



AQTF 2007 Compliance Audit Report

Corporate Partners

9 December 2008

AQTF 2007 AUDIT REPORT

RTO DETAILS					
RTO Legal Name	Corporate Partners Pty Ltd			NTIS Number	
Trading name	Corporate Partners			Business No	
	ACN		ABN	62 099 306 055	
Street address	14 Mannikin Drive Woronora Heights NSW			Postcode	2233
Postal address	14 Mannikin Drive Woronora Heights NSW			Postcode	2233
Phone	0413 083 376		Fax	02 9532 1181	
E-mail	redwards@corporatepartners.com.au		Website	www.corporatepartners.com.au	
Registration contact <small>Person responsible for registration matters</small>	Name	Ray Edwards		Position	Managing Director
Student numbers <small>Currently enrolled</small>	N/A				

AUDIT TEAM			
Lead auditor	Mark Crawford	Auditor(s)	
Technical advisor(s)		Observer(s)	

REGISTERING BODY DETAILS			
Contact person	Gwendoline Bennett		
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AUDIT DETAILS	
Type of audit	Initial
Standards audited	All
Conditions audited	All
Audit date(s)	2008-12-09

INTRODUCTION
<p>Corporate Partners is a consulting firm involved in business improvement, typically in manufacturing – based on lean manufacturing principles. The program is known as Visual Workplace Management (VMS). They have been delivering consulting and training services for over 4 years with many well-known manufacturing companies.</p> <p>The organisation consists of 6 staff 5 of which are active in training and assessment. The organisation is seeking to become an RTO due to client demand for qualifications and the link between the programs delivered and the competitive manufacturing Training Package. The organisation has been delivery competitive manufacturing in association with other RTOs who have been responsible for the conducting the assessments and awarding the qualifications.</p> <p>The VSM program is typically undertaken as a workshop based and practical implementation of improvement practices in the workplace over 18 months to 2 years. This time length is required to ensure that a culture change is achieved, that improvement practices are sustainable and measurable improvements can be demonstrated.</p> <p>The VMS program represents 50% of the consulting business service. Consulting is undertaken on a fee for service basis.</p>

FOCUS OF AUDIT		
NTIS Code	Qualification(s), Unit(s) of competency, Accredited course(s) as per NTIS	Delivery site(s)
MSA31108	Cert III in Competitive Manufacturing	National
MSA41108	Cert IV in Competitive Manufacturing	National

INTERVIEWEES		
Staff (name and position), Employers (name and position), Students (by program only; do not list by name)		
Name	Position	Program (qualification, course, etc)
Ray Edwards	Managing Director	
Doug Fisk	Implementation Director	Competitive Manufacturing

SUMMARY OF AUDIT
<p>This audit was conducted under Section 22 of the NSW Vocational Education and Training Act 2005 (the VET Act) to assess compliance with the Australian Quality Training Framework 2007 Essential Standards for Registration. <i>The Conditions of Registration were also audited.</i></p> <p>Audit Outcome 2008-12-10 The organisation has demonstrated compliance with the relevant AQTF 2007 Essential Standards and Conditions of Registration.</p>

AUDITOR'S RECOMMENDATION					
<p>2008-12-10 That, under the relevant section of the VET Act 2005, the organisation's application be approved.</p>					
Auditor's Name	Mark Crawford	Signature	<i>M. Crawford.</i>	Date of Report	2008-12-10

ESSENTIAL STANDARDS

Standard 1: The RTO provides quality training and assessment across all of its operations

Audit conclusion	Result	
<p>The organisation has a well established and proven track record for delivery competitive manufacturing principles with positive measurable outcomes for existing clients in the service and manufacturing industries.</p> <p>Learning and assessment strategies are developed in consultation with the client's business processes and employee abilities. The programs are delivered at client's premises through workshop activities and practical applications of the process improvement tools. Assessments are conducted holistically based on achievement of workbook activities and implementation of workplace projects.</p> <p>Learning resources, workshop activities and workplace projects have all been mapped to the requirements of the Training Package.</p>	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Mini Business boards used on the shop floor to show the improvement processes have a high visual impact.		
Opportunities for Improvement		

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

Audit conclusion	Result	
<p>The organisation has developed learner feedback forms for the collection of feedback on its workshops. The trainers and assessors meet regularly with the employer to review the program delivery and performance.</p> <p>Learners with LLN difficulties are identified and provided with WELL program support.</p> <p>The implementation of the program depends upon the employer involvement in supporting staff. Trainers and assessors visit on a regular basis to continue the program and to assist in its implementation.</p>	Compliant	✓
	Non-compliant	
	Not audited	
Strengths		
Opportunities for Improvement		

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Audit conclusion	Result	
<p>The organisation has developed an Operational Manual for the running of the RTO. Regular management meetings and program review meetings are held to review operational processes and to</p>	Compliant	✓
	Non-compliant	
	Not audited	

implement improvements. The organisation has shown that it has been developing and improving learning materials and application tools.

Strengths

Opportunities for Improvement

ESSENTIAL STANDARDS AND ELEMENTS

Standard 1: The RTO provides quality training and assessment across all of its operations

1.1 Training and assessment is continuously improved by collecting, analysing and acting on relevant data.

Evidence	Result	
<p>Learner feedback forms include Program Pre-Evaluation, Session/Unit Evaluation and Program Evaluation.</p> <p>Feedback results are to be evaluated after each session and during the monthly program review with the site manger and three monthly reviews with the client executive management.</p> <p>Management review meeting held monthly – sighted minutes reflecting development and improvement of resources and training materials.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Findings

The organisation has developed feedback forms for the collection of learner feedback and has management meetings that include improvement processes.

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.

Evidence	Result	
<p>Training strategies and assessment strategies defined in the Operations Handbook. Delivery is based on workshops, on the job training, portfolio of workplace projects and trainer (coaching and mentoring) weekly visits.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Sighted client proposal providing a delivery schedule tailored to the client's business. The proposal included a 12 week diagnostic program including two day workshops, followed by on the job training from weeks 12 –52. Other proposals sighted included mapping delivery strategies to units of competency and timelines for the program rollout.

The Operations Manual defines core and elective units and the packaging rules - 8 units for Cert III and 10 units for Cert IV.

Client needs are determined during the initial consultation stage.

Members of AME, AIG and ABL industry associations. Attendance at meetings and involvement in presentations to members.

The organisation has also worked with other RTOs in determining the requirements of the Training Package. The organisation has also been delivering business improvement programs for over 4 years with successful and measurable results.

Findings

The organisation has defined its learning and assessment strategies in the Operations Manual and client proposals. Evidence was provided to show that the strategies have been developed in consultation with clients, other RTOs and with industry peak bodies.

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 RTOs training and assessment strategies.

Evidence	Result	
<p>Client based on the job facilities.</p> <p>Learner Guides for Mini Business x 3 and Training Workbook. Leadership manual for top management.</p> <p>Handouts for team leaders for the implementation of the business improvement tools</p> <p>Power point presentations.</p> <p>Library of text books associated with competitive manufacturing</p> <p>Training material list for the various workbooks.</p> <p>All materials have been designed (through desk top publishing) with common themes and icons for visual effect and friendly user use.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Findings

The organisation has demonstrated that it has the necessary resources for the delivery of qualifications requested.

1.4 Training and assessment is delivered by trainers and assessors who:

- (a) have the training and assessment competencies 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 to develop their vocational and training and assessment competencies to support continuous improvements in the delivery of RTO services.

Evidence	Result	
	Compliant	✓

Trainer / Assessor Skills Matrix mapping qualifications and experience against each unit of competency. Sampled trainer / assessor qualifications for: Michael Blatchford <ul style="list-style-type: none"> - Cert IV in TAA, TAFE, July 2008 - Industry experience 10 years training production staff at Steggles Foods and Valspar Corporation in Competitive Manufacturing Robert Emms <ul style="list-style-type: none"> - SoA for BSZ401A, BSZ402A, BSZ403A and BSZ404A. Rob has undertaken a Grad Diploma with AIM in Brisbane and is waiting for a certificate - Industry experience 3 years facilitating training courses for the Australian Institute of Management Queensland Rod Moorcroft <ul style="list-style-type: none"> - Cert IV in TAA, TAFE, Jul 2008. - Cert IV in Competitive Manufacturing, Performance Frameworks, Nov 2008 - Industry experience 15+ years leading training department at Dunlop Industrial Foam & Fibre, 35 years in manufacturing. All trainers and assessors are in the process of obtaining their Cert IV in Competitive Manufacturing. Professional development – attendance at industry conferences and other workshops.	Non-compliant	
	Not audited	
	Not applicable	
Findings		
The organisation has suitably qualified trainers and assessors for the delivery of the qualifications sought.		

1.5 Assessment, including Recognition of Prior Learning (RPL): (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, and (c) meets workplace and, where relevant, regulatory requirements.		
Evidence	Result	
Program matrix mapping the steps in the program to the unit element from each unit of competency. Sampled assessment tools from Cert III including MSACMS200A Apply competitive manufacturing practices, MSACMC210A Manager the impact of change on own work and MSACMC410A Lead change in a manufacturing environment. Sampled assessment tools from Cert IV including MSACM400A – Implement a competitive manufacturing system, MSACMS401A - Ensure process improvements are sustained, MSACMT421A – Facilitate a just in time system, MSACMT430A – Improve cost factors in work places. Individual assessment tools developed for each unit of competency. Assessment guides include the unit descriptor, performance criteria and suggested assessment activities and reflection questions to confirm underpinning knowledge. Assessment activities include workshops, improvement projects and portfolio of evidence. Each workbook contains a mapping to the unit of competency element and performance criteria. Assessors' Guide provides guidance on the linkages between workplace activities and reflection questions with performance criteria and critical aspects of evidence.	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Assessment will be conducted progressively during workshop activities, project presentations and implementation of the process in the workplace.

Assessment records will be maintained on the Assessment of Portfolio Outcome Summary.

Assessment Validation Review Checklist form developed for assessment validation.

Outcomes based validation is evidence by actual business improvements that have been achieved by the implementation of the competitive manufacturing program, by before and after photos of workplace improvements and by audits of the implementation of the program.

Findings

The organisation has demonstrated that it has develop suitable assessment process and assessment tools for the qualifications requested.

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

2.1 Client services are continuously improved by collecting, analysing and acting on relevant data.

Evidence	Result	
<p>Learner feedback forms for recording feedback from workshops.</p> <p>Sighted example of improvements made to presentation material (Lean Business Principles) to clarify content and to include additional information.</p> <p>Sighted changes made to the Problem Investigation Sheet to include icons representing the process steps. The icons are used in the learning materials. Another example include the use of a red background for before photos and green backgrounds for after photos.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p>The organisation has demonstrated continuous improvements are being made to learning materials as a result of feedback from existing training delivery.</p>		

2.2 Clients are informed about the learning, assessment and support services to be provided and their rights and obligations prior to enrolment and/or entering into a contract with the RTO.

Evidence	Result	
<p>Student Handbook provides information on assessment, pathways, RPL, appeals, complaints, legislation based policies, access and equity, LNN support and disciplinary procedures.</p> <p>Communication plan established with the client to roll out the program starting at the higher levels.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p>The organisation has a student handbook with the appropriate information for the learners.</p>		

2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of learning and assessment.

Evidence	Result	
<p>Management team meetings held during the initial stages to determine the selection of units of competency to meet learner needs.</p> <p>The implementation of the program includes the involvement of the top management and line supervisors.</p> <p>Leaders Guide for top-level management defines their roles and commitment required for the program.</p> <p>Line Supervisor manuals contain information for the line supervisors on how to roll out the program and support learner activities.</p> <p>All levels of the client company are involved in the program activities.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p>The organisation has demonstrated that it engages the client during the initial proposal stage and that the client's management</p>		

team is actively involved in the program.

2.4 Learners receive training, assessment and support services that meet their individual needs.

Evidence	Result	
<p>Programs are customized to meet the client needs.</p> <p>Learner needs are determined during the sign up stage with the RTO / AAC. In past cases additional support has been through the Well program.</p> <p>Support services include personalized assistance during learning activities, email and telephone support.</p> <p>Strategies for Candidates with Special Needs procedure outlines assessment strategies and support strategies.</p> <p>Flexible learning arrangements, visual presentation of learning activities and hands on work.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Findings

The organisation has processes in place to support learners with special needs.

2.5 Learners have timely access to current and accurate records of their participation and progress.

Evidence	Result	
<p>Privacy policy – Student Handbook.</p> <p>Learners maintain a workplace folder with their portfolio of evidence.</p> <p>Assessment summary sheet for recording competencies achieved.</p> <p>The organisation is in the process of reviewing suitable web based student databases.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Findings

The organisation has established policies for record management.

2.6 Complaints and appeals are addressed efficiently and effectively.

Evidence	Result	
<p>Appeals policy and Re-Assessment Form.</p> <p>Complaints policy and Complaint Form</p> <p>Since delivering the program the organisation has not received any complaints.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	

Findings

The organisation has defined its policies for complaints and appeals.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

3.1 A systematic and continuous improvement approach to the management of operations is used.

Evidence	Result	
<p>Operations Manual defining policy and procedures for the business.</p> <p>Quarterly client review meetings to receive feedback and make any adjustments.</p> <p>Twice yearly reviews held with trainers and assessors to review programs.</p> <p>Monthly management meetings – sighted minutes including review of programs and ongoing improvements.</p> <p>Evidence of updating and improvements made to the learning materials and program delivery.</p> <p>AQTF audit checklist to be completed annually.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p>The organisation has documented its training systems and has demonstrated it is focused on continual improvement.</p>		

3.2 Training and/or assessment services provided on behalf of the RTO are monitored to ensure they comply with all aspects of the Essential Standards for Registration.

Evidence	Result	
<p>MOU template in place if required.</p> <p>The organisation does not subcontract any training delivery.</p>	Compliant	
	Non-compliant	
	Not audited	
	Not applicable	✓
Findings		
<p>Not applicable</p>		

3.3 Records are managed to ensure their accuracy and integrity.

Evidence	Result	
<p>Record management policy.</p> <p>Files to be established for learner assessments.</p> <p>Student web based database being investigated eg WiseNet.</p> <p>Privacy policy.</p>	Compliant	✓
	Non-compliant	
	Not audited	
	Not applicable	
Findings		
<p>The organisation has a procedure in place for the management of records.</p>		

CONDITIONS OF REGISTRATION

CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		

CONDITION 1 – GOVERNANCE

The RTOs chief executive must ensure that the RTO complies with the Essential Standards for Registration and any national guidelines approved by the National Quality Council. This applies to all operations within the RTOs scope of registration, as listed on the National Training Information Service.	✓				Organisational Chart. Governance statement for the CEO	
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CONDITION 2 – INTERACTIONS WITH THE REGISTERING BODY

The RTOs chief executive must ensure that the RTO cooperates with its registering body: <ul style="list-style-type: none"> • in the conduct of audits and monitoring of its operations • by providing accurate and timely data relevant to measures of its performance • by providing information about significant changes to its operations in the retention, archiving, retrieval and transfer of records consistent with its registering body's requirements.	✓				Interactions with VETAB statement. CEO sign off on the conditions of registration	
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CONDITION 3 – COMPLIANCE WITH LEGISLATION

The RTO must comply with Commonwealth, State or Territory legislation and regulatory requirements that are relevant to its operations and its scope of registration. It must ensure that its staff and clients are fully informed of requirements that affect their duties or participation in vocational education and training.	✓				List of applicable legislation. Legislation based policy and procedures.	
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CONDITION 4 – INSURANCE

The RTO must hold insurance for public liability throughout its registration period.	✓				PL with QBE policy 30A348977BPK exp 5-2009	
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CONDITION 5 – FINANCIAL MANAGEMENT

The RTO must protect fees paid in advance and have a fair and reasonable refund policy.	✓				Client fees are paid according to contractual arrangements Cancellation of course refund policy.	
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CONDITIONS OF REGISTRATION	RESULTS				EVIDENCE	CORRECTIVE ACTION TO BE TAKEN
	Yes	No	Not audited	Not applicable		
The RTO must have its accounts certified by a qualified accountant to Australian Accounting Standards at least annually, and must provide the certificate of accounts to its registering body on request. If the registering body reasonably deems it necessary, the chief executive must provide a full audit report on the RTOs financial accounts from a qualified and independent accountant.	✓				Accounts prepared by Spry Roughley CA of Parramatta	

CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

The RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that: <ul style="list-style-type: none"> meets the Australian Qualifications Framework (AQF) requirements identifies the RTO by its national provider number from the National Training Information Service includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use	✓				Testamur meeting requirements. AQF Requirements.	
The RTO must retain learners' records of attainment of units of competency and qualifications for a period of 30 years.	✓				Records policy	

CONDITION 7 – RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

The RTO must recognise the AQF qualifications and statements of attainment issued by any other RTO.	✓				Recognition of qualifications	
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CONDITION 8 – ACCURACY AND INTEGRITY OF MARKETING

The RTO must ensure that its marketing and advertising of AQF qualifications to prospective clients is ethical, accurate and consistent with its scope of registration. The NRT logo must be employed only in accordance with its conditions of use.	✓				Ethical Marketing policy. Use of logo policy.	
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CONDITION 9 – TRANSITION TO TRAINING PACKAGES/EXPIRY OF ACCREDITED COURSES

The RTO must manage the transition from superseded Training Packages within 12 months of their publication on the National Training Information Service. The RTO must also manage the transition from superseded accredited courses so that it delivers only currently endorsed Training Packages and currently accredited courses.	✓				Transition to Training Package policy. Email subscriptions to TP updates.	
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