedule, is in place for selected clients.

Strengths

- Nil identified

Opportunities for improvement

- Nil identified