



Australian Government
Australian Skills Quality Authority

REPORT

Audit report: ONSITE TRAINING SOLUTIONS PTY. LTD.

Date: 19 April 2017



Organisation details

Organisation's legal name:	ONSITE TRAINING SOLUTIONS PTY. LTD.
Trading name/s:	N/A
RTO number:	41065
CRICOS number:	N/A

Audit team

Lead auditor:	Scott Templeton
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0000525	
Audit reason	Post initial	
Address of site/s visited:	15 Discovery Drive, North Lakes QLD 4509	
Date/s of audit:	19 & 20 April 2017	
Organisation's contact for audit:	Mr Scott Solomon	CEO
	admin@onsitetraining.edu.au	0417 444 665
Clauses audited:	4.1, 5.1, 5.2, 5.3, 7.3, 1.7, 1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20, 3.1, 2.3, 2.4, 8.2	

Audit Plan (internal use only)		
Pre audit research		
	Source reviewed	Trends/target areas identified through this research:
<input checked="" type="checkbox"/>	Provider Dashboard	
<input checked="" type="checkbox"/>	Provider Profile	
<input checked="" type="checkbox"/>	Internet Marketing (inc. Social Media)	
<input checked="" type="checkbox"/>	Social Media (comments by students)	
<input type="checkbox"/>	Declaration of compliance	
<input checked="" type="checkbox"/>	Delivery data	
<input type="checkbox"/>	Risk Assessment Decision Record (if applicable)	
<input checked="" type="checkbox"/>	Student Survey results	
<input type="checkbox"/>	Quality Indicators Summary Report	
Audit plan		
Clauses to be audited - Standard Clauses		
<input checked="" type="checkbox"/>	Marketing	4.1
<input checked="" type="checkbox"/>	Enrolment	5.1, 5.2, 5.3, 7.3
<input checked="" type="checkbox"/>	Support and Progression	1.7

<input checked="" type="checkbox"/>	Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13 - 1.18, 1.20
<input checked="" type="checkbox"/>	Completion	3.1
<input checked="" type="checkbox"/>	Regulatory Compliance/Governance	2.3, 2.4, 8.2
Notice period		
<input type="checkbox"/> No notice audit – provide reason <input type="checkbox"/> 10 days notice – provide reason <input checked="" type="checkbox"/> Standard notice period (set 1- 3 months in advance)		
Audit staff and timing		
Lead Auditor	Scott Templeton	
Authorised officer required?		
Assistant needed?		
Technical advice needed?		
Estimated number of days on site:	2	
Notes:		

Background

Summary of RTO organisation and management structure:

The organisation consists of CEO - Mr Scott Solomon, Trainer & Administration - Michael Steensen, Compliance Coordinator – Tim Isaacs and several contracted trainers.

Scope of RTOs registration:

- CPC31211 Certificate III in Wall and Ceiling Lining
- RII30813 Certificate III in Civil Construction Plant Operations
- RII30815 Certificate III in Civil Construction Plant Operations
- RII30913- Certificate III in Civil Construction
- RII30915- Certificate III in Civil Construction
- RII40715- Certificate IV in Civil Construction Supervision

Third party usage:

- The organisation has several third parties listed in the capacity of Delivery of training and assessment and enrolment of learners.

Core clients/target groups:

- Existing employees in the RII & CPC industry and apprentices.

Training Revenue (Funded or fee for service):

- The organisation sources revenue from both fee for service and funding contracts.
- The organisation holds user choice and CSQ funding contracts.

Total number of current enrolments in RTO as at audit date:

- 169

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided by students as part of a student survey or interview.
- Information provided directly by ONSITE TRAINING SOLUTIONS PTY. LTD. to ASQA
- Existing information and records held by ASQA concerning ONSITE TRAINING SOLUTIONS PTY. LTD
- Information provided to ASQA's auditors and documentation reviewed during the site audit of ONSITE TRAINING SOLUTIONS PTY. LTD. conducted on 19 – 20 April 2017.
- Other publically available information - including but not limited to, information published on the RTO's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
RII30815	Certificate III in Civil Construction Plant Operations	Face to face / Workplace	136
RII30915	Certificate III in Civil Construction	Face to face / Workplace	9
CPC31211	Certificate III in Wall and Ceiling Lining	Face to face / Workplace	0
RII40715	Certificate IV in Civil Construction Supervision	Face to face / Workplace	24

*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

Interviewees

Name	Position	Training products
Scott Solomon	CEO	CPC31211 RII30915 RII40715
Michael Steensen	Administration	RII30815
Tim Isaacs	Compliance	

Findings

Audit finding: Compliant

Report completed by: Scott Templeton

Date: 19 & 20 April 2017

- The level of non-compliance considers the potential for an adverse impact on the quality of training and assessment outcomes for students.
- If non-compliance has been identified, this audit report describes evidence of the non-compliance.

Audit finding by Practice

Practice	Standards for RTOs 2015	Original Finding
Marketing/Recruitment	4.1	Compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.1, 1.2, 1.3, 1.8, 1.13-1.18, 1.20	Compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Compliant

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015*.

Where evidence of non-compliance is identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

Clause 4.1 Suggested evidence sources (internal use only)			
Pre audit research of provider's website Information provided by the RTO as part of the audit Student survey results Student interviews (if used)			
Evidence guidance (internal use only)	Y	N	N/A
Information about the services to be provided are transparent, accurate and align to actual practice by the RTO / its third party	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Information about the services to be provided factually describes a service that would enable a learner to meet the requirements of the training product, considering: <ul style="list-style-type: none"> • amount of training to be provided • the requirements of the training package / VET accredited course • the existing skills, knowledge and experience required of a learner • the mode of delivery 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct marketing (where used) targets learners that would be able to complete the training product, given the required skills, knowledge and experience the learner would need to have to be able to achieve the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information accurately represents the RTO current scope of registration, including the correct code and title of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The RTO uses the NRT Logo only in accordance with the conditions of use specified in schedule 4	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing only advertises or markets a non-current training product while it remains on the RTO's scope of registration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All marketing / recruitment sources include the RTO code	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing includes accurate information about licensed or regulated outcomes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Marketing informs the student about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment (where applicable)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Where marketing or recruitment is undertaken by a third party, information makes clear the third party is recruiting the prospective learner on behalf of the RTO	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit notes (internal use only):			

Clause 5.1 and 5.2 Suggested evidence sources (internal use only)				
Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files				
Evidence guidance (internal use only)		Y	N	N/A
5.1	Learner provided with advice about Training Product appropriate to needs, considering their existing skills	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5.1	Learners that enrolled/commenced were enrolled into an appropriate training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
5.2	Each learner was provided with information on the following: Code and title of training product Currency of training product Duration Locations Mode(s) of delivery Name and contact of third party providing services (if applicable) Work placement arrangements Complaints and appeals process Learners rights if cease to deliver VFH repayment obligations Entry requirements Materials/equipment learner must provide Implications on entitlement to government funding	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only):				

Clause 5.3 Suggested evidence sources (internal use only)				
Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files				
Evidence guidance (internal use only)		Y	N	N/A
Where fees are collected from individual learners, written information was provided on the following, prior to enrolment or commencement: all fees that must be paid payment terms and conditions refund terms and conditions statutory right to a cooling-off period		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit notes (internal use only):				

Clause 7.3 Suggested evidence sources (internal use only)			
Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files			
Evidence guidance (internal use only)	Y	N	N/A
Where fees prepaid more than \$1500, RTO meets fee protection requirements (Schedule 6)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Audit notes (internal use only):			

Clause 1.7 Suggested evidence sources (internal use only)			
Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files			
Evidence guidance (internal use only)	Y	N	N/A
During delivery of the training product, where it is indicated a learner is not meeting the requirements of the training product, the RTO assessed the learner to identify any educational and support services necessary	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The learner was provided with access to educational and/or support services where required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The learner is progressing in a manner that would enable him/her to complete the training product, with consideration to the expected (enrolled) duration and the training and assessment strategy	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only):			

Clause 1.1 and 1.2 Suggested evidence sources (internal use only)				
Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files				
Evidence guidance (internal use only)		Y	N	N/A
1.1	Training and assessment practice is consistent with the requirements of the training product	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
1.2	The amount of training actually provided to the learner is appropriate to: Enable the learner to meet all requirements of the training package and each unit of competency in which they are enrolled The existing skills, knowledge and experience of learners The mode(s) of delivery	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only):				

Clause 1.3 Suggested evidence sources (internal use only)				
Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files				
Evidence guidance (internal use only)		Y	N	N/A
Proportionate to the number of students enrolled at any time, the mode of delivery, location of delivery, and the strategies for training and assessment, the RTO has sufficient: <ul style="list-style-type: none">• Trainers and assessors, as defined in the Standards, to deliver training and conduct assessment• Educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment• Learning resources, which are accessible to the learner regardless of the location or mode of delivery• Facilities – physical or virtual – and equipment to accommodate and support the number of learners undertaking the training and assessment		<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only):				
Total respondents - 20 Response rate 8% The statistics provide knowledge that the student journey is genuine and that there is solid pre enrolment process. There appears to be interaction between trainers and learners and student support is available. The survey results support the quality of the student files viewed.				

Clause 1.8 Suggested evidence sources (internal use only)
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Information provided by the RTO as part of the audit Student survey results Student interviews (if used) Student files			
Evidence guidance (internal use only)	Y	N	N/A
The current assessment system (including RPL) <ul style="list-style-type: none"> Complies with assessment requirements of the relevant training package/accredited course Is conducted in accordance with the Principles of Assessment and Rules of Evidence 	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
The assessment system used on students is the same as the current assessment system presented by the provider (if no, check the past assessment system meets the requirements outlined above).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only): <u>Student Files Viewed:</u> <p>██████████</p> <p>RII30813- Certificate III in Civil Construction Plant Operations Completed: 12 October 2016 Trainer: ██████████</p> <p>██████████</p> <p>Completed: 16/09/2016 RPL Trainer: ██████████</p> <p>██████████</p> <p>RPL & Face to face Completed: 23/1/17</p> <p>██████████</p> <p>RII30913- Certificate III in Civil Construction Completed: 19/8/2016 Trainer: – ██████████</p> <p>RII40715- Certificate IV in Civil Construction Supervision: (not commenced)</p> <p>██████████</p> <p>RII40715- Certificate IV in Civil Construction Supervision Moderation occurred due to lack of evidence reviewed for RPL Still awaiting outcome and further moderation between trainer and compliance staff with new evidence.</p> <p>██████████</p> <p>RII30913- Certificate III in Civil Construction Completed: 10-5-2016 Trainer: ██████████</p> <p>All enrolment forms and pre enrolment documentation - well done</p>			

RII30815 Certificate III in Civil Construction Plant Operations

RIISAM203D Use hand and power tools

Evidence provided:

Theory and Practical Assessment tool

Answer guide

Mapping tool

RIIMPO305D CONDUCT Civil construction scraper operations

Evidence provided:

Mapping tool

Theory assessment

Practical assessment

Marking guide

RII30915- Certificate III in Civil Construction

RIICRC301D Maintain drainage systems

Theory and Practical Assessment tool

Answer guide

Mapping tool

RIISAM203D Use hand and power tools

See above

CPC31211- Certificate III in Wall and Ceiling Lining

CPCCPB3006A - Fix fibre cement board

Theory answer pack

Theory and practical assessment tool

Mapping guide

Theory questions

CPCCPB3003A - Fix battens

Theory answer pack

Theory and practical assessment tool

RII40715 Certificate IV in Civil Construction Supervision

RIICWM401D Supervise Civil works

Evidence provided:

Theory and practical assessment tool

Answer guide

Mapping tool

RIIMPO402D Apply the principles of earthworks construction

Evidence provided:

Theory and practical assessment tool

Answer guide

Mapping tool

Clause 1.13 - 1.16 Suggested evidence sources (internal use only)													
Information provided by the RTO as part of the audit Student interviews (if used) Student files													
Evidence guidance (internal use only)													
Trainer/Assessor name	Training product code(s) delivered	1.13(a)		1.13(b)		1.13(c)		1.14(b)		1.15(b)		1.16	
		Y	N	Y	N	Y	N	Y	N	Y	N	Y	N
██████████	CPC31211 RII30915 RII40715	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
██████████	RII30815	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
██████████	RII40715	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
██████████ ██████████	RII30815 RII30915 RII40715	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
██████████	RII30815	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
██████████	RII30815	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
										Y	N	N/A	
Each student file confirms that all assessment has been provided by persons who hold the competencies as required in the Standards										<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Student interviews indicate the trainer/assessor advised by the provider were their trainer/assessor										<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Trainer/Assessor interviews (where conducted) confirm that the trainer/assessor did/is working for the RTO										<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
Audit notes (internal use only):													

Clause 1.17, 1.18 and 1.20 Suggested evidence sources (internal use only)					
Information provided by the RTO as part of the audit Student interviews (if used) Student files					
Evidence guidance (internal use only)			Y	N	N/A
People delivering training under supervision are utilised. If no, clauses 1.17 - 1.20 are not audited			<input type="checkbox"/>	<input type="checkbox"/>	
1.17	Supervision is provided by a trainer that meets the requirements of clauses 1.13 and 1.14		<input type="checkbox"/>	<input type="checkbox"/>	
1.17	People under supervision do not determine assessment outcomes		<input type="checkbox"/>	<input type="checkbox"/>	
1.20	Supervision arrangements have been identified		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.20	People delivering training under supervision have been monitored by the		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	supervising trainer								
1.18	Individual working under supervision name	Training product code(s)	1.18(a) Y N		1.18(b) Y N		1.18(c) Y N		
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only):									

Clause 3.1 Suggested evidence sources (internal use only)			
Information provided by the RTO as part of the audit Student survey results Student interviews (if used)			
Evidence guidance (internal use only)	Y	N	N/A
Only learners who have been assessed as meeting the requirements of the training product are issued with AQF certification	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Audit notes (internal use only):			

Clause 2.3 and 2.4 Suggested evidence sources (internal use only)				
Information provided by the RTO as part of the audit Student survey results Student interviews (if used)				
Evidence guidance (internal use only)		Y	N	N/A
2.3	The RTO has a written agreement with all third parties that provide services on its behalf	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	ASQA has been informed of all written agreements entered into within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3	ASQA has been informed of all written agreements that have come to an end within 30 calendar days of that agreement ending	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2.4	Strategies have been developed to systematically monitor third party arrangements to ensure services comply with these Standards have been implemented	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Audit notes (internal use only):				

Clause 8.2 Suggested evidence sources (internal use only)				
Information provided by the RTO as part of the audit Student survey results Student interviews (if used)				
Evidence guidance (internal use only)		Y	N	N/A
Written agreements include a clause requiring that third parties co-operate with ASQA in: Providing accurate and factual responses to information requests from ASQA The conduct of audits and the monitoring of its operations		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Where applicable, the third party cooperated with the auditor during the audit process		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Audit notes (internal use only):				
