



# REPORT

## **Audit report: Access Training & Logistics Pty Ltd**

RTO number:	21318
CRICOS number:	N/A
Date/s of audit:	14 July 2020
Date report created:	14 July 2020

## Organisation details

Organisation's legal name:	Access Training & Logistics Pty Ltd
Trading names:	ACCESS VOCATIONAL TRAINING
RTO number:	21318
CRICOS number:	N/A

## Audit team

Lead auditor:	Karla Halsall
Auditor/s:	N/A

## Audit details

Application number/s:	N/A
Audit number:	AUDREC0010731
Audit reason:	Compliance Monitoring
Address of site/s visited:	N/A – Desk Audit
Date of audit:	14 July 2020
Organisation's contact for audit:	Raymond Daniel CEO ray@accesstraininglogistics.com.au 1300853031

## Original finding at time of audit

### Audit finding: Concerning non-compliance

Report completed by: Karla Halsall

Practice	Standards for RTOs	Finding
Training and Assessment	1.1*, 1.3*, 1.13	Not compliant

\*Indicates a non-compliant clause

## Background

Access Training & Logistics Pty Ltd was initially registered as a Registered Training Organisation on 24 April 2003. Its current registration expires on 31 August 2025.

Summary of organisation and management structure:

- CEO: Raymond Daniel
- General Manager: Sophie Morton

- Administration Manager
- Trainer/Assessors

Scope of organisation's registration:

- *SIT30616 Certificate III in Hospitality*
- *SIT40416 Certificate IV in Hospitality*
- *HLTINFCOV001 Comply with infection prevention and control policies and procedures*
- *HLTINF001 Comply with infection prevention and control policies and procedures*

Suburb and state of all delivery sites:

- Various workplaces across Victoria and New South Wales
- Classroom delivery in Geelong, VIC and Cronulla, NSW

Third party usage:

- None

Core clients/target groups:

- Predominantly trainees and existing workers
- Some job seekers

Training Revenue (Funded or fee for service):

- Fee for service
- NSW Government Funding

Total number of current enrolments in the organisation as at audit date:

- 41 enrolments

In preparing the audit report, consideration has been given and reference made, where relevant, to:

- Information provided directly by Access Training & Logistics Pty Ltd to ASQA.
- Existing information and records held by ASQA concerning Access Training & Logistics Pty Ltd.
- Information provided to ASQA's auditors and documentation reviewed during the desk audit of Access Training & Logistics Pty Ltd conducted on 14 July 2020.
- Other publicly available information - including but not limited to, information published on the organisation's and third-party websites.

## Audit Sample

Training Products	Mode/s of delivery/assessment*	Current enrolments
<i>HLTINF001 Comply with infection prevention and control policies and procedures</i>	Mixed	7

\*Apprenticeship, Traineeship, Face to face, Distance, Online, Workplace, Mixed, Other (specify)

## Interviewees

Name	Position	Training products
Raymond Daniel	CEO	N/A
Sophie Morton	General Manager	N/A

## About this Report

This report details findings against the *Standards for Registered Training Organisations (RTOs) 2015* (Standards for RTOs). If non-compliance has been identified, this report describes evidence of the non-compliance.

Where non-compliance has been identified, the Registered Training Organisation is accountable for identifying and correcting non-compliant practices and behaviours, particularly those that have had a negative impact on learners.

Correcting a non-compliance may require:

- correcting a process or system that has led to the non-compliance, and implementing a revised process or system
- identifying the impact on learners and carrying out remedial action for current and past learners

## Original action required by Organisation

Access Training & Logistics Pty Ltd did not meet all requirements for *Standards for Registered Training Organisations (RTOs) 2015* Clauses 1.1 and 1.3.

Remedial action is required for the following training products:

- *HLTINF001 Comply with infection prevention and control policies and procedures*

The organisation is required to provide evidence that demonstrates:

### Training and assessment

*Standards for RTOs Clause 1.1 and 1.2*

- the organisation has corrected its training and assessment practices for future students to ensure they meet the requirements of the training product, including the amount of training provided
- the organisation has carried out remedial action to identify and address the impact the non-compliance may have caused to students in the training product sampled whom were impacted by training and assessment practices that did not meet the requirements of the training product (including amount of training). Remedial action needs to cover current students and students who enrolled or completed with your organisation in the past month.

## Areas of non-compliance

### Training and Assessment

#### Training Delivery and Assessment

##### Standards for RTOs Clause 1.1

*Original Finding: Not compliant*

The RTO's training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled.

##### ***HLTINF001 Comply with infection prevention and control policies and procedures***

- The following evidence was reviewed:
  - HLTINF001 Training and Assessment Strategy version 171130
  - Session Plan version 180914
- The organisation's documented training and assessment practices are not in accordance with the requirements of the training package. Specifically:
  - The unit of competency states the unit 'applies to individuals working in health and direct client care contexts' and requires that skills are demonstrated in a health and direct client care workplace. Conversely, the organisation's training and assessment strategy states 'The program is intended for people who are working in a non-health related field'. The organisation delivers the unit of competency in the context of hospitality, retail, hairdressing, nail technology and public transport industries and conducts assessment in workplaces in these industries. This does not meet the requirements of the training package.
- The organisation's documented training and assessment strategy does not separate training from assessment; therefore, it cannot be confirmed what the actual amount of training is. Specifically, the organisation's training and assessment strategy states the course will be delivered over three, six-hour sessions and require students to complete five hours of homework. However, the training and assessment strategy does not indicate how much of the stated hours is training.
- The documented training and assessment strategy for delivery of the above training product is not consistent with other learning and assessment documentation produced by the organisation. Specifically, the organisation's training and assessment strategy states the course will be delivered over three, six-hour sessions; whereas, the session plan is for one session delivered over 6 hours 45 minutes (excluding breaks).

Auditor note: the organisation commenced delivery of *HLTINF001 Comply with infection prevention and control policies and procedures* prior to the release of *HLTINFCOV001 Comply with infection prevention and control policies and procedures* and associated contextualisation advice. The organisation has identified that *HLTINFCOV001 Comply with infection prevention and control policies and procedures* is the appropriate unit for non-health and direct client care industry contexts and intended to enrol future students in this new unit. The training and assessment strategy for *HLTINF001 Comply with infection prevention and control policies and procedures* states:

'Enrolments will be accepted in June 2020. Subsequent to this, students will be enrolled in HLTINFCOV001.'

## Standards for RTOs Clause 1.3

*Original Finding: Not compliant*

The RTO has, for all of its scope of registration, and consistent with its training and assessment strategies, sufficient:

- a) trainers and assessors to deliver the training and assessment;
- b) educational and support services to meet the needs of the learner cohort/s undertaking the training and assessment;
- c) learning resources to enable learners to meet the requirements for each unit of competency, and which are accessible to the learner regardless of location or mode of delivery; and
- d) facilities, whether physical or virtual, and equipment to accommodate and support the number of learners undertaking the training and assessment.

### ***HLTINF001 Comply with infection prevention and control policies and procedures***

- The following evidence was reviewed:
  - HLTINF001 Training and Assessment Strategy version 171130
  - Session Plan version 180914
  - Trainer and Assessor files
  - Assessment Record Assessor Guide (version 200518)
  - Assessment Record (version 200518)
  - Coronavirus COVID-19 'Keeping your distance' flyer
  - Coronavirus COVID-19 'Let's be covid safe together' flyer
  - Coronavirus COVID-19 'Good hygiene is in your hands' flyer
  - Coronavirus COVID-19 'Simple steps to stop the spread' flyer
  - HLTINF001 PowerPoint
  - HLTINF001 Resource Checklist
  - HLTINF001 Session Plan
  - Learner Guide
  - Photographs of physical resources
- The facilities and equipment utilised by the organisation do not enable each student to meet the requirements of the relevant training product. Specifically:
  - As outlined for Clause 1.1 above, the unit of competency requires assessment to occur in a health or direct client care context workplace. However, the organisation delivers the unit of competency in the context of hospitality, retail, hairdressing, nail technology and public transport industries and conducts assessment in workplaces in these industries. This does not meet the requirements of the training package.