

AQTF Audit Report – Continuing Registration

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CALAM Training Ltd – NTIS #30002

 FM-PMA-34A
 TRIM No: 09/182321
 Version 7 – 1 July 2010
 Training and International Quality

Organisation details			
Registration expiry	29 September 2010		
Principal address	38 Canterbury Road, KIRWAN QLD 4817		
RTO contact	Mr Rod Bullpitt	Phone number	07 4723 8522
Operations	<ul style="list-style-type: none"> • Core clients are fee for service individuals that are part of the Queensland Baptist Church community. • Delivery is face to face and some distance learning. • The organisation is not receiving any government funding. • The organisation is not engaged in any partnership arrangements for the delivery and assessment of qualifications within its scope of registration. • Approximate number of completions in past year per qualification/course: TAA40104 – 3, 30664QLD – 82, 30771QLD – 5, 30573QLD – 0. • Approximate number of current enrolments per qualification/course: TAA40104 – 16, 30664QLD – 96, 30771QLD – 11, 30573QLD – 2. • Note: some of the completions appear small; however, all qualifications/courses are completed over a period of one to two years and therefore enrolment numbers are always larger than completion numbers. 		
Audit team			
Lead auditor	Jane Connellan	Auditor/s	n/a
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Audit details			
Reason/s for audit	Renewal		
Audit date/s	29 July	Audit number/s	30002-17
Standards audited	1.1, 1.2, 1.4, 1.5, 2.2, 3.2, 3.4.		
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	29 July 2010		
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"> • The organisation rectified the minor non-compliance on the day of the audit. • Element 3.4 was reviewed as it was identified that the organisation's statement of attainment template included an inaccurate statement. 		
Focus of audit			
Code	Qualification / Course / Unit title	Regulated	Delivery venues
TAA40104	Certificate IV in Training and Assessment	<input type="checkbox"/>	Townsville and Brisbane

30664QLD	Certificate IV in Teaching Conversational English	<input type="checkbox"/>	Townsville and Brisbane
30771QLD	Certificate III in Christian Ministry and Theology	<input type="checkbox"/>	Townsville
30573QLD	Diploma of Relationship Counselling	<input type="checkbox"/>	Brisbane
Interviewee/s (incl. position)			
Mr Rod Bullpitt – Principal, Stan Solomon – Deputy Principal (Townsville), Sarah Thomas - Administrator			

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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"> 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. 	<input checked="" type="checkbox"/>
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. 	<input checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 29/07/10:

- Compliant
 Not Compliant

Findings:

The organisation collects, analyses and acts on data, regarding training and assessment, which is gathered from a number of sources. Sources include: quality indicator questionnaires, the organisation's own evaluation tool and verbal feedback from churches within the community.

The Principal is very active within industry. He meets at least fortnightly with church representatives. The Principal was heavily involved in the development of the accredited courses. The organisation has documented training and assessment strategies. The electronic versions of the strategies include links to emails and minutes of meetings regarding industry consultation.

The organisation has three fulltime paid trainers. Additionally, around 70 volunteer trainers have been profiled to provide training and assessment as required. Trainers/assessors are generally pastors, counsellors or social workers that are involved within the Queensland Baptist Church community. This allows the trainers to maintain their vocational currency. Most trainers have recently upgraded to the TAA40104 or are currently working their way through the course. The staff profile templates



include evidence to support professional development in the trainers/assessors vocational areas and in training and assessment. The Principal meets with every trainer at least three times a year.

TAA40104 Certificate IV in Training and Assessment

TAAASS402C Assess competence

TAADEL404B Facilitate work-based learning

The organisation purchased Toolbox resources for the training and assessment of TAA40104 Certificate IV in Training and Assessment. A review by the organisation identified that gaps existed with the assessment tools. Additional assessment activities were developed to close the gaps. The organisation liked the electronic Toolbox format and chose to upload a range of its resources for its other courses to the electronic format.

30771QLD Certificate III in Christian Ministry and Theology

CMT004 Identifies new theological insights

CMT006 Communicates theology in everyday language

The delivery of this qualification is broken into a number of modules/topics with its own set of assessment activities. Additionally, a textbook with activities is required to be completed. The assessment tools address the unit of competency requirements and are supported by a marking guide.

30664QLD Certificate IV in Teaching Conversational English

TCE415B Manage language training activities

TCE418B Identify language difficulties and correct errors

The assessment tools consisted of a test and a teaching portfolio that include evidence of the students conducting a range of teaching sessions. The assessment tools appeared to address the unit requirements.

30573QLD Diploma of Relationship Counselling

QBCRC2A Facilitate the family life cycle in a training environment

QBCRC4A Apply relationship counselling skills in a training environment

The assessment of this qualification is highly integrated. The link between the assessment tools and the units of competency requirements was not immediately obvious. The auditor had to ask targeted questions relating to the units requirements and led through the assessment activities by the trainer/assessor who identified where she believed the assessment requirements were being addressed. The trainer/assessor was confident all requirements were being addressed and could provide a response to all questions asked by the auditor. Additionally, the trainer/assessor stated the assessment records of a number of students had been moderated and consistent decisions were being made by all trainers/assessors of the accredited course.

Non-compliances:

30664QLD Certificate IV in Teaching Conversational English

TCE415B Manage language training activities

TCE418B Identify language difficulties and correct errors

A review of completed students work identified that the assessment tools on file were old versions of assessment tools that did not sufficiently record evidence to support that all unit requirements were addressed. The current set of master tools that were reviewed (refer above) address the unit requirements and therefore rectification evidence is not required.

Implications for training/assessment quality:

The gaps in the previous set of assessment tools relate to the recording of assessment judgements. It is likely that the assessment process/activities ensured the students were required to perform an appropriate range of tasks; however, the assessment tools that were used did not record sufficient evidence to demonstrate an assessor had made a judgement regarding all units of competency requirements. The recording gaps may have had a minor or no impact on the quality of assessment outcomes.

Rectification evidence required:

All identified non-compliances related to past records for which the organisation had pro-actively rectified through the development and implementation of new and improved materials.

No further rectification evidence is required.

Strengths



- Nil identified.

Opportunities for Improvement

- For *TAAASS402C Assess competence* the assessment instructions did not clearly state that 'at least one assessment must include consideration of reasonable adjustment and the reasons for decisions and approach'; however, this was covered in one of the other assessment units. So far all students have completed all three assessment units and therefore have been assessed on reasonable adjustment. The organisation identified that it would make this reference clearer in the new TAE assessment product.
- It is suggested that the organisation review the assessment tools for all units in 30573QLD Diploma of Relationship Counselling and 30664QLD Certificate IV in Teaching Conversational English against the units requirements and populate the mapping document that is used for the TAA40104 Certificate IV in Training and Assessment and 30771QLD Certificate III in Christian Ministry and Theology. This will ensure consistency in assessment processes and may result in improvements in the clarity of the assessment instructions, activities and purpose.

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 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:

The organisation is using the quality indicator questionnaires and its own evaluation tools to gather feedback regarding client services. Following feedback, one of the courses has been altered from night classes to another format that better suits its client group.

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 checked="" type="checkbox"/>

Audit findings

At time of audit:

- Compliant
 Not Compliant

Following rectification received 29/07/10:

- Compliant
 Not Compliant

Findings:

The organisation demonstrated that its management system is suitable for the scope and scale of its operations. It was clear that staff know and meet their responsibilities for implementing the system and that the system is systematically monitored and improved.

Non-compliances:

The statement of attainment provided included the qualification statement instead of the wording: 'This Statement of Attainment is recognised within the Australian Qualifications Framework'. It was noted the organisation amended the statement of attainment on the day of the audit to include the appropriate wording.

Rectification evidence required:

All identified non-compliance was rectified during the audit.

No further evidence is required.

Strengths

- The support provided by the organisation's electronic quality management system.

Opportunities for improvement

- Nil identified.

