AQTF Audit Report – Continuing Registration

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Robert David Claridge trading as Australian Hospitality Skills Recognition - 32217

Organisation details	
Registration expiry	24 July 2015
Principal address	67 Settlers Circuit, Mount Cotton, Qld, 4165
Audit venue	Café M, Multicultural Centre, 977 Ann Street, Fortitude Valley, Qld, 4006
RTO contact	Robert Claridge
Operations	• In setting up a vocational education business, the driving force has been a professional desire to assist particular hospitality clients to gain recognised qualifications. • Core clients include overseas persons with suitable hospitality backgrounds and qualifications (including those working legally in Australia) and persons in industry with partial hospitality qualifications. • The RTO has no intention of recruiting students from overseas for training in Australia. • The RTO provides training and assessment for seven hospitality qualifications at levels 1 to 3 and assessment services only for an additional four hospitality qualifications at levels 3, 5 and 6. • In 2010, the following qualifications were issued: 27 at level 2, two at level 3 and one at level 6. • From January to September 2011, the figures were: 15 at level 2, 13 at level 3, one at level 5 and eight at level 6. • The RTO does not have any partnering arrangements in place or any User Choice contracts.

Note: the RTO contact row also contains:

| | | Phone number | 0448 179 116 |

Audit team			
Lead auditor	Brad Williams	Auditor/s	N/A
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E-mail	bwauditing@gmail.com	Observer/s	N/A

Audit details			
Reason for audit	Post-initial		
Audit dates	21 October 2011	Audit number	3221717391A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant ☐ Minor non-compliance ☒		Significant non-compliance ☐ Critical non-compliance ☐
Rectification received	21 November 2011		
Audit outcome following rectification	**Compliant** ☒ Minor non-compliance ☐		Significant non-compliance ☐ Critical non-compliance ☐

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Focus of audit			
Code	**Qualification**	**Regulated**	**Delivery venues**
SIT30807	Certificate III in Hospitality (Commercial Cookery)	☐	Premises of employers of participants
SIT60307	Advanced Diploma of Hospitality [assessment only]	☐	
Interviewee			
Robert Claridge, Director and Lead Trainer/Assessor			

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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.	☒
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.	☒
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.	☒
1.4	Training and assessment is delivered by trainers and assessors who: 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) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.	☒
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 c) meets workplace and, where relevant, regulatory requirements d) is systematically validated.	☒

Audit findings

At time of audit:
☐ **Compliant**
☒ **Not Compliant**

Following rectification received 21/11/11 :
☒ **Compliant**
☐ **Not Compliant**

Findings:
Australian Hospitality Skills Recognition was not able to demonstrate compliance with all aspects of Standard 1 examined on the day of the audit.

As most of the training and assessment has been conducted on a one-to-one basis, the RTO has gathered comments directly from participants. Significant comments have been recorded, analysed and necessary actions taken. Analysis of the data from the 2010 Quality Indicator learner questionnaires and comments from debriefing sessions has confirmed a consistently high degree of student satisfaction with training and assessment. Through feedback from Quality Indicator employer questionnaires and comments, workplace supervisors have also commented very favourably on the effectiveness of the gap training provided to employees. Evidence of improvements to training and assessment was provided, including using 'point-of-view' glasses equipped with camera to record (in a fairly unobtrusive way) visual evidence of the participant

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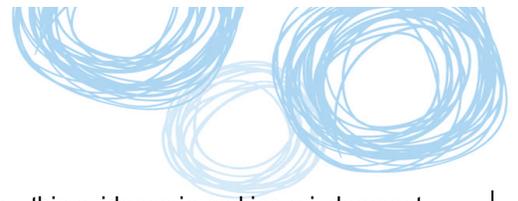
undertaking practical aspects. The assessor has been able to systematically review this evidence in making a judgement about competency.

The "educational program planning" documents covered required aspects of the training and assessment strategies. Qualification structures and relevant information were consistent with requirements in the current version (version 2.3) of the SIT07 Tourism, Hospitality and Events Training Package (including the sequencing of the units to meet pre-requisite requirements). The strategies were presented in generic terms, with customised versions developed for individual students/corporate clients and their needs. Most training has been conducted on a one-to-one basis in the student's workplace. Before accepting an enrolment, the RTO has discussed proposed arrangements with the employer and their employee. Evidence of industry consultation with Skilling Solutions, hospitality organisations and personnel, and hospitality trainers was provided, including with Siam Sunset Restaurant (Kenmore) and the Hospitality School at Southbank Institute of Technology.

A proforma for a 'memorandum of agreement' has been used routinely to formalise gaining access to the student's workplace for training and/or assessment purposes, including the use of workplace plant and equipment and a commercial kitchen when required. An equipment checklist has been used to assess the suitability of the hospitality workplace in meeting equipment requirements referenced in the relevant qualification and units. For any areas where the student's workplace could prove unsuitable, the RTO has obtained approval in advance to use commercial facilities at a number of suitable premises including Black Pearl Epicure and Cooking School, Fortitude Valley.

Training in relevant units has drawn on a variety of contemporary resources, including magazines such as Food Service News, web pages, organisational documentation and checklists, and handouts on various topics developed by the RTO. PowerPoint slides have been developed, with numerous illustrations of contemporary hospitality issues (including examples of food hygiene breaches). Students have been provided with copies of relevant resources, including the PowerPoint slides.

Mr Claridge, the lead trainer/assessor, is highly credentialed and has a strong background in various sectors of the hospitality industry (in both Australia and in the UK) dating from 1979. He is a current member of the Queensland reference group for the review of the SIT07 Tourism, Hospitality and Events Training Package. Mr Claridge provided satisfactory evidence of maintaining currency in both hospitality and training and assessment, maintaining a detailed log of relevant activities and experiences.

The RTO has developed satisfactory 'student assessment guides' for each qualification, outlining the nature of the relevant assessment activities. In the four units sampled, sufficient student evidence had been obtained from a variety of sources including closed book tests, assignments, portfolios of workplace evidence (including photographic evidence), detailed observations of the student performing practical tasks in their workplace and in suitable live work situations and third party reports (as supplementary evidence). The assessor and student instructions were detailed and clear. The marking guides/checklists contained sufficient detail to guide consistent judgement of satisfactory performance, except for one practical observation sampled. A sound strategy for validation and moderation activities through network of RTO and industry personnel has been used.

Each student has completed a skills inventory and in-depth guidance has been provided on making an RPL application for relevant units, supported by an RPL kit. A one-hour consultation has been incorporated into the course fee structure for this purpose. The training organisation has developed additional templates for recording and evaluating RPL evidence for hospitality qualifications not covered by Skills First RPL resources. The strategy for analysis of RPL evidence was sound, with practical and written challenge tests (including coverage of relevant Australian and Queensland legislation and regulations) used for units where RPL evidence was insufficient to support competency.
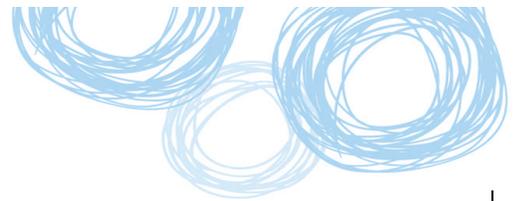
Non-compliances:
Assessment tools
SIT30807 Certificate III in Hospitality (Commercial Cookery)
- *SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes*

For some aspects within the associated workplace observation checklists, the RTO "criteria defining acceptable performance" did not state all the key requirements to be met to guide the assessor in making a consistent judgement and in providing objective feedback. For example, while dishes from each of the four categories were required, the 'standard' to which the dishes had to be prepared was not stated.

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Rectification required:

Assessment tools

SIT30807 Certificate III in Hospitality (Commercial Cookery)

- *SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes*

Modify the checklists for the associated workplace observations, ensuring that all key requirements to be met have been stated explicitly.

Rectification evidence received 21 November 2011:

SIT30807 Certificate III in Hospitality (Commercial Cookery)

- *SITHCCC009A Prepare vegetables, fruit, eggs and farinaceous dishes*

Satisfactory modified checklists for the associated workplace observations were provided.

Australian Hospitality Skills Recognition has now demonstrated compliance with all aspects of Standard 1 examined at audit.

Strengths

- Required gap training in relevant units has been conducted in the workplace, with the student being able to consolidate their skills in a familiar context using their own organisational operational procedures.
- The third-party reports from the student's workplace supervisor have been well structured, requesting ratings of the student in various workplace tasks ('performing at a high standard', 'satisfactory performance' and 'performance below workplace standard').

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

Elements	Examined
2.1 The RTO establishes the needs of clients, and delivers services to meet these needs.	☐
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	☒
2.3 Before clients enrol or enter into an agreement, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.	☒
2.4 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.	☐
2.5 Learners receive training, assessment and support services that meet their individual needs.	☐
2.6 Learners have timely access to current and accurate records of their participation and progress.	☐
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	☐

**Audit findings**

At time of audit:

☒ Compliant

☐ Not compliant

Findings:

Australian Hospitality Skills Recognition demonstrated compliance with all aspects of Standard 2 examined on the day of the audit.

Similarly, analysis of relevant data from the 2010 Quality Indicator learner and employer questionnaires and anecdotal comments have confirmed a consistently high degree of student and employer satisfaction with client services.

The RTO has developed 'marketing flyers' with satisfactory coverage of course content and outcomes, and training and assessment arrangements. Extended coverage of RPL arrangements has been provided. The student information handbook contained satisfactory coverage of student support and welfare services and student rights and responsibilities.

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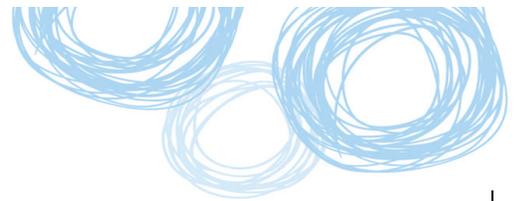
Strength
• Students have particularly valued the industry knowledge and experience shared by the trainer and the personal support provided.

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's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	☐
3.2	The RTO uses a systematic and continuous improvement approach to the management of operations.	☒
3.3	The RTO monitors training and/or assessment services provided on its behalf to ensure that it complies with all aspects of the AQTF Essential Conditions and Standards for Continuing Registration.	☐
3.4	The RTO manages records to ensure their accuracy and integrity.	☒

Audit findings

At time of audit:
☒ **Compliant**
☐ **Not Compliant**

Findings:
Australian Hospitality Skills Recognition demonstrated compliance with all aspects of Standard 3 examined on the day of the audit.

Policy documents and procedures have been systematically reviewed and an internal audit conducted, with the involvement of an RTO and a professional chef. The RTO identified a need to streamline record keeping and moved from simple spreadsheets to using a proprietary software program, *AVETMISSEasy*, in December 2010. An electronic 'continuous improvement register' was sighted, with entries for the 'triggers' for changes made and actions taken.

There are no partnering arrangements in place; therefore, Element 3.3 was not applicable.

Strengths

• The RTO was well prepared for the audit, with documentation and evidence to hand.

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