

# AQTF Audit Report – Continuing Registration

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Onfit Training College – NTIS # 32107

FM-PMA-34A

TRIM No: 09/182321

Version 11 – 2 November 2010

Training and International Quality

Organisation details			
Registration expiry	15/02/2015		
Principal address	Level 6, PCYC, Castlemaine Street, Milton, Brisbane, QLD 4064		
RTO contact	Mr Donald Bacchi	Phone number	(04) 28966348
Operations	<ul style="list-style-type: none"> <li>• Core clients are school leavers, school students interested in a fitness career and mature aged people looking for a change in career. Most clients are Brisbane and Gold Coast based.</li> <li>• Delivery is face to face and blended learning; those unable to attend classes have access to online study.</li> <li>• The organisation has MOU agreements with several schools who deliver course curriculum on behalf of the RTO. The RTO provides lesson plans and conducts assessments.</li> <li>• The RTO has preferred supplier status and has 88 students under PPP. Three school trainees are employed by the RTO.</li> <li>• The RTO indicated a 90% pass rate for the last calendar year</li> <li>• The approximate number of enrolments for the organisation is 1000</li> </ul>		
Audit team			
Lead auditor	Mark Shrubshall	Auditor/s	Christine Williams
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Audit details			
Reason/s for audit	Post -Initial		
Audit date/s	23/5/2011	Audit number/s	3210717040A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2 (3.3 was included in the audit and found to be not applicable as the MOUs with the schools are contractual teaching arrangements only).		
Conditions audited	8		
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	17/06/2011		
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"/>	
Other audit notes	<ul style="list-style-type: none"> <li>• During the audit scoping and initial communication with the RTO, the organisation's original risk rating was amended. The audit was conducted in accordance with the business rules for a monitoring audit of an RTO with a risk rating of low.</li> <li>• The organisation has recently taken over the running of the restaurant / café of the PCYC with a view to adding hospitality to its scope in the future.</li> <li>• Condition 8 has been added to the scope due to evidence submitted at audit</li> </ul>		



Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
SRF 30206	Certificate III in Fitness	<input type="checkbox"/>	Milton and various school venues
SRF50206	Diploma of Fitness		

**Interviewee/s (incl. position)**

Mr Donald Bacchi (Director)  
Mrs Rhonda Bacchi (Quality Manager)  
Jeff Cook (Trainer / Assessor)

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**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 checked="" 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 17/06/2011:**

Compliant  
 Not Compliant

**Findings:**

The organisation operates out of and in conjunction with PCYC. It has full access to facilities including classroom, sports facilities and office space for the administration. A combination of school gyms and PCYC facilities are used for the training of school based trainees. Students have access to real customers through the PCYC.

The organisation has a systematic approach to the collection of data for the continuous improvement of the organisation. Data is collected from students at the end of each course and results are transferred to a spreadsheet for analysis. Items for action are identified and allocated to various staff members. Review of the collected data is conducted at the monthly staff meetings. Internal audits are conducted on a regular basis and results are fed into the monthly review meetings.

The strategies for SRF30206 Certificate III in Fitness and SRF50206 Diploma of Fitness provided a basic outline to the delivery and the relevant linked areas for example, moderation, validation, staffing, schedule, facilities. Industry had been consulted in



the development of the strategies and changes made to meet the needs of industry. The RTO provided an adapted strategy for the SRF30206 Certificate III in Fitness to meet the needs of the school environment. It was noted that the statement within the strategies regarding facilities required at schools and other venues was the same as for the RTO in house delivery.

The RTO stated that it evaluated each external environment to ensure the relevant training to meet the training package requirements could take place and makes arrangements to facilitate any gaps at the organisation's premises. In addition to the organisation's own trainers / assessors, teaching staff at the schools are regularly delivering the curriculum. The RTO's own staff provides support for the delivery and assessment in the school sector.

*SFFIT015A Provide nutrition advice to clients in accordance with recommended guidelines* and *SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry* assessments consisted of online tests, workplace logbook, end of course holistic final assessment. Students unable to take the final assessment in the college environment are able to nominate a Justice of the Peace (JP) to which the exam is sent in a stamped self addressed envelope. The JP gives the exam to the student and provides supervision (no fee is charged by the JP). The exam is signed by the JP and posted back to the RTO.

*SRXINU005A Manage culture and education to expand participation in a leisure and recreation service, SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents* assessment consisted of theory tests, assignments, case studies and practical observations.

#### **Non-compliances:**

##### Training and assessment strategies:

SRF30206 Certificate III in Fitness

SRF50206 Diploma of Fitness

- The strategies did not clearly demonstrate how the independent assessment of pre-requisite units is conducted prior to the delivery of *SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents* and *SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry*.

##### Human Resource:

- Evidence for Michael Lynch did not identify training and assessment competencies, current industry skills relevant to the training being undertaken or sufficient ongoing development of VET knowledge.
- Evidence for Jo Barr did not identify current industry skills relevant to the training and assessment being undertaken and sufficient ongoing development of VET knowledge.

##### Assessment:

**SRF30206 Certificate III in Fitness**

- Information given to students on the final assessment for the above qualification did not clearly outline the requirements for being marked competent and the requirements for students who wished to also apply for a graded assessment. The organisation had already identified this in their internal audit process and were in the process of rectification though no completed evidence was available at the time of audit.

*SRXINU005A Manage culture and education to expand participation in a leisure and recreation service*

*SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents*

*SFFIT015A Provide nutrition advice to clients in accordance with recommended guidelines*

*SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry*

For each of the above units of competency:

- Work experience logbooks do not identify the number of occasions or observable behaviours when being assessed by the assessor.
- Assessment tools do not clearly identify how sufficient coverage of the range statements and the required skills and required knowledge have been met.

#### **Rectification required:**

The RTO is required to provide the following evidence:

##### Training and assessment strategies:

SRF30206 Certificate III in Fitness and SRF50206 Diploma of Fitness

SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents



*SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry*

- Strategies that clearly demonstrate how the independent assessment of pre-requisite units is conducted prior to the delivery of the above of competency.

Human Resource

- Additional evidence for Michael Lynch identifying training and assessment competencies, current industry skills relevant to the training being undertaken and sufficient ongoing development of VET knowledge
- Additional evidence for Jo Barr identifying current industry skills relevant to the training and assessment being undertaken and sufficient ongoing development of VET knowledge.

Assessment:

**SRF30206 Certificate III in Fitness**

- Evidence of final assessment information that clearly informs students as to the requirements to achieve an outcome of competent and the process for graded assessment.

*SRXINU005A Manage culture and education to expand participation in a leisure and recreation service*

*SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents*

*SRFFIT015A Provide nutrition advice to clients in accordance with recommended guidelines*

*SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry*

- Work experience logbook or a process that identifies, records the number of occasions, and observable behaviours when a student is being assessed by the assessor.
- Evidence clearly identifying how sufficient coverage of the range statements, required skills and required knowledge have been met in the assessment tools for the above units. This may include an alignment document in which case assessment tools should be attached.

**Rectification evidence received 17/06/2011**

The RTO provided the following evidence:

Training and assessment strategies:

SRF30206 Certificate III in Fitness and SRF50206 Diploma of Fitness

*SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents*

*SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry*

- SRF30206 Certificate III in fitness and SRF50206 Diploma of Fitness strategies that demonstrated how the independent assessment of pre-requisite units is conducted prior to the delivery of the above units of competency.
- In addition examples of pre requisite entry exams for SRF30206 Certificate III in Fitness and SRF50206 Diploma of Fitness with benchmarking answers.

Human Resource

- Additional evidence for Michael Lynch identified training and assessment competencies, current industry skills relevant to the training being undertaken and sufficient ongoing development of VET knowledge through the RTO
- Additional evidence for Jo Barr identified current industry skills relevant to the training and assessment being undertaken and sufficient ongoing development of VET knowledge through the RTO.

Assessment:

**SRF30206 Certificate III in Fitness**

- Final assessment evidence clearly informs students as to the requirements to achieve an outcome of competent and the process for graded assessment.
- Final assessment benchmarking and mapping matrix.

*SRXINU005A Manage culture and education to expand participation in a leisure and recreation service*

*SRFFSP004A Plan and deliver exercise for moderate risk children and young adolescents*

*SRFFIT015A Provide nutrition advice to clients in accordance with recommended guidelines*

*SRFGYM002B Customise gym instructional skills to include specific areas of expertise current in the fitness industry*

- Work experience logbook assessor copy that identifies the number of occasions and observable behaviours when a student is being assessed by the assessor.



- Mapping documentation, assessment tools with benchmarking clearly identifying how sufficient coverage of the range statements, required skills and required knowledge have been met in the assessment tools for the above units.

#### Strengths

- The owner's previous roles and experience in the school sector is evident in the management of the RTO resulting in a passion for the subject area and helping students achieve.

#### Opportunities for Improvement

- Add comment to the 'Exercise for Children 2 Assessment Workbook' to inform students that the assessment tasks 1, 2 and 3 are to be submitted together and add a line item for the practical exercises to be assessed by the assessor prior to an outcome of competent for the unit assessment result.
- The RTO needs to reconsider the way it has developed the cover page for each assessment. It currently has competent/not competent. This statement is only relevant to a whole unit of competency, not individual instruments of assessment.
- RTO should note that if its staff are issued qualifications by its own RTO it should be extra diligent in the gathering and recording of assessment evidence for an RPL assessment process.
- When producing separate learning and assessment strategies for various schools it is advisable that the strategy in the area of resources reflects the environment that the student will be training in and evidence is retained of any review of premises that take place.

### 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 checked="" 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

##### Findings:

Students are fully informed prior to enrolment and have access to relevant information to make an informed decision. For example, refund policy and complaints process are conveyed to the student through the information pack they receive consisting of a course guide, student handbook and enrolment form.

The RTO identifies student needs at the enrolment stage, particular attention is paid to students LLN needs. Rhonda Bacchi is a volunteer LLN teacher at Bremer TAFE and her expertise in this area is reflected in the organisation's support for the students.

#### Strengths

- Nil identified

#### Opportunities for Improvement

- Nil identified



### Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates

Elements	Examined
3.1 The RTO's management of its operations ensures clients receive the services detailed in their agreement with the RTO.	<input type="checkbox"/>
3.2 The RTO uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.3 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.	<input type="checkbox"/>
3.4 The RTO manages records to ensure their accuracy and integrity.	<input type="checkbox"/>

#### Audit findings

##### At time of audit:

- Compliant  
 Not Compliant

##### Findings:

The RTO systematically surveys all stake holders. Information is analysed with the team resulting in effective improvement to business operations.

Meeting logs, analysis spreadsheet, improvement register and feed back identified that the organisation's proactive approach to continuous improvement has had a positive result on the outcomes for students. For example, through feedback from students and staff in the schools the assessments have been adapted to be delivered over a wider period of time to ensure no impact on student's exam week. This has resulted in a measured improvement in successful results for students.

Management systems are appropriate for the size of the organisation and are focused on trying to achieve a quality product which has the best outcomes for the student and industry.

The organisation identified that to grow the business they have to grow the administration team and the monitoring processes.

#### Strengths

- An excellent understanding and approach to sustainability.

#### Opportunities for improvement

- Nil identified

