

IW

3 November 2011

Natasha Brewer
Northern Joblink Limited (trading as National Joblink)
Level I, 22 Paterson Street
Launceston 7250

Attention: Natasha Brewer

Dear Natasha

Monitoring Audit

The report of the Australian Quality Training Framework audit of National Joblink conducted on 11th of October 2011 is enclosed for your information.

The auditors found National Joblink non-compliant with *Standard 1.2, 1.3, 1.5, 3.2 and 3.4.*

The AQTF 2010 National Guideline for Managing Non-Compliance indicates that training organisations have up to 20 working days to clear non-compliances. As the Action Plan to clear findings has been submitted and accepted the final date for clearing ALL of your audit findings is no later than the 31 December 2011.

The TQA has reviewed your risk rating and assessed your RTO rating as High.

An audit feedback questionnaire regarding the audit process will be emailed to you. We would appreciate it if the form could be completed and returned as directed on the questionnaire.

If you have any questions about this audit or any other registration matter, please contact Ian Whitehouse at ian.whitehouse@tqa.tas.gov.au or on 03 62337886.

Yours sincerely



Ian Whitehouse
Quality Assurance Officer

Encl. Audit report

RTO DETAILS

RTO Name	Northern Joblink Limited (trading as National Joblink)	NTIS Number	60156
Address	Level 1, 22 Paterson Street, Launceston 7250		
Registration Contact	Natasha Brewer	Website	www.njl.org.au
Phone Number	03 63344966	Email	nbrewer@njl.org.au
Student Numbers	As per pre audit questionnaire		

Lead Auditor	Ian Whitehouse	Auditor/s	Kim Daly
Technical Advisor/s		Observer/s	

REGISTERING BODY DETAILS

Contact Person	Ian Whitehouse		
Phone Number	62337886	Email	ian.whitehouse@tqa.tas.gov.au

AUDIT DETAILS

Type of Audit	Post Initial	Renewal	Monitoring	Complaint	Strategic
Standards audited	All Elements in Standards 1 & 3 and 4 Elements from Standard 2				
Audit Date/s	11th of October 2011				
Other audit notes					

ACCOMPANYING REPORTS

Continuing Registration – Conditions 8, 9	Yes	No
	<input checked="" type="checkbox"/>	<input type="checkbox"/>

FOCUS OF AUDIT
QUALIFICATION/UNIT OF COMPETENCE/ACCREDITED COURSE

NTIS Code	Qualification/Unit of Competence/Accredited Course (as per NTIS)	Delivery Site
22012VIC	Certificate I in Vocational Preparation	
39274QLD	Certificate II in Indigenous Community Housing Maintenance	
CUV10103	Certificate I in Visual Arts and Contemporary Craft	
CPC20108	Certificate II in Construction	
CHC42008	Certificate IV in Employment Services	
BSB30107	Certificate III in Business	

INTERVIEWEE/S Staff name and position; employer name and position; students by program (do not list by name)

Natasha Brewer	General Manager
Others as per pre audit questionnaire	Alison Tabrett, Grant Collins, Ian Kruger, CEO (closing meeting)

AUDIT SUMMARY

Standard 1: The RTO provides quality training and assessment across all of its operations		
Audit conclusion	Result	✓
<p>The RTO is non-compliant with Standard 1. The organisation demonstrated compliance with elements 1.1, and 1.4. Non-compliance finding are raised against element 1.2, 1.3 and 1.5 with the details at the end of this report.</p> <p>The RTO collects analyses and acts on relevant data for continuous improvement of training and assessment as evidenced by its feedback/survey sheets for learner and employer.</p> <p>The data is reviewed by the RTO General Manager and then acted upon as required. Hand written notations on a sample of survey responses reviewed at audit was sighted to support this together with the RTO policy and procedural requirements.</p> <p>Training and assessment is delivered by trainers and assessors who have the necessary training and assessment competencies, have the relevant vocational competencies, have current industry skills and continue to develop their Vocational Education and Training (VET) knowledge and skills and their industry currency and trainer/assessor competence.</p> <p>Evidence of this was sighted through a review of trainer and assessor files for the AQF qualifications sampled including Business, Construction, Indigenous Community Housing Maintenance, Visual Arts and Contemporary Craft, Vocational Preparation and Employment Services. The files sampled provided a record of how the RTO manages and ensures this through the use of the "staff profile template". It was noted that some of the staff profile templates were incomplete. Interviews with the RTO management, trainer and assessor for Business and Employment Services and administration staff confirmed for the most part that RTO practices match written processes.</p>	Compliant	
	Non-compliant	✓
	Not audited	
Strengths		
<ul style="list-style-type: none"> Contributions provided by RTO personnel (both in Launceston and Cairns) on the day of the audit. Examples of professional development provided at audit such as the 3-day professional development session in other jurisdictions which included subjects such as cultural competence, literacy and numeracy training. 		
Opportunities for Improvement		
<ul style="list-style-type: none"> Currently the RTO can provide evidence of formally seeking feedback from students through the use of evaluations (combined with Quality Indicator Report requirements). Feedback about improving training and assessment services from a broader range of stakeholders could also be considered by the RTO into the future. Training Package transition occurs but it is informal and relies on key personnel. The RTO could consider how it formalises this so that it is embedded into the RTO operational processes. Agreements with Trainers and Assessors and the staff profile template should be checked by the RTO for completeness. Review the information and processes used for RPL and align to systems improvements for element 1.5 based upon actions taken to clear findings and to improve clarity for clients, trainers and assessors. 		

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

The RTO is compliant with Standard 2. The organisation demonstrated compliance with elements 2.3, 2.5, 2.6 and 2.7. **Elements 2.1, 2.2 and 2.4 were not audited.**

Result	
Compliant	✓
Non-compliant	
Not audited	

The RTO has policies and procedures in place that inform clients prior to enrolment or entering into an agreement about the training, assessment and support services to be provided, and about their rights and obligations. Examples were explained at audit as to how this occurs in practice and includes the RTO's five questions included in their enrolment form called a "Learning style questionnaire" which is designed as an early preference identification process. Additionally Information included in the learner induction manual and the learner induction checklist facilitated by trainer/assessors also provided evidence to support this standard more generally.

The RTO has policies and procedures in place to ensure that learners receive the training, assessment and support services that meet their individual needs. Numerous examples were explained at audit as to how this occurs in practice particularly with clients who are being trained in regional and remote locations, from indigenous backgrounds and those that are longer term unemployed and come through the Job Search Australia networks.

The RTO has policies and procedures in place to ensure that learners have timely access to current and accurate records of their participation and progress. RTO staff explained that requests are often not made but the RTO evidenced how it monitors and tracks client participation and progress through its use of the VeTTrak software to record progress including completions.

The RTO provides appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively through its policy and procedure. Auditors were informed that no complaints or appeals had been received by the RTO.

Strengths

- Openness to audit questions about support for clients and a strong stated commitment to continuous improvement.
- Key RTO personnel that work to support the administration, training and assessment services offered to clients by the RTO.

Opportunities for improvement

- There is an opportunity to strengthen the consistency and clarity of information for learners to ensure their understanding of what they are enrolling in, how it is to be paid for and what they can expect from the program they are enrolling in.
- Formalise the RTO systems and processes for the work done by mentors, JSA tutors and how the "buddy system" works on the ground.
- Provide a way in which notations on assessment records signifying oral assessment can be recorded as part of the RTO process.

Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates		
Audit conclusion	Result	✓
<p>The RTO is non compliant with Standard 3. The organisation demonstrated compliance with elements 3.1, and 3.3. Non-compliance findings are raised against element 3.2 and 3.4 with the details at the end of this report.</p> <p>The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO. Evidence of this was provided through discussions on the audit day with RTO management and administration, client files, a trainer and assessor interview and sighted marketing material, resources and an explanation of the enrolment process.</p> <p>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. Evidence of this was sighted through the signed agreements that exist between The Right Course and Training Opportunities & Options for Learning (TOOL) and the RTO. The Right Course agreement is for mutual co-operation in promoting a Certificate I in Vocational Preparation (22012VIC). The TOOL agreement is for the delivery and assessment of Construction units, tools, resources and student files (both completed and progressive) examined at audit.</p> <p>Additional evidence was provided verbally by RTO management in relation to detailed explanation of how the relationship is managed and the steps that the RTO takes to quality assure delivery and assessment. Additionally the RTO explained the administrative process that exists prior to the issuance of any qualifications or statements of attainment that are to be issued after TOOL have made their recommendations to the RTO.</p>	Compliant	
	Non-compliant	✓
	Not audited	
Strengths		
<ul style="list-style-type: none"> • The RTO's agreement with TOOL appears to be yielding good end results for participants. Evidence sighted at audit was sufficiently clear about how and what occurs.. • RTO monitoring arrangements between TOOL and NJL. 		
Opportunities for Improvement		
<ul style="list-style-type: none"> • Ensure that where agreements are in place that all sections are checked for completeness as part of future quality assurance monitoring. For example the TOOL agreement was undated, some trainer and assessor agreements sighted at audit were also incomplete. • Strengthen the formalisation of monitoring arrangements for partnership into the future. • Student file checklists are used in some areas of the RTO. This should be considered for wider RTO application across its operations. 		

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.

Intent: All training and assessment strategies meet the requirements of the Training Package or accredited course. All training and assessment strategies are clearly informed by industry consultation and are systematically reviewed.

Evidence:

The RTO is non-compliant with element 1.2. At audit it was determined that there was insufficient evidence provided that demonstrated the requirements of this element. The strategies reviewed did not:

- Reflect the RTO's practice.
- Provide sufficient information to guide trainers and assessors.
- Sufficiently detail in the strategies that other electives were allowable under the packaging rules for some qualifications.
- Provide an explanation of 'how' "National Joblink" ensures the provision of literacy and numeracy support services to students who require individual and personal assistance when offered/provided by others.
- Provide reference (in a number of instances) to how the requirement to consistently demonstrate competence over a period of time occurs in practice.

Result	✓
Compliant	
Non-compliant	✓
Not audited	

Specific issues identified for the strategies sampled at audit are detailed below.

For the qualification CPC20108 Certificate II in Construction:

- Following discussions with RTO staff it became apparent that the information contained in the strategy does not reflect how the training and assessment is actually delivered. This is particularly problematic when discussions with RTO staff highlighted that the qualification is delivered differently across the different jurisdictions and there is no mechanism or process to ensure consistency in outcomes.
- The six elective units are listed in a way that could easily be interpreted as being the only allowable electives.
- The strategy mentions on several occasions the importance of work placements, however discussion with RTO staff revealed that a number of the individuals enrolled in the training had not completed a work placement.
- The strategy indicates that the final assessment outcome is validated by National Joblink, however RTO staff could not provide evidence that this had occurred.
- The strategy indicates that students will be provided with current training resources, however discussion with RTO staff revealed that this did not occur consistently in all of the jurisdictions the RTO operates in.
- In the assessment arrangement section of the strategy it indicates that assessment will occur in the classroom and work place environments, but this doesn't happen for students who do not participate in work placements.
- In the assessment arrangements section of the strategy it says "It is only when the student successfully completes all evidence gathering requirements ..." however discussion with RTO staff revealed that the Third Party Verification listed in the assessment matrix was not actually used when students did not participate in a work placement. The RTO is not complying with its own rules.
- In section 5, on page 24, the strategy indicates that the "Training Administration meets with ..." it is not clear who this is and RTO staff could not advise auditors who was being referred to in the strategy document.
- The strategy makes reference to meeting with Industry representatives but it is unclear how long ago the consultation occurred and therefore unclear if the information is still current. There is also no indication of how, if at all, the industry feedback has been incorporated into the strategy.

For the qualification CUV10103 Certificate I in Visual Arts:

- The three elective units are listed in a way that could readily be interpreted as being the only allowable electives.
- Page 5 of the document makes reference to the construction industry.
- There were no staff identified in the "Staff Matrix" and there was no "Industry representative" identified in the relevant section of the strategy.
- The strategy had not been signed off by the CEO.

For the qualification 39274QLD Certificate II in Indigenous Community Housing Maintenance:

- The four elective units are listed in a way that could readily be interpreted as being the only allowable ones.
- It is not clear 'how' and which Indigenous Advisory Group provides the support and assistance identified in the strategy.
- The strategy indicates that students will be provided with current training resources, however discussion with RTO staff revealed that this did not occur.
- The resource list for the unit CPCCCM2004A Handle construction materials has been left blank.

For the qualification CHC42008 Certificate IV in Employment Services:

- The packaging rules require 7 core and 7 elective units, however there are eight elective units listed. Discussion with RTO staff did not clarify what certification would be provided to learners completing the additional unit.
- The strategy was last reviewed in October 2009 and is therefore unclear as to how current the strategy is.

Findings

There was insufficient evidence that the audited training and assessment strategies meet the requirements of the Training Package or accredited course, are not sufficiently informed by industry consultation or systematically reviewed.

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.

Intent: The resources used by the RTO across all of its operations are consistent with current industry standards and Training Package requirements.

Evidence

The RTO is non-compliant with element 1.3. At audit it was determined that there was insufficient evidence provided that demonstrated the requirements of this element.

RTO staff could not provide sufficient evidence demonstrating how the requirements of the various training packages had been met in terms of content delivery. When auditors asked RTO staff how they ensured that the requirements of each training package was covered, RTO staff from Cairns advised that there was a variety of resource materials available on the RTO shelves and the trainers and assessors would grab what they wanted and use those. Auditors re asked how trainers and assessors would know that the specific training package requirements (for specific units) would be met and were advised that trainers and assessors use a "weekly training plan". The plan indicates what units will be delivered however there was no evidence demonstrating what elements, performance criteria, skills, knowledge or range of variable would be covered and in what context.

Auditors noted one exception to this where RTO staff provided documentary evidence of a mapping process being conducted for the qualification 22012VIC Certificate I in Vocational Preparation. Auditors noted that physical resources for various units of competence were identified in the range of training and assessment strategy documents reviewed.

Result	
Compliant	<input type="checkbox"/>
Non-compliant	<input checked="" type="checkbox"/>
Not audited	<input type="checkbox"/>

Findings

There was insufficient evidence that RTO resources were used consistently across all of its operations to meet Training Package requirements.

- 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.

Intent: Assessment ensures that only learners who hold the requisite skills and knowledge are certified as competent.

Evidence	Result	✓
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<p>The RTO is non-compliant with element 1.5. At audit it was determined that there was insufficient evidence provided that demonstrated the requirements of this element.</p> <p>Throughout the audit the audit team was presented with a range of evidence that was examined and considered in relation to this element. The RTO has a range of resources used by trainers, assessor and learners. Some of these have been purchased whilst others have been developed by individuals and/or other organisations.</p> <p>Auditors identified a number of aspects where there was insufficient evidence. Examples of this included:</p> <ul style="list-style-type: none"> • A lack of clarity about how all of the requirements of the various units have been met consistently. • How the required knowledge and/or required skills being demonstrated across a range of contexts and conditions including the range of variables and critical aspects of assessment have been confirmed. • It was not clear how some of the assessment activities aligned with the relevant AQF level. For example the knowledge assessment activities for the unit CPCCPD2003A Remove and replace doors and door and window components, appear to be overly simplistic for the AQF level. • It was not clear how the principles of assessment and rules of evidence had been applied in accordance with the requirements of the standards. <p>An example that was examined at audit is the different approaches taken for Construction training and assessment undertaken in Hobart by TOOL in comparison to the one used in Cairns for the same qualification. The TOOL approach is much clearer and consistent with reviewed student files providing evidence in a consistent way through a standards suite of training resources, clear assessment activities and tools that captured written and annotated photographic evidence of knowledge and skill application. This approach was different to the one taken in Queensland where resources (different to the ones used by TOOL) are accessed on an as required/needed basis by the trainer. The assessment information and tools used in Queensland lacked sufficient clarity and detail about the assessment requirements, activities undertaken, and the basis on which the assessment decision was made and the range and context of assessment activities that made up that decision. It was also unclear how the RTO ensures that all assessment requirements, including the critical aspects had been checked to ensure they met all requirements of the unit/qualification.</p> <p>Auditors also noted that the RTO has a validation policy and schedule, however at audit the RTO could not provide any evidence that validation occurs in line with its policy and procedure.</p>	Compliant	
	Non-compliant	✓
	Not audited	

Findings

The findings in relation to the requirements of the element are that:

- The audit team determined that there was insufficient evidence that: assessment meets the requirements of the relevant Training Package or accredited course, is conducted in accordance with the principles of assessment and the rules of evidence and is systematically validated.

3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.

Intent: The management system ensures that the RTO meets:

- The AQTF Essential Conditions and Standards for Continuing Registration
- Legislation and regulations under which it is registered

Continuous improvement processes refer to the continual enhancement of an RTO's performance so that the changing needs of clients and industry continue to be met. Continuous improvement does not relate to actions to achieve compliance as such actions are considered rectifications.

Evidence

The RTO is non-compliant with element 3.2. At audit it was determined that there was insufficient evidence provided that demonstrated the requirements of this element.

The RTO has a comprehensive suite of policies, procedures and forms to assist the operational management of the RTO. There was evidence that this suite of policies, procedures and forms was being used in some parts of the RTO but there was little evidence of their use throughout all of the RTO's operations. Auditors noted several emails requesting and or advising RTO staff on a number of matters but could not see where the information had been consistently acted upon by RTO personnel in line with those requests.

An example of this was when during a discussion with RTO staff it became apparent that the RTO management in Launceston was not aware of agreements that the RTO had with other regulatory bodies in Queensland for issuing "white cards". RTO staff from Cairns were able to provide a copy of the agreement the RTO has in relation to Queensland licensing (DIER) for "white card" but auditors noted the agreement had not been fully completed (e.g. the agreement commencement date was blank).

Auditors were also shown documentation relating to the delivery of RSA in both Queensland and Northern Territory, while it was clear that there was some sort of agreement, there was no indication of the start and finish date of the agreement or who was responsible for what.

It was also shared by RTO staff in Queensland that the Cairns NJL office was able to re issue white cards using the database that was stored locally in Cairns. The RTO management in Launceston indicated that it was not aware of this until advised by the Cairns office on the day of the audit.

It was not clear to auditors:

- What the RTO policy and procedure is for managing its contractual licensing arrangements for the issuance of white card, how is this recorded and managed?
- How the RTO management assures compliance across its operations given the backup of the white card database is managed in Cairns and is not part of the wider RTO records storage and backup strategy.
- Who is responsible for the management of the RTO's operations, Launceston or Cairns?

Result	✓
Compliant	
Non-compliant	✓
Not audited	

Findings

There was insufficient evidence that the RTO management systems ensure that it meets all the requirements of the AQTF Essential Standards and Conditions for Continuing Registration.

3.4 The RTO manages records to ensure their accuracy and integrity.

Intent: Records maintained by the RTO support the continuous improvement of its operations and provide evidence of compliance with the *AQTF Essential Conditions and Standards for Continuing Registration*.

Evidence	Result	✓
The RTO is non-compliant with element 3.4. At audit it was determined that there was insufficient evidence provided that demonstrated the requirements of this element.	Compliant	
There was insufficient evidence presented to demonstrate that RTO records are managed accurately. Some record keeping examples sighted at audit that highlight this include:	Non-compliant	✓
<ul style="list-style-type: none"> • Dates not being included on some formal RTO agreements. • Inaccurate number of hours recorded on electronic student records for the time taken to complete a unit. • Inconsistent and on occasion missing information from paper based files. For example no records for Natasha Brewer in terms of qualifications or vocational competence in the file record system. • Out-dated Vocational Education and Training (VET) language is scattered through RTO documents and include terminology such as RCC, BSZ40198, and accreditation when actually referring to NRT. • During discussions with RTO staff from other jurisdictions it became apparent that it was difficult to establish whether or not a hard copy document that had been provided to auditors, was actually the current version of that document. • During the audit a number of records were discovered by RTO management where there had previously no knowledge of i.e. contracts as discussed previously. • Incomplete and inaccurate documents. For example: <ul style="list-style-type: none"> ▪ The assessment activity 1 record for one student identified the students name, the assessors name, the name of the workplace and the date, but there were no boxes ticked to indicate what equipment had been used. ▪ A number of the incomplete "staff profile template" forms and trainer assessor agreements that had signatures but no check boxes completed. ▪ Inconsistency in the completeness of the information held within trainer and assessor files. ▪ A number of the student assessment records from Queensland, sighted at audit, had blank "Student Numbers". ▪ One student record sighted at audit indicated that the student had full time permanent employment and that the student was looking for full time permanent employment. The latter was correct. ▪ Incorrect NRT codes on marketing materials – see opportunity for improvement at condition 8. 	Not audited	

Findings

There was insufficient evidence that the RTO records are adequately maintained by the RTO to support its operations.

CONDITION 8: Accuracy and Integrity of Marketing

Evidence	Result	✓
The RTO provided some past examples of marketing some of which was noted as historical. Auditors noted	Compliant	✓

the following minor issues with some of the flyer examples provided at audit.

- CPC10208 Certificate II in Construction contained an incorrect code. The code included was CPC20208 when it should have been CPC10208.
- A short course that prepares you for work in the Hospitality Industry indicates that you may be able to gain competence in two accredited units. There are two small problems with this
 1. The two units are not identified.
 2. The SIT20207 Certificate II in Hospitality fits is more correctly called Nationally Recognised Training (NRT), it is not accredited.
- CHC42008 Certificate IV in Employment Services indicates that the qualification requires 7 core and 7 elective units and then goes on to add an additional two units. This could be easily interpreted as needing to complete 16 units in total to gain the qualification, where in practice, individuals completing the 16 units should receive the qualification CHC42008 Certificate IV in Employment Services (with 14 units listed on the back) and a Statement of Attainment for the two additional units.

The RTO should consider how it reviews and approves marketing materials that are to be used across its operations by the RTO, its regional offices and those organisations that it has an agreement with.

Non-compliant	
Not audited	

CONDITION 9: Transition to Training Packages/Expiry of Accredited Courses

Evidence

The RTO manages the transition of Training Packages and from superseded accredited courses. This is done predominantly by an informal process and relies upon key personnel. The RTO should consider formalising the procedure for transitioning.

Result	✓
Compliant	✓
Non-compliant	
Not audited	

