

AQTF Audit Report

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**New England Institute of Technology Pty Ltd trading as New
England College of Technology – NTIS 31943**

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

Organisation details			
Registration expiry	31 May 2014		
Principal address	11-15 Buchanan Street, West End		
RTO contact	Mr Ajitpal Singh	Phone number	(07) 3844 0080
Operations	<ul style="list-style-type: none"> The core clients for the qualifications audited include domestic and international students The RTO intends to offer some of the qualifications as apprenticeships in the future Delivery for all qualifications includes a range of methodologies combining face to face training with mandatory vocational placement programs and/or workplace training The New England College of Technology currently holds no government funding contracts. However, it has tendered for funding through User Choice and is awaiting advice on the outcome Of the qualifications in the RTO's scope of registration, delivery has only occurred in AUR30405 Certificate III in Automotive Mechanical Technology. There have been no completions in any qualifications in the RTO's current scope. 		
Audit team			
Lead auditor	Narelle Duncan	Auditor/s	
Phone	0421859300	Adviser/s	
E-mail	anntek@optusnet.com.au	Observer/s	
Audit details			
Reason/s for audit	Post initial and extension to scope		
Audit date/s	22 June 2010	Audit number/s	3194316276-A, 31943-5A, 31943-4A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 3.1		
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"/> <small>[*Critical non-compliance cannot be determined if no delivery has occurred]</small>		
Other audit notes	<ul style="list-style-type: none"> Nil 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
AUR30308	Certificate III in Automotive Electrical Technology	<input type="checkbox"/>	West End
CHC30708	Certificate III in Children's Services	<input type="checkbox"/>	West End
CPC32008	Certificate III in Carpentry and Joinery	<input type="checkbox"/>	West End
CPC31308	Certificate III in Wall and Floor Tiling	<input checked="" type="checkbox"/>	West End
AUR30405	Certificate III in Automotive Mechanical Technology	<input type="checkbox"/>	West End
Interviewee/s (incl. position)			



Mr Ajitpal Singh, Director

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:**

- Compliant**
 Not Compliant

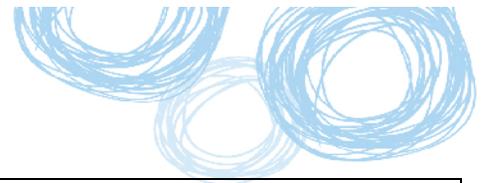
Findings:

New England College of Technology demonstrated a commitment to the collection of internal and external data for the purposes of continuous improvement. Data is collected through a range of mechanisms including internal and external training and assessment validation, internal audits and the collection of learner feedback. The RTO provided a range of evidence to support the recording and monitoring of improvement through minutes of meetings and continuous improvement logs. The RTO utilises the services of an external quality consultant and was able to demonstrate the implementation of rectification action recommended by its most recent audit conducted by its consultant.

The training and assessment strategies provided by the RTO, demonstrate a clear commitment to the provision of training applicable to the industry. Evidence of consultation was provided and the RTO demonstrated how this was incorporated into the development of the strategies. Minutes of meetings record industry consultation at a range of levels and across a range of industries. The training and assessment strategies clearly define the facilities and resources necessary to provide training for the qualifications in the scope of this audit. Many of these facilities and resources (including automotive workshops) are on site. However, facility and resource assessments are to be conducted for those qualifications that are primarily delivered off site at the premises of employers.

The RTO provided sufficient evidence to demonstrate that its trainers and assessors hold the required qualifications, training and assessment and vocational competency to deliver and assess the qualifications audited. Student files sighted for AUR30405 Certificate III in Automotive Mechanical Technology revealed consistency in the decisions by the assessor. However, there were some instances where the assessor had omitted to sign assessment.

AUR30405 Certificate III in Automotive Mechanical Technology*AURT215170A Inspect and service steering systems**AURT315166A repair steering systems***CPC31308 Certificate III in Wall and Floor Tiling***CPCWF3002A Fix walls tiles*



CPOCVF002A Use wall and floor tiling tools and equipment

CPC32008 Certificate III in Carpentry and Joinery

CPOCCA3006A Erect roof trusses

CPOCCA3023A Carry out levelling operations

CHC30407 Certificate III in Children's Services

CHCFC301A Support the development of children

CHCCN301A Provide for the care of children

AUR30305 Certificate III in Automotive Electrical Technology

AUR218664A Remove and replace electrical/electronic units/assemblies

AUR366108A Carry out diagnostic procedures

New England College of Technology demonstrated that it has in place good quality assessment tools that address all requirements of the units of competency audited. A range of assessment methods is utilised to ensure that sufficient valid, reliable evidence of competence is collected in both simulated and real workplace environments. In addition, the RTO was able to demonstrate the application of consistent validation activities to assure the validity of assessment and consistency in assessment decisions.

Strengths

- New England College of Technology has in place succinct approaches to the validation and continuous improvement of its training and assessment products and services.

Opportunities for Improvement

- New England College of Technology should ensure that all documentation is signed by learners and assessors where applicable.

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 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:

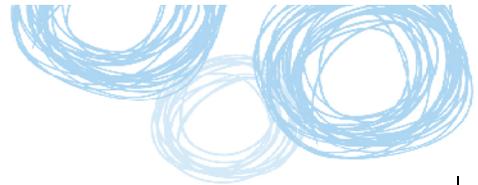
- Compliant**
 Not compliant

Findings:

Since its initial registration New England College of Technology has actively collected a range of feedback on the quality of its client services through participation in consultation with industry and the collection of data from learners. The RTO has recorded and monitored the implementation of rectification action where applicable through an improvement register and recording of minutes of meetings.

New England College of Technology provides a range of information to its learners prior to commencement via its training and assessment strategies and information located on its website. Learners are provided with a one on one consultation and induction to ensure that the RTO can align training and assessment methodologies to suit each learner's needs. As part of this induction, all learners receive a Student Handbook which includes sufficient information to allow learners to make an informed decision prior to enrolment.

As part of its consultation processes, the RTO conducts individual corporate consultation, where necessary, to develop a training and assessment strategy to reflect workplaces. Validation of the assessment to be used is conducted both internally and externally prior to the signing of training contracts and development of training plans. Where necessary, the completion of third party reports and training records by employers will be utilised in workplaces to collect further evidence of the application



of knowledge and skills.

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 type="checkbox"/>
3.3 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Findings:

New England College of Technology has a simple yet effective management system in place suitable for the size and scope of its operations. Since its initial registration, the RTO has undertaken internal audits to monitor continued compliance with the AQTF Essential Standards for Registration. Recommendations for improvement to its systems are discussed and recorded in management meetings minutes and on an improvement register.

Strengths

- Nil identified

Opportunities for improvement

- Nil identified