



VET Quality Framework audit report

Continuing registration as a national VET regulator (NVR) registered training organisation (RTO)

Legal name of organisation	Axiom Syndicate Pty Ltd as trustee for Axiom Syndicate Discretionary Trust
Date/s of audit	13 & 14 February 2013

ORGANISATION DETAILS			
RTO legal name	Axiom Syndicate Pty Ltd as trustee for Axiom Syndicate discretionary Trust		RTO ID number 40489
Registered business trading name	Axiom Syndicate Pty Ltd as trustee for Axiom Syndicate discretionary Trust		ABN 86 535 290 515
Address	16 Mayneview Street, Milton, Qld.		Postcode 4064
Phone	07 3510 8000	Fax	07 3510 8050
E-mail	bev@axiomcollege.com.au	Website	www.axiomcollege.com.au
Registration contact	Name Beverley McKee	Position	Director

AUDIT TEAM			
Lead auditor	Anthony Barkey	Technical adviser/s	N/A
Audit team members	Denise Middleton Jen Adlington (Observer)		N/A

ASQA CONTACT DETAILS			
Phone	1300 701801 (ASQA Info line)	E-mail	compliancebrisbane@asqa.gov.au

AUDIT DETAILS	
Audit type	<input type="checkbox"/> Renewal of registration <input type="checkbox"/> Extension to scope of registration <input checked="" type="checkbox"/> Compliance monitoring (incl. post-initial registration) <input type="checkbox"/> Other:
Scope of audit	<input checked="" type="checkbox"/> Standards for NVR Registered Training Organisations <input type="checkbox"/> Australian Qualifications Framework (AQF) <input type="checkbox"/> Data Provision Requirements <input type="checkbox"/> Fit and Proper Person Requirements <input type="checkbox"/> Financial Viability Risk Assessment Requirements
Date/s of site visit/s	13 & 14 February 2013
Site/s visited	16 Maynview Street, Milton, Qld.
Standards audited	Essential Standards for Continuing Registration 15, 16, 17, 18, 20, 22.2, 23.

ORGANISATION
<p>The organisation's business planning processes includes strategic meetings held quarterly, management meetings held monthly and has strategic/business plan in place.</p> <p>Axiom commenced new entity in October 2012, Axiom College has continued to deliver accredited and non-accredited (word, excel, MYOB) to Corporate clients and individual enrolments. The organisation has a broad scope to meet needs of its clients, the organisation regularly monitors its scope of registration, based on industry needs.</p> <p>The organisation consists of its CEO, Managing Director, General Manager, Administration /Student Services Manager, 12 trainers/assessor employed by Axiom.</p> <p>The organisation's client cohorts consist of corporate clients, trainees; School based trainees and existing workers.</p> <p>The organisation has multiple locations from which it provides training and assessment services including, Milton, Cairns, Townsville and Mackay.</p> <p>The organisation's revenue sources consist of fee for service and multiple government training contracts.</p>

Total number of current enrolments in RTO as at audit date = 1,122 across the qualifications on the organisations scope of registration.

FOCUS OF AUDIT			
Code	Qualification / Accredited course name	Mode(s) of delivery &/or assessment	Current enrolments (If not yet on scope, record 'N/A')
BSB30407	Certificate III in Business Administration	Face to face; distance; workplace; online.	140
BSB51107	Diploma of Management	Face to face; distance; workplace	109
FNS404207	Certificate IV in Financial Services (Bookkeeping)	Face to face; distance; workplace	13
CPP31011	Certificate III in Cleaning Operations	Face to face; workplace	N/A
FNS40610	Certificate IV in Accounting	Face to face; distance; workplace	13
ICA30111	Certificate III in Information, Digital Media and Technology	Face to face; distance; workplace	58
ICA40411	Certificate IV in Information Technology (Networking)	Face to face; distance; workplace	16
MSA41108	Certificate IV in Competitive Manufacturing	Face to face	12
MSS40312	Certificate IV in Competitive Systems and Practices	Face to face	N/A
PRM30104	Certificate III in Asset Maintenance (Cleaning Operations)	Face to face; workplace	49
SIR20207	Certificate II in Retail	Face to face; distance; workplace	20
SIR30207	Certificate III in Retail	Face to face; distance; workplace	15
SIT30707	Certificate III in Hospitality	Face to face; distance; workplace	35
TAE40110	Certificate IV in Training and Assessment	Face to face; distance; online	251
TLI21210	Certificate II in Driving Operations	Face to face; workplace	19
TLI31610	Certificate III in Warehousing Operations	Face to face; workplace	38
CPCCOHS1001A	Work safely in the construction industry	Face to face; online	124

INTERVIEWEES		
Staff (name and position)		
Name	Position	Program (qualification, course, etc)
Brex Butler	Consultant	N/A
Bev McKee	Director	N/A
Lisa Took	General Manager	N/A

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 14 February 2013

- The organisation **has not demonstrated compliance** with all compliance requirements reviewed for the audit.

The level of non-compliance is significant when considering the potential for adverse impact on the quality of training and assessment outcomes for students.

The audit report describes evidence of non-compliance identified. Each issue referenced must be rectified by the organisation with evidence provided to ASQA within **20 working days** of the date of the letter accompanying this audit report to demonstrate corrective actions implemented.

Auditor's Name	Anthony Barkey		Principal Compliance Auditor	Date of Report	5/3/2013
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AUDIT OUTCOME FOLLOWING RECTIFICATION

Audit status as at 10 May 2013

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

AUDIT SUMMARY OF VET QUALITY FRAMEWORK REQUIREMENTS

VET QUALITY FRAMEWORK COMPONENT		STATUS*
Financial Viability Risk Assessment Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Fit and Proper Person Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Data Provision Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Australian Qualifications Framework (AQF) Requirements		<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
Standards for NVR Registered Training Organisations 2012 - Essential Standards for Continuing Registration		
15	The NVR registered training organisation provides quality training and assessment across all of its operations	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
16	The NVR registered training organisation adheres to principles of access and equity and maximises outcome for its clients	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
17	Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the NVR registered training organisation operates	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
18	The NVR registered training organisation has governance arrangements in place	<input type="checkbox"/> C <input checked="" type="checkbox"/> NC <input type="checkbox"/> NA
19	Interactions with the National VET Regulator	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
20	Compliance with legislation	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
21	Insurance	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
22	Financial management	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
23	Certification, issuing and recognition of qualifications and statements of attainment	<input checked="" type="checkbox"/> C <input type="checkbox"/> NC <input type="checkbox"/> NA
24	Accuracy and integrity of marketing	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
25	Transition to training packages/expiry of VET accredited courses	<input type="checkbox"/> C <input type="checkbox"/> NC <input checked="" type="checkbox"/> NA
*STATUS: Status of audit findings when audit was conducted C = Compliant NC = Not Compliant NA = Not audited		

Audit Findings

The organisation was identified compliant with the Standards for NVR Registered Training Organisations 2012 – Essential Standards for Continuing Registration (SNR 16, 17, 20, 22 and 23)

The organisation was found to be not compliant with the following Essential Standards for Continuing Registration (SNR 15 & 18):

SNR15.2 STRATEGIES

TAE40110 Certificate IV in Training and Assessment

The training and assessment strategy provided for the qualification did not specifically detail the organisation's training and assessment strategy for its on-line delivery. There is a big difference between what the strategy provided compared to how the qualification is actually being trained and assessed when it's completed totally on-line.

FNS40207 Certificate IV in Financial Services (Bookkeeping)

The training and assessment strategy provided contained misleading information in client group/s statement: For example, a BAS service provider, to satisfy the prescribed requirements for BAS registration purposes:

- A minimum of Certificate IV Financial Services (Bookkeeping), including courses in basic GST/BAS taxation plus 1,400 hours of relevant experience in the last three years **whereas the strategy provided suggests**
- By completing Certificate IV in Financial Services (Bookkeeping) contract bookkeepers will meet this legislative requirement and be eligible to become registered as a BAS Service Provider with the ATO.

The following areas of information vary from the course structure and exceed the qualification packaging rules

- Course structure exceeds packaging rules by 1 elective unit and not all units include alpha version code
- Delivery mode table includes 4 additional units.
- Resources list for courseware includes 4 additional units
- Learning strategies includes 4 additional units
- Assessments includes 4 additional units

There is no information provided in the TAS to suggest flexibility in the selection of elective units to support the additional units listed.

FNS40610 Certificate IV in Accounting

- All units available for selection are listed in the Packaging Rules section of the TAS.
- The course structure includes 5 electives for the provision of the BAS registration electives. However, the instructions are not explicit as to their selection. It is implied that the 'list below' is the full range of electives to be used.
- The same selection of 5 electives has been carried over to other lists in Appendices.

SIT30707 Certificate III in Hospitality

The organisation's training and assessment strategy provided for this qualification contained units of competency which are clustered; however, these are not specified in course streams.

Similarly, the 'Bar cluster' - units SITHFAB006A, SITHFAB001A, SITXINV001A are not included in 'Bar course stream' or in any other streams. The 'Pathways cluster'- units SITXFSA001A, SITXCCS001A are not included in Floor course stream or other course streams. The 'Restaurant cluster' – units SITHFAB011A, SITHFAB021A, SITHFAB008A, SITHFAB013A are not included in either the 'Floor course stream' or other course streams. In addition, the delivery method, training strategies, assessment methods and physical resources information contained units which are not included in the various course stream lists, i.e. the same units as in clustering. Therefore, the training and assessment strategy does not meet the requirements of the training package.

TLI21210 Certificate II in Driving Operations

The training and assessment strategies provided for the qualification did not correctly identify the current version of the units of competency as described in the training package.

NOTE: The training and assessment strategy was amended on the day of the audit and therefore considered to be rectified; no further rectification will be required.

SNR 15.5 ASSESSMENT

TAE40110 Certificate IV in Training and Assessment

TAEDEL402A Plan, organise and facilitate learning in the workplace

TAEASS502B Design and develop assessment tools

The assessment tasks provided as evidence consisted predominately of those assessment completed on-line by students. The organisation advised that the qualification was assessed holistically where some of the activities address a number of the units of competency within the qualification. However, it was extremely difficult to determine how the organisation has ensured all of the units of competency requirements have been addressed, in particular, the required knowledge, skills and critical aspects of assessment, therefore, indicating that assessment is not being conducted in accordance to the requirements of the training package.

Further, the assessment tasks reviewed and in particular the written questions were not pitched at the correct AQF level of the qualification. In addition, most of the assessment tasks did not provide the student or assessor with clear information about assessment requirements. Furthermore, the criteria defining acceptable performance for some of the tasks were incomplete therefore not ensuring competence judgements are consistent across assessors.

The assessment process and tasks did not ensure that assessment is conducted in accordance with the principles of assessment and the rules of evidence are addressed.

SIT30707 Certificate III in HospitalitySITHFAB012B Prepare and serve espresso coffee

The assessment tools/tasks the organisation provided did not address all requirements of the unit of competency, in particular, the required knowledge, skills and required range statement. Therefore, assessment is not meeting the requirements of the training package.

Further, the assessment tools/tasks did not provide clear information to students and assessors about assessment requirements. In addition, some assessment tools/tasks did not have sufficient criteria defining acceptable performance, in particular the observation checklist. Therefore indicating that assessment is not being conducted in accordance with the principles of assessment and the rules of evidence.

FNS40207 Certificate IV in Financial Services (Bookkeeping)**FNS40211 Certificate IV in Bookkeeping**FNSACC403B Make a decision in a legal context

The organisation was unable to provide evidence to demonstrate it has access to or has developed assessment resources for the unit of competency listed.

SIR20207 Certificate II in Retail**SIR20212 Certificate II in Retail Services**SIRXFIN001A Balance point-of-sale terminal (equivalent to SIRXFIN201)(SIRXFIN201 Balance and secure point-of-sale terminal (SIR20212))SIRXSL002A Advise on products and services (SIR20212)

The assessment tools/tasks provided did not address all of the unit of competency requirements, in particular, the required skills, knowledge and critical aspects for assessment.

Further, criteria defining acceptable performance were not outlined for all instruments required to demonstrate competency in this unit.

SIR30207 Certificate III in Retail**SIR30212 Certificate III in Retail Operations**SIRXINV002A Maintain and order stockSIRXINV002A Maintain and order stock (SIR30212)SIRXSL001A Sell products and servicesSIRXSL001A Sell products and services (SIR30212)

The assessment tools/tasks provided did not address all of the unit of competency requirements, in particular, the required skills and knowledge, therefore do not meet the requirements of the training package.

Further, criteria defining acceptable performance were not outlined for all instruments required to demonstrate competency for the units listed. In particular, the observation checklist/s, while they contained criteria it appeared to be copies of the performance criteria directly from the units of competency and did not allow assessors to record what students are required to demonstrate while completing assessment tasks.

BSB30407 Certificate III in Business AdministrationBSBCUS301B Deliver and monitor a service to customers

The assessment tools/tasks provided by the organisation did not address all of the unit of competency requirements, in particular, the required knowledge. Further, criteria defining acceptable performance were not outlined for all assessment tools/tasks, in particular, task 1 and task 2 for the unit listed.

SNR 18 Governance

As non-compliance has been identified with the NVR Standards as reported above, there is indication the CEO has not ensured the RTO complies with the VET Quality Framework. This applies to some parts of the operations within the RTO's scope of registration.

Rectification requirements – evidence of rectification to be submitted within 20 working days**SNR15.2 STRATEGIES****TAE40110 Certificate IV in Training and Assessment**

The organisation is required to provide evidence to demonstrate that its training and assessment strategy developed for the qualification specifically details the organisation's strategy for its on-line delivery to meet the requirements of the training package and provides guidance to the learning requirements and the training and assessment arrangements and outlines the macro level requirements of the training and assessment process.

FNS40211 Certificate IV in Bookkeeping

FNS40610 Certificate IV in Accounting

SIT30707 Certificate III in Hospitality

The organisation is required to provide evidence to demonstrate its training and assessment strategies for the qualifications listed, meets the requirements of the relevant training package and qualifications, including packaging rules and any entry requirements as described; provides guidance to the learning requirements and the training and assessment arrangements and outlines the macro level requirements of the training and assessment process.

SNR 15.5 ASSESSMENT

TAE40110 Certificate IV in Training and Assessment

TAEDEL402A Plan, organise and facilitate learning in the workplace

TAEASS502B Design and develop assessment tools

The organisation is required to provide evidence to demonstrate that its assessment tools/tasks (on-line) fully address the requirements of the units of competency listed including the required knowledge, skills and critical aspects for assessment and training package requirements.

Further, the assessment tools/tasks provided as evidence must be pitched at the correct AQF level of the qualification and provide student or assessor with clear information about assessment requirements including how assessment will be conducted and recorded.

Furthermore, the organisation is required to provide evidence to demonstrate it has developed assessment criteria which define the acceptable level of performance for all assessment tools/ tasks to ensure training package requirements are met and consistency in the judgements made across assessor/s.

In addition, evidence is to be provided to demonstrate how the organisation has ensured its assessment process and tasks ensure that assessment is conducted in accordance with the principles of assessment and the rules of evidence are addressed.

SIT30707 Certificate III in Hospitality

SITHFAB012B Prepare and serve espresso coffee

The organisation is required to provide evidence to demonstrate its assessment tools/tasks for the unit of competency listed, fully address all requirements of the unit of competency, in particular, the required knowledge, skills and required range statement.

Further, the organisations required to provide evidence to demonstrate that its assessment tools/tasks provide clear information to students and assessors about assessment requirements.

In addition, evidence is to be provided to demonstrate that it has developed assessment criteria defining acceptable performance, in particular the observation checklist/s to ensure training package requirements are met and to ensure consistency in the judgements being made across assessors.

FNS40211 Certificate IV in Bookkeeping

FNSACC403B Make a decision in a legal context

The organisation is required to provide evidence to demonstrate it has developed or has access to assessment tools/tasks for the unit of competency listed which fully address the requirements of the unit of competency. Further, the organisation is required to provide evidence to demonstrate it has developed assessment criteria which defines acceptable level of performance for all assessment tools/tasks to ensure training package requirements are met and to ensure consistency in the judgements made across assessors.

SIR20212 Certificate II in Retail Services

(SIRXFIN201 Balance and secure point-of-sale terminal)

(SIRXSL5002A Advise on products and services)

The organisation is required to provide evidence to demonstrate that its assessment tools/tasks address all of the units of competency requirements listed, in particular, the required skills, knowledge and critical aspects for assessment.

Further, the organisation is required to provide evidence it has developed assessment criteria which defines acceptable level of performance for all assessment tools/tasks to ensure training package requirements are met and to ensure consistency in the judgements being made across assessors.

SIR30212 Certificate III in Retail Operations

(SIRXINV002A Maintain and order stock)

(SIRXSL5201 Sell products and services)

The organisation is required to provide evidence to demonstrate that its assessment tools/tasks address all of the units of competency requirements, in particular, the required skills and knowledge.

Further, the organisation is required to provide evidence to demonstrate it has developed assessment criteria which define the level of performance required for all assessment tools/tasks, in particular, the observation checklist/s to ensure training package requirements are met and to ensure consistency in the judgement being made across assessors.

BSB30407 Certificate III in Business Administration

(BSBCUS301B Deliver and monitor a service to customers)

The organisation is required to provide evidence to demonstrate that its assessment tools/tasks address all of the unit's requirements, in particular, the required knowledge.

Further, the organisation is required to provide evidence to demonstrate it has developed assessment criteria which defines acceptable level of performance for all assessment tools/tasks, in particular, task 1 and task 2 for the unit listed to ensure training package requirements are met and to ensure consistency in the judgements being made across assessors.

SNR 18 Governance

The rectification evidence provided to address the non-compliances as reported above, should they be identified compliant, will meet the requirements of this standard.

Therefore, no additional evidence is required to be provided to address this standard.

Analysis of rectification evidence received: 8 April 2013**SNR15.2 STRATEGIES****TAE40110 Certificate IV in Training and Assessment**

The organisation provided evidence to demonstrate that its training and assessment strategy developed for the qualification specifically details the organisation's strategy for its on-line delivery to meet the requirements of the training package and provides guidance to the learning requirements and the training and assessment arrangements and outlines the macro level requirements of the training and assessment process.

FNS40211 Certificate IV in Bookkeeping**FNS40610 Certificate IV in Accounting****SIT30707 Certificate III in Hospitality**

The organisation provided evidence to demonstrate its training and assessment strategies for the qualifications listed have been amended to meet the requirements of the relevant training packages and qualifications, including packaging rules and any entry requirements as described; provide guidance to the learning requirements and the training and assessment arrangements and outlines the macro level requirements of the training and assessment process.

SNR 15.5 ASSESSMENT

TAE40110 Certificate IV in Training and Assessment

TAEDEL402A Plan, organise and facilitate learning in the workplace

TAEASS502B Design and develop assessment tools

The organisation provided a suite of assessment tasks (on-line) which address the requirements of the units of competency listed including the required knowledge, skills and critical aspects for assessment and training package requirements.

Further, the assessment tools/tasks provided as evidence are pitched at the correct AQF level of the qualification and provide student or assessor with clear information about assessment requirements including how assessment will be conducted and recorded.

Furthermore, the organisation provided evidence to demonstrate it has developed assessment criteria which define the acceptable level of performance for all assessment tools/ tasks to ensure training package requirements are met and consistency in the judgements made across assessor/s.

In addition, evidence was provided to demonstrate how the organisation has ensured its assessment process and tasks ensure that assessment is conducted in accordance with the principles of assessment and the rules of evidence are addressed.

FNS40211 Certificate IV in Bookkeeping

FNSACC403B Make a decision in a legal context

The organisation provided a suite of assessment tools/tasks for the unit of competency listed which fully address the requirements of the unit of competency.

Further, the organisation provided evidence to demonstrate it has developed assessment criteria which defines acceptable level of performance for all assessment tools/tasks to ensure training package requirements are met and to ensure consistency in the judgements made across assessors.

SIT30707 Certificate III in Hospitality

SITHFAB012B Prepare and serve espresso coffee

The organisation provided a suite of assessment tools/tasks for the unit of competency listed which fully address all requirements of the unit of competency.

Further, the organisations assessment tools/tasks provide clear information to students and assessors about assessment requirements.

In addition, evidence was provided to demonstrate that it has developed assessment criteria defining acceptable performance, in particular the observation checklist/s to ensure training package requirements are met and to ensure consistency in the judgements being made across assessors.

SIR20212 Certificate II in Retail Services

(SIRXFIN201 Balance and secure point-of-sale terminal

SIRXSLS002A Advise on products and services

SIR30212 Certificate III in Retail Operations

SIRXINV002A Maintain and order stock

SIRXSLS201 Sell products and services

The organisation provided a suite of assessment tools/tasks which address all of the units of competency requirements listed, in particular, the required skills, knowledge and critical aspects for assessment.

Further, the organisation provided evidence it has developed assessment criteria which defines acceptable level of performance for all assessment tools/tasks to ensure training package requirements are met and to ensure consistency in the judgements being made across assessors.

BSB30407 Certificate III in Business Administration

BSBCUS301B Deliver and monitor a service to customers

The organisation provided a suite of assessment tools/tasks address all of the unit's requirements, in particular, the required knowledge.

Further, the organisation provided evidence to demonstrate it has developed assessment criteria which defines acceptable level of performance for all assessment tools/tasks to ensure training package requirements are met and to ensure consistency in the judgements being made across assessors.

SNR 18 Governance

The rectification evidence provided to address the non-compliances as reported above, have been identified compliant, therefore the organisation now meets the requirements of this standard.