

Summary of Registration Audit Report

RTO Name: Skill Training Victoria
 Audit date: 22nd and 23rd March, 2017

TOID: 21210

Qualifications audited:

- CPC30111 – Certificate III in Bricklaying/Blocklaying
- CPC30211 – Certificate III in Carpentry

Audit outcomes:

- Audit non-compliance identified: Yes
- Compliance achieved after rectification: Yes
- Summary of significant and/or critical non-compliances and actions taken to rectify:

AQTF Condition (CF) / AQTF Standard (SF) / VRQA Guideline (GF)	Summary of identified Non-Compliance	Rectification made
CF.3.1 – Compliance with Legislation	The Student handbook did not include reference to all relevant legislation	Student Handbook updated to include relevant legislation
SF 1.2.1 GF 4.1.1	Strategies for Training and Assessment did not include sufficient information on the delivery and assessment arrangements and volume of learning.	The Strategies for Training and Assessment were revised to include further details on the delivery and assessment arrangements including volume of learning.
SF 1.2.2 SF 1.3.3	The assessment process for some units did not demonstrate how students were being assessed over a period of time.	STV has further developed pre-determined workplace logbook to capture student’s development of skills and knowledge over a period of time.
SF1.3.1	The lease arrangements for some of the STV premises were not up to date	Leases were updated as required.
SF 1.3.2 GF 4.1.1	Equipment and facility lists for STV premises and workplaces were not sufficient.	Equipment and facility checklists for STV premises and workplaces were revised to include all required equipment.
SF 1.4.1 GF 3.1.1	Information in six of eight sampled staff files was inconsistent in that experience cited in mapping documents did not align with that in trainers’ curriculum vitae and mapping documents did not demonstrate relevant experience.	Trainer files were improved to sufficiently demonstrate vocational experience and competency to each unit being delivered and assessed.
SF 1.5	Assessment materials reviewed did not meet the requirements of the CPC Construction, Plumbing and Services Training Package, Principles of Assessment and Rules of Evidence.	Assessment materials were updated to ensure they addressed the requirements of the CPC Construction, Plumbing and Services Training Package, Principles of Assessment and Rules of Evidence.

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<p>SF 2.1.1 SF 2.1.2 SF 2.5 GF 4.2.1</p>	<p>Evidence of identifying student support needs and the provision of student support services was not sufficiently documented.</p>	<p>STV has revised the pre-enrolment process to ensure there are now clear steps and information to ensure the provision and documentation of appropriate support to students who may need additional LLN support throughout the completion of their course</p>
<p>SF 2.3.1 SF 3.1.1</p>	<p>Pre-enrolment information did not include sufficient details on:</p> <ul style="list-style-type: none"> - RPL processes - Support services available to students - Complaints and appeals 	<p>The Apprentice Handbook has been revised to clearly identify all required information.</p>
<p>SF 2.4.1</p>	<p>There was insufficient evidence that employers are engaged in the delivery and monitoring of training and assessment.</p>	<p>STV has revised the Apprentice Logbooks and practices for completion to ensure employers involvement in the delivery and monitoring of training and assessment.</p>
<p>SF 2.6.1</p>	<p>Information was not provided to trainers regarding how students gain access to records of their participation and progress</p>	<p>The Employee Handbook has been revised to include details of how students gain access to their records.</p>
<p>SF 2.7.1</p>	<p>The complaints and appeals policy and procedure did not clearly describe appeals process or where further information can be gained if a student is dissatisfied with the outcomes of their initial complaint or appeal.</p>	<p>The Complaints and Appeals Policy has been revised to include details of the appeals process and the addition of further steps available, such as the National Complaints Hotline and/or escalating the issue to the VRQA.</p>
<p>SF 2.7.2</p>	<p>The complaints register did not clearly identify between formal complaints and informal / internal issues.</p>	<p>The complaints register has been updated.</p>