



NSW Vocational  
Education & Training  
Accreditation Board

# **AQTF 2007 Compliance Audit Report**

W G Learning Pty Ltd

02 January 2010



## AQTF AUDIT REPORT

| RTO DETAILS  |  |                |             |  |                   |
|--|--|----------------|-------------|--|-------------------|
| RTO Legal Name   | W G Learning Pty Ltd   |                | NTIS Number | 91178  |                   |
| Trading name   | W G Learning Pty Ltd   |                | Business No |  |                   |
|  | ACN  | 112 062 647    | ABN         | 50 112 062 647   |                   |
| Street address   | Suite 38, 20-28 Maddox Street ALEXANDRIA NSW                     |                |             | Postcode   | 2015              |
| Postal address   | P O Box 838 RANDWICK NSW   |                |             | Postcode   | 2031              |
| Phone  | 02 95172230  |                | Fax         | 02 95172234  |                   |
| E-mail   | <a href="mailto:wes@wglearning.com.au">wes@wglearning.com.au</a> |                | Website     | <a href="http://www.wglearning.com.au">www.wglearning.com.au</a> |                   |
| Registration contact<br><small>Person responsible for registration matters</small> | Name   | Wesley Goodwin |             | Position   | Managing Director |
| Student numbers<br><small>Currently enrolled</small>                               |  |                |             |  |                   |

| AUDIT TEAM           |               |             |     |
|----------------------|---------------|-------------|-----|
| Lead auditor         | Terry Everitt | Auditor(s)  | N/A |
| Technical advisor(s) | N/A           | Observer(s) | N/A |

| REGISTERING BODY DETAILS |                    |        |  |
|--------------------------|--------------------|--------|--|
| Contact person           | Gwendoline Bennett |        |  |
| Phone                    | 02 9244 5305       | E-mail | <a href="mailto:gwendoline.bennett@det.nsw.edu.au">gwendoline.bennett@det.nsw.edu.au</a> |

| AUDIT DETAILS      |                                 |
|--------------------|---------------------------------|
| Type of audit      | Amendment to scope              |
| Standards audited  | 1.2, 1.3, 1.4, 1.5, 2.2 and 2.3 |
| Conditions audited | 1 and 6                         |
| Audit date(s)      | 02 January 2010                 |

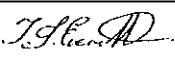
| INTRODUCTION   |
|--|
| <p>RTO gained registration on 11-10-2005 and has 13 qualifications on scope in the areas of business and retail. Some of these qualifications are superseded and the RTO is to review scope and remove those qualifications no longer required via use of appropriate form on VETAB website.</p> <p>The parent company trades under 2 names – W G Learning Pty Ltd (RTO 91178) and W G Corporate Training Solutions Pty Ltd (RTO 91449) with decision made to close and incorporate the scope (2 business qualifications of this application) from W G Corporate Training Solutions Pty Ltd. This RTO will close once this applicant has the qualifications on scope.</p> <p>This application also includes 2 qualifications from a new industry segment – hospitality. All 4 qualifications in this application are for employment based delivery under PPP and traineeship arrangements. Application was incomplete and further information provided 01.12.09.</p> <p><b>2010-02-24 Additional evidence received</b><br/>Letter dated 10.02.2010 advises of withdrawal of 2 superseded qualifications from scope and expected date of completion of students in other superseded qualifications and proposed withdrawal of these qualifications at that time.</p> <p>Further evidence requested for additional nominated trainer has delayed the issue of this audit report.</p> |

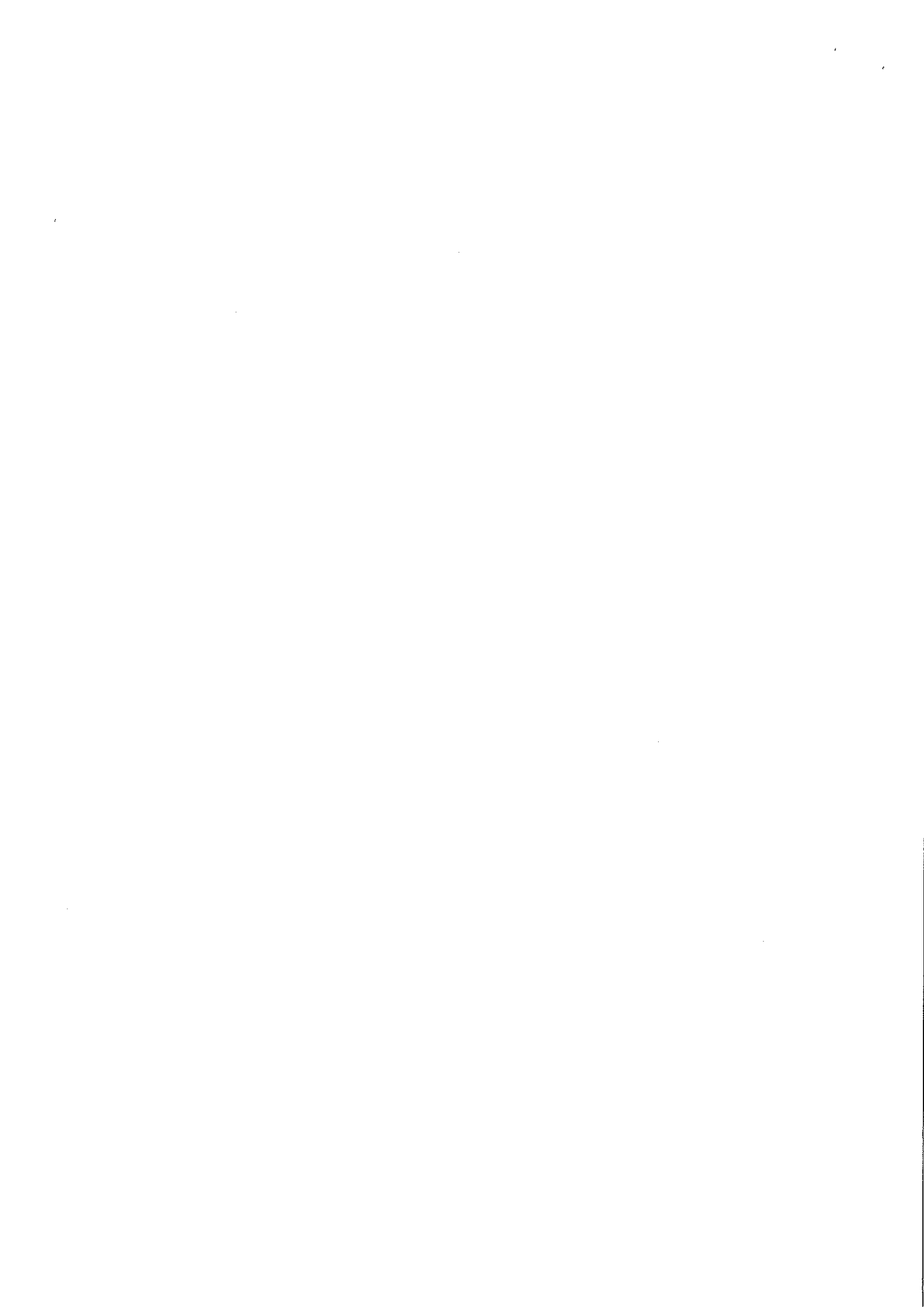


| FOCUS OF AUDIT |   |                  |
|----------------|---|------------------|
| NTIS Code      | Qualification(s), Unit(s) of competency, Accredited course(s) as per NTIS | Delivery site(s) |
| SIT20207       | Certificate II in Hospitality   | Employment based |
| SIT30707       | Certificate III in Hospitality  |                  |
| BSB40607       | Certificate IV in Business Sales  |                  |
| BSB51107       | Diploma of Management   |                  |

| INTERVIEWEES  |          |                                      |
|---|----------|--------------------------------------|
| Staff (name and position), Employers (name and position), Students (by program only; do not list by name) |          |                                      |
| Name  | Position | Program (qualification, course, etc) |
| Initial desk audit only   |          |                                      |

| SUMMARY OF AUDIT   |
|--|
| <p>This audit was conducted under Section 22 of the NSW Vocational Education and Training Act 2005 (the VET Act) to assess compliance with the Australian Quality Training Framework Essential Standards for Registration. The Conditions of Registration were also audited.</p> <p><b>Audit Outcome</b></p> <p><b>2010-01-02</b> The organisation <b>has not</b> demonstrated compliance with the relevant AQTF Essential Standards and Conditions of Registration.<br/>The audit report contains non-compliances with the audited AQTF Essential Standards and the Conditions of Registration. These must be corrected by the organisation and evidence of corrective action provided to VETAB within <b>28 calendar days</b> of the date of the letter accompanying this audit report.</p> <p><b>2010-03-17 Additional evidence received</b> The organisation <b>has</b> demonstrated compliance with the relevant AQTF Essential Standards and Conditions of Registration.</p> |

| AUDITOR'S RECOMMENDATION   |               |           |   |                |               |
|--|---------------|-----------|---|----------------|---------------|
| <p><b>2010-01-02</b> No recommendation pending the outcome of corrective action by the training organisation to address the non-compliances identified in this report.</p> <p><b>2010-03-17</b> That, under the relevant section of the VET Act 2005, the organisation's application be <b>approved</b>.</p> |               |           |   |                |               |
| Auditor's Name   | Terry Everitt | Signature |  | Date of Report | 17 March 2010 |



## ESSENTIAL STANDARDS AND ELEMENTS

### Standard 1: The RTO provides quality training and assessment across all of its operations

#### 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.

| Evidence | Result        |   | Result         |  |
|----------|---------------|---|----------------|--|
|          | Compliant     | ✓ | Not audited    |  |
|          | Non-compliant |   | Not applicable |  |

Strategies for the 4 qualifications are presented in same template providing information on

- correct selection of core/elective units
- appropriate target markets
- outcome pathways vocationally and as further study
- traineeship employment based mode
- appropriate durations and separate work site visit dates for monitoring and assessment
- participants having an introduction to explain the training process, review of units for alignment of elective units to job role, induction to the RTO and training with completion of an individual training plan
- nominated trainers.

Delivery plan is provided for each qualification detailing by month the unit to be undertaken and individual resources required. The assessment date column is left blank (strategies state that actual dates are in consultation with each employer).

RPL and reasonable adjustment is documented with resources being the smallPRINT training workbooks supplemented by material from the RTO, equipment manufacturers and OLGR. (Above delivery plan has more specific resource details).

Industry consultation provided via long hand completed Industry Consultation Meeting Minutes from Waves Café, Grandview Bowling Club and internal RTO meeting regarding the various possibilities of putting the Hospitality strategies together based on feedback from existing clients and RTO capabilities.

#### Findings:

Strategies provide sufficient information as to how the employment based training is undertaken.

While no industry consultation is provided for the business qualifications, it is accepted that as these are being 'transferred' from existing own trading name RTO, consultation was undertaken at that time.

It appears that the hospitality qualifications are for present clients who have been using the RTO for retail and business training.

#### 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.

| Evidence | Result        |   | Result         |  |
|----------|---------------|---|----------------|--|
|          | Compliant     | ✓ | Not audited    |  |
|          | Non-compliant |   | Not applicable |  |

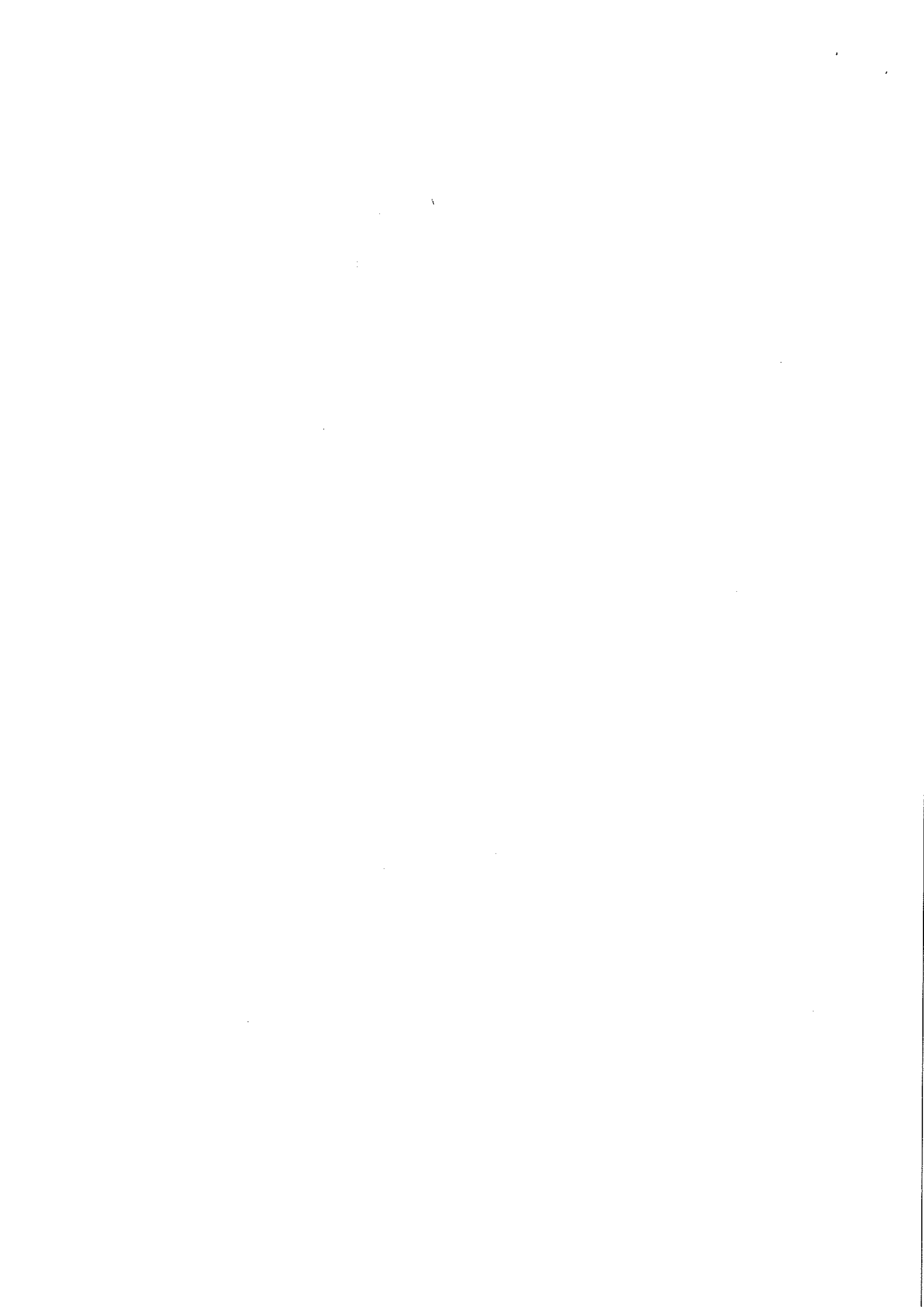
smallPRINT workbooks (2009) supplied for units from each qualification written for self directed employment based learning. 2009 version workbooks have been extensively revised from earlier versions with expanded information and alignment with unit information and requirements, including the range statements, critical aspects of assessment and the employability skills.

Trainers nominated in strategy and matrix supplied (see 1.5)

Work based training using work site resources and equipment.

#### Findings:

RTO has provided evidence of sufficient resources for the applied for qualifications.





- 1.4 Training and assessment are conducted by trainers and assessors who:
- (a) have the training and assessment competencies 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) continue to develop their vocational and training and assessment competencies to support continuous improvements in the delivery of RTO services.

| Evidence | Result        |   | Result         |
|----------|---------------|---|----------------|
|          | Compliant     | ✓ | Not audited    |
|          | Non-compliant | ✗ | Not applicable |

Certificate II and III in Hospitality

**Wes Goodwin** – Diploma of TAA from Northern Sydney TAFE, 8.07.09. Statement of Achievement for Safe Food Handling Course from Food Safety Aust., 4.04.09.

THH42602 Certificate IV in Hospitality (Supervision), from Northern Group Training (RTO 0759), 06.01.05.

Resume states experience as casual food and beverage attendant Oct 05-Jan 06 at a cafe, with previous F&B experience in 1998 which does not provide industry currency.

Certificate IV in Business Sales and Diploma of Management

**Louise Kinloch**- Diploma of TAA from Northern Sydney TAFE, 8.07.09. Certificate IV in Business Sales from Aust. College of Commerce and Management, 29.06.09. Certificate IV in Retail Management from Northern Group Training (RTO 0759), 20.02.05. Diploma of Business (Frontline Management) from Small Business Training, 10.02.05.

Vocational experience in retail and office management.

**Lynne Cowie** – TAA40104 from HBA Consulting, 29.10.08. BSB51004 Diploma of Business (Frontline Management) from JCE Positive Outcomes, 01.07.05. WRR30102 Certificate III in Retail Supervision from W G Learning, 10.01.07. Certificate III in Business Administration from W G Learning, 15.01.07.

Resume states currently studying MBA at Newcastle Uni with vocational history in business management and training.

Above trainers are presently delivering these qualifications under the W G Corporate Training Solutions Pty Ltd (RTO 91449) scope.

**2010-02-24 Additional evidence received**

Wes Goodwin has commenced ongoing part time work with Snodgrass, a corporate catering company with letter from B. Chetwynd of Snodgrass stating what activities Mr Goodwin performs to maintain currency in hospitality.

**Sian Weston** – BSZ from CSA Training Services, July 03.

RPL documentation provided for each unit that will be used for gaining of SIT30707 Certificate III in Hospitality.

Vocational competence achieved from being Front House Manager at Grandview Bowling and Recreation Club, August 2006 to present and various positions at Parramatta Leagues Club Jan 1997-August 2006.

**Findings:**

Trainers for business qualifications provide appropriate qualifications and vocational experience.

**Non compliant**

**Wes Goodwin** – while with qualification that encompasses the units in this application, it is not clear how the trainer has maintained currency as the training package requires: 'Comprehensive current knowledge of the industry, current industry practices and the job role against which performance is being assessed' and reinforced by the SIT07 user guide requirements for Certificate III 'a minimum of three years relevant experience'.

RTO is to provide verifiable evidence of how these trainer/assessor requirements have been met and how professional development is undertaken for each trainer.

**2010-02-24 Additional evidence received**

Wes Goodwin has provided evidence of how industry currency will be achieved which also counts as industry professional development.

Additional trainer Sian Weston has BSZ and vocational competencies and is proceeding with RPL for the qualification nominated to deliver/assess. Professional development is to undertake TAA and Certificate IV in Hospitality.



- 1.5 Assessment, including Recognition of Prior Learning (RPL):**
- (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, and
  - (c) meets workplace and, where relevant, regulatory requirements.

| Evidence | Result        |   | Result         |
|----------|---------------|---|----------------|
|          | Compliant     | ✓ | Not audited    |
|          | Non-compliant |   | Not applicable |

Use of smallPRINT unit workbooks (2009 version for all qualifications) which include the learning activities (strategies state not used as assessment) and assessment material.  
 Material for 2 units per qualification is supplied.  
 Generally in same format with written paper, project and practical demonstration which is written to be used by the assessor or as a third party report from the employer.  
 Competency Record indicating assessment methods used and outcome with feedback then assessor and candidates signs.  
 Range statement is included for assessors/employer to indicate which applies in each work place with a competency mapping indicating for each performance criteria, where it is assessed. Critical aspects of evidence are documented along with the listing of required skills, knowledge and employability skills with columns to indicate how each was assessed and the evidence provided.  
 The RTO has provided own written question paper for each unit to supplement the commercial material.

**Findings:**

While not indicating individually the material sighted for 2 units per qualification, the material appears to cover all requirements and provides evidence collection for competency to be determined. Commercial material has been mapped to unit requirements and provides for evidence to be collected for each criterion as noted above.  
 Customisation has occurred as RTO has supplemented the written paper with own developed paper to better capture candidates knowledge for each unit.

**Standard 2: The RTO adheres to principles of access and equity and maximises outcomes for its clients**

- 2.2 Before clients enroll or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations.**

| Evidence | Result        |   | Result         |
|----------|---------------|---|----------------|
|          | Compliant     | ✓ | Not audited    |
|          | Non-compliant | ✓ | Not applicable |

Information is presented in same template for all qualifications, being a one page flyer with qualification descriptor, RPL, assessments methods, duration (consistent with strategy information), with fees stated as invoiced to employer.  
 Supplemented by a Course Guide written for employer which has expanded details regarding course including job outcome descriptions, unit descriptors with elective choice requirements which has the signoff for participant's indicating which elective units are selected.

Participant Training Handbook is supplied which has the rights and obligation information however first words state 'Welcome to your training program' suggesting that this is post enrolment. Although website address is provided on the flyer, the Training and Resources pages on [www.wglearning.com.au](http://www.wglearning.com.au) require password so again this is not pre enrolment.

**2010-02-24 Additional evidence received**

Pre enrolment policy and procedure has been formulated for staff to follow which details the information to be supplied pre enrolment.

Participant Information Handbook has been revised to include all required information and reference to website has been removed.

**Findings:**

RTO to clarify how prospective students receive all the information they require pre enrolment to be compliant to the standard and to make an informed decision of enrolment.

**2010-02-24 Additional evidence received**



Revision to material allows all required information to be obtained pre enrolment.

|  |               |   |                |  |
|--|---------------|---|----------------|--|
| <b>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.</b>  |               |   |                |  |
| <b>Evidence</b>  | <b>Result</b> |   | <b>Result</b>  |  |
|  | Compliant     | ✓ | Not audited    |  |
|  | Non-compliant |   | Not applicable |  |
| <p>Course Guide is provided written for employers.<br/>           Strategies indicate traineeship delivery with employers consulted initially for TNA and alignment of elective units for particular needs. Training plan in association with an AAC which employer agrees to. Stated that employer engaged at each visit (although not clear how this is recorded). Use of third party reports from employer in assessment process.</p> |               |   |                |  |

**Findings:**

While not clearly defined in detail, the RTO has indicated how employers are engaged in the training and assessment.



## CONDITIONS OF REGISTRATION

| CONDITIONS OF REGISTRATION | RESULTS |    |             |                | EVIDENCE | CORRECTIVE ACTION TO BE TAKEN |
|----------------------------|---------|----|-------------|----------------|----------|-------------------------------|
|                            | Yes     | No | Not audited | Not applicable |          |                               |

### CONDITION 1 – GOVERNANCE

|  |   |   |  |  |  |   |
|--|---|---|--|--|--|---|
| <p>The RTO's chief executive must ensure that the RTO complies with the <i>Essential Standards for Registration</i> and any national guidelines approved by the National Quality Council. This applies to all operations within the RTO's scope of registration, as listed on the National Training Information Service.</p> | ✓ | ✓ |  |  | <p>Amendment to Scope declaration signed by W. Goodwin, 14.10.09, however non compliances are noted in the application.</p> <p><b>2010-02-24 Additional evidence received</b><br/>Additional information provides compliance to the audited AQTF standards and Conditions of Registration.</p> | <p>Non compliance are required to be rectified.</p> |
|--|---|---|--|--|--|---|

### CONDITION 6 – CERTIFICATION AND ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

|   |   |   |  |  |  |   |
|---|---|---|--|--|--|---|
| <p>The RTO must issue to persons whom it has assessed as competent in accordance with the requirements of the Training Package or accredited course, a qualification or statement of attainment (as appropriate) that:</p> <ul style="list-style-type: none"> <li>• meets the Australian Qualifications Framework (AQF) requirements</li> <li>• identifies the RTO by its national provider number from the National Training Information Service</li> <li>• includes the Nationally Recognised Training (NRT) logo in accordance with the current conditions of use</li> </ul> | ✓ | ✓ |  |  | <p>Testamur is compliant. Transcript and SoA are non compliant in that not all inclusions are documented.</p> <p><b>2010-02-24 Additional evidence received</b><br/>Transcript and SoA are compliant in wording used (see below).</p> <p><b>Improvement</b><br/>Employability skills statement not required on the SoA, only at qualification level.</p> | <p>Applicant to carefully review the guidelines on VETAB website and provide compliant transcript and SoA with all requirements documented.</p> |
|---|---|---|--|--|--|---|





# Application Scope for (392211) W G Learning Pty Ltd

Application ID: 2005163292.6R

## AQTF (4)

| Status                        | Change Type       | Training Package                           | Course Name                                 | Unit of Competency | Review/Expiry | CRICOS | National | Delivery Type      | Delivery Mode    | Lic. Req. |
|-------------------------------|-------------------|--|---|--------------------|---------------|--------|----------|--------------------|------------------|-----------|
| Sent to Director for Approval | New Qualification | (BSB07) Business Services Training Package | (BSB40607) Certificate IV in Business Sales |                    | 31/12/2010    |        |          | Deliver and Assess | Employment based |           |
| Sent to Director for Approval | New Qualification | (BSB07) Business Services Training Package | (BSB51107) Diploma of Management            |                    | 31/12/2010    |        |          | Deliver and Assess | Employment based |           |
| Sent to Director for Approval | New Qualification | (SIT07) Tourism, Hospitality and Events    | (SIT20207) Certificate II in Hospitality    |                    | 13/12/2010    |        |          | Deliver and Assess | Employment based |           |
| Sent to Director for Approval | New Qualification | (SIT07) Tourism, Hospitality and Events    | (SIT30707) Certificate III in Hospitality   |                    | 13/12/2010    |        |          | Deliver and Assess | Employment based |           |

## CRICOS (0)

## CRICOS Delivery Sites (0)

