

# AQTF Audit Report – Continuing Registration

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**Sejumi Pty Ltd t/a TNQ Institute - NTIS # 31986**

 FM-PMA-34A  
 TRIM No: 09/182321  
 Version 11 – 2 November 2010  
 Training and International Quality

Organisation details			
Registration expiry	24 August 2014		
Principal address	10 Green Avenue, Kewarra Beach, Qld, 4879		
RTO contact	Stephen Edwards	Phone number	0408 188 944
Operations	<ul style="list-style-type: none"> <li>TNQ Institute intends approaching corporate clients to offer training and assessment services to its employees to gain required skills within the relevant qualification (or have the skills formally recognised). Training is to be conducted within the relevant workplace.</li> <li>The RTO presently delivers TAE40110 Certificate IV in Training and Assessment.</li> <li>The RTO issued 97 full qualifications in TAA40104/TAE40110 in 2010.</li> <li>The RTO is not party to any government funding contracts.</li> </ul>		
Audit team			
Lead auditor	Brad Williams	Auditor/s	N/A
Phone	0423 158 500	Adviser/s	N/A
E-mail	bwauditing@gmail.com	Observer	N/A
Audit details			
Reason for audit	Extension		
Audit date	26-27 July 2011	Audit number	31986-3A
Standards audited	1.2, 1.3, 1.4, 1.5, 2.3 Element 3.3 was included in the audit scoping; however, as the RTO does not intend entering into any partnering arrangements, this element was not applicable.		
Conditions audited	NIL		
Audit outcome on day of audit	Compliant <input type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input checked="" type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Rectification received	6 August and 27 August 2011		
Audit outcome following rectification	Compliant <input checked="" type="checkbox"/>	Significant non-compliance <input type="checkbox"/>	
	Minor non-compliance <input type="checkbox"/>	Critical non-compliance <input type="checkbox"/>	
Focus of audit			
Code	Qualification	Regulated	Assessment venue
BSB40807	Certificate IV in Frontline Management	<input type="checkbox"/>	Corporate client's premises
BSB51107	Diploma of Management	<input type="checkbox"/>	
CUE30203	Certificate III in Live Production, Theatre and Events (Technical Operations)	<input type="checkbox"/>	
SIT20107	Certificate II in Tourism	<input type="checkbox"/>	
SIT30707	Certificate III in Hospitality	<input type="checkbox"/>	



## Interviewee

Stephen Edwards, Managing Director

**Disclaimer:** The Department of Education and Training collects the information on this form as part of the audit of registered training organisations under the AQTF. Only authorised government officers or contracted personnel have access to this information. Your personal information will not be disclosed to any other third party without your consent, unless authorised or required by law, in accordance with the *Information Privacy Act 2009*.

**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.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input checked="" type="checkbox"/>
1.4 Training and assessment is delivered by trainers and assessors who: <ul style="list-style-type: none"> <li>a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors</li> <li>b) have the relevant vocational competencies at least to the level being delivered or assessed, and</li> <li>c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and</li> <li>d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.</li> </ul>	<input checked="" type="checkbox"/>
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> <li>a) meets the requirements of the relevant Training Package or accredited course</li> <li>b) is conducted in accordance with the principles of assessment and the rules of evidence</li> <li>c) meets workplace and, where relevant, regulatory requirements</li> <li>d) is systematically validated.</li> </ul>	<input checked="" type="checkbox"/>

**Audit findings****At time of audit:**

- Compliant  
 Not Compliant

**Following rectification received 27/08/11:**

- Compliant  
 Not Compliant

**Findings:**

**TNQ Institute was not able to demonstrate compliance with all aspects of Standard 1 examined at audit.**

The RTO proposes to only work with corporate clients and their staff who require either a full qualification or clusters of units to meet individual/corporate needs. Clients may be non-qualified with some experience, wishing to move into a supervisory position or wanting to gain a higher qualification. Corporate client premises are to be used for training, including commercial hospitality, tourism and management environments plus the Young Company Theatre in Cairns for technical production (agreement sighted). Checklists for judging the suitability of the training room, specialised resources and facilities have been developed. If no suitable training room is available, commercial premises will be hired (as is the present arrangement for delivery of TAE40110 Certificate IV In Training and Assessment).

Most required aspects (including delivery, assessment and validation arrangements and physical and human resources required) in the documented training and assessment strategies were addressed satisfactorily. However, no specific details on consultation undertaken on the proposed strategies and arrangements (nor an analysis of the implications) were provided. Up-front RPL assessment will be discussed personally with each applicant and undertaken for relevant units. The proposed delivery mode involves face-to-face workshops, with self-paced consolidation work, gathering assessment evidence and preparatory work for the next unit to be undertaken between sessions. This provides flexibility for learners with different work/life commitments. The RTO has developed its own student workbooks to support training, complemented by handouts,



copies of PowerPoint slides, copies of workplace documentation and lists of contemporary web links. Prescribed texts provided within the course fee and study outlines have been developed.

The proposed trainer/assessor in management is well qualified with 25 years experience in diverse management roles, particularly in the coach and tourism industries and in vocational education and training. Satisfactory evidence was provided to support currency and professional development in VET knowledge and skills and in management. The trainer/assessor meets all current AQTF requirements. A detailed recruitment policy and suitable draft advertisements to recruit suitable trainers/assessors for the other vocational areas were sighted. A pool of potential trainers/assessors in technical production is available through the Young Company Theatre and for hospitality/tourism courses through wide contact with relevant organisations in the Cairns area.

In all units sampled, assessment activities met all requirements in the relevant unit, including critical aspects for assessment and evidence required to demonstrate competency. A suitable range of activities (including written tests, case studies, projects, observations of the student in a workplace and supervisor reports in industry terms as supplementary evidence) has been planned. The student and assessor instructions are detailed and the marking guides/checklists contain sufficient detail to guide consistent judgement of satisfactory performance. An articulated, satisfactory RPL policy, associated processes and RPL kits for participants have been developed.

**Non-Compliances:**

**Strategy for training and assessment**

BSB40807 Certificate IV in Frontline Management

BSB51107 Diploma of Management

CUE30203 Certificate III in Live Production, Theatre and Events (Technical Operations)

SIT20107 Certificate II in Tourism

SIT30707 Certificate III in Hospitality

Although the RTO was able to articulate some relevant sector consultation undertaken, no documentary evidence in relation to the consultation engaged in, nor an analysis of the implications for the proposed (and untried) training and assessment arrangements were provided at audit. For example, would graduates in SIT30707 Certificate III in Hospitality with the proposed mix of elective units in food and beverage, with some wider skill units, be viewed favourably by prospective employers?

**Rectification required:**

**Strategy for training and assessment**

BSB40807 Certificate IV in Frontline Management

BSB51107 Diploma of Management

CUE30203 Certificate III in Live Production, Theatre and Events (Technical Operations)

SIT20107 Certificate II in Tourism

SIT30707 Certificate III in Hospitality

Document significant sector and stakeholder consultation undertaken and provide an analysis of the implications, including how the consultation has informed the proposed training and assessment strategy (key aspects including the proposed delivery program and the pool of elective units per qualification that will be resourced and ready to be offered to corporate clients).

**Rectification evidence received 27 August 2011:**

**Strategy for training and assessment**

BSB40807 Certificate IV in Frontline Management

BSB51107 Diploma of Management

CUE30203 Certificate III in Live Production, Theatre and Events (Technical Operations)

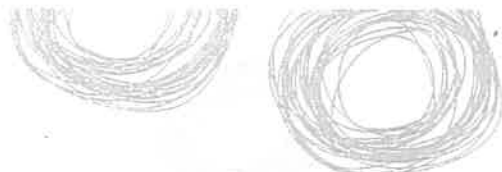
SIT20107 Certificate II in Tourism

SIT30707 Certificate III in Hospitality

The RTO provided satisfactory evidence of consultation undertaken including with prospective corporate clients. An analysis of how the consultation had informed the training and assessment strategy was provided, including selection of the pool of electives to be offered.

**TNQ Institute has now demonstrated compliance with all aspects of Standard 1 examined at audit.**





**Strengths**

- Nil identified.

**Opportunities for improvement**

- It is suggested that associated documents and information related to the training and assessment strategies be cross-referenced in the relevant strategy document, for example the evidence being gathered in relation to industry consultation undertaken such as confirmatory emails and comments from industry.

**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.	<input type="checkbox"/>
2.2 The RTO continuously improves client services by collecting, analysing and acting on relevant data.	<input type="checkbox"/>
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.	<input checked="" type="checkbox"/>
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.	<input type="checkbox"/>
2.5 Learners receive training, assessment and support services that meet their individual needs.	<input type="checkbox"/>
2.6 Learners have timely access to current and accurate records of their participation and progress.	<input type="checkbox"/>
2.7 The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively.	<input type="checkbox"/>

**Audit findings**

**At time of audit:**

- Compliant  
 Not compliant

**Following rectification received 06/08/11:**

- Compliant  
 Not Compliant

**Findings:**

**TNQ Institute was not able to demonstrate compliance with all aspects of Standard 2 examined at audit.**

The RTO plans to conduct a detailed needs analysis with the potential corporate client through face-to-face discussions. Through the process, the corporate client is to be fully briefed on the training and support services to be provided to the employees who participate in the course.

**Non-Compliances:**

**Pre-enrolment information**

- BSB40807 Certificate IV in Frontline Management
- BSB51107 Diploma of Management
- CUE30203 Certificate III in Live Production, Theatre and Events (Technical Operations)
- SIT20107 Certificate II in Tourism
- SIT30707 Certificate III in Hospitality

The course information flyers did not provide any information about assessment. It is important to outline (in student terms) that each participant's knowledge and skills will be assessed.

**Rectification required:**

**Pre-enrolment information**

- BSB40807 Certificate IV in Frontline Management
- BSB51107 Diploma of Management
- CUE30203 Certificate III in Live Production, Theatre and Events (Technical Operations)
- SIT20107 Certificate II in Tourism
- SIT30707 Certificate III in Hospitality

Modify the course information flyers to include coverage of assessment in a vocational education and training context. It is suggested that the range of assessment methodologies referenced in the relevant training and assessment strategy be included.

**Rectification evidence received 6 August 2011:**

**Pre-enrolment information**

BSB40807 Certificate IV in Frontline Management

BSB51107 Diploma of Management

CUE30203 Certificate III in Live Production, Theatre and Events (Technical Operations)

SIT20107 Certificate II in Tourism

SIT30707 Certificate III in Hospitality

The RTO satisfactorily modified the course information flyers to include coverage of assessment in a vocational education and training context.

**TNQ Institute has now demonstrated compliance with all aspects of Standard 2 examined at audit.**

**Strengths**

- The RTO's motto of "our work is dedicated to the prosperity of our clients" was clearly evident at the audit.

**Opportunities for Improvement**

- It is suggested that the RTO's web address and a reference to the on-line student handbook be included on the course information flyers.

