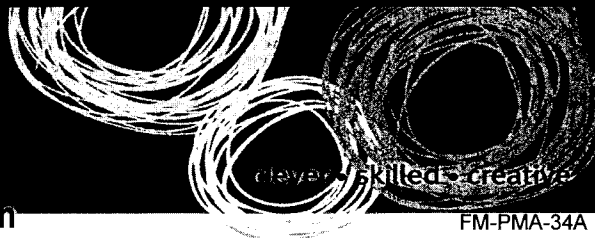


AQTF Audit Report

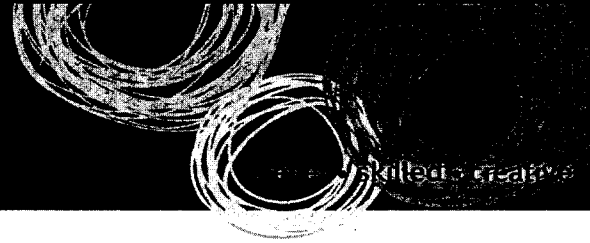


Conquest Communications, Conquest Communication
Consultants – NTIS #30268

FM-PMA-34A
TRIM No: 09/182321
Version 5 – 24 February 2010
Training and International Quality

Organisation details			
Registration expiry	28/11/2010		
Principal address	24 Mitchell Street, Riverview Via Elliott Heads 4670		
RTO contact	Trevor Conquest	Phone number	41596950
Operations	<ul style="list-style-type: none"> Core clients are fee-for-service employed within the telecommunications industry. The RTO is trialling three fee-for-service trainees. Delivery of theory training and assessment is online with the practical completed face-to face. Delivery is offered nationwide but students enrolled are predominately from Queensland. Approximately 82 students completed the ICT20308 Certificate II in Telecommunications Cabling in past year. There was 1 student who completed ICT30208 Certificate III in Telecommunications in the past year. The RTO has approximately 250 students currently enrolled in ICT20308 Certificate II in Telecommunications Cabling and there are no students enrolled in ICT30208 Certificate III in Telecommunications. The RTO currently has overseas students from Great Britain, New Zealand and South Africa, enrolled in ICT30208 Certificate II in Telecommunications Cabling, who are completing the theory components of the qualification online. The RTO advised that these students are currently working in the industry overseas and have plans to or are in the process of migrating to Australia. They require knowledge of the Australian legislation. The RTO advised that these persons will undergo any necessary practical component once they settle in Australia. 		
Audit team			
Lead auditor	Ed Spink	Auditor/s	N/A
Phone	0414399500	Adviser/s	N/A
E-mail	ebspink1@bigpond.com	Observer/s	N/A
Audit details			
Reason/s for audit	Monitoring		
Audit date/s	30/6/2010	Audit number/s	3026815343A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 3.1, 3.2, 3.3		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/> Significant non-compliance <input checked="" type="checkbox"/> Minor non-compliance <input type="checkbox"/> Critical non-compliance* <input type="checkbox"/> <small>[*Critical non-compliance cannot be determined if no delivery has occurred]</small>		
Rectification received	5/8/2010		
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	<ul style="list-style-type: none"> Element 3.3 was not initially included in the scope of the audit. However as there was non-compliance identified in regards to the format with the statements of attainment and qualifications this was included in the audit. 		





Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
ICT20308	Certificate II in Telecommunications Cabling	<input type="checkbox"/>	Theory delivered online and practical delivered face to face at the RTO premises or at the clients premises.
ICT30208	Certificate III in Telecommunications	<input type="checkbox"/>	
Interviewee/s (incl. position)			
Trevor Conquest, Manager			



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 are conducted 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) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services. 	<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. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit: <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	Following rectification received 5/8/2010: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
---	--

Findings:

The RTO collects feedback from students using its own survey forms and the national quality indicators learner's survey forms, for the identification of improvements to training and assessment. These are sent out to every student at the completion of training. The RTO reviews each form when it is returned to identify any possible areas for improvement. The survey forms sighted at audit provided positive feedback. However, a comment on one of the survey forms suggests that the videos available online are too small. The RTO is in the process of improving the size of the videos. Feedback is also gathered verbally from students and employers and from the RTO's trainers/assessors. The complaints and appeals process is a further source of data for the identification of areas for continuous improvement.

The training and assessment strategies are outlined on the RTO's website. The theory training and assessment is delivered online. The practical training and assessment is delivered face to face. The clients targeted are electricians, security industry, ex-defence and persons currently working in the industry with a focus on the units of competency required by cablers for either restricted registration or open registration with the Australian Communications and Media Authority (ACMA). Industry consultation in the development of the training and assessment strategies has been sought from the RTO's external trainers/assessors who are currently working within the industry, employers and from the Queensland Telecommunications Training Committee (QTTC) of which Trevor Conquest attends meetings and is involved in an industry working committee. The training delivered is in a module format which has been derived from the NTC and NTE modules which were applicable to earlier electrical training packages. However these modules are still referenced on the ACMA website as being suitable for registration as a cabler. The training materials for each module have been mapped to the units of competency to ensure that the required training is completed. When students have completed the modules that are relevant to the Certificate II in Telecommunications Cabling they will have also attained two additional units of competency over and above the units required for the Certificate II in Telecommunications Cabling. These are *ICTTC016C Joint copper cable* and *ICTTC137A Install, maintain and modify customer premises communications cabling: ACA Open Rule*. *ICTTC137A Install, maintain and modify customer premises communications cabling: ACA Open Rule* is a unit referenced for registration on the ACMA website.

The RTO online system is operated from its premises. The RTO has suitable software systems for the delivery, monitoring and recording of training and management of student records. Practical is delivered either by Trevor Conquest or one of the RTO's regional trainers who have access to their own equipment. The RTO provided evidence of equipment and access to a variety of cabling examples at its premises.

Prior to the RTO engaging its regional trainers it requires trainers to first observe a training and assessment session held by Conquest Communications and then follows up with an observation of the trainer/assessor. The RTO keeps in contact with its regional trainers/assessors by phone and email and provides them with any changes to training and assessment materials, legislation and/or VET requirements. The regional trainers/assessors are given an instructors guide with a session plan for the training to be delivered and an observation checklist for the practical assessment. The RTO also provides videos to the regional trainers/assessors outlining any changes in the training and assessment materials and process. The RTO currently

has 14 regional trainers/assessors. These are located in a variety of states. The RTO advised that the trainers/assessors are under the supervision of Trevor Conquest. The RTO monitors the performance of the regional trainers by reviewing the documentation completed and returned to the RTO by the regional trainers/assessors and by reviewing client feedback.

As the training and assessment is delivered in a module based format the elements from the units of competency are spread through a number of modules. In the student files sighted the assessment is predominately RPL with gap training and assessment. The RTO interviews the applicant by phone to determine their level of knowledge and experience and advises them of the modules the student will need to complete. The students provide evidence of relevant qualifications/resumes by email however the evidence is not referenced against the units of competency to demonstrate how the assessor arrived at the assessment decision. The RTO advised that it is currently in the process of reviewing its process for the recording of the documentation it receives from each student with regards to RPL. However the RTO also advised that it has recently submitted its application for renewal of registration in which it has applied to transition to the equivalent qualifications in the new ICT10 training package and that it is holding off on changing any documentation until it is approved for the new training package.

The RTO advised that it had only completed one student in ICT30208 Certificate III in Telecommunications and this was through the RPL process. This was conducted on a trial basis to determine how the RTO would manage the delivery of this qualification.

Non-compliances:

The course information on the website that details the training and assessment strategies is not current. The RTO is delivering ICT20308 Certificate II in Telecommunication. However the website still lists the qualification as ICT20302 Certificate II in Telecommunications Cabling. The units of competency listed are 'C' units whereas they should be 'D' units. The change to the units was the introduction of employability skills. Also the unit of competency *ICTTC141B Work effectively in a telecommunication technology team* is not listed in the required units. However the RTO was able to demonstrate where this unit is covered in the training/assessment.

There is no evidence of the qualifications or experience of the regional trainers/assessors engaged in the delivery and assessment of the practical component of the course, or the supervision arrangements for those who do not have the relevant training and assessment qualifications.

ICT20308 Certificate II in Telecommunications Cabling

ICTTC006D Place and secure cable

ICTTC005D Install cable support systems.

The assessments consist of an online theory assessment, a face to face practical assessment and RPL. The issues identified are:

- As the assessments are based around modules there was no evidence sighted to demonstrate how the assessments align to the units of competency to demonstrate the validity of the assessment.
- The online theory questions are randomly selected and require 70% for successful completion. The random selection of questions and the 70% pass mark does not ensure that students are competent in all aspects of the required knowledge.
- The student documentation (qualifications and resumes) submitted for RPL have not been referenced to the units of competency to demonstrate how the assessor arrived at the assessment decision.

ICT30208 Certificate III in Telecommunications

ICTTC010D Place, secure and terminate customer premises optical fibre cable

ICTTC013D Perform an accurate customer premises cable and system test

The RTO has completed one student, Wain Rath, in ICT30208 Certificate III in Telecommunications. This was completed through the RPL process. The RTO had gathered copies of relevant certificates from the candidate but there was no evidence to show how these had been aligned to the relevant units of competency to demonstrate the student's competence. The RTO advised that the student had completed live work at the RTO's premises at which the applicant demonstrated the appropriate skills. However there was no evidence to demonstrate the types of tasks completed or how these and the supplied qualifications/industry courses attended aligned to the units of competency. Therefore there was no evidence to demonstrate how the assessor had arrived at his decision.

Implications for training/assessment quality:

The non compliances identified in relation to the assessments are considered significant as these issues impact on the quality of the assessment outcomes as persons being assessed may be deemed competent when they are not.

Rectification required:

The RTO is required to amend the training and assessment strategies, detailed on its website, to ensure the information is current. However, as the RTO has recently applied for renewal of its registration as an RTO and in its application has applied to transition to the new qualifications in the ICT10 training package. The RTO is required to provide evidence of a commitment to the upgrading of its website to identify the new qualifications and respective units of competency once the transition is approved.

The RTO is required to provide evidence of the qualifications and experience of the regional trainers/assessors engaged for the delivery of the practical component of the training to demonstrate that they meet the National Quality Council requirements for trainers/assessors. This includes evidence of currency in relation to vocational experience and knowledge of the VET sector and any supervisory arrangements that are in place for those trainers/assessors who do not have the appropriate training and assessment qualification.

ICT20308 Certificate II in Telecommunications Cabling

ICTTC006D Place and secure cable

ICTTC005D Install cable support systems.

The RTO is required to provide the following evidence for the assessments relating to the units of competency listed above:

- Evidence to demonstrate how the assessments align to the units of competency to demonstrate the validity of the assessment.
- Evidence of how the RTO will ensure that students fully demonstrate they are competent in all aspects of the required knowledge.
- If gaps are identified in the alignment of the assessments to the units of competency the RTO is to provide evidence of amended assessments to fill these gaps.

ICT30208 Certificate III in Telecommunications

ICTTC010D Place, secure and terminate customer premises optical fibre cable

ICTTC013D Perform an accurate customer premises cable and system test

The RTO is required to provide evidence of the following:

- How it determined Wain Rath as being competent in the above units of competency.
- An action plan outlining the actions and timeframes for the development of suitable documentation for the recording of RPL evidence to demonstrate how the assessor arrived at the assessment decision for the qualifications applied for from the ICT10 training package.
- An action plan that will demonstrate the time frames in which it will validate its training and assessment materials for the ICT10 package.

Rectification evidence received 5/8/2010:

The RTO amended the training and assessment strategies, detailed on its website to reflect the current Training Package. The RTO advised by email that it plans to transition to the ICT10 Training Package by February 2011.

The RTO provided evidence of the qualifications of its regional trainers/assessors. All regional trainers/assessors are currently working in the industry and thereby maintain their industry currency. The RTO provided evidence of how it supervises all of the regional trainers/assessors. These supervisory arrangements adequately address the supervision requirements for those trainers/assessors who do not hold the appropriate training and assessment qualification.

ICT20308 Certificate II in Telecommunications Cabling

ICTTC006D Place and secure cable

ICTTC005D Install cable support systems.

The RTO provided evidence for the assessments relating to the units of competency listed above that demonstrated how the assessments align to the units of competency to demonstrate the validity of the assessment and how the RTO will ensure that students fully demonstrate they are competent in all aspects of the required knowledge.

ICT30208 Certificate III in Telecommunications

ICTTC010D Place, secure and terminate customer premises optical fibre cable

ICTTC013D Perform an accurate customer premises cable and system test

The RTO provided evidence of how Wain Rath was determined competent in all the units of competency granted in the qualification.

The following evidence requirement was changed to an opportunity for improvement following the proof reading of the report. These were mistakenly left in the report by the lead auditor and were not required as part of the rectification evidence. The lead auditor did not provide the RTO with a template for an action plan.

- An action plan outlining the actions and timeframes for the development of suitable documentation for the recording of RPL evidence to demonstrate how the assessor arrived at the assessment decision for the qualifications applied for from the ICT10 training package.
- An action plan that will demonstrate the time frames in which it will validate its training and assessment materials for the ICT10 package.

Strengths

- Nil identified

Opportunities for Improvement

- As the RTO is applying to transition to the new qualification in the ICT10 training package it is strongly recommended that the RTO undertake a validation of all its assessments, against the units of competency within the new qualifications applied for, once the transition has been approved.

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

Elements	Examined
2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 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 checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not compliant

Following rectification received 5/8/2010:

- Compliant
 Not Compliant

Findings:

The RTO collects feedback from students using its own survey forms and the national quality indicators learner's survey for the identification of improvements to client services. These are sent out to every student at the completion of training. Feedback is also gathered verbally from students and employers and from the RTO's regional trainers/assessors. The feedback is analysed to determine any improvements that may be required.

The RTO provides information to clients regarding training and assessment, support services and the client's rights and obligations on its website.

The RTO has enrolled 3 trainees in ICT20308 Certificate II in Telecommunications Cabling. The practical training is conducted in the workplace. The RTO has implemented a training plan outlining the responsibilities of each party to the training contract. The RTO monitors the student's progress via phone calls and visits to the trainee and employer.

The RTO interviews each client to determine their learning needs and the level of RPL that may be granted. This is usually undertaken via a phone call. This was evidenced by phone conversations the RTO had with prospective clients during the audit. Information is also provided on the RTO's website that allows clients to determine the units of competency/qualification



that they will need to enrol in to meet registration requirements for ACMA.

Non-compliances:

The course and unit information on the website available to students is not current. The RTO is delivering ICT20308 Certificate II in Telecommunication. However the website still lists the qualification as ICT20302 Certificate II in Telecommunications Cabling. The units of competency listed are 'C' units whereas they should be 'D' units. The change to the units was the introduction of employability skills. Also the unit of competency *ICTTC141B Work effectively in a telecommunication technology team* is not listed in the required units.

Also, when students have completed the modules that are relevant to the Certificate II in Telecommunications Cabling they will have also attained two additional units of competency over and above the units required for the Certificate II in Telecommunications Cabling. These are *ICTTC016C Joint copper cable* and *ICTTC137A Install, maintain and modify customer premises communications cabling: ACA Open Rule*. *ICTTC137A Install, maintain and modify customer premises communications cabling: ACA Open Rule* is a unit referenced for registration on the ACMA website. It is not clear to the student that these units are additional units over and above the requirements for the qualification.

Rectification required:

The RTO is required to amend the course information, detailed on its website, to ensure the information is current and clearly outlines which units of competency are required for the ICT20308 Certificate II in Telecommunications and which additional units are achieved as a result of completing the training. However, as the RTO has recently applied for renewal of its registration as an RTO and in its application has applied to transition to the new qualifications in the ICT10 training package. The RTO is required to provide evidence of a commitment to the upgrading of its website to identify the new qualifications and respective units of competency once the transition is approved.

Rectification evidence received 5/8/2010:

The RTO amended the course information, detailed on its website to reflect the current Training Package and inform students of which additional units are achieved as a result of completing the training. The RTO advised by email that it plans to transition to the ICT10 Training Package by February 2011.

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 uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The RTO monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF 2007 Essential Standards for Registration.	<input checked="" type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 5/8/2010:

- Compliant
 Not Compliant

Findings:

The RTO gathers data to identify improvements to its management system through student feedback, trainer/assessor feedback, complaints and from day to day issues identified by Trevor Conquest who is the sole manager of the RTO responsible for all operations. The RTO has a documented management system for the operation of its business. The RTO demonstrated how it identified a need and implemented the action to amend its student database. The RTO is currently in communication with its IT consultant to ensure the new database conforms to the latest AVETMISS requirements.

The RTO advised that there are no partnership arrangements currently in place. The RTO has contracts with external trainers/assessors who work in industry but these are deemed to be subcontractor arrangements.

Non-compliances:

The statements of attainment sighted at audit do not include the words, 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s)' as required by the AQF guidelines.

The qualification sighted at audit does not include the words, 'A summary of the Employability Skills developed through this qualification can be downloaded from <http://employabilityskill.training.com.au/>' as required by the AQF guidelines.

Rectification required:

The RTO is required to provide evidence that it has amended its statements of attainment to include the words, 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s)' as required by the AQF guidelines.

The RTO is required to provide evidence that it has amended its qualification template to include the words, 'A summary of the Employability Skills developed through this qualification can be downloaded from <http://employabilityskill.training.com.au/>' as required by the AQF guidelines.

Rectification evidence received xx Month 20xx:

The RTO provided evidence that it has amended its statements of attainment to include the words, 'A Statement of Attainment is issued by a Registered Training Organisation when an individual has completed one or more units of competency from nationally recognised qualification(s)/course(s)' as required by the AQF guidelines.

The RTO provided evidence that it has amended its qualification template to include the words, 'A summary of the Employability Skills developed through this qualification can be downloaded from <http://employabilityskill.training.com.au/>' as required by the AQF guidelines.

Strengths

- Nil identified

Opportunities for improvement

- The RTO advised that it had reviewed its management system prior to the audit and that no changes were required. However a review of the management system identified that the RTO's continuous improvement process included Management Review and the use of corrective action request forms. The RTO advised that due to the size of the RTO these processes were not implemented. As the AQTF has been amended from the 1 July 2010 it is recommended that the RTO review its management system in accordance with what actually happens within the organisation and to address the changes introduced in the AQTF2010 Essential Conditions and Standards for Continuing Registration.