



## VET Quality Framework audit report

### **Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)**

Legal name of organisation	PARTEC (Qld) Pty Ltd
Date/s of audit	19 November 2012

ORGANISATION DETAILS			
<b>RTO legal name</b>	PARTEC (Qld) Pty Ltd	<b>RTO ID number</b>	0195
<b>Registered business trading name</b>	PARTEC Institute	<b>ABN</b>	49011020732
<b>Address</b>	1030 Cavendish Road, Mount Gravatt East		<b>Postcode</b> 4122
<b>Phone</b>	07 3849 7878	<b>Fax</b>	07 3849 7876
<b>E-mail</b>	<a href="mailto:rcater@partec.qld.edu.au">rcater@partec.qld.edu.au</a>	<b>Website</b>	<a href="http://www.partec.qld.edu.au">www.partec.qld.edu.au</a>
<b>Registration contact</b>	<b>Name</b> Mr Roger Cater	<b>Position</b>	Manager/Company Secretary

AUDIT TEAM			
<b>Lead auditor</b>	Ms Christine Williams	<b>Technical adviser/s</b>	N/A
<b>Audit team members</b>	Ms Debra Taylor		N/A

ASQA CONTACT DETAILS			
<b>Phone</b>	07 3223 1083	<b>E-mail</b>	Debra.Taylor@asqa.gov.au

AUDIT DETAILS	
<b>Audit type</b>	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
<b>Scope of audit</b>	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
<b>Date/s of site visit/s</b>	19 November 2012
<b>Site/s visited</b>	1030 Cavendish Road, Mount Gravatt East
<b>Standards audited</b>	Essential Standards for Continuing Registration 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25

ORGANISATION
<ul style="list-style-type: none"> <li>The organisation was established by the plastics industry to provide education and training for the growth of the industry. It is a proprietary company limited by shareholding held by a non-profit group of voluntary members namely Queensland Plastic Industry Training Committee Inc.</li> <li>The Management Committee, comprising industry leaders in their field of expertise, and industry-technology subcommittees assist Mr Roger Cater, Manager/Company Secretary and Ms Terry Sturman, Training Administration Consultant with operational, policy and Government liaison matters.</li> <li>The organisation's clients are 60% apprentices and 40% people within the plastics industry up-skilling through short courses.</li> <li>The organisation delivers training in New South Wales, Tasmania, Northern Territory and Queensland. Apprentices also visit the Mount Gravatt East premises from interstate. The organisation has an arrangement with Mount Isa Mines Ltd whereby trainers are engaged to deliver training at the Xstrata Skills Centre on behalf of PARTEC with PARTEC assessor signing off all assessments.</li> <li>Current student numbers are 131 apprentices/trainees and 18 short course students.</li> <li>Fees in advance apply with option 3 for fee for service short courses with user choice funding and student contribution fees are received after apprentices complete five units and then on a quarterly basis.</li> <li>On Friday 16 November (prior to the site audit on 19 November), the organisation submitted an application to ASQA for the removal of MSA10207 Certificate I in Process Manufacturing, MSA20107 Certificate II in Process Manufacturing and MSA30107 Certificate III in Process Manufacturing.</li> </ul>

FOCUS OF AUDIT		
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
MEM20105	Certificate II in Engineering	Face to face at RTO and Workplace
MEM40105	Certificate IV in Engineering	
PMB20107	Certificate II in Polymer Processing	
PMB30107	Certificate III in Polymer Processing	

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Mr Roger Cater	Manager/Company Secretary	Administration
Ms Terry Sturman	Training Administration Consultant	Training
Ms Anne Blackburn	Consultant	Consultancy
Mr Mark Halford	Trainer and Assessor	PMB20107
Mr Keith Charman	Trainer and Assessor	PMB30107
Mr Colin Gossip	Trainer and Assessor	MEM20105 and MEM40105

### SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

### AUDIT OUTCOME

#### Audit status as at 19 November 2012

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is considered to be significant when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Christine Williams	Date of Report	23 November 2012
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### AUDIT RECTIFICATION

#### Audit status following additional evidence received 19 December 2012

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

<b>Auditor's Name</b>	<b>Christine Williams</b>	<b>Date of Report</b>	9 January 2013
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## AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
<b>Standards for NVR Registered Training Organisations 2011</b>		
<b>- Essential Standards for Continuing Registration</b>		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted      C = Compliant      NC = Not Compliant      NA = Not audited		

Audit Findings
<p>The organisation demonstrated compliance with the Standards for <b>NVR Registered Training Organisations (SNR) – Essential Standards for Continuing Registration 19, 20, 21, 22 and 25.</b></p> <p><b>The organisation did not demonstrate compliance with SNR 15, 16, 17, 18, 23 and 24.</b></p> <p><b><u>Non-compliances:</u></b></p> <p><b>SNR 15:</b></p> <ul style="list-style-type: none"> <li>• The organisation has not complied with the data provision requirements legislative instrument requiring collection and submission of quality indicator data supporting the continuous improvement of delivery of VET training and assessment.</li> <li>• Strategies for training and assessment make reference to AQTF and have not been updated to reflect the NVR Standards.</li> <li>• Strategy for PMB30107 Certificate III in Polymer Processing does not meet the requirements of the training package by not ensuring pre-requisite requirements of its program is met.</li> <li>• Assessment of PMB30107 Certificate III in Polymer Processing is not conducted in accordance with the rules of evidence providing sufficient assessment evidence to substantiate a competency judgement.</li> </ul> <p><b>SNR16:</b></p>

- The organisation has not complied with the data provision requirements legislative instrument requiring collection and submission of quality indicator data supporting the continuous improvement of client services.

**SNR17:**

- The organisation has improved its approach to continuous improvement strategies across its operations; however, the implementation of a systematic management process is not evident.

**SNR18:**

- Insufficient evidence provided demonstrating the CEO ensures the organisation complies with the VET Quality Framework by ensuring the strategies meet the pre-requisite requirements of its programs plus insufficient evidence gathering for assessment within PMB30107 Certificate III in Polymer Processing.

**SNR22:**

- The organisation has not provided a statement regarding the nature of guarantee given by them to complete training and/or assessment once the student has commenced study in their chosen qualification or course.

**SNR23:**

- The Statement of Attainment and Qualification templates did not meet the Australian Qualifications Framework requirements. **Note:** The Statement of Attainment and Qualification was updated at audit to address this issue. **No further rectification is required for this non-compliance.**

**SNR24:**

- The organisation has not ensured its marketing and advertising is accurate by not updating reference to AQTF with current information of NVR Standards; and
- Link to NTIS with current information of training.gov.au. **Note:** The organisation rectified the link to training.gov.au on the website at audit to address this issue. **No further rectification is required for this non-compliance.**

**Rectification requirements – evidence of rectification to be submitted within 20 working days**

**SNR 15 and 16:**

- The organisation is required to provide evidence of data submission to [gidata@asqa.gov.au](mailto:gidata@asqa.gov.au) for 2011 which was due for submission by June 2012.
- The organisation is required to provide evidence of its training and assessment strategies having removed reference to the AQTF and to reflect NVR Standards.
- **PMB30107 Certificate III in Polymer Processing**  
*PMBPREP304C Set a Die*  
*PMBPROD310C Produce Injection Moulded Products*  
 To ensure sufficient evidence is recorded for a judgement of competent, the organisation is required to provide revised assessment instrument/s for the above units of competency.

**SNR17:**

- The organisation is required to provide systematic management processes for continuous improvement strategies across its operations.

**SNR18:**

- By addressing the non-compliances contained in this report, the CEO will provide sufficient evidence to demonstrate the organisation complies with the VET Quality Framework.

**SNR22:**

- The organisation is required to provide a statement regarding the nature of guarantee given by them to complete training and/or assessment once the student has commenced study in their chosen qualification or course.

**SNR24:**

- The organisation is to provide evidence its marketing and advertising is accurate by updating reference to AQTF with NVR Standards on its website.

**Analysis of rectification received 19 December 2012**

**SNR 15 and 16:**

- The organisation provided evidence of data submission to [gidata@deta.qld.gov.au](mailto:gidata@deta.qld.gov.au) on 25 June 2012 for 2011 reporting and 6 June 2011 for 2010 reporting.
- The organisation provided evidence of training and assessment strategies updating reference from AQTF to

reflect NVR Standards for MEM05 Certificate 2, 3 & 4 and PMB07 Certificate 2 &3.

- **PMB30107 Certificate III in Polymer Processing**

*PMBPREP304C Set a Die*

*PMBPROD310C Produce Injection Moulded Products*

The organisation provided its revised practical observation assessment instrument 'Observable Evidence' record of assessment for the above units of competency aligned with the elements and performance criteria of the training package.

**SNR17:**

- The organisation provided sufficient evidence including management committee meeting minutes to demonstrate systematic management processes for continuous improvement strategies across its operations.

**SNR18:**

- By addressing the non-compliances contained in this report, the CEO has provided sufficient evidence to demonstrate the organisation complies with the VET Quality Framework.

**SNR22:**

- The organisation provided evidence of a paragraph inserted in the Student Guide regarding the nature of guarantee given by them to complete training and/or assessment once the student has commenced study in their chosen qualification or course.

**SNR24:**

- The organisation provided evidence its marketing and advertising is accurate by updating reference to AQTF with VET Quality Framework and NVR Standards on its website.