



REPORT

Audit report: Action Training Academy Pty Ltd

Date of audit: 20/03/2018

Date report created: 20/02/2018

Date report updated: 31/05/2018

Organisation details

Organisation's legal name:	Action Training Academy Pty Ltd
Trading name/s:	Action Training Academy
RTO number:	41396
CRICOS number:	N/A

Audit team

Lead auditor:	Daniel Taylor
Assistant/s:	N/A

Audit details

Application number/s:	N/A	
Audit number:	AUDREC0008029	
Audit reason	Post initial	
Address of site/s visited:	Unit 28, 121 Kerry Rd, ARCHERFIELD QLD 4108	
Date/s of audit:	20/03/2018	
Organisation's contact for audit:	Pragnesh Joshi josh@actiontrainingacademy.com.au 0434 400 340	Chief Executive Officer

Original finding at time of audit

Audit finding: Concerning non-compliance

Report completed by: Daniel Taylor

Practice	Standards for RTOs 2015	Finding
Marketing/Recruitment	4.1	Not compliant
Enrolment	5.1, 5.2, 5.3, 7.3	Compliant
Support and Progression	1.7	Compliant
Training and Assessment	1.2, 1.3, 1.13, 1.14, 1.16	Compliant
Training and Assessment	1.1, 1.8	Not compliant
Completion	3.1	Compliant
Regulatory Compliance / Governance	2.3, 2.4, 8.2	Not audited

Audit finding following analysis of additional evidence

Audit finding following analysis of additional evidence provided on 25/05/2018 : Compliant

Report completed by: Daniel Taylor

Practice	Standards for RTOs 2015	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, 1.14, 1.16	Compliant
Completion	3.1	Compliant

Background

Summary of organisation and management structure:

- Mr Pragnesh Joshi - Chief Executive Officer
- Ms Namrata Joshi - Manager

Scope of registration:

- BSB40515 Certificate IV in Business Administration
- BSB50415 Diploma of Business Administration
- SIR30216 Certificate III in Retail
- SIT30616 Certificate III in Hospitality

Suburb and state of all delivery locations:

- Archerfield, QLD
- Flagstone State School, Flagstone QLD

Third party usage:

- No active third party used for the delivery of training and assessment

Core client's/target groups:

- Unskilled job seekers
- School Based Trainees
- People with disabilities

Training Revenue (Funded or fee for service):

- Fee for service

Total number of current enrolments as at audit date:

- The RTO has had some delivery however at the time of audit there were no active enrolments.

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

- Information provided directly by Action Training Academy Pty Ltd to ASQA
- Existing information and records held by ASQA concerning Action Training Academy Pty Ltd
- Information provided to ASQA's auditors and documentation reviewed during the site audit of Action Training Academy Pty Ltd conducted on 20 March 2018.
- Other publically available information - including but not limited to, information published on the organisation's and third party websites.

Audit Sample

Code	Training products	Mode/s of delivery / assessment*	Current enrolments
BSB50415	Diploma of Business Administration	Online	0
SIR30216	Certificate III in Retail	Face to face	0
SIT30616	Certificate III in Hospitality	Face to face	0

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

Interviewees

Name	Position	Training products
Namrita Joshi	Manager	SIT30616 Certificate III in Hospitality

About this Report

This report details findings against the *Standards for Registered Training Organisations 2015* (Standards for RTOs 2015). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been 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 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

Original Action required by RTO

Action Training Academy Pty Ltd did not meet all requirements for clauses 4.1, 1.1, & 1.8.

The RTO is required to provide evidence that demonstrates:

Marketing

Clause 4.1

- Provide evidence that:
 - all information, whether disseminated directly by the RTO/provider or on its behalf by third parties is now accurate and factual and addresses all of the requirements specified in Clause 4.1

Training and Assessment

SIR30216 Certificate III in Retail

Clause 1.1 and 1.8

- Provide evidence that:
 - The RTO has corrected its assessment system (to comply with Clause 1.8) for future students and has systems in place to ensure it is this system that is applied.

Audit finding following analysis of additional evidence

Following analysis of additional evidence provided by Action Training Academy Pty Ltd on 25/05/2018 the RTO:

- provided sufficient evidence to demonstrate compliance with clauses 4.1, 1.1 and 1.8

Refer to analysis of additional evidence detailed under each clause in this report for further information.

Areas of non-compliance

Marketing/Recruitment Practices

Standards for RTOs Clause 4.1

*Original Finding: **Not compliant***

*Finding following additional evidence: **Compliant***

Information, whether disseminated directly by the RTO or on its behalf, is both accurate and factual, and:

- a) accurately represents the services it provides and the training products on its scope of registration;
- b) includes its RTO Code;
- c) refers to another person or organisation in its marketing material only if the consent of that person or organisation has been obtained;
- d) uses the NRT Logo only in accordance with the conditions of use specified in Schedule 4;
- e) makes clear where a third party is recruiting prospective learners for the RTO on its behalf;
- f) distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party;
- g) distinguishes between nationally recognised training and assessment leading to the issuance of AQF certification documentation from any other training or assessment delivered by the RTO;
- h) includes the code and title of any training product, as published on the National Register, referred to in that information;
- i) only advertises or markets a non-current training product while it remains on the RTO's scope of registration;
- j) only advertises or markets that a training product it delivers will enable learners to obtain a licensed or regulated outcome where this has been confirmed by the industry regulator in the jurisdiction in which it is being advertised;
- k) includes details about any VET FEE-HELP, government funded subsidy or other financial support arrangements associated with the RTO's provision of training and assessment; and
- l) does not guarantee that:
 - i) a learner will successfully complete a training product on its scope of registration;
or
 - ii) a training product can be completed in a manner which does not meet the requirements of Clause 1.1 and 1.2; or
 - iii) a learner will obtain a particular employment outcome where this is outside the control of the RTO.

Information provided by the RTO on its website was not accurate or factual, specifically, a video on the RTO's website made reference to "FEE-HELP student loans".

The Department of Education and Training's website states that: "To access a VET Student Loan, a student must be enrolled at a VET Student Loans approved training provider that is approved to offer the VET Student Loans approved course." Discussions with the RTO revealed that the video is not accurate as it does not offer FEE-HELP student loans, nor is it a VET Student Loans approved training provider.

Analysis of evidence

The RTO removed the Video from its website immediately after the audit conducted on 20/3/2018. As the RTO has never ever received any inquiry about this Fee help request, so there was no negative impact to learners.

The evidence provided supports compliance with the requirements of Clause 4.1 of the Standards for RTOs 2015.

Training and Assessment

Standards for RTOs Clause 1.1

Original Finding: *Not compliant*

Finding following additional evidence: *Compliant*

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

SIR30216 Certificate III in Retail

SIRRINV001 Receive and handle retail stock

SIRRRTF001 Balance and secure point-of-sale terminal

Evidence provided:

- Evidence and Assessment Plan – which included
 - Written Assessment
 - Workplace Demonstration
 - Observation – Assessor/Third Party checklist

As non-compliances were identified under clause 1.8 the RTO has not demonstrated that its training and assessment practice is consistent with the requirements of the training product. (refer to clause 1.8 for details)

Analysis of evidence

SIR30216 Certificate III in Retail

SIRRINV001 Receive and handle retail stock

SIRRRTF001 Balance and secure point-of-sale terminal

Evidence provided:

- *SIR30216 Certificate Iii In Retail - Workplace Practical Assessment*

The RTO provided evidence that demonstrates its assessment systems for the above training products comply with the assessment requirements of the relevant training packages (Clause 1.8 (a)) and ensure that assessments will be conducted in accordance with the principles of assessment or the rules of evidence (Clause 1.8 (b)).

The evidence provided supports compliance with the requirements of Clause 1.1 of the Standards for RTOs 2015.

Standards for RTOs Clause 1.8

Original Finding: *Not compliant*

Finding following additional evidence: *Compliant*

The RTO implements an assessment system that ensures that assessment (including recognition of prior learning):

- a) complies with the assessment requirements of the relevant training package or VET accredited course; and**
- b) is conducted in accordance with the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.**

Table 1.8.1 Principles of Assessment

Fairness	<p>The individual learner's needs are considered in the assessment process.</p> <p>Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs.</p> <p>The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</p>
Flexibility	<p>Assessment is flexible to the individual learner by:</p> <ul style="list-style-type: none">reflecting the learner's needs;assessing competencies held by the learner no matter how or where they have been acquired; anddrawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	<p>Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner.</p> <p>Validity requires:</p> <ul style="list-style-type: none">assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;assessment of knowledge and skills is integrated with their practical application;assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; andjudgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	<p>Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.</p>

Table 1.8.2 Rules of Evidence

Validity	<p>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</p>
Sufficiency	<p>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.</p>
Authenticity	<p>The assessor is assured that the evidence presented for assessment is the learner's own work.</p>
Currency	<p>The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.</p>

SIR30216 Certificate III in Retail

SIRRINV001 Receive and handle retail stock

SIRRRTF001 Balance and secure point-of-sale terminal

Evidence provided:

- Evidence and Assessment Plan – which included
 - Written Assessment
 - Workplace Demonstration
 - Observation – Assessor/Third Party checklist

For the above units of competency, assessment does not comply with the assessment requirements of the training package (Clause 1.8 (a)) or ensure that assessment will be conducted in accordance with the principles of assessment or the rules of evidence (Clause 1.8 (b)).

The performance evidence requirements could not be confirmed as being addressed as the Observation – Assessor checklists used for collecting evidence during the practical assessment do not provide observable behaviours or specific level of performance requirements the student must demonstrate to enable assessors to make consistent competence judgements

The assessment tools do not provide clear instructions for the assessor and students to identify the context and conditions of assessment or the tasks to be undertaken.

In addition, the third party observation, as a supplementary tool does not provide sufficient information for a third party to understand their role in the evidence-gathering process as it fails to describe the activities required to be completed in the workplace by the student.

Analysis of evidence

SIR30216 Certificate III in Retail

SIRRINV001 Receive and handle retail stock

SIRRRTF001 Balance and secure point-of-sale terminal

Evidence provided:

- *SIR30216 Certificate Iii In Retail - Workplace Practical Assessment*

The assessor checklists used for collecting evidence during the practical assessment now provides observable behaviours and specific level of performance requirements the student must demonstrate to enable assessors to make consistent competence judgements.

The assessment tools now provide clear instructions for the assessor and students to identify the context and conditions of assessment or the tasks to be undertaken.

The RTO has removed the third party report from its assessments as it has determined it not appropriate for its intended cohort of students.

The evidence provided supports compliance with the requirements of Clause 1.8 of the Standards for RTOs 2015.