

Feedback from Audit conducted in November 9th, 2010.

## **Qualification Audited:**

SIT30707 Certificate III in Hospitality - SITHCCC001A Organise and prepare food, SITFAB009A Provide responsible service of alcohol

SIT50307 Diploma of Hospitality - SITXMGT002A Develop and implement operational plans, SITXHRM002A Recruit, select and induct staff

## **Standard 1**

The organisation's systematic approach to the continuous improvement of its training and assessment processes was evidenced from the following:

- Data collected from a range of sources such as course evaluation forms, quality indicator data, minutes of monthly moderation meetings and feedback received from industry clients
- Analysis of data collected from various sources and presented statistically and graphically for discussion at the monthly meetings between the management (Directors) and trainers
- Demonstration of improvements to training and assessment - for example - revision of training resources by adding more pictorial content, redevelopment of assessment to suit classroom or self paced assessment especially for bar and restaurant courses, revised lists of physical resources and training and assessment tools based on student and trainer feedback for Wine and Tourism courses.

The organisation provided sufficient evidence to demonstrate that its nominated trainers/assessors have the necessary training/assessment and vocational competencies and continue to develop their industry currency and competency by engaging in a range of professional development and industry relevant activities.

## **Non Compliances:**

The organisation provided evidence of documented training and assessment strategies. However, the strategies did not include sufficient and accurate information regarding the organisation's training and assessment processes.

Assessment tools were not supported by sufficient evidence criteria to ensure that valid and consistent assessment decisions and judgements of competence were made across a range of learners/assessors

Rectification received:

The organisation provided evidence of the following:

- Training and assessment strategies that provide accurate and sufficient information regarding: the qualification, the organisation's training and assessment processes; resources (human and physical); RPL; are consistent with the organisation's assessment processes and meet the requirements of the training package and industry.
- Clearly defined physical resources including equipment/ facilities required for the delivery and assessment of SIT30707 Certificate III in Hospitality and SIT50307 Diploma of Hospitality.
- All assessment tools include clear instructions regarding purpose and context of assessment.

## **Opportunities for Improvement:**

It is suggested that the organisation develop separate Training and Assessment Strategies to suit the different needs of the varied cohorts that it delivers training and assessment to.

## **Standard 2**

The organisation approach to the systematic and continuous improvement of its clients services was demonstrated through the following:

- Collection of data from a range of sources including: client feedback on completion of the training program; use of quality indicator tools and extensive discussions with clients(employers)
- Analysis of the responses and feedback and the identification of improvement opportunities within clients services. Evidence was provided of minutes from monthly management meetings where client services including specific needs of different student cohorts were identified at the different stages of training (including delivery and assessment)
- The organisation provided evidence of improvements made to client services through flexible modes of delivery, adjustment within timeframes, reasonable adjustments made for clients with specific language, literacy and numeracy needs and other improvements made to the quality of training and assessment tools/processes based on client feedback.

The organisation's pre-enrolment information was comprehensive and clearly articulated the requirements of the qualifications and the organisation's training and assessment processes, fee refund policy and support services including the clients rights and obligations,

## **Standard 3**

The organisation demonstrated a systematic and continuous improvement approach to the management of its operations. It provided evidence of its policies and procedures and managements systems including the recent implementation of an AVETMISS compliant databas management system (WISENET). The organisation's current systems are appropriate to its size and scope.

### **Non Compliance:**

The organisation has a partnering arrangement, however a review of the arrangement identified that the arrangement was purely a legal contractual agreement and did not clearly define the roles and responsibilities of each party or stipulate the monitoring arrangements to ensure quality of training and assessment was delivered to the standards set by the organisation, met the needs of the client and complied with the AQTF standards.

The organisation is required to provide evidence of a partnership agreement that clearly defines the roles and responsibilitie of each party and articulates the monitoring arrangements that will identify opportunities for improvement to the arrangement.

### **Rectification:**

The organisation provided evidence of its partnership agreement. the amended agreement clearly defines the roles and responsibilities of each party and articulates the monitoring arrangements that will identify opportunities for improvement to the arrangement.