

## VET Quality Framework audit report

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

Legal name of organisation	Celtic Training and Consultancy Pty Ltd
Date/s of audit	5 November 2012

ORGANISATION DETAILS				
RTO legal name	Training and Consultancy Pty Ltd		RTO ID number	40179
Registered business trading name	David Leigh- Ewers		ABN	24 107 991 962
Address	148 Hindley Street ADELAIDE SA		Postcode	5000
Phone	(08) 82118272	Fax	(08) 8211 8272	
E-mail	celtictrain@optusnet.com.au		Website	-
Registration contact	Name	David Leigh-Ewers	Position	Managing Director

AUDIT TEAM				
Lead auditor	Wayne Stent		Technical adviser/s	-
Audit team members	-		Technical adviser/s	-

ASQA CONTACT DETAILS				
Phone	1300 701801 (ASQA Info line)		E-mail	Complainceadel2asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input checked="" type="checkbox"/> Extension to scope of registration <input type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<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
Date/s of site visit/s	5 November 2012
Site/s visited	148 Hindley Street ADELAIDE SA 5000
Standards audited	Essential Standards for Continuing Registration 15, 16

ORGANISATION
<p>Celtic Training and Consultancy transitioned from regulation under the South Australian Training and Skills Development Act 2010 to the National Vocational Education and Training Regulator Act 2011 on 26 March 2012.</p> <p>There have been no changes to key RTO staff with both the Managing Director and Director having been with the RTO since its initial registration by the <i>Department of Further Education, Employment, Science and Technology</i> on 9 June 2005. The RTO's registration expiry dated is 8 June 2015.</p> <p>The organisation has continued to deliver Nationally Recognised Training from the community services , financial services and health training packages under fees for services, traineeship and Skills for All programs, with the following enrolments at the time of audit:</p> <ul style="list-style-type: none"> <li>• Certificate IV in Frontline Management – 18</li> <li>• Certificate IV in Occupational Health and Safety – 4</li> <li>• Certificate III in Aged Care Work – 4</li> <li>• Certificate III in Disability</li> <li>• Certificate IV in Mental Health – 3</li> <li>• Certificate IV in Leisure and Health – 6</li> <li>• Diploma of Community Services Coordination -1</li> <li>• Diploma of Nursing (Enrolled / Division 2 Nursing) – 114</li> </ul>

- *Certificate IV in Training and Assessment – 22*

The RTO also delivers non recognised training in the health and community services sectors and other income streams include the organisation's nursing placement business unit.

The business planning process and consultation with existing clients, has identified the need for the RTO to expand its scope of registration to include the qualifications from the community services and financial services training package.

The RTO does not outsource any training and assessment to other parties.

#### FOCUS OF AUDIT

Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment
CHC40708	<i>Certificate IV in Community Services</i>	Workplace training
CHC30112	<i>Certificate III in Community Services</i>	Workplace training
FNS50110	<i>Diploma of Personal Injury Management</i>	Workplace training

#### INTERVIEWEES

Staff (name and position)

Name	Position	Program (qualification, course, etc)
David Leigh-Ewers	Managing Director	-
Neville Brown	Director/Trainer	Community Services
Lisa Marie Seyfang	Trainer/assessor	Community and Financial Services

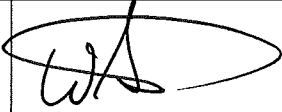
#### SUMMARY OF AUDIT OUTCOME

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 5 November 2012

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

Auditor's Name	Wayne Stent	Signature		Date of Report	20 November 2012
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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
Standards for NVR Registered Training Organisations 2011 - Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input checked="" type="checkbox"/> C <input 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 checked="" type="checkbox"/> C <input 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 type="checkbox"/> NC <input checked="" type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted      C = Compliant      NC = Not Compliant      NA = Not audited		

Audit Findings
<p><b>SNR15.1 – Not audited</b> Standard 15.1 was not audited as part of the amendment to scope audit.</p> <p><b>SNR15.2 - Compliant</b> The strategies for training and assessment of the community services and financial services qualifications examined at audit comply with training package requirements and have been developed through effective consultation with industry clients and comply with training package requirements.</p> <p><b>SNR15.3 – Compliant</b> Sufficient evidence was available to demonstrate that the RTO either has training and assessment materials or identified the resources to be used as in the case of the <i>Diploma of Personal Injury Management</i>. The courses listed in the application are for delivery to clients employed in the injury claims and community services work industries and there are processes in place for consulting with employers to ensure appropriate resources, infrastructure and equipment is available in the workplace. The strategies also identify clients groups that may not have access to a real workplace. To ensure the RTO remains compliant it will need to ensure that resourcing implications are met through either a work placement or fully resourced simulated work place.</p> <p><b>SNR15.4 – Compliant</b> Staff files contained sufficient evidence to demonstrate that training and assessment for the qualifications listed in the application to amend scope of registration hold the requisite training and assessment competence and can demonstrate vocational competence to the level they will deliver and assess.</p> <p><b>SNR15.5 – Compliant</b> At the time of audit, assessments for the community services qualifications were limited to knowledge and practical skills tasks included within Smallprint learner work books. No assessment resources for the <i>Diploma of Personal Injury</i>.</p>

*Management* were available at the time of audit so compliance with rules of evidence and principles of assessment could not be assessed. The RTO has a process in place for ensuring that validation of assessments occurs as part of finalisation of training service agreements and at the time of audit the RTO was in consultation with Gallagher Bassett regarding future plans for the *Diploma of Personal Injury Management*.

**SNR16.3 – Compliant**

There is sufficient information for prospective clients about the RTO, course specific information, policies and procedures that impact upon their rights, responsibilities and participation in VET, to assist them make an informed decision about their choice of RTO and course.

**SNR16.4 – Compliant**

The courses listed in the amendment to scope have been developed to meet the workplace training needs of enterprise clients in the community services and personal injury management industries. At the time of audit there was sufficient evidence of ongoing engagement of employers in the development, delivery and monitoring of workplace training and assessment.

**SNR17.3 – Not Audited**

The RTO does not outsource training and assessment. This standard was not audited.

