

AQTF Audit Report – Continuing Registration

clever • skilled • creative

**GP Links Wide Bay Ltd t/a
Health Industry Training Queensland – NTIS 32145**

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

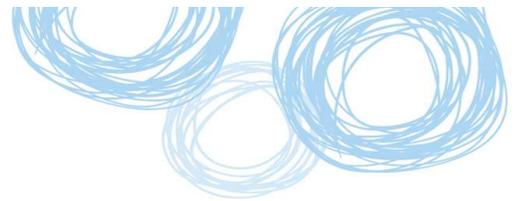
Organisation details																																							
Registration expiry	6 April 2015																																						
Principal address	1st Floor, 6 Barolin Street, BUNDABERG																																						
Audit venue	Shop 9, Fraser Shores Shopping Centre, 79 Boat Harbour Drive, HERVEY BAY																																						
RTO contact	Karyn Calcino	Phone number	0409 645 748																																				
Operations	<ul style="list-style-type: none"> GP Links Wide Bay Ltd is a regional body funded by the Federal Government to support and enhance general practice and primary health care. The organisation represents general practitioners in the Wide Bay, North Burnett and Fraser Coast regions. There is considerable collaboration with health service providers, particularly in the local community. Health Industry Training Queensland's core clients are those working in the primary health care and community services industries, with a focus on existing workers within the various operations of GP Links Wide Bay Ltd. Approximately one third of the delivery (60 clients) in the last 12 months has been to Productivity Placements Program (PPP) students. The organisation's CEO stated that key motivators for its operation as a registered training organisation were market opportunities to provide health skills to fill gaps in the region and establishing stepping stones to more professional health qualifications (eg. podiatry assistant). TAA40104 Certificate IV in Training and Assessment has been predominantly delivered to trainers/assessors engaged by the organisation. The underlying policy here is to get someone who has the industry competency and train them in training and assessment. Delivery is face to face and distance (flexible/workplace training mode). The organisation intends to move toward e-learning in the next three to six months. Health Industry Training Queensland does not partner with any other organisation for the delivery of its training and assessment services. Government funding contracts – PPP in health (\$10,000) and community services (\$5,000). Approximate number of completions in past year <table border="0"> <tr> <td>CHC30208</td> <td>Certificate III in Aged Care</td> <td>1</td> </tr> <tr> <td>CHC40508</td> <td>Certificate IV in Mental Health</td> <td>0</td> </tr> <tr> <td>HLT32807</td> <td>Certificate III in Health Support Services</td> <td>15</td> </tr> <tr> <td>HLT33207</td> <td>Certificate III in Aboriginal /Torres Strait Islander Primary Health Care</td> <td>0</td> </tr> <tr> <td>HLT52007</td> <td>Diploma of Practice Management</td> <td>0</td> </tr> <tr> <td>TAA40104</td> <td>Certificate IV in Training and Assessment</td> <td>1</td> </tr> </table> Approximate number of current enrolments <table border="0"> <tr> <td>CHC30208</td> <td>Certificate III in Aged Care</td> <td>2</td> </tr> <tr> <td>CHC40508</td> <td>Certificate IV in Mental Health</td> <td>2</td> </tr> <tr> <td>HLT32807</td> <td>Certificate III in Health Support Services</td> <td>11</td> </tr> <tr> <td>HLT33207</td> <td>Certificate III in Aboriginal /Torres Strait Islander Primary Health Care</td> <td>4</td> </tr> <tr> <td>HLT52007</td> <td>Diploma of Practice Management</td> <td>4</td> </tr> <tr> <td>TAA40104</td> <td>Certificate IV in Training and Assessment</td> <td>4</td> </tr> </table> 			CHC30208	Certificate III in Aged Care	1	CHC40508	Certificate IV in Mental Health	0	HLT32807	Certificate III in Health Support Services	15	HLT33207	Certificate III in Aboriginal /Torres Strait Islander Primary Health Care	0	HLT52007	Diploma of Practice Management	0	TAA40104	Certificate IV in Training and Assessment	1	CHC30208	Certificate III in Aged Care	2	CHC40508	Certificate IV in Mental Health	2	HLT32807	Certificate III in Health Support Services	11	HLT33207	Certificate III in Aboriginal /Torres Strait Islander Primary Health Care	4	HLT52007	Diploma of Practice Management	4	TAA40104	Certificate IV in Training and Assessment	4
CHC30208	Certificate III in Aged Care	1																																					
CHC40508	Certificate IV in Mental Health	0																																					
HLT32807	Certificate III in Health Support Services	15																																					
HLT33207	Certificate III in Aboriginal /Torres Strait Islander Primary Health Care	0																																					
HLT52007	Diploma of Practice Management	0																																					
TAA40104	Certificate IV in Training and Assessment	1																																					
CHC30208	Certificate III in Aged Care	2																																					
CHC40508	Certificate IV in Mental Health	2																																					
HLT32807	Certificate III in Health Support Services	11																																					
HLT33207	Certificate III in Aboriginal /Torres Strait Islander Primary Health Care	4																																					
HLT52007	Diploma of Practice Management	4																																					
TAA40104	Certificate IV in Training and Assessment	4																																					
Audit team																																							
Lead auditor	Robyn Gray	Auditor/s	Nil																																				
Phone	07 3235 9636	Adviser/s	Nil																																				
E-mail	robyn.gray@deta.qld.gov.au	Observer/s	Nil																																				



Audit details			
Reason/s for audit	Post Initial		
Audit date/s	26 and 27 May 2011	Audit number/s	32145 17160A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.2, 2.3, 3.2. Element 3.3 was not examined as the organisation does not have any partnering agreements for the delivery of its training and assessment services		
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			
Audit outcome following rectification	Compliant <input 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"> The organisation has added 10 qualifications since its initial audit in March 2010, increasing its registration scope to 23 The organisation has User Choice Pre-qualified supplier status, but has not made any claims 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
CHC30208	Certificate III in Aged Care <ul style="list-style-type: none"> CHCCS311C Deliver and monitor services to clients CHCAC417A Implement interventions with older people at risk of falls 	<input type="checkbox"/>	Various locations in Queensland
CHC40508	Certificate IV in Mental Health <ul style="list-style-type: none"> CHCCS514A Recognise and respond to individuals at risk CHCCS504A Provide services to clients with complex needs 	<input type="checkbox"/>	Various locations in Queensland
HLT32807	Certificate III in Health Support Services <ul style="list-style-type: none"> HLTCSD306B Respond effectively to difficult or challenging behaviour HLTIN301B Comply with infection control policies and procedures 	<input type="checkbox"/>	Maryborough, Hervey Bay and Bundaberg
HLT33207	Certificate III in Aboriginal /Torres Strait Islander Primary Health Care <ul style="list-style-type: none"> HLTAHW304A Undertake basic health assessments HLTAHW307A Identify community health issues, needs and strategies 	<input type="checkbox"/>	Hervey Bay, Bundaberg
HLT52007	Diploma of Practice Management <ul style="list-style-type: none"> HLTHIR501A Maintain an effective work environment HLTAMBPD401B Manage personal stressors in the work environment 	<input type="checkbox"/>	Bundaberg, Hervey Bay, Maryborough, Munduberra
TAA40104	Certificate IV in Training and Assessment <ul style="list-style-type: none"> TAAASS401C Plan and organise assessment TAADEL402B Facilitate group based learning 	<input type="checkbox"/>	Bundaberg, Hervey Bay
Interviewee/s (incl. position)			
Shane Dawson – Chief Executive Officer (CEO)			
Karyn Calcino – Consultant, Education Services (employee of the training compliance section of the organisation)			

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.	☒
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.	☒
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.	☒
1.4 Training and assessment is delivered by trainers and assessors who: <ul style="list-style-type: none"> a) have the necessary training and assessment competencies as determined by the National Quality Council or its successors b) have the relevant vocational competencies at least to the level being delivered or assessed, and c) can demonstrate current industry skills directly relevant to the training/assessment being undertaken, and d) continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence. 	☒
1.5 Assessment, including Recognition of Prior Learning (RPL): <ul style="list-style-type: none"> 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. 	☒

Audit findings

<p>At time of audit:</p> <p><input type="checkbox"/> Compliant</p> <p><input checked="" type="checkbox"/> Not Compliant</p>	<p>Following rectification received:</p> <p><input type="checkbox"/> Compliant</p> <p><input type="checkbox"/> Not Compliant</p>
--	---

Findings:

The organisation has a robust system of collection, analysis and actioning of feedback from stakeholders for continuous improvement of its training and assessment services which includes:

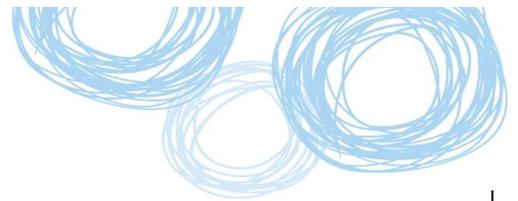
- o compliance consultant meeting with trainer/assessors individually and as a group at least fortnightly to identify and address problems in delivery of training and assessment
- o officers from the organisation's compliance section attending training and assessment sessions on average four times in a 15 week course to monitor delivery and student satisfaction for all qualifications
- o a survey to students three weeks into training to identify and address issues within the bounds of the course
- o quality indicator learner questionnaires at the end of each qualification
- o proactive maintenance of open working relationships with employers of existing students before, during and after the training and assessment is delivered
- o weekly meetings between the compliance consultant and the CEO to monitor the RTO's performance and alignment with the management of GP Links Wide Bay Ltd
- o establishment of a community-based consortium of key stakeholders from government and industry to act as advisory resource for training and assessment

Evidence of improvements include:

- o changing the trainer for St Stephen's Hospital because the client wasn't happy with the working relationship
- o RPL question banks and instructions strengthened and improved in response to trainer/assessor concerns
- o additional administrative staff engaged to enable the organisation to meet AQTF requirements during this period of rapid growth
- o working with JobReady on e-learning tools to ensure student's special needs are recognised and addressed

Strategies for training and assessment meet the requirements of the relevant training package and are developed in consultation with industry stakeholders. The organisation demonstrated a strong commitment to consultation and networking with employers and key representatives within the health and community services industry, including Community Services and Health Industry Skills Council.

Facilities, equipment and training materials used by the organisation are consistent with the requirements of the relevant qualifications and its own training and assessment strategies.



Trainers/Assessors

The trainers/assessors listed below hold the necessary National Quality Council endorsed training, assessment and vocational competencies or are under appropriate supervisory arrangements and evidence was provided at audit of ongoing development of their VET skills and industry currency, including imminent completion of TAA40104 Certificate IV in Training and Assessment of Andrea Hedges (supervised trainer/assessor).

- o Emma Crole - CHC30208 Certificate III in Aged Care and CHC40508 Certificate IV in Mental Health
- o Marie-Clare De Vere - HLT32807 Certificate III in Health Support Services and HLT33207 Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care
- o Andrea Hedges - HLT52007 Diploma of Practice Management (under supervision of Karyn Calcino)
- o Karyn Calcino - TAA40104 Certificate IV in Training and Assessment,

Assessment tools

CHC30208 Certificate III in Aged Care

CHCCS311C Deliver and monitor services to clients

CHC40508 Certificate IV in Mental Health

CHCCS514A Recognise and respond to individuals at risk

CHCCS504A Provide services to clients with complex needs

HLT32807 Certificate III in Health Support Services

HLTCSD306B Respond effectively to difficult or challenging behaviour

HLTIN301B Comply with infection control policies and procedures

HLT33207 Certificate III in Aboriginal /Torres Strait Islander Primary Health Care

HLTAHW304A Undertake basic health assessments

HLTAHW307A Identify community health issues, needs and strategies

HLT52007 Diploma of Practice Management

HLTAMBPD401B Manage personal stressors in the work environment

TAA40104 Certificate IV in Training and Assessment

TAAASS401C Plan and organise assessment

TAADEL402B Facilitate group based learning

The review of assessment tools for the units above determined that all unit requirements were met. Generally criteria defining acceptable performance were outlined sufficiently to enable consistency of assessment decisions and assessment was supported by adequate information to students and assessors. Student files examined align with the organisation's documented strategies for training and assessment and its assessment instruments. Opportunities for improvement identified for individual units are recorded at the end of Standard 1.

To date HLT33207 Certificate III in Aboriginal /Torres Strait Islander Primary Health Care has delivered to Closing the Gap staff within GP Links Wide Bay Ltd, but it will also be delivered to those outside the organisation in the future. The RTO advised that John Corona, Manager of Closing the Gap will attend all assessments in keeping with unit of competency 'Conditions of assessment' requirements.

Non-compliances:

Assessment tools

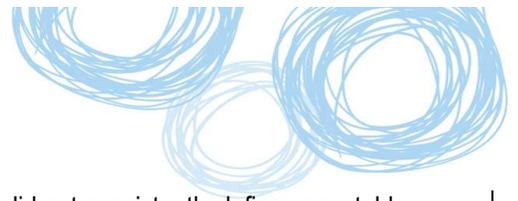
CHC30208 Certificate III in Aged Care

CHCAC417A Implement interventions with older people at risk of falls

The strategy documentation identifies a work placement for this unit. Assessment tools for this unit consisted of:

- Project requiring the student to buddy with another student. Student 1 is an aged person, Student 2 is an aged care worker. Student 1 is required to create a profile of themselves as an old person and to create a scenario regarding effects of the strategies formulated by Student 2 (the aged care worker) on the older person. Student 2 is required to complete a risk of fall assessment; identify options; create strategies to minimise risk of falls; monitor effects of the strategies; review and re-strategise and to critique own manner when conducting the assessment
- Supervisor/Third party reports using performance criteria as benchmarking
- Observation using performance criteria as benchmarking
- 7 questions requiring paragraph responses

Assessment tools do not sufficiently address required skills and knowledge or critical aspects of assessment. The project does not clearly identify indicators of competence in the completion of this assessment activity and Student 1 would not be given equal opportunity to Student 2 to demonstrate unit skills and knowledge. Assessments are not adequately supported by criteria



defining acceptable performance. The use of unit performance criteria in checklists did not consistently define acceptable performance because in some instances these are not observable behaviours.

HLT52007 Diploma of Practice Management

HLTHIR501A Maintain an effective work environment

This unit has not yet been delivered. Sea Eagle Publications assessment materials are intended for use in the face to face training and assessment delivery, and the organisation is developing its own materials for RPL assessments. Assessments are not adequately supported by criteria defining acceptable performance. At the time of audit the summative assessment tools for this unit had not yet been fully identified. The organisation advised that it is planned for assessors to choose from a list of assessments to address unit requirements; however the organisation was unable to provide evidence of parameters or conditions for these choices or clear instructions to assessors on how to choose the right number or type of assessments to ensure that all unit essentials would be addressed. There is also insufficient proof that assessments for this unit meet the Australian Qualifications Framework (AQF) specifications for the Diploma level.

Rectification required:

Assessment tools

CHC30208 Certificate III in Aged Care

CHCAC417A Implement interventions with older people at risk of falls

HLT52007 Diploma of Practice Management

HLTHIR501A Maintain an effective work environment

The RTO is required to provide for the units listed above assessment tools that:

- o sufficiently address all elements and performance criteria
- o sufficiently address critical aspects of evidence
- o sufficiently address required skills and knowledge
- o sufficiently address context and consistency of assessment requirements as required
- o are supported by criteria defining acceptable performance
- o meet AQF specifications for the relevant qualification level
- o are supported by clear information to assessors and students about assessment requirements

Strengths

- Strong ties and pro-active networking within the primary health care industry
- GP Links Wide Bay Ltd management and board support for, and involvement with the RTO's operations

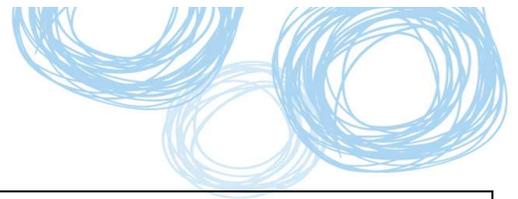
Opportunities for Improvement

- Strengthen the human resource component of strategies for training and assessment and amalgamate documentation of industry consultation and resultant improvements made to training and assessment within the existing strategy documents
- Strengthen assessment tools for HLT33207 Certificate III in Aboriginal /Torres Strait Islander Primary Health Care to better facilitate the recording of evidence to demonstrate the individual's ability to consistently work under supervision in the areas identified in unit 'Critical aspects of assessment'. In addition, include information in strategy documents for HLT33207 Certificate III in Aboriginal /Torres Strait Islander Primary Health Care regarding Manager of Closing the Gap's attendance at all assessments in keeping with relevant unit of competency requirements

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:
 Health Industry Training Queensland continuously improves client services by collecting, analysing and acting on relevant data. As well as the practices identified in Standard 1, the organisation takes a proactive approach to the monitoring and development of the training and assessment services it provides. In addition to attending training and assessment sessions on average 4 times in a 15 week course, the organisation's compliance section staff collect evidence of trainer/assessor best practice and disseminate this via email or at meetings. The organisation also monitors feedback from supervisors of students who work within the GP Links Wide Bay Ltd group.

Every last Tuesday of the month the organisation hosts optional two hour workshops for all students enrolled in HLT43207 Certificate IV in Health Administration or HLT52007 Diploma of Practice Management to enable them to network, share information and ideas about course components and become part of a community of practice for allied health support.

Pre-enrolment information sighted and enrolment procedures discussed at audit demonstrate that the organisation meets AQTF requirements for informing prospective students about their rights and responsibilities. The fee structure and payment requirements are clearly outlined.

Strengths

- Nil identified

Opportunities for Improvement

- It is suggested that the organisation supplement the "Complaints" section of Student Guide to incorporate more of the information that is in its Student's Complaints Policy to make this information more 'user friendly'
- Review terminology in the course information sheet and brochure for CHC40508 Certificate IV in Mental Health to improve clarity of information to students

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: <input checked="" type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant		
Findings: The organisation's management systems are appropriate for the size and scope of its operations, implemented consistently and systematically monitored and improved. Discussions at audit demonstrated the organisation's management structure and systems have been reviewed and improved to support the growth to its scope of registration and that there is a robust planning and management model in place that anticipates resource and budget requirements for the expansion and development to the organisations operations. In addition, the organisation has ISO accreditation and provided favourable feedback from SIA Global regarding its management systems and practices.		
Strengths		
• Nil identified		
Opportunities for improvement		
• Nil identified		