



## VET Quality Framework audit report

### Strategic Industry Review Audit Report

|                            |                             |
|----------------------------|-----------------------------|
| Legal name of organisation | Bundaberg Skills Centre Inc |
| Audit number               | 1002922                     |
| Date of site audit         | 13 March 2013               |
| Date of report             | 28 March 2013               |

| ORGANISATION DETAILS                    |  |                      |  |
|---|--|----------------------|--|
| <b>RTO legal name</b>                   | BUNDABERG SKILLS CENTRE INC  | <b>RTO ID number</b> | 0115   |
| <b>Registered business trading name</b> | Impact Make Your Mark  | <b>ABN</b>           | 42 950 261 731   |
| <b>Address</b>                          | 106-108 Bargara Road BUNDABERG EAST QLD                                |                      | <b>Postcode</b> 4670                                     |
| <b>Phone</b>                            | (07) 4153 4233   | <b>Fax</b>           | (07) 4153 1181   |
| <b>E-mail</b>                           | <a href="mailto:rjohnstone@impact.org.au">rjohnstone@impact.org.au</a> | <b>Website</b>       | <a href="http://www.impact.org.au">www.impact.org.au</a> |
| <b>Registration contact</b>             | <b>Name</b> Rick Johnstone   | <b>Position</b>      | Program Manager  |

| AUDIT TEAM                |               |                            |     |
|---------------------------|---------------|----------------------------|-----|
| <b>Lead auditor</b>       | Rainer Wilton | <b>Technical adviser/s</b> | N/A |
| <b>Audit team members</b> | N/A           |                            |     |

| ASQA CONTACT DETAILS |                              |               |  |
|----------------------|------------------------------|---------------|--|
| <b>Phone</b>         | 1300 701801 (ASQA Info line) | <b>E-mail</b> | <a href="mailto:audits-brisbane@asqa.gov.au">audits-brisbane@asqa.gov.au</a> |

| AUDIT DETAILS                 |   |
|-------------------------------|---|
| <b>Audit type</b>             | <input type="checkbox"/> Renewal of registration<br><input type="checkbox"/> Extension to scope of registration<br><input type="checkbox"/> Compliance monitoring (incl. post-initial registration)<br><input checked="" type="checkbox"/> Other: Strategic Industry Review   |
| <b>Scope of audit</b>         | <input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations<br><input type="checkbox"/> Australian Qualifications Framework (AQF)<br><input type="checkbox"/> Data Provision Requirements<br><input type="checkbox"/> Fit and Proper Person Requirements<br><input type="checkbox"/> Financial Viability Risk Assessment Requirements |
| <b>Date/s of site visit/s</b> | 13 March 2013   |
| <b>Site/s visited</b>         | 106-108 Bargara Road, Bundaberg East QLD  |
| <b>Standards audited</b>      | Essential Standards for Continuing Registration 15.2, 15.3, 15.4, 15.5, 16.3, 23.1  |

| STRATEGIC INDUSTRY REVIEW   |
|---|
| <p>This audit was conducted as part of ASQA's strategic industry review of entry level mandatory occupational health and safety training required to work on Australian construction sites, commonly called the White Card.</p> <p>This review is being conducted because of a number of concerns raised about the quality of the training and assessment provided by some Registered Training Organisations for this mandatory Unit of Competency to work on a construction site.</p> <p>Particular issues raised with ASQA include the length and quality of training provided and the capacity for RTOs using on-line training and assessment to determine whether students have met the training package requirements.</p> <p>As part of the review, a number of RTOs delivering CPCCOHS1001A Work safely in the construction industry, the 'White Card', will be audited. The findings of the Strategic Industry Review will be published.</p> |
| ORGANISATION  |

Bundaberg Skills Centre Inc trading as Impact Make Your Mark (the RTO) is a not for profit community based organisation that has been established for 32 years. It conducts a number of government funded programs (such as Job Services Australia, Disability Employment Services, Youth, Young Mum, Community Visitors, and Recycling and Collection Centre (contract)). The organisation has established a range of business units that support each of these program areas. The primary focus of the organisation is moving young people into work. These include the provision of outreach services, such as the 'You Can Van' (risk of drug use education program), and the provision of meal services for the homeless (also used as a tool to move them into further services). Key focus areas are Employment, Support, and Training, and the integration of these three areas.

Clients are disadvantaged and disengage people within the local community.

Focus of business is trying to improve life opportunities through engagement. Improving life skills.

The RTO develops a 3 yearly strategic plan for the whole of the organisation. Previously (until end of June last year) RTO activities were focused on what government funding was available. Recently the RTO moved to an entirely fee for service model. Its business activities are now seeking to deliver training in response to local client needs (such as job vacancies). Planning tools used by the RTO include labour market needs analysis.

The RTO has strong linkages to local industry and the community through senior industry representatives on the board of management.

Tanya O'Shea (CEO) is ultimately responsible for RTO operations. A range of compliance and program managers are in place with specific responsibility for activities carried on within the RTO.

All delivery and assessment is conducted at the RTO's premises (95% on site). Sometime on site delivery occurs at local schools.

The RTOs programs are delivered through fee for service arrangements. No government funding (from June last year).

Total number of current enrolments in RTO as at audit date

- 26 enrolled across all programs
- 0 currently enrolled in white card.

| FOCUS OF AUDIT |  |                                     |                    |
|----------------|--|-------------------------------------|--------------------|
| Code           | Qualification / Accredited course name   | Mode(s) of delivery &/or assessment | Current enrolments |
| CPCCOHS1001A   | Work safely in the construction industry | Face to face                        | 0                  |

| INTERVIEWEES              |                              |                                      |
|---------------------------|------------------------------|--------------------------------------|
| Staff (name and position) |                              |                                      |
| Name                      | Position                     | Program (qualification, course, etc) |
| Bronwyn Quaile            | Compliance Manager           | N/A                                  |
| Rick Johnstone            | Program Manager              | N/A                                  |
| Steve Beer                | Senior Manager               | N/A                                  |
| Bronwyn Janke             | Resource Development Officer | N/A                                  |
| Greg Redgard              | Trainer / Assessor           | CPCCOHS1001A                         |

### SUMMARY OF AUDIT OUTCOME

This audit was conducted under the *National Vocational Education and Training Regulator Act 2011* (the Act) to assess compliance with requirements of the VET Quality Framework as identified under the Scope of Audit section above.

## AUDIT OUTCOME

### Audit status as at

- The organisation **has demonstrated compliance** with all compliance requirements reviewed for the audit.

|                       |               |                  |  |                       |            |
|-----------------------|---------------|------------------|--|-----------------------|------------|
| <b>Auditor's Name</b> | Rainer Wilton | <b>Signature</b> |  | <b>Date of Report</b> | 28/03/2013 |
|-----------------------|---------------|------------------|--|-----------------------|------------|