

RTO: Portland Workskills Inc.

TOID: 4030

Audit Date: 25-26 March 2019

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Type of Audit: Re-registration

### Audit summary

#### AQTF Conditions

| Conditions of Registration |  | Compliant | Non-compliant | Not audited |
|----------------------------|--|-----------|---------------|-------------|
| 1                          | Governance   |           |               | X           |
| 2                          | Interactions with the Registering Body                               |           |               | X           |
| 3                          | Compliance with Legislation  | X         |               |             |
| 4                          | Insurance  |           |               | X           |
| 5                          | Financial Management   |           |               | X           |
| 6                          | Certification & Issuing of Qualifications & Statements of Attainment | X         |               |             |
| 7                          | Recognition of Qualifications Issued by other RTOs                   | X         |               |             |
| 8                          | Accuracy and Integrity of Marketing                                  | X         |               |             |
| 9                          | Transition to Training Packages/Expiry of Accredited Courses         | X         |               |             |

#### AQTF Standards

(In the table below list which elements the applicant is compliant/non-compliant or not audited against)

| Standards |   | Compliant | Non-compliant | Not audited |
|-----------|---|-----------|---------------|-------------|
| <b>1</b>  | <b>The RTO provides quality training and assessment across all of its operations</b>  |           |               |             |
|           | 1.1 Continuous improvement – training and assessment  | X         |               |             |
|           | 1.2 Strategies for training and assessment  |           | X             |             |
|           | 1.3 Resources   |           | X             |             |
|           | 1.4 Trainers and assessors  |           | X             |             |
|           | 1.5 Assessment  |           | X             |             |
| <b>2</b>  | <b>The RTO adheres to principles of access and equity and maximises outcomes for its clients</b>  |           |               |             |
|           | 2.1 Establishing the needs of clients   | X         |               |             |
|           | 2.2 Continuous improvement – client services  | X         |               |             |
|           | 2.3 Pre-engagement information  | X         |               |             |
|           | 2.4 Workplace based training  |           |               | X           |
|           | 2.5 Meeting the needs of clients (see 2.1)  | X         |               |             |
|           | 2.6 Access to records   | X         |               |             |
|           | 2.7 Complaints and appeals  |           | X             |             |
| <b>3</b>  | <b>Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the RTO operates</b> |           |               |             |
|           | 3.1 Fulfilling agreements   | X         |               |             |
|           | 3.2 Continuous improvement – Operations   | X         |               |             |
|           | 3.3 Partnering arrangements   |           |               | X           |
|           | 3.4 Records management  | X         |               |             |

**VRQA Guidelines 2016**

|   | <b>Guideline</b>   | <b>Compliant</b>                     | <b>Non-compliant</b> | <b>Not audited</b> |
|---|--|--------------------------------------|----------------------|--------------------|
| <b>1</b>  | <b>Governance, financial viability and management systems</b>  |                                      |                      |                    |
|   | 1.1  |                                      |                      | X                  |
|   | 1.2  |                                      |                      | X                  |
|   | 1.3  |                                      |                      | X                  |
|   | 1.4  |                                      |                      | X                  |
| <b>2</b>  | <b>Transparency and oversight of third parties</b>   |                                      |                      |                    |
|   | 2.1 Written agreement  |                                      |                      | X                  |
|   | 2.2 3 <sup>rd</sup> party cooperation with VRQA  |                                      |                      | X                  |
|   | 2.3 Notification of 3 <sup>rd</sup> party arrangements   |                                      |                      | X                  |
|   | 2.4 Information about 3 <sup>rd</sup> party services   |                                      |                      | X                  |
|   | 2.5 Contact details of 3 <sup>rd</sup> party   |                                      |                      | X                  |
|   | 2.6 Changes to agreed services   |                                      |                      | X                  |
|   | 2.7 Complaints and third parties   |                                      |                      | X                  |
|   | 2.8 Appeals and third parties  |                                      |                      | X                  |
| <b>3</b>  | <b>Trainer and assessor qualification (including individuals working under the supervision of a trainer)</b> |                                      |                      |                    |
|   | 3.1 Trainer/assessor qualifications and VET knowledge  | X                                    |                      |                    |
|   | 3.2 TAE40110/TAE40116  | X                                    |                      |                    |
|   | 3.3 Assessment-only qualifications   |                                      |                      | X                  |
|   | 3.4 Supervision arrangements   |                                      |                      | X                  |
|   | 3.5 Supervision – qualifications   |                                      |                      | X                  |
| <b>4</b>  | <b>Delivery of training and assessment services</b>  |                                      |                      |                    |
|   | 4.1 Amount of training   |                                      | X                    |                    |
|   | 4.2 Meeting individual needs – amount of training  |                                      | X                    |                    |
|   | 4.3 TAE – independent validation of assessment   |                                      |                      | X                  |
|   | 4.4 TAE - qualifications of trainers/assessors   |                                      |                      | X                  |
|   | 4.5 TAE - qualifications of trainers/assessors   |                                      |                      | X                  |
|   | 4.6 TAE - qualifications of trainers/assessors   |                                      |                      | X                  |
|   | 4.7 TAE – ext. to scope requirements   |                                      |                      | X                  |
| <b>5</b>  | <b>Annual declaration of compliance</b>  |                                      |                      |                    |
|   | 5.1  |                                      |                      | X                  |
| <b>Opportunities for Improvement</b>  |  |                                      |                      |                    |
| <p><b>RTO Response:</b> <i>(Record any feedback received from the RTO at the closing meeting)</i></p> |  |                                      |                      |                    |
| <b>RTO/applicant signature:</b>   |  | <b>Auditor Signature:</b>            |                      |                    |
| <b>Name:</b>  |  | <b>Auditor Name:</b> Carol Macreadie |                      |                    |
| <b>Date:</b>  |  | <b>Date:</b>                         |                      |                    |