

organisation DETAILS			
NTIS number	31718	Registration expiry	
Principal Address	Unit 10 Level 3, 3 Alison Street, Surfers Paradise QLD		
organisation contact	Mark Costello	Phone number	1300 731602
Operations	<ul style="list-style-type: none"> <li>• Core clients are predominately members of the general public, and referrals from employment agencies include long-term unemployed.</li> <li>• Delivery is predominantly face to face and distance learning. Learners are provided with self-paced workbooks to complete at home.</li> <li>• Delivery targets licensed outcomes in preference to qualification outcomes. That is, units are packaged to meet the Office of Fair Trading licensing requirements for security officers. There are 5 licenses that can be achieved across the Certificate II and III in Security Operations.</li> <li>• No partnering arrangements are in place.</li> <li>• The organisation has a PPP Contract that commenced on October 1 2009. Total contract value is \$390,000.00 across security qualifications.</li> <li>• Approximate number of completions in past year per in the Course in Firearms Safety (Approved for firearms licensing in Queensland) was 5.</li> <li>• Approximate number of completions in past year per in Certificate II in Security Operations was 62.</li> <li>• Approximate number of completions in past year per in Certificate III in Security Operations was 1.</li> <li>• Approximate number of enrolments in 2009 in the Course in Firearms Safety (Approved for firearms licensing in Queensland) is 4.</li> <li>• Approximate number of enrolments in the Certificate II in Security Operations is 25.</li> <li>• Approximate number of enrolments in the Certificate III in Security Operations is 5.</li> <li>• Approximate number of enrolments in the Certificate II in Outdoor Recreation is 7.</li> </ul>		
AUDIT TEAM			
Lead Auditor	Leslie Mackee	Auditor/s	
Phone	(07) 3871 2539	Adviser/s	Sergeant Richard Woolcock Weapons Licensing Branch Queensland Police Service
E-mail	atecs@bigpond.net.au	Observer/s	
AUDIT DETAILS			
Reason/s for audit	Renewal		
Audit date/s	2 October 2009	Audit number/s	3171815246A
Standards audited	1.1, 1.2, 1.3, 1.4, 1.5, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 3.1, 3.2, 3.3		
Conditions audited	1, 2, 3, 4, 5, 6, 7, 8, 9		
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"/> <small>[*Critical non-compliance can not be determined if no delivery has occurred]</small>		
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			

**Note: Audit findings and reports remain confidential to the registering body and the organisation**

FOCUS OF AUDIT				
Code	Qualification/Course/Unit title	Regulated outcome	Delivery venues (list specific sites)	Govt funding (eg. UC, PPP)
30655QLD	Course in Firearms Safety (Approved for firearms licensing in Queensland)	<input checked="" type="checkbox"/>	Gold Coast – Ashmore SSAA Brisbane – Belmont SSAA	
CPP20207	Certificate II in Security Operations	<input checked="" type="checkbox"/>	Surfers Paradise Murrumba Downs Toowoomba Kingaroy	
CPP30407	Certificate III in Security Operations	<input checked="" type="checkbox"/>	Surfers Paradise Murrumba Downs Toowoomba Kingaroy	
SRO20206	Certificate II in Outdoor Recreation	<input type="checkbox"/>	Surfers Paradise Murrumba Downs	
INTERVIEWEE/S – Staff (and position); Employers; Students				
Mark Costello, Director				
Martin Worth, trainer/assessor				

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<b>Standard 1: The organisation provides quality training and assessment across all of its operations</b>	
Elements	Examined at audit
1.1 The organisation 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 organisation are consistent with the requirements of the Training Package or accredited course and the organisation's own training and assessment strategies.	<input checked="" type="checkbox"/>
1.4 Training and assessment are conducted by training 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) continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the organisation's services.</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> </ul>	<input checked="" type="checkbox"/>
<b>Audit findings</b>	
<b>At time of audit:</b> <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	<b>Following rectification received [xx/xx/xx]:</b> <input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
<p>Technical advice has been incorporated into the findings for this standard for the following qualifications:</p> <ul style="list-style-type: none"> <li>• 30655QLD Course in Firearms Safety (Approved for firearms licensing in Queensland)              The accredited short course has been approved by the Commissioner, Queensland Police Service as meeting the requirements of knowledge of safety practices, storage and maintenance of firearms for licensing purposes under the Weapons Act 1990.             <ul style="list-style-type: none"> <li>o The Queensland Police Service owns the course.</li> <li>o The organisation has approval of the Queensland Police Service to utilise the course and learning and assessment tools provided with the course material.</li> <li>o The course materials include assessment tools and benchmarking to meet the requirements of the units of competence within the course. <u>Assessment tools and benchmarking are MANDATED and must be used by the in the assessment of students in order for students to be eligible to make application for and be issued with a licence under the Weapons Act 1990 (Qld).</u></li> <li>o Assessment tools and benchmarking supplied with the course material were developed by the Queensland Police Service in consultation with key industry stakeholders.</li> </ul> </li> <li>• CPP30407 Certificate III in Security Operations (4 units)              For licensing purposes under the Weapons Act 1990 the Commissioner Queensland Police Service has approved the use of assessment tools developed by the Construction and Property Services Industry Skills Council for the units CPPSEC3002A, CPPSEC3003A, CPPSEC3007A and CPPSEC3008A. These assessment tools MUST be used when assessing the units for security guard licensing purposes in Queensland. Refer section 10A and 124 of the <i>Weapons Act 1990</i>.</li> </ul> <p><b>Findings:</b>            The organisation has sound processes in place to collect, analyse and act on data. The organisation is aware of the requirements for collection of data using the quality indicator learner and employer satisfaction surveys. The organisation has commenced collecting data using these forms. In addition, the organisation collects feedback from learners on an 'organisation feedback form'.</p> <p>At this stage, the organisation is not able to demonstrate improvements to training and assessment because limited delivery has occurred.</p>	

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The organisation is approved to use the mandated assessment tools and resources that allow learners to be eligible to make application for, and be issued with, a licence under the *Weapons Act 1990* (Qld). The organisation has developed a range of delivery and assessment tools to support CPP20207 Certificate II in Security Operations and SRO20206 Certificate II in Outdoor Recreation.

The organisation has access to appropriate delivery facilities.

**Non-compliances:**

In relation to trainer Lee Haslett the organisation was not able to provide

- a current resume
- information regarding industry experience and professional development relevant to training area/s, including dates to demonstrate currency
- information regarding training/assessment professional development, including dates to demonstrate recency.

**CPP20207 Certificate II in Security Operations**

CPPSEC2012A Monitor and control individual and crowd behaviour

CPPSEC2011A Control access to and exit from premises

**CPP30407 Certificate III in Security Operations**

CPPSEC3002A Manage conflict through negotiation

CPPSEC3003A Determine response to security risk situation

CPPSEC3007A Maintain security of environment

CPP3008A Control security risk situations using firearms

The organisation has developed a number of scenario / role play activities but it is not clear how these are being assessed and recorded. There is no information provided directly to students about role plays/ scenarios. It is unclear how the scenario / role play tasks are used. They include group discussion and group responses to questions as well as role play activities supported by checklists.

The process regarding implementation of this assessment is unclear. The organisation also stated that the checklist is only used to record unsatisfactory performance in a role play.

Units from the CPP20207 Certificate II in Security Operations also state the requirement for learners to complete a number of workplace documents and reports. There is no evidence that this is being assessed.

For the demonstrations and scenarios completed as part of the CPP30407 Certificate III in Security Operations competencies, the organisation did not provide any benchmarking of expected or acceptable responses. There were no instructions for the assessors to inform them about the parameters of the demonstration or scenario.

**SRO20206 Certificate II in Outdoor Recreation**

SROKYK001A A Demonstrate simple kayaking skills

SROABN001A Demonstrate simple abseiling skills on natural surfaces

The organisation presented comprehensive assessment tools for these units. The assessment checklists do not allow the assessor to record detailed information about the multiple attempts required.

Additional assessment is required for unit *SROKYK001A A Demonstrate simple kayaking skills* to assess the required knowledge detailed in the unit, specifically:

- Appropriate clothing for conditions, sun awareness, safety aspects of equipment and craft
- Purpose and importance of a Personal Flotation Device
- Construction features of craft and equipment:
  - different paddle types
  - types of craft
  - personal flotation device type 1, 2, 3
- Purpose and importance of safety features of craft

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- Rescue procedures appropriate for the craft and location

**Implications for training/assessment quality:**

The identified non-compliances will have a moderate effect on the quality of training and/or assessment outcomes. It is important that assessment addresses all critical aspects of evidence, skills and knowledge requirements to be a valid assessment and that the organisation retains accurate records of assessment tasks that have been completed.

**Rectification required:**

In relation to trainer Lee Haslett the organisation is required to provide evidence of:

- a current resume
- industry experience and professional development relevant to training area/s, including dates to demonstrate currency
- training/assessment professional development, including dates to demonstrate recency.

**CPP20207 Certificate II in Security Operations**

The organisation is required to provide evidence of:

- clear scenario / role play activities and how they are being assessed and recorded
- information for the student about role plays/ scenarios
- evidence of benchmarking for the expected or acceptable responses from the learner, including recording performance
- instructions to assessors to inform them about the parameters of the demonstration or scenario
- assessment of completion of workplace documents and reports.

**CPP30407 Certificate III in Security Operations**

The organisation is required to provide:

- For the demonstration and scenario activities evidence of benchmarking for the expected or acceptable responses from the learner
- Instructions to assessors to inform them about the parameters of the demonstration or scenario

**SRO20206 Certificate II in Outdoor Recreation**

SROKYK001A A Demonstrate simple kayaking skills

SROABN001A Demonstrate simple abseiling skills on natural surfaces

The organisation is required to provide:

- amend performance checklists that record multiple assessment of the practical skills
- evidence of assessment of the knowledge requirements detailed in unit *SROKYK001A A Demonstrate simple kayaking skills*.

**Rectification evidence received xx Month 20xx:**

**Strengths**

- The organisation has an established work history in the security sector.

**Opportunities for Improvement**

- Formalising process feedback from trainers.
- Formalise a process for recording what documents have been changed. While documents have a review date and are scheduled for review annually, the organisation does not have formal process to record improvements.
- With regards to each of the trainers and assessors engaged by the organisation it is recommended that the organisation develop a mechanism to ensure currency of information kept in their personnel file. This should include:
  - a current résumé updated annually
  - copies of qualifications, licences and/or professional development activities, updated annually
  - work references and/or testimonials
  - current professional development plan, revised annually
  - the trainer's credentials demonstrating competency to delivery specific units
  - evidence to indicate that the organisation monitors the performance of the trainer.

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<b>Standard 2: The organisation adheres to principles of access and equity and maximises outcomes for its clients</b>	
<b>Elements</b>	<b>Examined at audit</b>
2.1 The organisation continuously improves client services by collecting, analysing and acting on relevant data.	<input checked="" type="checkbox"/>
2.2 Before clients enrol or enter into a contract, the organisation informs them about the training, assessment and support services to be provided, and about their rights and obligations.	<input checked="" type="checkbox"/>
2.3 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 checked="" type="checkbox"/>
2.4 Learners receive training, assessment and support services that meet their individual needs.	<input checked="" type="checkbox"/>
2.5 Learners have timely access to current and accurate records of their participation and progress.	<input checked="" type="checkbox"/>
2.6 Complaints and appeals are addressed efficiently and effectively.	<input checked="" type="checkbox"/>
<b>Audit findings</b>	
<b>At time of audit:</b> <input checked="" type="checkbox"/> <b>Compliant</b> <input type="checkbox"/> <b>Not Compliant</b>	
<b>Findings:</b> <p>The organisation continuously improves client services by collecting, analysing and acting on relevant data gathered from learners and employers. Working closely with clients ensures that learner needs are fully understood and considered in the design and development of the learning programs offered to them.</p> <p>The organisation has a comprehensive student handbook that is provided to all learners. The handbook offers learners information about the training, assessment and support services to be provided, and about their rights and obligations.</p> <p>The organisation has a comprehensive quality system in place that ensures learners have timely access to current and accurate records of their participation and progress. The quality system indicates that complaints and appeals will be addressed efficiently and effectively should they arise</p>	
<b>Strengths</b>	
<ul style="list-style-type: none"> <li>• Nil identified</li> </ul>	
<b>Opportunities for Improvement</b>	
<ul style="list-style-type: none"> <li>• Nil identified</li> </ul>	

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<b>Standard 3: Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the organisation operates</b>	
Elements	Examined at audit
3.1 The organisation uses a systematic and continuous improvement approach to the management of operations.	<input checked="" type="checkbox"/>
3.2 The organisation monitors training and/or assessment services provided on its behalf to ensure that they comply with all aspects of the <i>AQTF 2007 Essential Standards for Registration</i> .	<input checked="" type="checkbox"/>
3.3 The organisation manages records to ensure their accuracy and integrity.	<input checked="" type="checkbox"/>
<b>Audit findings</b>	
<b>At time of audit:</b> <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	<b>Following rectification received [xx/xx/xx]:</b> <input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant
<p><b>Findings:</b></p> <p>The organisation has a comprehensive quality system in place that is suitable for the size and scope of its operations. The organisation was able to demonstrate limited improvements to the system during the past year of operations.</p> <p>Trainers and assessors are made aware of their responsibilities for implementing the quality system during an induction process. Records of induction are retained in each trainer's file.</p> <p>The organisation does not have any partnership arrangements in place.</p> <p>The organisation has systems in place to manage records to ensure their accuracy and integrity. Records of student participation are retained in hard copy and results are kept in the student database. The organisation retains hard copies of trainer/assessor qualifications.</p> <p>The organisation complies with the Department's 'Retention of Student Results and Assessment Records Policy for organisations'.</p> <p>The organisation's qualifications and statements of attainment comply with the requirements of the 'AQF Implementation Handbook'.</p> <p><b>Non-compliances:</b></p> <p>The organisation has been issuing a CPP20207 Certificate II in Security that includes a list of competencies achieved as part of the qualification. The list of competencies includes five units from the Certificate III required by the Office of Fair Trading for licensing purposes. The organisation believed that advice given at the initial registration audit suggested including the Certificate III units on the testamur.</p> <p>A statement of attainment and qualification must accurately reflect the training package packaging rules for each qualification. As the five units required by the Office of Fair Trading for licensing purposes are from the Certificate III in Security, the organisation must provide the learner with a statement of attainment for the units from the from the Certificate III in Security.</p> <p><b>Implications for training/assessment quality:</b></p> <p>The identified non-compliances will have minimal effect the quality of training and/or assessment outcomes. However it is important that qualifications comply with the requirements of the <i>AQF Implementation Handbook</i>.</p> <p><b>Rectification required:</b></p> <p>The organisation is required to provide a sample of revised statement of attainment and certificate II qualification.</p> <p><b>Rectification evidence received xx Month 20xx:</b></p>	
<b>Strengths</b>	
<ul style="list-style-type: none"> <li>• Nil identified</li> </ul>	

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Opportunities for Improvement
<ul style="list-style-type: none"> <li>Nil identified</li> </ul>

Conditions of Registration	
Conditions	Examined at audit
1 Governance	<input type="checkbox"/>
2 Interactions with the registering body	<input type="checkbox"/>
3 Compliance with legislation	<input type="checkbox"/>
4 Insurance	<input type="checkbox"/>
5 Financial management	<input type="checkbox"/>
6 Certificate and issuing of qualifications and Statements of Attainment	<input checked="" type="checkbox"/>
7 Recognition of qualifications issued by other organisations	<input type="checkbox"/>
8 Accuracy and integrity of marketing	<input type="checkbox"/>
9 Transition to Training Packages / expiry of accredited courses	<input type="checkbox"/>

Audit findings	
<b>At time of audit:</b> <input type="checkbox"/> Compliant <input checked="" type="checkbox"/> Not Compliant	<b>Following rectification received [xx/xx/xx]:</b> <input type="checkbox"/> Compliant <input type="checkbox"/> Not Compliant

The conditions of registration listed above were reviewed for this audit as:

- A statement of attainment and qualification must accurately reflect the training package packaging rules for each qualification

**Findings: (as per element 3)**  
 The organisation has been issuing a CPP20207 Certificate II in Security that includes a list of competencies achieved as part of the qualification. The list of competencies includes five units from the Certificate III required by the Office of Fair Trading for licensing purposes. The organisation believed that advice given at the initial registration audit suggested including the Certificate III units on the testamur.

A statement of attainment and qualification must accurately reflect the training package packaging rules for each qualification. As the five units required by the Office of Fair Trading for licensing purposes are from the Certificate III in Security, the organisation must provide the learner with a statement of attainment for the units from the from the Certificate III in Security.

**Implications for training/assessment quality:**  
 The identified non-compliances will have minimal effect the quality of training and/or assessment outcomes. However it is important that qualifications comply with the requirements of the *AQF Implementation Handbook*.

**Rectification required (as per element 3):**  
 The organisation is required to provide a sample of revised statement of attainment and certificate II qualification.

**Rectification evidence received xx Month 20xx:**

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